Attachment 2.1 to Subsidiary Component Agreement # FT08424013

Financial Report

Name of Organization	Family Services of Greater Vancouver
Contract No:	FT08424013
Month:	April 1 2015 to March 31 2016

Detail		TOTALS	comments/questions
Total Operational Revenue		**298,646.88**	*excludes deferred revenue*
Operational Expenses:			
Total Wages and Benefits		204,722.20	
Total Client Support Costs		1,192.55	
Total Transportation		53.28	
Total Program Support		2,453.55	
Total Program Admin Support		11,228.18	
Total Facilities Expenses		36,349.33	
Total Operational Pre. Admin		**255,999.09**	
Total Admin & Gen. Expenses*		**29,864.69**	
Total Operational Expenses		**285,863.78**	
Number of Units			
Unit Cost			
Total Surplus/(deficit)		**12,783.10**	

Comments regarding variances:

This report has been prepared from the books and records of the Contractor for the funding period ended **March 31 2016**. I hereby confirm to the best of my knowledge and belief, that the information contained herein, was compiled in accordance with generally accepted accounting principles and in compliance with the Province's General Management Operating Policy. There is nothing to my knowledge that has not been disclosed in this report which would affect the accuracy and completeness of the financial information.

Signature

August 10 2016
Date

Paul Flasher
Print Name

Controller
Print Title

Financial Report				
Names of Organization	Family Services of Greater Vancouver			
Contract No.	FT08424001			
Program name	EARLY CHILDHOOD COMMUNITY CONSULTANT			
Period Covered:	April 1, 2015 to March 312 2016			
	YTD Actual	Forecast to end of funding period	Approved funding	Variance
	$	$	$	$
REVENUE				
Ministry of Children and Family Development	59,256	0	59,256	0
MCF invoiced payments	0	0	0	0
Other MCF payments (specify):	0	0	0	0
TOTAL GROSS REVENUE	**59,256**	**0**	**59,256**	**0**
PROGRAM/SERVICE EXPENSES				
Total compensation (wages and benefits)	48,579	0	51,033	-2,454
Program/Service Client Support Costs	2,848	0	2,185	663
Program/Services Facilities Costs	3,796	0	3,827	-31
Administration Costs	5,143	0	5,322	-179
TOTAL GROSS EXPENSES	**60,367**	**0**	**62,367**	-2,000
TOTAL NET SURPLUS (DEFICIT)	-1,110	**0**	-3,111	**2,000**
Comments:				

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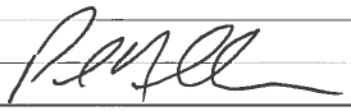

Signature

Paul Flasher Controller — July 29 2016

Print Name — Date

Financial Report				
Names of Organization	Family Services of Greater Vancouver			
Contract	FT08424002			
Program Name	Family Counselling			
Period Covered:	April 1, 2015 to March 31, 2016			
	YTD Actual	Forecast to end of funding period	Approved funding	Variance
	$	$	$	$
REVENUE				
Ministry of Children and Family Development	14,840	0	14,840	-0
MCF invoiced payments	0	0	0	0
Other MCF payments (specify):	0	0	0	0
TOTAL GROSS REVENUE	**14,840**	**0**	**14,840**	-0
PROGRAM/SERVICE EXPENSES				
Total compensation (wages and benefits)	11,438	0	15,440	-4,002
Program/Service Client Support Costs	810	0	0	810
Program/Services Facilities Costs	593	0	0	593
Administration Costs	1,225	0	1,544	-319
TOTAL GROSS EXPENSES	**14,065**	**0**	**16,984**	-2,919
TOTAL NET SURPLUS (DEFICIT)	**775**	**0**	**-2,144**	**2,919**
Comments:				

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Signature			
Paul Flesher Controller		July 29 2016	
Print Name		Date	

Attachment 2.1 to Subsidiary Component Agreement # FT08424007

Financial Report

Name of Organization	**Family Services of Greater Vancouver**
Contract No:	**FT08424007**
Month:	**April 1 2015 to March 31 2016**

Detail		**TOTALS**	***comments/questions***
Total Operational Revenue		**118,385.16**	
Operational Expenses:			
Total Wages and Benefits		81,330.44	
Total Client Support Costs		781.37	
Total Transportation		994.83	
Total Program Support		5,291.27	
Total Program Admin Support		4,829.01	
Total Facilities Expenses		7,910.53	
Total Operational Pre. Admin		**101,137.45**	
Total Admin & Gen. Expenses*		**11,838.52**	
Total Operational Expenses		**112,975.97**	
Number of Units			
Unit Cost			
Total Surplus/(deficit)		**5,409.19**	*Surplus is 4.57% of total funding*

Comments regarding variances:

This report has been prepared from the books and records of the Contractor for the funding period ended **March 31 2016**. I hereby confirm to the best of my knowledge and belief, that the information contained herein, was compiled in accordance with generally accepted accounting principles and in compliance wirh the Province's General Management Operating Policy. There is nothing to my knowledge that has not been disclosed in this report which would affect the accuracy and completeness of the financial information.

Signature

July 29 2016
Date:

Paul Flesher
Print Name

Controller
Print Title

Attachment 2.1 to Subsidiary Component Agreement # FT08424005

Financial Report

Name of Organization **Family Services of Greater Vancouver**
Contract No: **FT08424005**
Month: **April 1 2015 to December 31 2015**

Detail		TOTALS
Total Operational Revenue		**579,138.78**
Operational Expenses:		
Total Wages and Benefits		470,243.00
Total Client Support Costs		16,995.46
Total Transportation		2,508.60
Total Program Support		11,375.61
Total Program Admin Support		14,995.75
Total Facilities Expenses		4,394.35
Total Operational Pre. Admin		**520,512.77**
Total Admin & Gen. Expenses*		**56,879.10**
Total Operational Expenses		**577,391.87**
Number of Units		
Unit Cost		
Total Surplus/(deficit)		**1,746.91**

Comments regarding variances:

This report has been prepared from the books and records of the Contractor for the funding period ended **December 31 2015**. I hereby confirm to the best of my knowledge and belief, that the information contained herein, was compiled in accordance with generally accepted accounting principles and in compliance wirh the Province's General Management Operating Policy. There is nothing to my knowledge that has not been disclosed in this report which would affect the accuracy and completeness of the financial information.

Signature

Feb 3 2016
Date:

Paul Flasher
Print Name:

Controller
Print Title:

Attachment 2.1 to Subsidiary Component Agreement # FT08424009

Financial Report

Name of Organization Family Services of Greater Vancouver
Contract No: FT08424009
Month: April 1 2015 to December 31 2015

		7110	7123/7124	7112	7111	7130	
Detail		**Community Outreach**	**Intake, Assessment, Integrated Case Mgt.**	**Housing Support & Assistance**	**Services to Transition Youth to Adulthood**	**Day Programming**	**TOTALS**
Total Operational Revenue		**181,054.23**	**394,602.04**	**86,621.97**	**151,098.41**	**66,912.01**	**880,288.66**
Operational Expenses:							
Total Wages and Benefits		87,805.91	355,295.36	90,682.48	86,363.97	39,169.16	**659,316.88**
Total Client Support Costs		1,556.30	11,305.44	1,673.84	1,601.98	127.17	**16,264.73**
Total Transportation		2,024.50	3,213.82	762.18	3,347.43	476.37	**9,824.30**
Total Program Support		2,610.81	8,113.77	1,616.04	1,963.01	1,028.26	**15,331.89**
Total Program Admin Support		10,280.69	21,353.40	6,281.94	7,060.76	2,664.32	**47,641.11**
Total Facilities Expenses		6,975.08	17,360.64	3,515.61	5,913.49	2,737.49	**36,502.31**
Total Operational Pre. Admin		**111,253.29**	**416,642.43**	**104,532.09**	**106,250.64**	**46,202.77**	**784,881.22**
Total Admin & Gen. Expenses*		**17,979.12**	**39,900.06**	**9,160.20**	**15,003.00**	**6,644.16**	**88,686.54**
Total Operational Expenses		**129,232.41**	**456,542.49**	**113,692.29**	**121,253.64**	**52,846.93**	**873,567.76**
Number of Units							
Unit Cost							
Total Surplus/(deficit)		**51,821.82**	(61,940.45)	(27,070.32)	**29,844.77**	**14,065.08**	**6,720.90**

Comments regarding variances:

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Signature

Feb 3 2016
Date:

Paul Flesher
Print Name:

Controller
Print Title:

Financial Report				
Names of Organization	Family Services of Greater Vancouver			
Contract No.	FT08424020			
Program name	Domestic Violence Response Program			
Period Covered:	April 1, 2015 to March 31 2016			
	YTD Actual	Forecast to end of funding period	Approved funding	Variance
	$	$	$	$
REVENUE				
Ministry of Children and Family Development	77,991	0	77,991	0
MCF invoiced payments	0	0	0	0
Other MCF payments (specify):	0	0	0	0
TOTAL GROSS REVENUE	**77,991**	**0**	**77,991**	**0**
PROGRAM/SERVICE EXPENSES				
Total compensation (wages and benefits)	67,544	0	67,544	0
Program/Service Client Support Costs	2,364	0	2,717	-353
Program/Services Facilities Costs	2,900	0	2,898	2
Administration Costs	6,991	0	7,026	-35
TOTAL GROSS EXPENSES	**79,800**	**0**	**80,185**	-385
TOTAL NET SURPLUS (DEFICIT)	-1,809	0	-2,194	385
Comments:				

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Signature			
Paul Fleshar Controller		July 29 2016	
Print Name		Date	

Financial Report

Names of Organization	Family Services of Greater Vancouver
Contract No.	FT08424021
Program name	Family Prez/Mediation/Foster Parent Supp/CYSN (PRIYD)
Period Covered:	April 1, 2015 to September 30 2015

	Family Preservation & Reunification	Project Parent	Family Mediation & Reunification	Foster Parent Support & Education	CYSN Child, Youth & Parent Support	Total
REVENUE						
Ministry of Children and Family Development	2,714,511	681,603	81,431	92,836	393,202	3,963,584
TOTAL GROSS REVENUE	**2,714,511**	**681,603**	**81,431**	**92,836**	**393,202**	**3,963,584**
PROGRAM/SERVICE EXPENSES						
Total compensation (wages and benefits)	803,240	504,949	62,113	64,961	285,596	1,720,859
Subcontractors	1,401,076	0	0	0		1,401,076
Program/Service Client Support Costs	114,750	43,132	5,849	7,391	42,543	213,665
Program/Services Facilities Costs	82,869	57,064	5,201	3,527	14,326	162,988
Administration Costs	137,442	68,160	8,143	9,284	39,320	262,349
TOTAL GROSS EXPENSES	**2,539,377**	**673,306**	**81,306**	**85,163**	**381,785**	**3,760,937**
TOTAL NET SURPLUS (DEFICIT)	**175,134**	**8,297**	**125**	**7,673**	**11,417**	**202,647**
APPROVED FUNDING	***5,427,289***	***1,363,207***	***162,863***	***185,672***	***786,403***	***7,925,434***
MPP OTO FUNDING	***866***					***866***

Comments:

This report has been prepared from the books and records of the Contractor for the funding period ended **September 30, 2015.** I hereby confirm to the best of my knowledge and belief, that the information contained herein, was compiled in accordance with the generally accepted accounting principles and in compliance with the Province's General Management Operating Policy. There is nothing to my knowledge that has not been disclosed in this report which would affect the accuracy and completeness of the financial information.

Signature: Paul Flesher

Print Name:

January 21 2015

Date:

Controller

Print Title:

Page 8 of 13 2016-04-01 11:10

Financial Report

Names of Organization	Family Services of Greater Vancouver
Contract No.	FT08424021
Program name	Family Prez/Mediation/Foster Parent Supp/CYSN (PRIYD)
Period Covered:	April 1, 2015 to March 31 2016

	Family Preservation & Reunification	Project Parent	Family Mediation & Reunification	Foster Parent Support & Education	CYSN Child, Youth & Parent Support	Total
REVENUE						
Ministry of Children and Family Development	5,428,155	1,363,207	162,863	185,672	786,403	7,926,300
TOTAL GROSS REVENUE	**5,428,155**	**1,363,207**	**162,863**	**185,672**	**786,403**	**7,926,300**
PROGRAM/SERVICE EXPENSES						
Total compensation (wages and benefits)	1,570,803	975,776	118,702	132,172	610,828	3,408,282
Subcontractors	2,920,509	0	0	0		2,920,509
Program/Service Client Support Costs	365,287	101,754	12,298	17,945	- 10,300	486,984
Program/Services Facilities Costs	153,142	112,549	10,526	7,044	22,214	305,473
Administration Costs	262,564	120,645	12,940	18,567	78,640	493,355
TOTAL GROSS EXPENSES	**5,272,304**	**1,310,723**	**154,466**	**175,728**	**701,382**	**7,614,604**
TOTAL NET SURPLUS (DEFICIT)	**155,851**	**52,484**	**8,397**	**9,944**	**85,021**	**311,696**

Reallocation of surplus funds under CEFI contract	-140,000
Deferred revenue	-152,952
Surplus balance, March 31 2016	**18,744**

APPROVED FUNDING	***5,427,289***	***1,363,207***	***162,863***	***185,672***	***786,403***	***7,925,434***
MPP OTO FUNDING	***866***					***866***

Comments:

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Signature: Paul Flesher

Print Name:

July 29 2016

Date:

Controller

Print Title:

Financial Report

Names of Organization	Family Services of Greater Vancouver
Contract No.	FT08424021
Program name	Family Prez/Mediation/Foster Parent Supp/CYSN (PRIYD)
Period Covered:	April 1, 2015 to September 30 2015

	Family Preservation & Reunification	Project Parent	Family Mediation & Reunification	Foster Parent Support & Education	CYSN Child, Youth & Parent Support	Total
REVENUE						
Ministry of Children and Family Development	2,714,511	681,603	81,431	92,836	393,202	3,963,584
TOTAL GROSS REVENUE	**2,714,511**	**681,603**	**81,431**	**92,836**	**393,202**	**3,963,584**
PROGRAM/SERVICE EXPENSES						
Total compensation (wages and benefits)	803,240	504,949	62,113	64,961	285,596	1,720,859
Subcontractors	1,401,076	0	0	0		1,401,076
Program/Service Client Support Costs	114,750	43,132	5,849	7,391	42,543	213,665
Program/Services Facilities Costs	82,869	57,064	5,201	3,527	14,326	162,988
Administration Costs	137,442	68,160	8,143	9,284	39,320	262,349
TOTAL GROSS EXPENSES	**2,539,377**	**673,306**	**81,306**	**85,163**	**381,785**	**3,760,937**
TOTAL NET SURPLUS (DEFICIT)	**175,134**	**8,297**	**125**	**7,673**	**11,417**	**202,647**
APPROVED FUNDING	***5,427,289***	***1,363,207***	***162,863***	***185,672***	***786,403***	***7,925,434***
MPP OTO FUNDING	***866***					***866***

Comments:

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Signature: Paul Flesher

Print Name:

January 21 2015

Date:

Controller

Print Title:

Financial Report				
Names of Organization	Family Services of Greater Vancouver			
Contract No.	FT08424023			
Program name	CYSN Child, Youth and Parent Support Services			
Period Covered:	April 1, 2015 to March 31, 2016			
	YTD Actual	Forecast to end of funding period	Approved funding	Variance
	$	$	$	$
REVENUE				
Ministry of Children and Family Development	401,833	0	401,833	0
MCF invoiced payments	0	0	0	0
Other MCF payments (specify):	0	0	0	0
TOTAL GROSS REVENUE	**401,833**	**0**	**401,833**	**0**
PROGRAM/SERVICE EXPENSES				
Total compensation (wages and benefits)	211,103	0	318,915	-107,812
Program/Service Client Support Costs	21,782	0	32,906	-11,124
Program/Services Facilities Costs	8,325	0	9,829	-1,504
Administration Costs	40,183	0	40,183	0
TOTAL GROSS EXPENSES	**281,393**	**0**	**401,833**	-120,440
TOTAL NET SURPLUS (DEFICIT)	**120,440**	**0**	**0**	**120,440**
Comments:				

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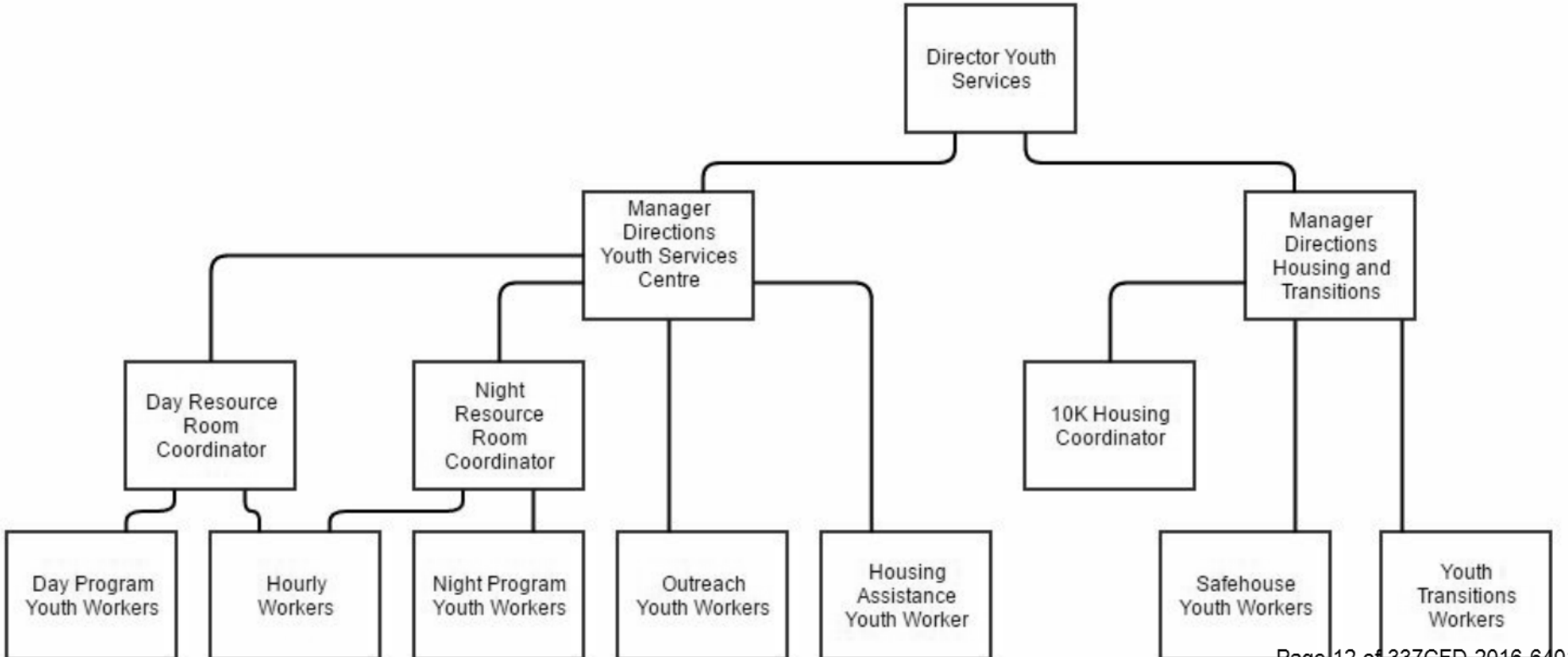
Signature			
Paul Flesher Controller		August 26 2016	
Print Name		Date	


Director Youth Services
Manager Directions Youth Services Centre
Manager Directions Housing and Transitions
Day Resource Room Coordinator
Night Resource Room Coordinator
10K Housing Coordinator
Day Program Youth Workers
Hourly Workers
Night Program Youth Workers
Outreach Youth Workers
Housing Assistance Youth Worker
Safehouse Youth Workers
Youth Transitions Workers

NON UNION Staffing Structure - Youth Hub Analysis

Name of Organization: Family Services of Greater Vancouver

Contract:

Number of hours in work week: 35 or 40

		Programs																			
		Resource Room		Youth Transition		Youth Outreach		Day Programs		Housing Support & Assistance		Safe House		Family Mediation & Reunification		Volunteer Mentoring					
Detail	*Top rate for position*	Budget	FTE	Budget	FTE	Budget	FTE	Budget	FTE	Budget	FTE	Budget	FTE	Budget	FTE	Budget	FTE	Total Budget	Total FTE	Qualifications	Experience	Comments
PROGRAM WAGES AND BENEFITS BY CLASSIFICATION																						
Direct Service Program Staff																						
eg: Adult, Youthand/or Child Worker	s.21,s.22																			*2 year diploma in related human/social service field*	*1 year recent related experince working with youth*	
Youth Worker																				Two years post-secondary course/diploma in social work or youth care/certificate in related field	Minimum 2 years experience working with youth, preferably in support of youth who have alcohol /drug misuse issues.	
Transition Worker																				Degree in Social work or related human/social service field	Minimum 3 years experience working with youth, preferably in support of youth who have alcohol /drug misuse issues.	
Housing Coordinator																				Degree or Diploma in youth care or relevant post secondary social service	Minimum 3 years experience with homeless and at risk youth working in a one to one life skills support capacity	
Program Coordinator																				University Degree (BA/BSW) and or a combination of education and experience	Have worked with street youth for at least 5 years and 2 years of previous supervisory experience or combination of applicable education and relevant experience	
Hourly Workers																					Minimum of two years removed from homelessness, street life, addiction or other connected, relevant life experience	
Safehouse Youth Worker																				Two years post-secondary course/diploma in social work or youth care/certificate in related field	Minimum 2 years experience working with youth, preferably in support of youth who have alcohol /drug misuse issues.	
Program Supervision/Manager																						
Program Manager																				University Degree (BA/BSW)	Have worked with at risk youth for at least 5 years and 4 years of previous supervisory experience	
Relief																						
Sick and Vacation Coverage																						
TOTAL PROGRAM WAGES & FTEs																						
Benefits																						
MERCs (__14__%) - (WCB, CPP, EI)																						
Other (__9__%) - (specify)LTD, MSP, Dental																						
TOTAL BENEFITS		$ 43,271.28	-	$ 38,640.23	-	$ 29,693.69	-	$ -	-	$ 17,625.13	-	$ 48,507.56	-	$ -	-	$ -	-	*$ 177,737.89*	-			
TOTAL WAGES & BENEFITS		$ 902,402.97	18.6	$ 362,386.46	4.8	$ 317,593.38	6.2	$ -	-	$ 188,512.26	3.6	$ 805,483.12	18.4	$ -	-	$ -	-	$ 2,541,975.78	51.6			

SUBSIDIARY COMPONENT AGREEMENT (SCA)

BRITISH COLUMBIA

Ministry of Children and Family Development

BRITISH COLUMBIA — Ministry of Children and Family Development	**SUBSIDIARY COMPONENT AGREEMENT: FT08061001** **Agreement Name:** Parent Education Programs

HER MAJESTY THE QUEEN IN RIGHT OF THE PROVINCE OF BRITISH COLUMBIA, represented by The Minister of Children and Family Development (the "Province", "we", "us", or "our" as applicable) at the following address:	AND THE FAMILY EDUCATION AND SUPPORT CENTRE (Legal Name) (the "Contractor", "you", or "your" as applicable) at the following address:
200 11965 FRASER STREET MAPLE RIDGE, B.C. CANADA V2X 8H7 Fax Number: (604)476-2813	22554 LOUGHEED HWY MAPLE RIDGE, BC V2X 2V1 Fax Number: (604)467-5668

The term for the Subsidiary Component Agreement begins on: 01/04/2011 (Day/Month/Year) and ends on 31/03/2012 (Day/Month/Year)

THE PARTIES AGREE TO THE TERMS ON THE ATTACHED PAGES OF THIS DOCUMENT AND OUTLINED BELOW.
THIS SUBSIDIARY COMPONENT AGREEMENT IS PART OF THE THIRD PARTY SERVICE AGREEMENT FT08061000:

APPLICABLE SCHEDULES:

- **SCHEDULE A - SERVICES**
- **SCHEDULE B - PAYMENT & FINANCIAL REPORTING**
- **SCHEDULE C - APPROVED SUBCONTRACTOR(S)**
- **SCHEDULE D - RISK MANAGEMENT & CONFLICT RESOLUTION**
- **SCHEDULE E - AUTHORIZED PERSONS (FOR THE SUBSIDIARY COMPONENT AGREEMENT)**
- **SCHEDULE H - ADDITIONAL TERMS**

SIGNED AND DELIVERED on the 22nd day of March, 2011 on behalf of the Province by its duly authorized representative

Signature: Teresa Goodman per

Print Name: Gareth Griffiths

Position: Community Services Manager or Designate

Responsibility Centre: RIDGE MEADOWS CSM

SIGNED AND DELIVERED on the 15th day of MARCH, 2011 by or on behalf of the Contractor (or by its authorized signatory or signatories if the Contractor is a corporation)

Signature: Faye Luxemburg-Hyam

Print Name: Faye Luxemburg-Hyam Position: Executive Director or Designate

Signature: _____

Print Name: _____ Position: _____

Signature: _____

Print Name: _____ Position: _____

READ TERMS ON THE ATTACHED PAGES OF THIS DOCUMENT

SCHEDULE A – SERVICES

SUMMARY

Term **01/04/2011 to 31/03/2012** ***Total Amount of Component Agreement*** **$151,502.08**

Allocation by Programs and Services

Programs		
Services to Strengthen Families		
	Additional Cost - Supplemental Supports to Mandated Services	$2,673.74
	Mutual Aid - General	$89,268.13
	Training and Education - General	$59,560.21
	Sub-Total	**$151,502.08**
	Total	**$151,502.08**

Allocation by Community

Communities Served	
Ridge Meadows	$151,502.08
Total	**$151,502.08**

Allocation by Business Area

Core Business Area	Business Area - Sub Business Area	
Child and Family Development		
	Family Development/Service to Strengthen Families	$151,502.08
	Sub-Total	**$151,502.08**
	Total	**$151,502.08**

PROGRAMS

Services to Strengthen Families

TARGET POPULATION:	Families who require additional support in order to manage parenting responsibilities, but who do not fall within the Ministry's protection mandate.
OUTCOME:	Families have the capacity to care for their own children such that the children have healthy, non-violent role models that enable them to grow and develop to their full potential.

Families Supporting Families Program (Services to Strengthen Families)

SERVICE: MUTUAL AID - GENERAL — **Total Amount** $89,268.13

Definitions	Provision of means whereby youth or caregivers with common concerns connect for the purpose of supporting each other.			
Project Code	18CN385			
Input	Qualified Staff			
Output Indicators	# Service Units	**Quantity**	1224	
Reporting Frequency	Quarterly			
Core Business Area	Child and Family Development			
Business Area	Family Development			
Sub Business Area	Service to Strengthen Families			
Communities Served				
Ridge Meadows	**Recipient(s)**	Parents/Caregivers	**Amount**	$89,268.13

This allocation is provided as an estimate.

Parent Education and Personal Growth/Development (Services to Strengthen Families)

SERVICE: TRAINING AND EDUCATION - GENERAL — **Total Amount** $59,560.21

Definitions	Range of strategies for imparting knowledge, improving skills and building awareness of resources.			
Project Code	18CN529			
Input	Qualified Staff			
Output Indicators	# Service Units	**Quantity**	820	
Reporting Frequency	Quarterly			
Core Business Area	Child and Family Development			
Business Area	Family Development			
Sub Business Area	Service to Strengthen Families			
Communities Served				
Ridge Meadows	**Recipient(s)**	Parents/Caregivers	**Amount**	$59,560.21

This allocation is provided as an estimate.

Child Minder/Driver (Services to Strengthen Families)

ADDITIONAL COST - SUPPLEMENTAL SUPPORTS TO MANDATED SERVICES — **Total Amount** $2,673.74

Definitions	Management of funds to support the provision of other contracted services which includes child minding, transportation, hosting, etc.
Project Code	4460
Name	Child Minder/Driver

Reporting Frequency	Annually				
Core Business Area	Child and Family Development				
Business Area	Family Development				
Sub Business Area	Service to Strengthen Families				
Communities Served					
Ridge Meadows		**Recipient(s)**	Family	**Amount**	$2,673.74

This allocation is provided as an estimate.

Additional Descriptions

SERVICE DESCRIPTION

The Annual Baseline is $151, 502.08

Families Supporting Families Program

The Families Supporting Families Program provides a place where parents and caregivers can meet and discuss the issues and challenges of raising children in a nonjudgmental atmosphere. Groups are led by a trained facilitator and are offered in the day and evening. The program offers parenting information, guest speakers, a resource library, on-site child minding and refreshments,

Funds from other funding sources may be used to offset child minding or other costs in the operation of the groups.

Parent Education and Personal Growth and Development Programs

The Contractor will provide evidence-based parent education and personal growth and development programs, as identified by local MCFD team leaders, families and community partners. Groups will be offered for families where addictions, mental health issues, violence or conflict are a feature of family life. Programs will be tailored to meet cultural and language needs, and will be suited to new Canadians and participants of various ages, and stages of development.

A fee for service may be charged for non-Ministry referred clients.

REPORTING

Outputs/Quantitative Data:

On a quarterly basis, the Contractor will submit a written report including the following information:

- service unit reporting.

Outcomes/Qualitative Data:

On a quarterly basis, the Contractor will submit a written report including the following information:

- outcome and indicator reporting.

On an annual basis, the Contractor will provide a report of the results of the client satisfaction and outcome surveys completed at service end.

Additional output reporting may be negotiated between the Program Liaison and the Contractor

INTAKE OR REFERRAL PROCESS

Services will be targeted towards MCFD referred families, but will be open to the public.

INPUTS

Staff Qualifications: The Family Supporting Families Coordinator and the Parent Education Coordinator must have a minimum of an undergraduate degree in a relevant social services degree or equivalent combination of training and experience (i.e. B.Ed., B.A., Psychology, Communications).

Supervision: Clinical and administrative supervision will be provided regularly and as required, and will be consistent with the standards of either CARF or COA.

Service Delivery Model

1.00 FTE Family Supporting Families Coordinator
1.00 FTE Parent Education Coordinator (0.67 FTE direct client service; 0.33 FTE supervision)
1.00 FTE Administrative Assistant
0.03 FTE Supervisor

OUTPUT INDICATORS

Service Units

The following service unit definition is applied:

Service Unit v.II is defined as "an hour of service provision to an identified Client, or group of Clients, and will include such activities as face to face contact, Client specific report writing, Client specific telephone calls, case management meetings, case consultation and case supervision, training where pre-approved by the MCFD as billable, and community meetings and travel directly related to contracted services. Activities that do not fall under the definition of Service Unit include program information inquiries of a general nature, statistical or data collection, team meetings, organization staff training, development and supervision."

The calculation submitted by the Contractor indicates that one (1.0) FTE converts to 1,224 service units per annum.

A total of 2,044 service units per annum will be provided, as follows:

- 1,224 service units per annum by the Family Supporting Families Coordinator; and
- 820 service units per annum by the Parent Education Coordinator.

The Contractor will also provide an additional 290 direct hours, as follows:

- 250 direct hours per annum by the Child Minder / Driver; and
- 40 direct hours per annum by subcontracted facilitators for the Family Supporting Families Program.

OUTCOMES

Families Supporting Families Program

Outcomes	Indicators
• decreased family and individual social isolation; • increased family and individual social support network; • increased self esteem; • improved positive self concept; • increased confidence in coping with daily living problems; • increased problem solving skills; • improved quality of family life and personal relationships; • increased child safety and healthy development in the family; • decreased frequency and duration of child placement; and	• number of groups established for identified populations; • number of families served in one year (target 40); • level of participation in groups; • level of client satisfaction; • level of community service provider satisfaction; • level of increase in family and individual confidence and ability to cope; • number of group members needing formal supports; and • duration and level of support needed from child protection and intervention programs.

• decreased need for support service and involvement of child protective services.	

Parent Education and Personal Growth and Development Programs

Outcomes	Indicators
• improved parenting skills; • improved coping skills; • increased awareness' of the importance of positive parenting; and • improved quality of family and personal relationships.	• number of groups offered to specific populations and issues as identified by MCFD team leaders; • number of participants in parenting and personal growth and development courses; • level of client satisfaction with programs; • level of community service providers' satisfaction; and • level of increase in participants' individual skills and ability to cope.

TARGET POPULATION

Families living in the Maple Ridge and Pitt Meadows communities, who require additional support in order to manage parenting responsibilities, including families who may or may not fall within the Ministry's protection mandate i.e. "at risk" families.

BUSINESS AREA OUTCOMES

- Families have an enhanced capacity to care for their children
- Extended Families and communities are actively engaged and caring for children
- Children and youth are healthy and have a sense of well-being
- Children and youth are free from abuse, neglect and exploitation
- Children and youth experience stability and permanence in their family and alternative family environment
- Children in care are engaged and successful at school and experience positive outcomes
- Children in care transition successfully to adulthood through appropriate supports and supportive relationships

SCHEDULE B – PAYMENT & FINANCIAL REPORTING

Aggregate Maximum

1.1 Subject to the provisions of the Third Party Service Agreement and this Subsidiary Component Agreement, we will pay you an amount not exceeding $151,502.08, including HST, in the aggregate, for providing the Services set out in Schedule A, during the term of this Subsidiary Component Agreement.

Payments

2.1 **Monthly Recurring**

We will pay you on or about the 15th day of the month commencing on the 1st day of April, 2011 as provided in the following payment schedule:

From	To	Amount	HST	Total
April 1, 2011	April 30, 2011	$12,625.21	$0.00	$12,625.21
May 1, 2011	March 31, 2012	$12,625.17	$0.00	$138,876.87
				$151,502.08

2.2 **Payment Address**

22554 LOUGHEED HWY MAPLE RIDGE, BC V2X 2V1

Harmonized Sales Tax (HST)

Financial Reports

2.3 In addition to the financial statements referred to in the Audit and Service Evaluation section of FT08061000 any financial reports should, at a minimum, relate costs to service outputs. The following additional financial reports are required:

Name	Description
Annual Service Cost Report	Report that outlines the annual costs associated with a service.

Transition to Unit Cost Based Payments

2.4 Not applicable

SCHEDULE C – APPROVED SUBCONTRACTOR(S)

Subcontractors

1.1 The following persons or organizations, are specified as Subcontractors under section 12 of the Third Party Service Agreement, for purposes of this Subsidiary Component Agreement:

None

SCHEDULE D – RISK MANAGEMENT & CONFLICT RESOLUTION

Criminal Record Check

1.1 In accordance with the Criminal Records Review Act, you must undertake a criminal record check of each staff member or other person who has, or potentially has, unsupervised access to children, or who has access to their records.

1.2 In addition to any criminal record checks required under the Criminal Records Review Act, you must undertake a criminal record check on volunteers or other individuals who have, or potentially have, unsupervised access to children or their records.

1.3 Upon our written request you must provide us written confirmation that:

(a) criminal record checks have been initiated;
(b) you have acted on instructions from the adjudicator or us; and
(c) all other related procedures have been followed.

Conflict Resolution Officials

2.1 The designated "Officials" of the parties for the purposes of the Conflict Resolution Protocol are:

	Province	**Contractor**
Stage One:	Community Services Manager or Designate	Executive Director or Designate
Stage Two:	Regional Executive Director	Executive Director or Designate
Stage Three:	Deputy Minister or Designate	Executive Director or Designate

Permits and Licenses

3.1 You must obtain all the permits and licenses required to perform the Services, including, but not limited to:

(a) any permits or licenses required by municipal or health authorities for the operation of the Services delineated in Schedule A.

(b) any municipal, provincial, federal permits and licenses required to provide the Services including motor vehicle licenses of the appropriate class to provide transportation to clients.

Insurance and Indemnity

4.1 If eligible, you will be enrolled for insurance coverage under our Master Insurance Program (MIP).

4.2 In the event that you are deemed ineligible for coverage under the Master Insurance Program (MIP), you must, without limiting your obligations or liabilities and at your own expense, provide and maintain throughout the Term, Comprehensive General Liability in an amount not less than $2,000,000 inclusive per occurrence insuring against bodily injury, personal injury and property damage and including liability assumed under contract with insurers licensed in the province of British Columbia and in the forms and amounts acceptable to us.

4.3 You must ensure all required insurance is endorsed to provide us with 30 days advance written notice of cancellation or material change.

4.4 You must provide us with evidence of the required insurance, in the form of a completed Province of British Columbia Certificate of Insurance, immediately following execution and delivery of the Agreement.

4.5 You must maintain a minimum of $2,000,000.00 automobile third party insurance on any vehicle used to provide Services to the public.

4.6 Additional Insurance: Not applicable

SCHEDULE E – AUTHORIZED PERSONS (FOR THE SUBSIDIARY COMPONENT AGREEMENT)

Authorized Persons

1.1 The Contractor designates any of the following persons, (identified by name and/or position) to act for you in relation to this Subsidiary Component Agreement:

None

1.2 The Ministry designates any of the following persons (identify by name and/or position) to act for us in relation to this Subsidiary Component Agreement:

Community Services Manager or Designate

SCHEDULE H – ADDITIONAL TERMS

Other

1. Notwithstanding Clause 55 (b) of the Third Party Service Agreement, the termination notice period for this Subsidiary Component Agreement is 60 days.

SUBSIDIARY COMPONENT AGREEMENT (SCA)

BRITISH COLUMBIA

Ministry of Children and Family Development

BRITISH COLUMBIA | Ministry of Children and Family Development

SUBSIDIARY COMPONENT AGREEMENT: FT08061001

Agreement Name: Parent Education Programs

HER MAJESTY THE QUEEN IN RIGHT OF THE PROVINCE OF BRITISH COLUMBIA, represented by The Minister of Children and Family Development (the "Province", "we", "us", or "our" as applicable) at the following address:	AND THE FAMILY EDUCATION AND SUPPORT CENTRE (Legal Name) (the "Contractor", "you", or "your" as applicable) at the following address:
200 11965 FRASER STREET MAPLE RIDGE, B.C. CANADA V2X 8H7 Fax Number: (604)476-2813	22554 LOUGHEED HWY MAPLE RIDGE, BC V2X 2V1 Fax Number: (604)467-5668

The term for the Subsidiary Component Agreement begins on: 01/04/2013 (Day/Month/Year) and ends on 31/03/2014 (Day/Month/Year)

THE PARTIES AGREE TO THE TERMS ON THE ATTACHED PAGES OF THIS DOCUMENT AND OUTLINED BELOW.
THIS SUBSIDIARY COMPONENT AGREEMENT IS PART OF THE THIRD PARTY SERVICE AGREEMENT FT08061000:

APPLICABLE SCHEDULES:

- **SCHEDULE A - SERVICES**
- **SCHEDULE B - PAYMENT & FINANCIAL REPORTING**
- **SCHEDULE C - APPROVED SUBCONTRACTOR(S)**
- **SCHEDULE D - RISK MANAGEMENT & CONFLICT RESOLUTION**
- **SCHEDULE E - AUTHORIZED PERSONS (FOR THE SUBSIDIARY COMPONENT AGREEMENT)**
- **SCHEDULE H - ADDITIONAL TERMS**

SIGNED AND DELIVERED on the 4th day of April, 2013 on behalf of the Province by its duly authorized representative

Signature: Gareth Griffiths

Print Name: Gareth Griffiths

Position: Community Services Manager or Designate

Responsibility Centre: CSM - RIDGE MEADOWS

SIGNED AND DELIVERED on the 3rd day of April, 2013 by or on behalf of the Contractor (or by its authorized signatory or signatories if the Contractor is a corporation)

Signature: Faye Luxemburg-Hyam

Print Name: Faye Luxemburg-Hyam Position: Executive Director or Designate

Signature:

Print Name: Position:

Signature:

Print Name: Position:

READ TERMS ON THE ATTACHED PAGES OF THIS DOCUMENT.

SCHEDULE A – SERVICES

SUMMARY

Term **01/04/2013 to 31/03/2014** ***Total Amount of Component Agreement*** **$192,502.08**

Allocation by Programs and Services

Programs		
Services to Strengthen Families		
	Additional Cost - Supplemental Supports to Mandated Services	$2,673.74
	Mutual Aid - General	$89,268.13
	Training and Education - General	$59,560.21
	Sub-Total	**$151,502.08**
Grouped Services		
Ridge Meadows ECD Initiative - Children First		
	Training and Education - General	$41,000.00
Non-Program Services		
	Sub-Total	**$0.00**
	Total	**$192,502.08**

Allocation by Community

Communities Served	
Ridge Meadows	$192,502.08
Total	**$192,502.08**

Allocation by Business Area

Core Business Area	**Business Area - Sub Business Area**	
Child and Family Development		
	Family Development/Service to Strengthen Families	$151,502.08
	Sub-Total	**$151,502.08**
ECD, Child Care and Children and Youth with Special Needs		
	Early Childhood Development	$41,000.00
	Sub-Total	**$41,000.00**
	Total	**$192,502.08**

PROGRAMS

Services to Strengthen Families

TARGET POPULATION: Families who require additional support in order to manage parenting responsibilities, but who do not fall within the Ministry's protection mandate.

OUTCOME: Families have the capacity to care for their own children such that the children have healthy, non-violent role models that enable them to grow and develop to their full potential.

Families Supporting Families Program (Services to Strengthen Families)

SERVICE: MUTUAL AID - GENERAL **Total Amount** $89,268.13

Definitions	Provision of means whereby youth or caregivers with common concerns connect for the purpose of supporting each other.		
Project Code	18CN385		
Input	Qualified Staff		
Output Indicators	# Service Units	**Quantity**	~~1224~~ 1215
Reporting Frequency	Quarterly		
Core Business Area	Child and Family Development		
Business Area	Family Development		
Sub Business Area	Service to Strengthen Families		
Communities Served			
Ridge Meadows	**Recipient(s)** Parents/Caregivers	**Amount**	$89,268.13

This allocation is provided as an estimate.

Child Minder/Driver (Services to Strengthen Families)

ADDITIONAL COST - SUPPLEMENTAL SUPPORTS TO MANDATED SERVICES **Total Amount** $2,673.74

Definitions	Management of funds to support the provision of other contracted services which includes child minding, transportation, hosting, etc.		
Project Code	4460		
Name	Child Minder/Driver		
Reporting Frequency	Annually		
Core Business Area	Child and Family Development		
Business Area	Family Development		
Sub Business Area	Service to Strengthen Families		
Communities Served			
Ridge Meadows	**Recipient(s)** Family	**Amount**	$2,673.74

This allocation is provided as an estimate.

SERVICE: TRAINING AND EDUCATION - GENERAL **Total Amount** $59,560.21

Definitions	Range of strategies for imparting knowledge, improving skills and building awareness of resources.		
Project Code	18CN529		
Input	Qualified Staff		
Output Indicators	# Service Units	**Quantity**	820
Reporting Frequency	Quarterly		
Core Business Area	Child and Family Development		
Business Area	Family Development		
Sub Business Area	Service to Strengthen Families		

Communities Served

Ridge Meadows **Recipient(s)** Parents/Caregivers **Amount** $59,560.21

This allocation is provided as an estimate.

Additional Descriptions

SERVICE DESCRIPTION

Families Supporting Families Program

The Families Supporting Families Program provides a place where parents and caregivers can meet and discuss the issues and challenges of raising children in a nonjudgmental atmosphere. Groups are led by a trained facilitator and are offered in the day and evening. The program offers parenting information, guest speakers, a resource library, on-site child minding and refreshments.

Funds from other funding sources may be used to offset child minding or other costs in the operation of the groups.

Parent Education and Personal Growth and Development Programs

The Contractor will provide evidence-based parent education and personal growth and development programs, as identified by local MCFD team leaders, families and community partners. Groups will be offered for families where addictions, mental health issues, violence or conflict are a feature of family life. Programs will be tailored to meet cultural and language needs, and will be suited to new Canadians and participants of various ages, and stages of development.

A fee for service may be charged for non-Ministry referred clients.

REPORTING

Outputs/Quantitative Data:

On a quarterly basis, the Contractor will submit a written report including the following information:

- Service unit reporting

Outcomes/Qualitative Data:

On a quarterly basis, the Contractor will submit a written report including the following information:

- Outcome and indicator reporting

On an annual basis, the Contractor will provide a report of the results of the client satisfaction and outcome surveys completed at service end.

Additional output reporting may be negotiated between the Program Liaison and the Contractor.

INTAKE OR REFERRAL PROCESS

Services will be targeted towards MCFD referred families, but will be open to the public.

INPUTS

Staff Qualifications: The Families Supporting Families Coordinator and the Parent Education Coordinator must have a minimum of an undergraduate degree in a relevant social services degree or equivalent combination of training and experience (i.e. B.Ed., B.A., Psychology, Communications).

Supervision: Clinical and administrative supervision will be provided regularly and as required, and will be consistent with the standards of either CARF or COA.

Service Delivery Model

1.00 FTE Families Supporting Families Coordinator
1.00 FTE Parent Education Coordinator (0.67 FTE direct client service; 0.33 FTE supervision)
0.85 FTE Administrative Assistant
0.03 FTE Supervisor

OUTPUT INDICATORS
Service Units

The following service unit definition is applied:

Service Unit v.II is defined as "an hour of service provision to an identified Client, or group of Clients, and will include such activities as face to face contact, Client specific report writing, Client specific telephone calls, case management meetings, case consultation and case supervision, training where pre-approved by the MCFD as billable, and community meetings and travel directly related to contracted services. Activities that do not fall under the definition of Service Unit include program information inquiries of a general nature, statistical or data collection, team meetings, organization staff training, development and supervision."

The calculation submitted by the Contractor indicates that one (1.0) FTE converts to ~~1,224~~ 1215 service units per annum.

A total of ~~2,044~~ 2035 service units per annum will be provided, as follows:

- ~~1,224~~ 1215 service units per annum by the Families Supporting Families Coordinator; and
- 820 service units per annum by the Parent Education Coordinator.

The Contractor will also provide an additional 290 direct hours, as follows:

- 250 direct hours per annum by the Child Minder/Driver; and
- 40 direct hours per annum by subcontracted facilitators for the Families Supporting Families Program.

OUTCOMES
Families Supporting Families Program

Outcomes	Indicators
• decreased family and individual social isolation; • increased family and individual social support network; • increased self esteem; • improved positive self concept; • increased confidence in coping with daily living problems; • increased problem solving skills; • improved quality of family life and personal relationships; • increased child safety and healthy development in the family; • decreased frequency and duration of child placement; and • decreased need for support service and	• number of groups established for identified populations; • number of families served in one year (target 40); • level of participation in groups; • level of client satisfaction; • level of community service provider satisfaction; • level of increase in family and individual confidence and ability to cope; • number of group members needing formal supports; and • duration and level of support needed from child protection and intervention programs.

involvement of child protective services.	

Parent Education and Personal Growth and Development Programs

Outcomes	Indicators
• improved parenting skills; • improved coping skills; • increased awareness of the importance of positive parenting; and • improved quality of family and personal relationships.	• number of groups offered to specific populations and issues as identified by MCFD team leaders; • number of participants in parenting and personal growth and development courses; • level of client satisfaction with programs; • level of community service providers' satisfaction; and • level of increase in participants' individual skills and ability to cope.

TARGET POPULATION

Families living in the Maple Ridge and Pitt Meadows communities, who require additional support in order to manage parenting responsibilities, including families who may or may not fall within the Ministry's protection mandate, i.e. "at risk" families.

BUSINESS AREA OUTCOMES

- Families have an enhanced capacity to care for their children
- Extended Families and communities are actively engaged and caring for children
- Children and youth are healthy and have a sense of well-being
- Children and youth are free from abuse, neglect and exploitation
- Children and youth experience stability and permanence in their family and alternative family environment
- Children in care are engaged and successful at school and experience positive outcomes
- Children in care transition successfully to adulthood through appropriate supports and supportive relationships

Ridge Meadows ECD Initiative - Children First

SERVICE: TRAINING AND EDUCATION - GENERAL **Total Amount** $41,000.00

Definitions	Range of strategies for imparting knowledge, improving skills and building awareness of resources.
Project Code	18CN529
Input	Qualified Staff
Output Indicators	# Service Units **Quantity**
Reporting Frequency	Quarterly
Core Business Area	ECD, Child Care and Children and Youth with Special Needs
Business Area	Early Childhood Development
One Time Only	Yes
Communities Served	

Ridge Meadows **Recipient(s)** 0 to 6 years **Amount** $41,000.00

This allocation is provided as an estimate.

Additional Descriptions

SERVICE DESCRIPTION

$41,000.00 has been annualized to support ECD Initiatives:

The Contractor will distribute fund on behalf of the ECD Table to community groups, agencies, etc. for projects related to the mandate of the ECD Committee. The Committee will advertise Request for Funding Proposals to the community. The applications for funding will be screened by the ECD Committee for programming/projects as agreed upon by the Table. Successful applicants may use a maximum of 10% of the funds for general administration costs and evaluation.

The Contractor is required to report quarterly how the funds are being distributed and how the use of these funds have met or are meeting the stated purpose.

BUSINESS AREA OUTCOMES

- Mothers are healthy and give birth to infants who are healthy and remain healthy
- Parents and families have knowledge, resources and support they need to help their children develop to their full potential
- Children experience healthy early childhood development, including early learning and care
- Children experience positive early childhood and early socio-emotional learning experiences
- Communities support the development of all children and families
- Aboriginal children and families have an enhanced sense of cultural belonging and connectedness
- Aboriginal communities and families have increased socio-economic resources to support the developmental needs of their children
- Families have access to a range of community and social supports
- Families are socially engaged (able to seek informal and formal supports when needed) and are connected to child-friendly caring and inclusive communities

SCHEDULE B – PAYMENT & FINANCIAL REPORTING

Aggregate Maximum

1.1 Subject to the provisions of the Third Party Service Agreement and this Subsidiary Component Agreement, we will pay you an amount not exceeding $192,502.08, including GST, in the aggregate, for providing the Services set out in Schedule A, during the term of this Subsidiary Component Agreement.

Payments

2.1 **Monthly Recurring**

We will pay you on or about the 15th day of the month commencing on the 1st day of April, 2013 as provided in the following payment schedule:

From	To	Amount	GST	Total
April 1, 2013	April 30, 2013	$12,625.21	$0.00	$12,625.21
May 1, 2013	March 31, 2014	$12,625.17	$0.00	$138,876.87
				$151,502.08

2.2 **One-Time-Only Payments and Additional Costs**

We will pay you the amount of $41,000.00 as specified:

Training and Education - General	$41,000.00

2.3 **Payment Address**

22554 LOUGHEED HWY MAPLE RIDGE, BC V2X 2V1

Goods and Services Tax (GST)

Financial Reports

2.4 In addition to the financial statements referred to in the Audit and Service Evaluation section of FT08061000 any financial reports should, at a minimum, relate costs to service outputs. The following additional financial reports are required:

Name	Description
9-Month Service Cost Report	Report that outlines the costs associated with a service every 9 months.

Semi-annual Service Cost Report	Report that outlines the semi-annual costs associated with a service.

Transition to Unit Cost Based Payments

2.5 Not applicable

SCHEDULE C – APPROVED SUBCONTRACTOR(S)

Subcontractors

1.1 The following persons or organizations, are specified as Subcontractors under section 12 of the Third Party Service Agreement, for purposes of this Subsidiary Component Agreement:

None

SCHEDULE D – RISK MANAGEMENT & CONFLICT RESOLUTION

Criminal Record Check

1.1 In accordance with the Criminal Records Review Act, you must undertake a criminal record check of each staff member or other person who has, or potentially has, unsupervised access to children, or who has access to their records.

1.2 In addition to any criminal record checks required under the Criminal Records Review Act, you must undertake a criminal record check on volunteers or other individuals who have, or potentially have, unsupervised access to children or their records.

1.3 Upon our written request you must provide us written confirmation that:

(a) criminal record checks have been initiated;
(b) you have acted on instructions from the adjudicator or us; and
(c) all other related procedures have been followed.

Conflict Resolution Officials

2.1 The designated "Officials" of the parties for the purposes of the Conflict Resolution Protocol are:

	Province	**Contractor**
Stage One:	Community Services Manager or Designate	Executive Director or Designate
Stage Two:	Executive Director of Service	Executive Director or Designate
Stage Three:	Deputy Minister or Designate	Executive Director or Designate

Permits and Licenses

3.1 You must obtain all the permits and licenses required to perform the Services, including, but not limited to:

(a) any permits or licenses required by municipal or health authorities for the operation of the Services delineated in Schedule A.

(b) any municipal, provincial, federal permits and licenses required to provide the Services including motor vehicle licenses of the appropriate class to provide transportation to clients.

Insurance and Indemnity

A. For all Contractor's activities under this Agreement to which the Master Insurance Program applies, as determined by the Province in its sole discretion:

4.1 The Province will purchase and maintain Comprehensive General Liability insurance in the amount of $2,000,000 inclusive per occurrence against bodily injury and property damage arising out of the Contractor's performance of the Services on behalf of the Province as outlined in this Agreement.

4.2 The Contractor shall be responsible for and pay any deductible under the policy.

4.3 The Contractor will be provided with a Certificate of Insurance and a copy of the insurance policy wording.

4.4 The Province will take reasonable steps to ensure the coverage specified in section 1 is continuous for the duration of this Agreement but the Province does not accept responsibility for providing coverage in the event the insurance is cancelled or reduced by the insurer.

4.5 The Province does not represent or warrant that the policy contains insurance for any and all losses. It is the Contractor's responsibility to ascertain the exact nature and extent of coverage of the policy as well as any and all terms and conditions of the policy.

4.6 The Contractor shall provide, maintain, and pay for, any additional insurance which the Contractor is required by law to carry, or which the Contractor considers necessary to cover risks not otherwise covered by insurance specified in section 1.

B. For all Contractor's activities to which the Master Insurance Program does not apply, the Contractor shall:

5.1 The Contractor must, without limiting its obligation or liabilities and at its own expense, purchase and maintain throughout the term of this Agreement the following insurances with insurers licensed in Canada in forms and amounts acceptable to the Province:

(a) Commercial General Liability in an amount not less than $2,000,000.00 inclusive per occurrence against bodily injury, personal injury and property damage and including liability assumed under this Agreement and this insurance must:

(i) include the Province as an additional insured;

(ii) be endorsed to provide the Province with 30 days advance written notice of cancellation or material change; and

(iii) include a cross liability clause.

5.2 All insurance described in paragraph 1 of this Schedule must:

(a) be primary; and

(b) not require the sharing of any loss by any insurer of the Province.

5.3 The Contractor must provide the Province with evidence of all required insurance:

(a) Within 10 working days of commencement of the Services, the Contractor must provide to the Province evidence of all required insurance in the form of a completed Province of British Columbia Certificate of Insurance.

(b) If the insurance policy(ies) expire before the end of the term of this Agreement, the Contractor must provide within 10 working days of expiration, evidence of new or renewal policy(ies) of all expired insurance in the form of a completed Province of British Columbia Certificate of Insurance.

(c) Notwithstanding paragraph 3(a) or (b) above, if requested by the Province at any time, the Contractor must provide to the Province certified copies of the required insurance policies.

5.4 The Contractor shall provide, maintain, and pay for, any additional insurance which it is required by law to carry, or which it considers necessary to cover risks not otherwise covered by insurance specified in this schedule in its sole discretion.

C. Whether A or B applies to the Services, for all Contractor activities under this Agreement:

6.1 The Contractor shall maintain Automobile Liability insurance on all vehicles owned, operated or licensed by the Contractor in an amount not less than $2,000,000 per occurrence, and where applicable the Contractor may show evidence of this insurance using an ICBC Confirmation of Insurance Coverage (APV-47) form in place of the requirement for the BC Certificate of Insurance.

6.2 Additional Insurance: Not applicable

SCHEDULE E – AUTHORIZED PERSONS (FOR THE SUBSIDIARY COMPONENT AGREEMENT)

Authorized Persons

1.1 The Contractor designates any of the following persons, (identified by name and/or position) to act for you in relation to this Subsidiary Component Agreement:

None

1.2 The Ministry designates any of the following persons (identify by name and/or position) to act for us in relation to this Subsidiary Component Agreement:

Community Services Manager or Designate

SCHEDULE H – ADDITIONAL TERMS

Other

1. Notwithstanding Clause 55 (b) of the Third Party Service Agreement, the termination notice period for this Subsidiary Component Agreement is 60 days.

BRITISH COLUMBIA	Ministry of Children and Family Development	**MODIFICATION AGREEMENT**

BETWEEN

HER MAJESTY THE QUEEN IN RIGHT OF THE PROVINCE OF BRITISH COLUMBIA,
represented by the Minister of Children and Family Development

AND

THE FAMILY EDUCATION AND SUPPORT CENTRE
(Legal Name)

BACKGROUND
A. The parties entered into an Agreement FT08061001, beginning April 01, 2014.
B. The parties have agreed to modify the Agreement effective April 01, 2015.

AGREEMENT

The parties agree as follows:

1. *Schedule A – Services* is amended as follows:

   (a) The Total Amount of Component Agreement is increased by $2,540.20 from $392,447.13 to **$394,987.33** to reflect the following:

   New annual funding of $1,540.20 for a General Wage Increase (GWI) of 1% under the Economic Stability Mandate.

   The Province will provide one time only funding of $1,000.00 to address cost pressures for fiscal 2015/2016.

   (b) Annual baseline funding is increased by $1,540.20 from $192,502.08 to **$194,042.28**.

2. *Schedule B – Payment and Financial Reporting* is amended as follows:

   (a) The Aggregate Maximum amount is increased by $2,540.20 from $392,447.13 to **$394,987.33.**

   (b) The Province will make payments to the Contractor in the following amounts and manner:

      i. The monthly payment effective April 1, 2015 is increased by $128.35 from $16,041.84 to **$16,170.19.**

      ii. Under ***2.3 One-Time-Only Payments and Additional Costs*** the following new paragraph is added:

      Cost Pressure for Fiscal 2015/16:

"We will pay you the amount of $1,000.00 on a one-time-only basis upon execution of this agreement."

(c) The Service Cost Reports presently recorded as due semi-annually and at 9 months are now due each year semi-annually and annually (at 12 months.)

Additional Information

1. In all other respects, the Agreement is confirmed.

The parties have duly executed this modification agreement as of the 1st day of April, 2015.

SIGNED AND DELIVERED on the 29th day of July, 2015 on behalf of the Province by its duly authorized representative	**SIGNED AND DELIVERED** on the 14th day of July, 2015 by or on behalf of the Contractor (or by its authorized signatory or signatories if the Contractor is a corporation)
Signature:	Signature:
Print Name: Gareth Griffiths /Sherri Ligan	Print Name: Faye Luxemburg-Hyam
Position: Community Services Manager or Designate	Position: Executive Director or Designate
Responsibility Centre:	Signature:
	Print Name:
	Position

BRITISH COLUMBIA | Ministry of Children and Family Development

MODIFICATION AGREEMENT

BETWEEN

HER MAJESTY THE QUEEN IN RIGHT OF THE PROVINCE OF BRITISH COLUMBIA,
represented by the Minister of Children and Family Development

AND

THE FAMILY EDUCATION AND SUPPORT CENTRE
(Legal Name)

BACKGROUND
A. The parties entered into an Agreement FT08061001, beginning April 01, 2014.
B. The parties have agreed to modify the Agreement effective April 01, 2016.

AGREEMENT

1. The End Date is extended by three (3) months to June 30th, 2016.

2. *Schedule A – Service* is amended as follows:

   a) The *Summary* is amended to increase the Total Amount of Service Agreement by $48,510.57 from $394,987.33 to **$443,497.90.**

   b) The Total Annual Funding remains at **$194,042.28.**

3. *Schedule B – Payments and Financial Reporting* is amended as follows:

   a) The Aggregate Maximum amount is increased by $48,510.57 from $394,987.33 to **$443,497.90.**

   b) The monthly recurring amount from April 1, 2016 to June 30, 2016 is $12,726.18 per month.

   c) A lump sum payment of $10,332.03 will be made upon execution of this Agreement.

Modifications have been made to the following attachments:
- Schedule B

Additional Information

1. In all other respects, the Agreement is confirmed.

The parties have duly executed this modification agreement as of the 1st day of April, 2016.

SIGNED AND DELIVERED on the 31st day of March, 2016 on behalf of the Province by its duly authorized representative	**SIGNED AND DELIVERED** on the 30th day of March/16 by or on behalf of the Contractor (or by its authorized signatory or signatories if the Contractor is a corporation)
Signature:	Signature:
Print Name: Gareth Griffiths	Print Name: Faye Luxemburg-Hyam
Position: Community Services Manager or Designate	Position: Executive Director or Designate
Responsibility Centre:	Signature:
	Print Name:
	Position

SCHEDULE B – PAYMENT

Aggregate Maximum and Taxes

1.1 Subject to the provisions of the Agreement, we will pay you an amount not exceeding $443,497.90 (not including any applicable taxes), in the aggregate, for providing the Services set out in Schedule A, during the term of this Agreement.

1.2 In addition, we will pay you any applicable taxes payable by the Province under law or agreement with the relevant taxation authority in relation to amounts payable under this schedule.

Payments

2.1 Monthly Recurring

We will pay you on or about the 15th day of the month commencing on the 1st day of April, 2016 as provided in the following payment schedule:

From	To	Amount	Total
April 1, 2016	April 30, 2016	$23,060.57	$23,060.57
May 1, 2016	June 30, 2016	$12,725.00	$25,450.00
			$48,510.57

SUBSIDIARY COMPONENT AGREEMENT (SCA)

BRITISH COLUMBIA

Ministry of Children and Family Development

BRITISH COLUMBIA | Ministry of Children and Family Development

SUBSIDIARY COMPONENT AGREEMENT: FT08061001

Agreement Name: Parent Education Programs

HER MAJESTY THE QUEEN IN RIGHT OF THE PROVINCE OF BRITISH COLUMBIA, represented by The Minister of Children and Family Development (the "Province", "we", "us", or "our" as applicable) at the following address:	AND THE FAMILY EDUCATION AND SUPPORT CENTRE (Legal Name) (the "Contractor", "you", or "your" as applicable) at the following address:
200 11965 FRASER STREET MAPLE RIDGE, B.C. CANADA V2X 8H7 Fax Number: (604)476-2813	22554 LOUGHEED HWY MAPLE RIDGE, BC V2X 2V1 Fax Number: (604)467-5668

The term for the Subsidiary Component Agreement begins on: 01/04/2014 (Day/Month/Year) and ends on 31/03/2016 (Day/Month/Year)

THE PARTIES AGREE TO THE TERMS ON THE ATTACHED PAGES OF THIS DOCUMENT AND OUTLINED BELOW. THIS SUBSIDIARY COMPONENT AGREEMENT IS PART OF THE THIRD PARTY SERVICE AGREEMENT FT08061000:

APPLICABLE SCHEDULES:

- **SCHEDULE A** - **SERVICES**
- **SCHEDULE B** - **PAYMENT & FINANCIAL REPORTING**
- **SCHEDULE C** - **APPROVED SUBCONTRACTOR(S)**
- **SCHEDULE D** - **RISK MANAGEMENT & CONFLICT RESOLUTION**
- **SCHEDULE E** - **AUTHORIZED PERSONS (FOR THE SUBSIDIARY COMPONENT AGREEMENT)**
- **SCHEDULE H** - **ADDITIONAL TERMS**

SIGNED AND DELIVERED on the 2nd day of April, 2014 on behalf of the Province by its duly authorized representative

Signature: [signature]

Print Name: Gareth Griffiths

Position: Community Services Manager or Designate

Responsibility Centre: CSM - RIDGE MEADOWS

SIGNED AND DELIVERED on the 31 day of Mar., 2014 by or on behalf of the Contractor (or by its authorized signatory or signatories if the Contractor is a corporation)

Signature: [signature]

Print Name: Faye Luxemburg-Hyam Position: Executive Director or Designate

Signature: _____

Print Name: _____ Position: _____

Signature: _____

Print Name: _____ Position: _____

READ TERMS ON THE ATTACHED PAGES OF THIS DOCUMENT

SCHEDULE A – SERVICES

SUMMARY

Term **01/04/2014 to 31/03/2016** ***Total Amount of Component Agreement*** **$392,447.13**

Allocation by Programs and Services

Programs		
Services to Strengthen Families		
	Additional Cost - Supplemental Supports to Mandated Services	$5,347.44
	Mutual Aid - General	$178,536.24
	Training and Education - General	$119,120.40
	Sub-Total	**$303,004.08**

Grouped Services		
Cooperative Gains One Time Only Funding		
	Program Level Funding - General Funding	$7,442.97
	Sub-Total	**$7,442.97**
Ridge Meadows ECD Initiative - Children First		
	Training and Education - General	$82,000.08
Non-Program Services		
	Sub-Total	**$0.00**
	Total	**$392,447.13**

Allocation by Community

Communities Served		
Ridge Meadows		$392,447.13
	Total	**$392,447.13**

Allocation by Business Area

Core Business Area	**Business Area - Sub Business Area**	
Child and Family Development		
	Family Development/Service to Strengthen Families	$310,447.05
	Sub-Total	**$310,447.05**
ECD, Child Care and Children and Youth with Special Needs		
	Early Childhood Development	$82,000.08
	Sub-Total	**$82,000.08**
	Total	**$392,447.13**

PROGRAMS

Services to Strengthen Families

TARGET POPULATION:	Families who require additional support in order to manage parenting responsibilities, but who do not fall within the Ministry's protection mandate.
OUTCOME:	Families have the capacity to care for their own children such that the children have healthy, non-violent role models that enable them to grow and develop to their full potential.

Child Minder/Driver (Services to Strengthen Families)

_____ ADDITIONAL COST - SUPPLEMENTAL SUPPORTS TO MANDATED SERVICES — **Total Amount** $5,347.44

Definitions	Management of funds to support the provision of other contracted services which includes child minding, transportation, hosting, etc.
Project Code	4460
Name	Child Minder/Driver
Reporting Frequency	Annually
Core Business Area	Child and Family Development
Business Area	Family Development
Sub Business Area	Service to Strengthen Families
Communities Served	

Ridge Meadows — **Recipient(s)** Not Applicable — **Amount** $5,347.44

This allocation is provided as an estimate.

Families Supporting Families Program (Services to Strengthen Families)

SERVICE: MUTUAL AID - GENERAL — **Total Amount** $178,536.24

Definitions	Provision of means whereby youth or caregivers with common concerns connect for the purpose of supporting each other.		
Project Code	18CN385		
Input	Qualified Staff		
Output Indicators	# Service Units	**Quantity**	2430
Reporting Frequency	Quarterly		
Core Business Area	Child and Family Development		
Business Area	Family Development		
Sub Business Area	Service to Strengthen Families		
Communities Served			

Ridge Meadows — **Recipient(s)** Parents/Caregivers — **Amount** $178,536.24

This allocation is provided as an estimate.

Training and Education (Services to Strengthen Families)

SERVICE: TRAINING AND EDUCATION - GENERAL — **Total Amount** $119,120.40

Definitions	Range of strategies for imparting knowledge, improving skills and building awareness of resources.		
Project Code	18CN529		
Input	Qualified Staff		
Output Indicators	# Service Units	**Quantity**	1640
Reporting Frequency	Quarterly		
Core Business Area	Child and Family Development		

Business Area	Family Development				
Sub Business Area	Service to Strengthen Families				
Communities Served					
Ridge Meadows		**Recipient(s)**	Parents/Caregivers	**Amount**	$119,120.40

This allocation is provided as an estimate.

Additional Descriptions

SERVICE DESCRIPTION

Families Supporting Families Program

The Families Supporting Families Program provides a place where parents and caregivers can meet and discuss the issues and challenges of raising children in a nonjudgmental atmosphere. Groups are led by a trained facilitator and are offered in the day and evening. The program offers parenting information, guest speakers, a resource library, on-site child minding and refreshments.

Funds from other funding sources may be used to offset child minding or other costs in the operation of the groups.

Parent Education and Personal Growth and Development Programs

The Contractor will provide evidence-based parent education and personal growth and development programs, as identified by local MCFD team leaders, families and community partners. Groups will be offered for families where addictions, mental health issues, violence or conflict are a feature of family life. Programs will be tailored to meet cultural and language needs, and will be suited to new Canadians and participants of various ages, and stages of development.

A fee for service may be charged for non-Ministry referred clients.

REPORTING

Outputs/Quantitative Data:

On a quarterly basis, the Contractor will submit a written report including the following information:

- Service unit reporting

Outcomes/Qualitative Data:

On a quarterly basis, the Contractor will submit a written report including the following information:

- Outcome and indicator reporting

On an annual basis, the Contractor will provide a report of the results of the client satisfaction and outcome surveys completed at service end.

Additional output reporting may be negotiated between the Program Liaison and the Contractor.

INTAKE OR REFERRAL PROCESS

Services will be targeted towards MCFD referred families, but will be open to the public.

INPUTS

Staff Qualifications: The Families Supporting Families Coordinator and the Parent Education Coordinator must have a minimum of an undergraduate degree in a relevant social services degree or equivalent combination of training and experience (i.e. B.Ed., B.A., Psychology, Communications).

Supervision: Clinical and administrative supervision will be provided regularly and as required, and will be consistent with the standards of either CARF or COA.

Service Delivery Model

1.00 FTE Families Supporting Families Coordinator
1.00 FTE Parent Education Coordinator (0.67 FTE direct client service; 0.33 FTE supervision)
0.85 FTE Administrative Assistant
0.03 FTE Supervisor

OUTPUT INDICATORS

Service Units

The following service unit definition is applied:

Service Unit v.II is defined as "an hour of service provision to an identified Client, or group of Clients, and will include such activities as face to face contact, Client specific report writing, Client specific telephone calls, case management meetings, case consultation and case supervision, training where pre-approved by the MCFD as billable, and community meetings and travel directly related to contracted services. Activities that do not fall under the definition of Service Unit include program information inquiries of a general nature, statistical or data collection, team meetings, organization staff training, development and supervision."

The calculation submitted by the Contractor indicates that one (1.0) FTE converts to 1,215 service units per annum.

A total of 2,035 service units per annum will be provided, as follows:

- 1,215 service units per annum by the Families Supporting Families Coordinator; and
- 820 service units per annum by the Parent Education Coordinator.

The Contractor will also provide an additional 290 direct hours, as follows:

- 250 direct hours per annum by the Child Minder/Driver; and
- 40 direct hours per annum by subcontracted facilitators for the Families Supporting Families Program.

OUTCOMES

Families Supporting Families Program

Outcomes	Indicators
• decreased family and individual social isolation; • increased family and individual social support network; • increased self esteem; • improved positive self concept; • increased confidence in coping with daily living problems; • increased problem solving skills; • improved quality of family life and personal relationships; • increased child safety and healthy development in the family;	• number of groups established for identified populations; • number of families served in one year (target 40); • level of participation in groups; • level of client satisfaction; • level of community service provider satisfaction; • level of increase in family and individual confidence and ability to cope; • number of group members needing formal supports; and • duration and level of support needed

• decreased frequency and duration of child placement; and • decreased need for support service and involvement of child protective services.	from child protection and intervention programs.

Parent Education and Personal Growth and Development Programs

Outcomes	Indicators
• improved parenting skills; • improved coping skills; • increased awareness of the importance of positive parenting; and • improved quality of family and personal relationships.	• number of groups offered to specific populations and issues as identified by MCFD team leaders; • number of participants in parenting and personal growth and development courses; • level of client satisfaction with programs; • level of community service providers' satisfaction; and • level of increase in participants' individual skills and ability to cope.

TARGET POPULATION

Families living in the Maple Ridge and Pitt Meadows communities who require additional support in order to manage parenting responsibilities, including families who may or may not fall within the Ministry's protection mandate, i.e. "at risk" families.

BUSINESS AREA OUTCOMES

- Families have an enhanced capacity to care for their children
- Extended Families and communities are actively engaged and caring for children
- Children and youth are healthy and have a sense of well-being
- Children and youth are free from abuse, neglect and exploitation
- Children and youth experience stability and permanence in their family and alternative family environment
- Children in care are engaged and successful at school and experience positive outcomes
- Children in care transition successfully to adulthood through appropriate supports and supportive relationships

Ridge Meadows ECD Initiative - Children First

SERVICE: TRAINING AND EDUCATION - GENERAL — **Total Amount** $82,000.08

Definitions	Range of strategies for imparting knowledge, improving skills and building awareness of resources.		
Project Code	18CN529		
Input	Qualified Staff		
Output Indicators	# Service Units	**Quantity**	
Reporting Frequency	Quarterly		
Core Business Area	ECD, Child Care and Children and Youth with Special Needs		
Business Area	Early Childhood Development		
Communities Served			
Ridge Meadows	**Recipient(s)** 0 to 6 years	**Amount**	$82,000.08

This allocation is provided as an estimate.

Additional Descriptions

SERVICE DESCRIPTION

$41,000.04 has been annualized to support ECD Initiatives:

The Contractor will distribute funds on behalf of the ECD Table to community groups, agencies, etc. for projects related to the mandate of the ECD Committee. The Committee will advertise Request for Funding Proposals to the community. The applications for funding will be screened by the ECD Committee for programming/projects as agreed upon by the Table. Successful applicants may use a maximum of 10% of the funds for general administration costs and evaluation.

The Contractor is required to report quarterly how the funds are being distributed and how the use of these funds have met or are meeting the stated purpose.

BUSINESS AREA OUTCOMES

- Mothers are healthy and give birth to infants who are healthy and remain healthy
- Parents and families have knowledge, resources and support they need to help their children develop to their full potential
- Children experience healthy early childhood development, including early learning and care
- Children experience positive early childhood and early socio-emotional learning experiences
- Communities support the development of all children and families
- Aboriginal children and families have an enhanced sense of cultural belonging and connectedness
- Aboriginal communities and families have increased socio-economic resources to support the developmental needs of their children
- Families have access to a range of community and social supports
- Families are socially engaged (able to seek informal and formal supports when needed) and are connected to child-friendly caring and inclusive communities

Cooperative Gains One Time Only Funding

SERVICE: PROGRAM LEVEL FUNDING - GENERAL FUNDING — **Total Amount** $7,442.97

Definitions	Funding is provided at the level of the program. The supplier has the authority to allocate the funding amongst the various services included with the program as they see fit.		
Project Code			
Input	Qualified Staff		
Output Indicators	Not Applicable	**Quantity**	
Reporting Frequency			

Core Business Area	Child and Family Development				
Business Area	Family Development				
Sub Business Area	Service to Strengthen Families				
One Time Only	Yes				
Communities Served					
Ridge Meadows		**Recipient(s)**	Service Providers	**Amount**	$7,442.97

Additional Descriptions

SERVICE DESCRIPTION

Annual funding for this Agreement is $192,502.08. The Aggregate of $392,447.13 for the two year term includes one-time only funding of $7,442.97 approved for wage and benefit increases under the Cooperative Gains process. The approved funding is comprised of $2,423.29 for 2013/14 and $5,019.68 for 2014/15.

BUSINESS AREA OUTCOMES

- Families have an enhanced capacity to care for their children
- Extended Families and communities are actively engaged and caring for children
- Children and youth are healthy and have a sense of well-being
- Children and youth are free from abuse, neglect and exploitation
- Children and youth experience stability and permanence in their family and alternative family environment
- Children in care are engaged and successful at school and experience positive outcomes
- Children in care transition successfully to adulthood through appropriate supports and supportive relationships

SCHEDULE B – PAYMENT & FINANCIAL REPORTING

Aggregate Maximum

1.1 Subject to the provisions of the Third Party Service Agreement and this Subsidiary Component Agreement, we will pay you an amount not exceeding $392,447.13, including GST, in the aggregate, for providing the Services set out in Schedule A, during the term of this Subsidiary Component Agreement.

Payments

2.1 **Monthly Recurring**

We will pay you on or about the 15th day of the month commencing on the 1st day of April, 2014 as provided in the following payment schedule:

From	To	Amount	GST	Total
April 1, 2014	March 31, 2016	$16,041.84	$0.00	$385,004.16
				$385,004.16

2.2 **One-Time-Only Payments and Additional Costs**
We will pay you the amount of $7,442.97 as specified:

Program Level Funding - General Funding	$7,442.97

2.3 **Payment Address**

22554 LOUGHEED HWY MAPLE RIDGE, BC V2X 2V1

Goods and Services Tax (GST)

Financial Reports

2.4 In addition to the financial statements referred to in the Audit and Service Evaluation section of FT08061000 any financial reports should, at a minimum, relate costs to service outputs. The following additional financial reports are required:

Name	Description
9-Month Service Cost Report	Report that outlines the costs associated with a service every 9 months.
Semi-annual Service Cost Report	Report that outlines the semi-annual costs associated with a service.

Transition to Unit Cost Based Payments

2.5 Not applicable

SCHEDULE C – APPROVED SUBCONTRACTOR(S)

Subcontractors

1.1 The following persons or organizations, are specified as Subcontractors under section 12 of the Third Party Service Agreement, for purposes of this Subsidiary Component Agreement:

None

SCHEDULE D – RISK MANAGEMENT & CONFLICT RESOLUTION

Criminal Record Check

1.1 In accordance with the Criminal Records Review Act, you must undertake a criminal record check of each staff member or other person who has, or potentially has, unsupervised access to children, or who has access to their records.

1.2 In addition to any criminal record checks required under the Criminal Records Review Act, you must undertake a criminal record check on volunteers or other individuals who have, or potentially have, unsupervised access to children or their records.

1.3 Upon our written request you must provide us written confirmation that:

(a) criminal record checks have been initiated;

(b) you have acted on instructions from the adjudicator or us; and

(c) all other related procedures have been followed.

Conflict Resolution Officials

2.1 The designated "Officials" of the parties for the purposes of the Conflict Resolution Protocol are:

	Province	**Contractor**
Stage One:	Community Services Manager or Designate	Executive Director or Designate
Stage Two:	Executive Director of Service	Executive Director or Designate
Stage Three:	Deputy Minister or Designate	Executive Director or Designate

Permits and Licenses

3.1 You must obtain all the permits and licenses required to perform the Services, including, but not limited to:

(a) any permits or licenses required by municipal or health authorities for the operation of the Services delineated in Schedule A.

(b) any municipal, provincial, federal permits and licenses required to provide the Services including motor vehicle licenses of the appropriate class to provide transportation to clients.

Insurance and Indemnity

A. For all Contractor's activities under this Agreement to which the Master Insurance Program applies, as determined by the Province in its sole discretion:

4.1 The Province will purchase and maintain Comprehensive General Liability insurance in the amount of $2,000,000 inclusive per occurrence against bodily injury and property damage arising out of the Contractor's performance of the Services on behalf of the Province as outlined in this Agreement.

4.2 The Contractor shall be responsible for and pay any deductible under the policy.

4.3 The Contractor will be provided with a Certificate of Insurance and a copy of the insurance policy wording.

4.4 The Province will take reasonable steps to ensure the coverage specified in section 1 is continuous for the duration of this Agreement but the Province does not accept responsibility for providing coverage in the event the insurance is cancelled or reduced by the insurer.

4.5 The Province does not represent or warrant that the policy contains insurance for any and all losses. It is the Contractor's responsibility to ascertain the exact nature and extent of coverage of the policy as well as any and all terms and conditions of the policy.

4.6 The Contractor shall provide, maintain, and pay for, any additional insurance which the Contractor is required by law to carry, or which the Contractor considers necessary to cover risks not otherwise covered by insurance specified in section 1.

B. For all Contractor's activities to which the Master Insurance Program does not apply, the Contractor shall:

5.1 The Contractor must, without limiting its obligation or liabilities and at its own expense, purchase and maintain throughout the term of this Agreement the following insurances with insurers licensed in Canada in forms and amounts acceptable to the Province:

(a) Commercial General Liability in an amount not less than $2,000,000.00 inclusive per occurrence against bodily injury, personal injury and property damage and including liability assumed under this Agreement and this insurance must:

(i) include the Province as an additional insured;

(ii) be endorsed to provide the Province with 30 days advance written notice of cancellation or material change; and

(iii) include a cross liability clause.

5.2 All insurance described in paragraph 1 of this Schedule must:

(a) be primary; and

(b) not require the sharing of any loss by any insurer of the Province.

5.3 The Contractor must provide the Province with evidence of all required insurance:

(a) Within 10 working days of commencement of the Services, the Contractor must provide to the Province evidence of all required insurance in the form of a completed Province of British Columbia Certificate of Insurance.

(b) If the insurance policy(ies) expire before the end of the term of this Agreement, the Contractor must provide within 10 working days of expiration, evidence of new or renewal policy(ies) of all expired insurance in the form of a completed Province of British Columbia Certificate of Insurance.

(c) Notwithstanding paragraph 3(a) or (b) above, if requested by the Province at any time, the Contractor must provide to the Province certified copies of the required insurance policies.

5.4 The Contractor shall provide, maintain, and pay for, any additional insurance which it is required by law to carry, or which it considers necessary to cover risks not otherwise covered by insurance specified in this schedule in its sole discretion.

C. Whether A or B applies to the Services, for all Contractor activities under this Agreement:

6.1 The Contractor shall maintain Automobile Liability insurance on all vehicles owned, operated or licensed by the Contractor in an amount not less than $2,000,000 per occurrence, and where applicable the Contractor may show evidence of this insurance using an ICBC Confirmation of Insurance Coverage (APV-47) form in place of the requirement for the BC Certificate of Insurance.

6.2 Additional Insurance: Not applicable

SCHEDULE E – AUTHORIZED PERSONS (FOR THE SUBSIDIARY COMPONENT AGREEMENT)

Authorized Persons

1.1 The Contractor designates any of the following persons, (identified by name and/or position) to act for you in relation to this Subsidiary Component Agreement:

None

1.2 The Ministry designates any of the following persons (identify by name and/or position) to act for us in relation to this Subsidiary Component Agreement:

Community Services Manager or Designate

SCHEDULE F1 – PRIVACY PROTECTION SCHEDULE

This Schedule forms part of the agreement between Her Majesty the Queen in right of the Province of British Columbia represented by

The Ministry of Children and Family Development (the "Province") and THE FAMILY EDUCATION AND SUPPORT CENTRE (the "Contractor")

respecting Parent Education Programs (the "Agreement")

Definitions

1. In this Schedule,
   (a) "access" means disclosure by the provision of access;
   (b) "Act" means the Freedom of Information and Protection of Privacy Act (British Columbia), as amended from time to time;
   (c) "contact information" means information to enable an individual at a place of business to be contacted and includes the name, position name or title, business telephone number, business address, business email or business fax number of the individual;
   (d) "personal information" means recorded information about an identifiable individual, other than contact information, collected or created by the Contractor as a result of the Agreement or any previous agreement between the Province and the Contractor dealing with the same subject matter as the Agreement but excluding any such information that, if this Schedule did not apply to it, would not be under the "control of a public body" within the meaning of the Act.

Purpose

2. The purpose of this Schedule is to:
   (a) enable the Province to comply with its statutory obligations under the Act with respect to personal information; and
   (b) ensure that, as a service provider, the Contractor is aware of and complies with its statutory obligations under the Act with respect to personal information.

Collection of personal information

3. Unless the Agreement otherwise specifies or the Province otherwise directs in writing, the Contractor may only collect or create personal information that is necessary for the performance of the Contractor's obligations, or the exercise of the Contractor's rights, under the Agreement.
4. Unless the Agreement otherwise specifies or the Province otherwise directs in writing, the Contractor must collect personal information directly from the individual the information is about.
5. Unless the Agreement otherwise specifies or the Province otherwise directs in writing, the Contractor must tell an individual from whom the Contractor collects personal information:
   (a) the purpose for collecting it;

(b) the legal authority for collecting it; and

(c) the title, business address and business telephone number of the person designated by the Province to answer questions about the Contractor's collection of personal information.

Accuracy of personal information

6. The Contractor must make every reasonable effort to ensure the accuracy and completeness of any personal information to be used by the Contractor or the Province to make a decision that directly affects the individual the information is about.

Requests for access to personal information

7. If the Contractor receives a request for access to personal information from a person other than the Province, the Contractor must promptly advise the person to make the request to the Province unless the Agreement expressly requires the Contractor to provide such access and, if the Province has advised the Contractor of the name or title and contact information of an official of the Province to whom such requests are to be made, the Contractor must also promptly provide that official's name or title and contact information to the person making the request.

Correction of personal information

8. Within 5 business days of receiving a written direction from the Province to correct or annotate any personal information, the Contractor must annotate or correct the information in accordance with the direction.

9. When issuing a written direction under section 8, the Province must advise the Contractor of the date the correction request to which the direction relates was received by the Province in order that the Contractor may comply with section 10.

10. Within 5 business days of correcting or annotating any personal information under section 8, the Contractor must provide the corrected or annotated information to any party to whom, within one year prior to the date the correction request was made to the Province, the Contractor disclosed the information being corrected or annotated.

11. If the Contractor receives a request for correction of personal information from a person other than the Province, the Contractor must promptly advise the person to make the request to the Province and, if the Province has advised the Contractor of the name or title and contact information of an official of the Province to whom such requests are to be made, the Contractor must also promptly provide that official's name or title and contact information to the person making the request.

Protection of personal information

12. The Contractor must protect personal information by making reasonable security arrangements against such risks as unauthorized access, collection, use, disclosure or disposal, including any expressly set out in the Agreement.

Storage and access to personal information

13. Unless the Province otherwise directs in writing, the Contractor must not store personal information outside Canada or permit access to personal information from outside Canada.

Retention of personal information

14. Unless the Agreement otherwise specifies, the Contractor must retain personal information until directed by the Province in writing to dispose of it or deliver it as specified in the direction.

Use of personal information

15. Unless the Province otherwise directs in writing, the Contractor may only use personal information if that use is:

(a) for the performance of the Contractor's obligations, or the exercise of the Contractor's rights, under the Agreement; and

(b) in accordance with section 13.

Disclosure of personal information

16. Unless the Province otherwise directs in writing, the Contractor may only disclose personal information inside Canada to any person other than the Province if the disclosure is for the performance of the Contractor's obligations, or the exercise of the Contractor's rights, under the Agreement.

17. Unless the Agreement otherwise specifies or the Province otherwise directs in writing, the Contractor must not disclose personal information outside Canada.

Inspection of personal information

18. In addition to any other rights of inspection the Province may have under the Agreement or under statute, the Province may, at any reasonable time and on reasonable notice to the Contractor, enter on the Contractor's premises to inspect any personal information in the possession of the Contractor or any of the Contractor's information management policies or practices relevant to its management of personal information or its compliance with this Schedule and the Contractor must permit, and provide reasonable assistance to, any such inspection.

Compliance with the Act and directions

19. The Contractor must in relation to personal information comply with:

    (a) the requirements of the Act applicable to the Contractor as a service provider, including any applicable order of the commissioner under the Act; and

    (b) any direction given by the Province under this Schedule.

20. The Contractor acknowledges that it is familiar with the requirements of the Act governing personal information that are applicable to it as a service provider.

Notice of non-compliance

21. If for any reason the Contractor does not comply, or anticipates that it will be unable to comply, with a provision in this Schedule in any respect, the Contractor must promptly notify the Province of the particulars of the non-compliance or anticipated non-compliance and what steps it proposes to take to address, or prevent recurrence of, the non-compliance or anticipated non-compliance.

Termination of Agreement

22. In addition to any other rights of termination which the Province may have under the Agreement or otherwise at law, the Province may, subject to any provisions in the Agreement establishing mandatory cure periods for defaults by the Contractor, terminate the Agreement by giving written notice of such termination to the Contractor, upon any failure of the Contractor to comply with this Schedule in a material respect.

Interpretation

23. In this Schedule, references to sections by number are to sections of this Schedule unless otherwise specified in this Schedule.

24. Any reference to the "Contractor" in this Schedule includes any subcontractor or agent retained by the Contractor to perform obligations under the Agreement and the Contractor must ensure that any such subcontractors and agents comply with this Schedule.

25. The obligations of the Contractor in this Schedule will survive the termination of the Agreement.

26. If a provision of the Agreement (including any direction given by the Province under this Schedule) conflicts with a requirement of the Act or an applicable order of the commissioner under the Act, the conflicting provision of the Agreement (or direction) will be inoperative to the extent of the conflict.

27. The Contractor must comply with the provisions of this Schedule despite any conflicting provision of this Agreement or, subject to section 28, the law of any jurisdiction outside Canada.

28. Nothing in this Schedule requires the Contractor to contravene the law of any jurisdiction outside Canada unless such contravention is required to comply with the Act.

SCHEDULE H – ADDITIONAL TERMS

Other

1. Notwithstanding Clause 55 (b) of the Third Party Service Agreement, the termination notice period for this Subsidiary Component Agreement is 60 days.

SERVICE AGREEMENT

MINISTRY OF CHILDREN AND FAMILY DEVELOPMENT

BRITISH COLUMBIA | Ministry of Children and Family Development

MINISTRY SERVICE AGREEMENT: FT08061001

Agreement Name: Parent Education Programs

HER MAJESTY THE QUEEN IN RIGHT OF THE PROVINCE OF BRITISH COLUMBIA, represented by The Minister of Children and Family Development (the "Province", "we", "us", or "our" as applicable) at the following address:	AND THE FAMILY EDUCATION AND SUPPORT CENTRE (Legal Name) (the "Contractor", "you", or "your" as applicable) at the following address:
#200 - 22420 Dewdney Trunk Road Maple Ridge, British Columbia Canada V2X 3J5 Fax Number: (604)476-2813 Email:	22554 LOUGHEED HWY MAPLE RIDGE, BC V2X 2V1 Fax Number: (604)467-5668 Email:

The term for the Service Agreement begins on: 01/07/2016 (Day/Month/Year) and ends on 31/03/2018 (Day/Month/Year)

THE PARTIES AGREE TO THE TERMS AND CONDITIONS OF THE SERVICE AGREEMENT LOCATED ON THE MINISTRY OF CHILDREN AND FAMILY DEVELOPMENT'S WEBSITE, VERSION 1.1 DATED JANUARY 13, 2015, AND AGREE TO BE BOUND BY THE SCHEDULES LISTED BELOW AND ATTACHED TO THIS AGREEMENT:

SCHEDULE A	-	SERVICES
SCHEDULE B	-	PAYMENT
SCHEDULE C	-	APPROVED SUBCONTRACTOR(S)
SCHEDULE D	-	INSURANCE
SCHEDULE E	-	AUTHORIZED PERSON
SCHEDULE F	-	INFORMATION MANAGEMENT (RECORDS, PRIVACY AND SECURITY)
SCHEDULE H	-	ADDITIONAL TERMS
SCHEDULE I	-	REPORTING REQUIREMENTS

(collectively, the "Agreement")

SIGNED AND DELIVERED on the 21st day of July, 2016 on behalf of the Province by its duly authorized representative

Signature: [signature]

Print Name: Gareth Griffiths

Position: Community Services Manager or Designate

Responsibility Centre: CSM - RIDGE MEADOWS

SIGNED AND DELIVERED on the 20th day of July, 2016 by or on behalf of the Contractor (or by its authorized signatory or signatories if the Contractor is a corporation)

Signature: Jenny Earley

Print Name: Jennifer Earley

Position: Executive Director or Designate

Signature:

Print Name:

Position:

Contractor: By signing above you agree that you have read, understand, and agree to be bound by, the Terms and Conditions and the Schedules for the Service Agreement

SUMMARY

Term **01/07/2016 to 31/03/2018**

Total Amount of Agreement (not including any applicable taxes) **$349,077.23**

Allocation by Programs and Services

Programs		
Services to Strengthen Families		
Mutual Aid - General		$272,394.36
	Sub-Total	**$272,394.36**
Grouped Services		
Economic Stability Mandate Increases		
Additional Cost - Service Providers		$2,533.46
	Sub-Total	**$2,533.46**
Ridge Meadows ECD Initiative - Children First		
Training and Education - General		$74,149.41
Non-Program Services		
	Sub-Total	**$0.00**
	Total	**$349,077.23**

Allocation by Community

Communities Served		
Ridge Meadows		$349,077.23
	Total	**$349,077.23**

Allocation by Business Area

Core Business Area	**Business Area - Sub Business Area**	
Child and Family Development		
	Family Development/Service to Strengthen Families	$274,927.82
	Sub-Total	**$274,927.82**
ECD, Child Care and Children and Youth with Special Needs		
	Early Childhood Development	$74,149.41
	Sub-Total	**$74,149.41**
	Total	**$349,077.23**

SCHEDULE A - SERVICES

ANNUAL FUNDING AND SERVICE ALLOCATIONS

Annual baseline funding and aggregate increases related to the *Economic Stability Mandate* are outlined in Schedule B – Payment.

Services	Direct Service FTEs	Annual Service Units/Direct Hours	Fiscal 16-17 Annual Baseline Funding	Fiscal 17-18 Annual Baseline Funding
Mutual Aid	1.67	1,215	$92,420.71	$93,132.37
Training & Education		820	$61,663.63	$62,138.45
Supplemental Supports		250	$2,768.14	$2,789.46
Intervention - General		40	$42,448.08	$42,774.96
	1.67	**2,325**	**$199,300.56**	**$200,835.24**

OUTPUTS

Service Units

The following service unit definition is applied:

Service Unit v.II is defined as "an hour of service provision to an identified Client, or group of Clients, and will include such activities as face to face contact, Client specific report writing, Client specific telephone calls, case management meetings, case consultation and case supervision, training where pre-approved by the MCFD as billable, and community meetings and travel directly related to contracted services. Activities that do not fall under the definition of Service Unit include program information inquiries of a general nature, statistical or data collection, team meetings, organization staff training, development and supervision."

The calculation submitted by the Contractor indicates that one (1.0) FTE converts to 1,215 service units per annum.

A total of 2,035 service units per annum will be provided, as follows:

- 1,215 service units per annum by the Families Supporting Families Coordinator; and
- 820 service units per annum by the Parent Education Coordinator.

The Contractor will also provide an additional 290 direct hours, as follows:

- 250 direct hours per annum by the Child Minder/Driver; and
- 40 direct hours per annum by subcontracted facilitators for the Families Supporting Families Program.

OUTCOMES

Families Supporting Families Program

Outcomes	Indicators
• decreased family and individual social isolation; • increased family and individual social support network; • increased self esteem; • improved positive self concept; • increased confidence in coping with daily living problems; • increased problem solving skills;	• number of groups established for identified populations; • number of families served in one year (target 40); • level of participation in groups; • level of client satisfaction; • level of community service provider satisfaction; • level of increase in family and individual confidence and ability to cope;

• improved quality of family life and personal relationships; • increased child safety and healthy development in the family; • decreased frequency and duration of child placement; and • decreased need for support service and involvement of child protective services.	• number of group members needing formal supports; and • duration and level of support needed from child protection and intervention programs.

Parent Education and Personal Growth and Development Programs

Outcomes	Indicators
• improved parenting skills; • improved coping skills; • increased awareness of the importance of positive parenting; and • improved quality of family and personal relationships.	• number of groups offered to specific populations and issues as identified by MCFD team leaders; • number of participants in parenting and personal growth and development courses; • level of client satisfaction with programs; • level of community service providers' satisfaction; and • level of increase in participants' individual skills and ability to cope.

TARGET POPULATION

Families living in the Maple Ridge and Pitt Meadows communities who require additional support in order to manage parenting responsibilities, including families who may or may not fall within the Ministry's protection mandate, i.e. "at risk" families.

SERVICE DESCRIPTION

Families Supporting Families Program

The Families Supporting Families Program provides a place where parents and caregivers can meet and discuss the issues and challenges of raising children in a nonjudgmental atmosphere. Groups are led by a trained facilitator and are offered in the day and evening. The program offers parenting information, guest speakers, a resource library, on-site child minding and refreshments.

Funds from other funding sources may be used to offset child minding or other costs in the operation of the groups.

Parent Education and Personal Growth and Development Programs

The Contractor will provide evidence-based parent education and personal growth and development programs, as identified by local MCFD team leaders, families and community partners. Groups will be offered for families where addictions, mental health issues, violence or conflict are a feature of family life. Programs will be tailored to meet cultural and language needs, and will be suited to new Canadians and participants of various ages, and stages of development.

A fee for service may be charged for non-Ministry referred clients.

REPORTING

Outputs/Quantitative Data:

On a quarterly basis, the Contractor will submit a written report including the following information:

- Service unit reporting

Outcomes/Qualitative Data:

On a quarterly basis, the Contractor will submit a written report including the following information:

- Outcome and indicator reporting

On an annual basis, the Contractor will provide a report of the results of the client satisfaction and outcome surveys completed at service end.

Additional output reporting may be negotiated between the Program Liaison and the Contractor.

INTAKE OR REFERRAL PROCESS

Services will be targeted towards MCFD referred families, but will be open to the public.

INPUTS

Staff Qualifications: The Families Supporting Families Coordinator and the Parent Education Coordinator must have a minimum of an undergraduate degree in a relevant social services degree or equivalent combination of training and experience (i.e. B.Ed., B.A., Psychology, or Communications).

Supervision: Clinical and administrative supervision will be provided regularly and as required, and will be consistent with the standards of either CARF or COA.

Service Delivery Model

1.00 FTE Families Supporting Families Coordinator
1.00 FTE Parent Education Coordinator (0.67 FTE direct client service; 0.33 FTE supervision)
0.85 FTE Administrative Assistant
0.03 FTE Supervisor

Ridge Meadows Early Childhood Development (ECD) Initiative – Children First

SERVICE DESCRIPTION

The Contractor will distribute funds on behalf of the ECD Table to community groups, agencies, etc. for projects related to the mandate of the ECD Committee. The Committee will advertise Request for Funding Proposals to the community. The applications for funding will be screened by the ECD Committee for programming/projects as agreed upon by the Table. Successful applicants may use a maximum of 10% of the funds for general administration costs and evaluation.

The Contractor is required to report quarterly how the funds are being distributed and how the use of these funds have met or are meeting the stated purpose.

PROGRAMS

Services to Strengthen Families

TARGET POPULATION:	Families who require additional support in order to manage parenting responsibilities, but who do not fall within the Ministry's protection mandate.
OUTCOME:	Families have the capacity to care for their own children such that the children have healthy, non-violent role models that enable them to grow and develop to their full potential.

Families Supporting Families Program (Services to Strengthen Families)

SERVICE: MUTUAL AID - GENERAL	**Total Amount**	$272,394.36

Definitions	Provision of means whereby youth or caregivers with common concerns connect for the purpose of supporting each other.			
Project Code	18CN385			
Input	Qualified Staff			
Output Indicators	# Service Units	**Quantity**		
Reporting Frequency	Quarterly			
Core Business Area	Child and Family Development			
Business Area	Family Development			
Sub Business Area	Service to Strengthen Families			
Communities Served				
Ridge Meadows	**Recipient(s)**	Parents/Caregivers	**Amount**	$272,394.36

This allocation is provided as an estimate.

BUSINESS AREA OUTCOMES

- Families have an enhanced capacity to care for their children
- Extended Families and communities are actively engaged and caring for children
- Children and youth are healthy and have a sense of well-being
- Children and youth are free from abuse, neglect and exploitation
- Children and youth experience stability and permanence in their family and alternative family environment
- Children in care are engaged and successful at school and experience positive outcomes
- Children in care transition successfully to adulthood through appropriate supports and supportive relationships

Economic Stability Mandate Increases

_____	ADDITIONAL COST - SERVICE PROVIDERS		**Total Amount**	$2,533.46
	Definitions			
	Project Code	4450		
	Name	Economic Stability Mandate Increases		
	Reporting Frequency			
	Core Business Area	Child and Family Development		
	Business Area	Family Development		
	Sub Business Area	Service to Strengthen Families		
	One Time Only	Yes		
	Communities Served			
	Ridge Meadows	**Recipient(s)** Service Providers	**Amount**	$2,533.46

BUSINESS AREA OUTCOMES

- Families have an enhanced capacity to care for their children
- Extended Families and communities are actively engaged and caring for children
- Children and youth are healthy and have a sense of well-being
- Children and youth are free from abuse, neglect and exploitation
- Children and youth experience stability and permanence in their family and alternative family environment
- Children in care are engaged and successful at school and experience positive outcomes
- Children in care transition successfully to adulthood through appropriate supports and supportive relationships

Ridge Meadows ECD Initiative - Children First

SERVICE: TRAINING AND EDUCATION - GENERAL			**Total Amount**	$74,149.41
	Definitions	Range of strategies for imparting knowledge, improving skills and building awareness of resources.		
	Project Code	18CN529		
	Input	Qualified Staff		
	Output Indicators	# Service Units	**Quantity**	
	Reporting Frequency	Quarterly		
	Core Business Area	ECD, Child Care and Children and Youth with Special Needs		
	Business Area	Early Childhood Development		
	Communities Served			
	Ridge Meadows	**Recipient(s)** 0 to 6 years	**Amount**	$74,149.41

This allocation is provided as an estimate.

BUSINESS AREA OUTCOMES

- Mothers are healthy and give birth to infants who are healthy and remain healthy
- Parents and families have knowledge, resources and support they need to help their children develop to their full potential
- Children experience healthy early childhood development, including early learning and care
- Children experience positive early childhood and early socio-emotional learning experiences
- Communities support the development of all children and families
- Aboriginal children and families have an enhanced sense of cultural belonging and connectedness
- Aboriginal communities and families have increased socio-economic resources to support the developmental needs of their children
- Families have access to a range of community and social supports
- Families are socially engaged (able to seek informal and formal supports when needed) and are connected to child-friendly caring and inclusive communities

SCHEDULE B – PAYMENT

Aggregate Maximum and Taxes

1.1 Subject to the provisions of the Agreement, we will pay you an amount not exceeding $349,077.23 (not including any applicable taxes), in the aggregate, for providing the Services set out in Schedule A, during the term of this Agreement.

1.2 In addition, we will pay you any applicable taxes payable by the Province under law or agreement with the relevant taxation authority in relation to amounts payable under this schedule.

Payments

2.1 Monthly Recurring

We will pay you on or about the 15th day of the month commencing on the 1st day of July, 2016 as provided in the following payment schedule:

From	To	Amount	Total
July 1, 2016	March 31, 2018	$12,971.16	$272,394.36
			$272,394.36

2.2 One-Time-Only Payments and Additional Costs

We will pay you the amount of $2,533.46 as specified:

Additional Cost - Service Providers	$2,533.46

2.3 Flexible

We will pay you as described in the following payment schedule:

Date	Service	Amount	Total
July 15, 2016	Training and Education - General	$10,530.93	$10,530.93
October 15, 2016	Training and Education - General	$10,530.93	$10,530.93
January 15, 2017	Training and Education - General	$10,584.99	$10,584.99
April 15, 2017	Training and Education - General	$10,612.02	$10,612.02
July 15, 2017	Training and Education - General	$10,612.02	$10,612.02
October 15, 2017	Training and Education - General	$10,612.02	$10,612.02
January 15, 2018	Training and Education - General	$10,666.50	$10,666.50
			$74,149.41

Additional Costs

ADDITIONAL COSTS DESCRIPTION

From	To	Increase to Monthly Payment Amount	Total
April 1, 2016	June 30, 2016	Lump Sum	$933.84
February 1, 2017	March 31, 2018	$99.88	$1,398.32
February 1, 2018	March 31, 2018	$100.65	$201.30
			$2,533.46

As a result of the compensation increases for staff that provide union-like services of non-union service providers,

the Ministry of Children and Family Development is increasing the funding for contract FT08061001. $12,726.18

The Ministry is retroactively increasing your monthly payment by **$244.98** from ~~**$12,276.18**~~ to **$12,971.16** as a result of a 2.5% Comparability Adjustment wage increase, effective April 1, 2016. The ministry will make a lump sum payment of **$933.84** (comprised of 3 months of increases totalling $734.94 plus increases of $198.90 to the previously paid lump sum payment of $10,332.03).

Effective February 1, 2017, your monthly payment will increase by **$99.88**, from **$12,971.16** to **$13,071.04** as a result of a 1.0% General Wage Increase.

Effective February 1, 2018, your monthly payment will increase by **$100.65**, from **$13,071.04** to **$13,171.69** as a result of a 1.0% General Wage Increase.

Quarterly Children's First lump sum payments will be paid as per **2.3 Flexible Payments**, above.

As a result of the Economic Stability Mandate, fiscal year 2016/2017 contract funding has increased by **$3,989.18**, and annualized baseline funding has increased by **$5,258.28**, from **$194,042.28** to **$199,300.56**.

As a result of the Economic Stability Mandate, fiscal year 2017/2018 contract funding has increased by **$217.92**, and annualized baseline funding has increased by **$1,534.68**, from **$199,300.56** to **$200,835.24**.

SCHEDULE C – APPROVED SUBCONTRACTOR(S)

Subcontractors

1.1 The following persons, groups of persons, or organizations, are specified as Subcontractors under section 12 of the Service Agreement:

None

SCHEDULE D – INSURANCE

A. On behalf of the Contractor, the Province will purchase and maintain Commercial General Liability insurance (Master Insurance Program) in the amount of $2,000,000 inclusive per occurrence against personal injury (including bodily injury), third party property damage arising out of the Contractor's performance of the Services set out in this Agreement.

B. The Contractor is responsible for and will pay any deductible under the Master Insurance Program.

C. The Province will obligate the Master Insurance Program's managing broker to provide the Contractor with a Certificate of Insurance and a copy of the Master Insurance Program policy wording.

D. The Province will take reasonable steps to ensure the coverage specified in section A is continuous for the duration of this Agreement. The Province will not be responsible for providing coverage in the event the insurance is cancelled or reduced by the insurer.

E. The Province does not represent or warrant that the Master Insurance Program covers any and all losses. The Contractor is responsible for ascertaining the exact nature and extent of coverage of the Master Insurance Program as well as the terms and conditions of the Master Insurance Program policy wording. No term or condition of this Agreement amends, extends or alters the coverage afforded by the Master Insurance Program policy wordings.

F. Where the contractor uses a vehicle to perform the services as described in Schedule A the Contractor shall maintain Automobile Liability insurance on all vehicles owned, operated or licensed by the Contractor in an amount not less than $2,000,000 per occurrence, and where applicable the Contractor may show evidence of this insurance using an ICBC Confirmation of Insurance Coverage (APV-47) form.

G. The Contractor will provide, maintain, and pay for, any additional insurance which the Contractor is required by law to carry, or which the Contractor considers necessary to cover risks not otherwise covered by insurance specified in section A.

SCHEDULE E – AUTHORIZED PERSONS

Authorized Persons

1.1 The Contractor designates any of the following persons, (identified by name and/or position) to act for you in relation to this Service Agreement:

1.2 The Ministry designates any of the following persons (identify by name and/or position) to act for us in relation to this Service Agreement:

Conflict Resolution Officials

1.1 The designated "Officials" of the parties for the purposes of the Conflict Resolution Protocol are:

	Province	**Contractor**
Stage One:	Community Services Manager or Designate	Executive Director or Designate
Stage Two:	Executive Director of Service	Executive Director or Designate
Stage Three:	Assistant Deputy Minister	Executive Director or Designate

SCHEDULE F – INFORMATION MANAGEMENT (RECORDS, PRIVACY AND SECURITY)

Purpose

The purpose of this Schedule is to:

(a) enable the Province to comply with the Province's obligations with respect to:
  (i) creation, maintenance, retention and final disposition of the Province's Records, and
  (ii) protection of Personal Information collected under this Agreement and pursuant to *FOIPPA*.

(b) ensure that, as a service provider, the Contractor is aware of, and complies with, the Contractor's information management and protection (records, privacy and security) obligations with respect to:
  (i) the Province's Records, and
  (ii) the Personal Information collected or created under this Agreement.

Applicability

This Schedule applies to the management of the Province's Records and to the management of Personal Information contained in the Province's Records.

The Contractor must manage the Province's Records in accordance with this Schedule and in accordance with MCFD Contractor's Information Management Guidelines, which provide directions and standards to assist the Contractor in complying with this Schedule.

Definitions

1. In this Schedule:
  a) "**access**" means the ability or opportunity of a person to view, study, or obtain a copy of records;
  b) "***FOIPPA***" means the *Freedom of Information and Protection of Privacy Act* (British Columbia);
  c) "**contact information**" means information to enable an individual at a place of business to be contacted and includes the name, position name or title, business telephone number, business address, business email or business fax number of the individual;
  d) "**control**" (of a record) means the power or authority to manage the record throughout its life cycle, including restricting, regulating and administering its use and disclosure;
  e) "**custody**" (of a record) means having physical possession of a record, regardless of the format (e.g., paper or electronic);
  f) "**Personal Information**" means recorded information about an identifiable individual, other than contact information, collected or created by the Contractor as a result of the Agreement or any previous agreement between the Province or the Contractor dealing with the same subject matter as the Agreement, but excluding any information that, if this Schedule did not apply to it, would not be under the control of a public body as interpreted under the FOIPPA;
  g) "**Services Worker**" means an individual involved in providing the Services for or on behalf of the Contractor and, for greater certainty, may include the Contractor or a subcontractor of an individual, or an employee or volunteer of the Contractor or of a subcontractor;
  h) "**Privacy Training**" means the Province's online privacy and information sharing training course.

RECORDS MANAGEMENT

Records Retention and Disposition

2. The Contractor must return the Province's Records regardless of format to the Province within the following time frames:

   (a) within 30 calendar days of expiry or termination of the Agreement;
   (b) within 7 calendar days of the Contractor receiving a request for return from the Province;
   (c) when closed records volume is identified by the Contractor as warranting the transfer and the Province has provided written approval; or
   (d) immediately when a Contractor advises the Province that they are no longer providing services or when the Province is concerned about the management of the Province's Records following a breach of security or privacy, including an unauthorized disclosure.

PRIVACY PROTECTION

Collection of Personal Information

3. The Contractor may only collect or create Personal Information that is necessary for the performance of the Contractor's obligations, or the exercise of the Contractor's rights, under the Agreement.

4. Unless the Agreement otherwise specifies or the Province otherwise directs in writing, the Contractor must collect Personal Information directly from the individual the Personal Information is about.

5. Except as otherwise permitted by FOIPPA, the Contractor must tell an individual from whom the Contractor collects Personal Information:

   (a) the purpose for collecting it,
   (b) the legal authority for collecting it, and
   (c) the title, business address and business telephone number of the person designated by the Province to answer questions about the Contractor's collection of Personal Information.

Accuracy of Personal Information

6. The Contractor must make every reasonable effort to ensure the accuracy and completeness of any Personal Information to be used by the Contractor or the Province to make a decision that directly affects the individual the Personal Information is about.

Requests for access to Personal Information

7. If the Contractor receives a request for access to Personal Information from a person other than the Province, the Contractor must promptly advise the person to make the request to Information Access Operations with the Ministry of Technology, Innovation and Citizens' Services or successor.

Correction of Personal Information

8. Within 5 business days of receiving a written direction from the Province to correct or annotate any Personal Information, the Contractor must correct or annotate the information in accordance with the direction.

9. When issuing a written direction under section 8 of this Schedule, the Province must advise the Contractor of the date the correction request to which the direction relates was received by the Province in order that the Contractor may comply with section 10 of this Schedule.

10. Within 5 business days of correcting or annotating any Personal Information under section 8 of this Schedule, the Contractor must provide the corrected or annotated information to any party to whom, within one year prior to the date the correction request was made to the Province, the Contractor disclosed the information being corrected or annotated.

11. If the Contractor receives a request for correction of Personal Information from a person other than the Province, the Contractor must promptly advise the person to make the request to the Province and provide the Provincial official's name or title and contact information to the person making the request.

Protection of Personal Information

12. The Contractor must protect Personal Information by making reasonable security arrangements against such risks as unauthorized access, collection, use, disclosure or disposal, including any security arrangements expressly set out in the Security section of this Schedule.

Storage and access to Personal Information

13. Unless the Province otherwise directs in writing, the Contractor must not store Personal Information outside Canada or permit access to the Personal Information from outside Canada.

Retention of Personal Information

14. Unless the Agreement otherwise specifies, the Contractor must retain Personal Information until directed by the Province in writing to dispose of it or deliver it as specified in the direction.

Use of Personal Information

15. Unless the Province otherwise directs in writing, the Contractor may only use Personal Information if that use is for the performance of the Contractor's obligations, or the exercise of the Contractor's rights, under the Agreement.

Disclosure of Personal Information

16. Unless the Province otherwise directs in writing, the Contractor may only disclose Personal Information inside Canada to any person other than the Province if the disclosure is for the performance of the Contractor's obligations, or the exercise of the Contractor's rights, under the Agreement.

17. Unless the Agreement otherwise specifies or the Province otherwise directs in writing, the Contractor must not disclose Personal Information outside Canada.

SECURITY

Services Worker confidentiality agreements

18. The contractor must immediately provide notice to the contract manager of any suspected information incident that threatens privacy or information security.

19. The Contractor must not permit a Services Worker who is an employee or volunteer of the Contractor to have access to Personal Information unless the Services Worker has first entered into a confidentiality agreement with the Contractor to keep Personal Information confidential on substantially similar terms as those that apply to the Contractor under the Agreement.

Services Worker security screening

20. The Contractor may only permit a Services Worker who is an employee or a volunteer of the Contractor to collect or have access to Personal Information, or otherwise be involved in providing the Services if, after having subjected the Services Worker to personnel security screening requirements as outlined in Appendix F1 to this Schedule, the Contractor is satisfied that the Services Worker does not constitute an unreasonable security risk.

Services Worker activity logging

21. The Contractor must create and maintain detailed Contractor's Records logging the activities of all Service Workers in relation to:

    (a) their access to Personal Information; and

    (b) any other matters specified by the Province in writing for the purposes of this section.

Facilities and Equipment protection and access

22. The Contractor must create, maintain and follow a documented process to:

    (a) protect Facilities and Equipment of the Contractor required by the Contractor to provide the Services from loss, damage or any other occurrence that may result in any of those Facilities and Equipment being unavailable when required to provide the Services; and,

(b) limit access to Facilities and Equipment of the Contractor:

i. being used by the Contractor to provide the Services; or
ii. that may be used by someone to access information,

to those persons who are authorized to have that access and for the purposes for which they are authorized, which process must include measures to verify the identity of those persons.

23. If the Province makes available to the Contractor any Facilities or Equipment of the Province for the use of the Contractor in providing the Services, the Contractor must comply with any policies and procedures provided to it by the Province on acceptable use, protection of, and access to, such Facilities or Equipment.

Integrity of Information

24. The Contractor must create, maintain and follow a documented process for maintaining the integrity of information while in the custody of or accessed by the Contractor.

25. For the purposes of section 24 of this Schedule, maintaining the integrity of information means that, except to the extent expressly authorized by the Agreement or approved in writing by the Province, the information has:

(a) remained as complete as when it was acquired or accessed by the Contractor; and

(b) not been altered in any material respect.

Documentation of changes to processes

26. The Contractor must create and maintain detailed Records logging any changes it makes to the processes described in sections 21 and 22 of this Schedule.

Secure Storage

27. The Contractor must securely store the Province's Records in the Contractor's custody.

GENERAL

Privacy Training

28. The Ministry will pay the direct costs of the Privacy Training, the Contractor, must ensure that:

(a) all existing employees, agents, volunteers and sub-contractors who collect, create, or access Personal Information, complete Privacy Training within 3 months of this Agreement coming into force if they have not already done so;

(b) all new employees, agents, volunteers and sub-contractors engaged subsequent to the signing of this Agreement who will collect, create or access Personal Information have completed the provincially required Privacy Training prior to accessing Personal Information; and,

(c) a log is maintained with the names of all employees, agents, volunteers and sub-contractors who collect, create, or access Personal Information which indicates the status of their completion of the Privacy Training including date of completion. The Contractor must make this log available to the Province upon request.

Notice

29. The Contractor must immediately provide notice to the Province of

(d) a possible or confirmed foreign demand or request for disclosure, including the information required by section 30.2(3) of FOIPPA or

(e) anticipated or actual non-compliance with this Schedule, unauthorized access, collection, use, disclosure, storage, alteration or disposal of information or Records containing information; or

(f) unauthorized access to Facilities or Equipment.

In this provision, "foreign demand for disclosure" and "unauthorized disclosure of personal information" bear the same meanings as in section 30.2 of FOIPPA.

30. The Contractor must immediately provide notice to the Province of any non-compliance, or anticipated inability to comply, with a provision in this Schedule in any respect.

Compliance, Audit and Review

31. The Contractor must, in relation to the Province's Records, comply with:

    (a) the requirements of *FOIPPA* applicable to the Contractor as a service provider, including any applicable order of the commissioner under *FOIPPA,* and

    (b) any direction given by the Province under this Schedule.

32. The Contractor acknowledges that it is familiar with the requirements of FOIPPA governing Personal Information that are applicable to it as a service provider.

33. In addition to any other rights of inspection the Province may have under the Agreement or under statute, the Province may, at any reasonable time and on reasonable notice to the Contractor, enter on the Contractor's premises to inspect, and at the Province's discretion, copy, any of the Province's Records, or any of the Contractor's information management policies or practices or Records relevant to the Contractor's management of the Province's Records or the Contractor's compliance with this Schedule. The Contractor must permit and provide reasonable assistance to any such inspection.

34. If the Province conducts a review of a matter described in section 29 or 30 of this Schedule (whether or not the matter came to the attention of the Province as a result of a notification under section 29 or 30 of this Schedule), the Contractor must, on the request of the Province, participate in the review to the extent that it is reasonably practicable for the Contractor to do so.

Interpretation

35. Any reference to the "Contractor" in this Schedule includes any subcontractor, agent, or volunteer retained by the Contractor to perform obligations under the Agreement and the Contractor must ensure that any such subcontractors, agents, and volunteers comply with this Schedule.

36. If a direction or provision of the Agreement or any Schedule conflicts with a requirement of FOIPPA or an applicable order of the commissioner under FOIPPA, the conflicting provision of the Agreement or Schedule will be inoperative to the extent of the conflict.

    (a) If there is a conflict between a documented process required by this Schedule to be created or maintained by the Contractor and this Schedule, the provision of this Schedule will prevail to the extent of the conflict.

37. The obligations of the Contractor in this Schedule will survive the termination of the Agreement.

38. The Contractor must comply with the provisions of this Schedule despite any conflicting provision of this Agreement or, subject to section 39 of this Schedule, the law of any jurisdiction outside Canada.

39. Nothing in this Schedule requires the Contractor to contravene the law of any jurisdiction outside Canada unless such contravention is required to comply with FOIPPA.

SCHEDULE F – Appendix F1 – Security screening requirements

The personnel security screening requirements set out in this Appendix F1 are for the purpose of assisting the Contractor to determine whether or not a Services Worker constitutes an unreasonable security risk.

Verification of name, date of birth and address

1. The Contractor must verify the name, date of birth and current address of a Services Worker by viewing at least one piece of "primary identification" of the Services Worker and at least one piece of "secondary identification" of the Services Worker,* as described in the table following this section. The Contractor must obtain or create, as applicable, Records of all such verifications and retain a copy of those Records. For a Services Worker from another province or jurisdiction, reasonably equivalent identification documents are acceptable.

Primary Identification	Secondary Identification
Issued by ICBC: • B.C. driver's licence or learner's licence (must have photo) • B.C. Identification (BCID) card **Issued by provincial or territorial government:** • Canadian birth certificate **Issued by Government of Canada:** • Canadian Citizenship Card • Permanent Resident Card • Canadian Record of Landing/Canadian Immigration Identification Record	• School ID card (student card) • Bank card (only if holder's name is on card) • Credit card (only if holder's name is on card) • Passport • Foreign birth certificate (a baptismal certificate is not acceptable) • Canadian or U.S. driver's licence • Naturalization certificate • Canadian Forces identification • Police identification • Foreign Affairs Canada or consular identification • Vehicle registration (only if owner's signature is shown) • Picture employee ID card • Firearms Acquisition Certificate • Social Insurance Card (only if has signature strip) • B.C. CareCard • Native Status Card • Parole Certificate ID • Correctional Service Conditional Release Card

*It is not necessary that each piece of identification viewed by the Contractor contains the name, date of birth and current address of the Services Worker. It is sufficient that, in combination, the identification viewed contains that information.

Verification of education and professional qualifications

2. The Contractor must verify, by reasonable means, any relevant education and professional qualifications of a Services Worker, obtain or create, as applicable, Records of all such verifications, and retain a copy of those Records.

Verification of employment history and reference checks

3. The Contractor must verify, by reasonable means, any relevant employment history of a Services Worker, which will generally consist of the Contractor requesting that a Services Worker provide employment references and the Contractor contacting those references. If a Services Worker has no relevant employment history, the Contractor must seek to verify the character or other relevant personal characteristics of the Services Worker by requesting the Services Worker to provide one or more personal references and contacting those references. The Contractor must obtain or create, as applicable, Records of all such verifications and retain a copy of those Records.

Security interview

4. The Contractor must allow the Province to conduct a security-focused interview with a Services Worker if the Province identifies a reasonable security concern and notifies the Contractor it wishes to do so.

SCHEDULE G – ASSETS

Property

1.1 The following property to be acquired by you with funds to be paid by us under this Service Agreement is specified in this Service Agreement as property to be owned by us:

None

1.2 The following property provided by us to you or a subcontractor for the purposes of this Service Agreement is to be owned by you or subcontractor as indicated:

None

SCHEDULE H – ADDITIONAL TERMS

SCHEDULE I – REPORTING REQUIREMENTS

Service Delivery Reports

1.1 The reports referred to in this section will be submitted within 30 days of the end of the period specified in form and content as determined by the Province.

Financial Reports

1.2 In addition to the financial statements requirements referred to in the Audit and Service Evaluation section of the Agreement, any financial reports should relate to service outputs at a minimum. The following additional financial reports are required:

i.

Name	Description
Annual Service Cost Report	Report that outlines the annual costs associated with a service.
Semi-annual Service Cost Report	Report that outlines the semi-annual costs associated with a service.

Additional Reports

1.3 Other information as requested by the Province.

SUBSIDIARY COMPONENT AGREEMENT (SCA)

BRITISH COLUMBIA

Ministry of Children and Family Development

BRITISH COLUMBIA — Ministry of Children and Family Development	**SUBSIDIARY COMPONENT AGREEMENT: FT08424002** **DOING BUSINESS AS: FAMILY SERVICES OF GREATER VANCOUVER** **Agreement Name:** Parent Teen Mediation and Family Counselling

HER MAJESTY THE QUEEN IN RIGHT OF THE PROVINCE OF BRITISH COLUMBIA, represented by The Minister of Children and Family Development (the "Province", "we", "us", or "our" as applicable) at the following address:	AND FAMILY SERVICES OF GREATER VANCOUVER (Legal Name) (the "Contractor", "you", or "your" as applicable) at the following address:
240 4680 KINGSWAY BURNABY, B.C. CANADA V5H 4L9 Fax Number: (604)775-0840	1616 7TH AVE W VANCOUVER, BC V6J 1S5 Fax Number: (604)733-7009

The term for the Subsidiary Component Agreement begins on: 01/04/2011 (Day/Month/Year) and ends on 31/03/2012 (Day/Month/Year)

THE PARTIES AGREE TO THE TERMS ON THE ATTACHED PAGES OF THIS DOCUMENT AND OUTLINED BELOW.
THIS SUBSIDIARY COMPONENT AGREEMENT IS PART OF THE THIRD PARTY SERVICE AGREEMENT FT08424000:

APPLICABLE SCHEDULES:

- **SCHEDULE A - SERVICES**
- **SCHEDULE B - PAYMENT & FINANCIAL REPORTING**
- **SCHEDULE C - APPROVED SUBCONTRACTOR(S)**
- **SCHEDULE D - RISK MANAGEMENT & CONFLICT RESOLUTION**
- **SCHEDULE E - AUTHORIZED PERSONS (FOR THE SUBSIDIARY COMPONENT AGREEMENT)**
- **SCHEDULE H - ADDITIONAL TERMS**

SIGNED AND DELIVERED on the 12th day of April, 2011 on behalf of the Province by its duly authorized representative

Signature: Sue Hassard

Print Name: Sue Hassard

Position: Community Services Manager or Designate

Responsibility Centre: MGR - NEW WEST COMM SRVCS

SIGNED AND DELIVERED on the 30 day of March, 2011 by or on behalf of the Contractor (or by its authorized signatory or signatories if the Contractor is a corporation)

Signature:

Print Name: Lisa Whittaker Position: Vice President

Signature:

Print Name: CYN MARTENS Position: A/CEO

Signature:

Print Name: Position:

READ TERMS ON THE ATTACHED PAGES OF THIS DOCUMENT

SCHEDULE A – SERVICES

The annual baseline funding will be $176,292.48.

SUMMARY

Term **01/04/2011 to 31/03/2012** ***Total Amount of Component Agreement*** **$176,292.48**

Allocation by Programs and Services

Programs		
Family Mediation and Reunification Program		
	Intervention - General	$161,570.48
	Sub-Total	**$161,570.48**
Grouped Services		
Family Counselling / Family Development Response		
	Intervention - Therapeutic Intervention/Treatment	$14,722.00
Non-Program Services		
	Sub-Total	**$0.00**
	Total	**$176,292.48**

Allocation by Community

Communities Served	
Burnaby	$113,099.34
New Westminster	$63,193.14
Total	**$176,292.48**

Allocation by Business Area

Core Business Area	**Business Area - Sub Business Area**	
Child and Family Development		
	Family Development/Service to Strengthen Families	$14,722.00
	Youth Services	$161,570.48
	Sub-Total	**$176,292.48**
	Total	**$176,292.48**

PROGRAMS

Family Mediation and Reunification Program

TARGET POPULATION:	Youth who are disconnected from family and at risk.
OUTCOME:	Youth and family relate to one another in a stable, functional and harmonious manner.

SERVICE: INTERVENTION - GENERAL — **Total Amount** $161,570.48

Definitions	Activities provided to maintain or prompt a planned change in the behaviour, condition or functioning of children, youth, and/or families/caregivers.			
Project Code	18CN289			
Input	Qualified Staff			
Output Indicators	# Service Units	**Quantity**	2262	
Reporting Frequency	Quarterly			
Core Business Area	Child and Family Development			
Business Area	Youth Services			
Communities Served				
Burnaby	**Recipient(s)**	Family	**Amount**	$113,099.34
New Westminster	**Recipient(s)**	Family	**Amount**	$48,471.14

Additional Descriptions

OUTCOMES

- Parents and youth experience improved communication.
- Parents and youth experience increased mutual understanding.
- Parents and youth have an increased ability to reach agreements.
- Parents and youth utilize improved self-management strategies during conflicts.
- Parents and youth have increased knowledge of issues relating to family and conflict.
- Parents and youth have increased awareness of and/or access to appropriate resources.

TARGET POPULATION

Parents and youth, who are experiencing conflict and are living in either Burnaby or New Westminster.

SERVICE DESCRIPTION

The Parent-Teen Mediation program provides an alternative process for parents and teens experiencing conflict to resolve their difficulties through voluntary participation in mediation. Mediators work with the entire family in their home or in an office, if preferred, providing mediation, education, communication skill modeling and coaching and community support development. Mediation may involve youth, siblings, parents, stepparents, foster parents, adoptive parents, grandparents, other relatives, and/or care providers.

Mediators will contact the family within 48 hours of receipt of the referral to arrange an appointment, and initial appointments are usually held within one week, unless the family requests service to be delayed. Mediators are available from 1:00 to 8:00 p.m., Monday to Friday. Morning and weekend appointments are arranged when necessary, to facilitate sessions when parents and youth are available. Mediation typically involves 6 to 10 sessions. If mediation continues for 3 months, extension of service is at the discretion of the referring MCFD staff member.

In the addition to the above service, the Contractor will maintain the capacity to provide brief solution focused intervention (phone contact and/or one or two face to face sessions).

INTAKE OR REFERRAL PROCESS

Referral Process

Referrals will be made by MCFD staff. If referrals are below anticipated levels, the Ministry and Contractor may elect to:

(a) change eligibility criteria;
(b) shift service allocations within the contract;
(c) advertise program details, start dates etc with Ministry staff and others as appropriate; and/or,
(d) some other remedial action negotiated between the Contractor and the Ministry.

The action chosen will be negotiated between the Contractor and the Community Services Manager or their designate. Any change to the contract will be affirmed in writing; a copy will be sent to the Contractor and a copy kept on the Ministry contract file.

INPUTS
Staff Qualifications: Mediators must have a minimum of a Bachelor's degree and training in conflict resolution, and experience working with youth.

Supervision: Clinical and administrative supervision will be provided regularly and as required in accordance with Contractor's accreditation standards.

Service Delivery Model

1.9 FTE Mediators
0.3 FTE Supervisor

ACTIVITIES
Activities will include but not be limited to:

- providing mediation, education, advocacy and community support referrals (specifically in relation to schools, counseling, drug and alcohol services, health and mental health services, anger management and employment training, activities and parental support/education);
- providing clients with cell phone access to their mediator;
- allowing family members to determine who is involved in the mediation process;
- participating in Integrated Case Management Conferences with families; and,
- referring families to additional resources in the community as appropriate.

OUTPUT INDICATORS
Service Units

The following service unit definition is applied:

Service Unit v.11 is defined as "an hour of service provision to an identified Client, or group of Clients, and will include such activities as face to face contact, Client specific report writing, Client specific telephone calls, case management meetings, case consultation and case supervision, training where pre-approved by the MCFD as billable, and community meetings and travel directly related to contracted services. Activities that do not fall under the definition of Service Unit include program information inquiries of a general nature, statistical or data collection, team meetings, organization staff training, development and supervision."

The calculation submitted by the Contractor indicates that one (1.0) FTE converts to 1,191 service units per annum.

A total of 2,262 service units per annum will be provided.

Caseloads

Services will be provided to approximately 26 youth and families per month.

REPORTING

Outputs/Quantitative Data:

On a quarterly basis, the Contractor will submit a report for each community of the following outputs for the proceeding period:

- # of service units;
- # of direct client hours provided;
- # of individual families served; and,
- # of service units provided to aboriginal clients.

Additional output and/or outcome indicator reporting may be negotiated between the Program Liaison and the Contractor.

Outcomes/Qualitative Data:

On an annual basis, the Contractor will provide a report of the results of the client satisfaction and outcome surveys completed at service end for each community.

BUSINESS AREA OUTCOMES

- Youth participate in identifying their short and longer term needs and in developing plans to address them
- Youth experiencing high levels of risk to their health and safety have the levels of risk reduced
- Youth have immediate basic needs met including shelter, food and clothing
- Youth establish connections with community resources to address needs such as physical health, mental health, addictions and/or sexual exploitation
- Youth have improved connections to positive community supports including family/extended family, peers, education, employment, and/or housing
- Youth acquire skills and knowledge necessary to keep themselves safe, achieve identified goals, and successfully transition to adulthood

Family Counselling / Family Development Response

SERVICE: INTERVENTION - THERAPEUTIC INTERVENTION/TREATMENT		**Total Amount**		$14,722.00
Definitions	Structured, planned and empirically supported therapy/treatment.			
Project Code	18CN294			
Input	Qualified Staff			
Output Indicators	# Service Units	**Quantity**	274	
Reporting Frequency	Semi-Annually			
Core Business Area	Child and Family Development			
Business Area	Family Development			
Sub Business Area	Service to Strengthen Families			
Communities Served				
New Westminster	**Recipient(s)** Family	**Amount**		$14,722.00

Additional Descriptions

OUTCOMES

Families will be assisted in discovering their strengths, making the life changes they desire, improving relationships, and developing their problem-solving and communication skills.

Target Population

Families permanently residing in New Westminster, who are currently experiencing significant conflict or stress.

Service Description

The Family Counselling program provides short-term counselling to families who are coping with:

- conflict, primarily parent/child conflict and marital conflict, including divorce and separation issues; and/or
- single parenting, including issues involving single parenting and working; family violence; and, traumatic experiences and abuse.

Fees for service are charged on a sliding scale based on household income.

Referral and Intake Process

Open referral.

Inputs

Staff Qualifications: Therapists will have a minimum of a Master's degree in clinical social work, counselling psychology or a related field.

Supervision: Clinical and administrative supervision will be provided regularly and as required in accordance with Contractor's accreditation standards.

Service Delivery Model

0.23 FTE Therapist
0.02 FTE Supervisor
0.02 FTE Administrative Support

Activities

Therapeutic interventions will include but not be limited to:

- individual/couples counseling, and
- art and play therapy for children party.

Outputs

Service Units

The following service unit definition is applied:

Service Unit v.II is defined as "an hour of service provision to an identified Client, or group of Clients, and will include such activities as face to face contact, Client specific report writing, Client specific telephone calls, case management meetings, case consultation and case supervision, training where pre-approved by the MCFD as billable, and community meetings and travel directly related to contracted services. Activities that do not fall under the definition of Service Unit include program information inquiries of a general nature, statistical or data collection, team meetings, organization staff training, development and supervision."

The calculation submitted by the Contractor indicates that one (1.0) FTE converts to 1,191 service units per annum.

A total of 274 service units per annum will be provided by the Therapist.

Reporting

Outputs/Quantitative Data:

On a semi-annual basis, the Contractor will submit a report of the following outputs for the proceeding period:

- # of service units per month;
- # of direct client hours provided;
- # of individual families served; and
- # of aboriginal families served.

Outcomes/Qualitative Data:

On an annual basis, the Contractor will provide a report of the results of the client satisfaction and outcome surveys completed at service end.

Upon request of the Ministry and with the consent of the family, the Contractor will supply a report for the Family Court detailing their involvement with and assessment of a particular family.

Additional output and/or outcome indicator reporting may be negotiated between the Program Liaison and the Contractor.

BUSINESS AREA OUTCOMES

- Families have an enhanced capacity to care for their children
- Extended Families and communities are actively engaged and caring for children
- Children and youth are healthy and have a sense of well-being
- Children and youth are free from abuse, neglect and exploitation
- Children and youth experience stability and permanence in their family and alternative family environment

- Children in care are engaged and successful at school and experience positive outcomes
- Children in care transition successfully to adulthood through appropriate supports and supportive relationships

SCHEDULE B – PAYMENT & FINANCIAL REPORTING

Aggregate Maximum

1.1 Subject to the provisions of the Third Party Service Agreement and this Subsidiary Component Agreement, we will pay you an amount not exceeding $176,292.48, including HST, in the aggregate, for providing the Services set out in Schedule A, during the term of this Subsidiary Component Agreement.

Payments

2.1 **Monthly Recurring**

We will pay you on or about the 15th day of the month commencing on the 1st day of April, 2011 as provided in the following payment schedule:

From	To	Amount	HST	Total
April 1, 2011	April 30, 2011	$14,691.15	$0.00	$14,691.15
May 1, 2011	March 31, 2012	$14,691.03	$0.00	$161,601.33
				$176,292.48

2.2 **Payment Address**

1616 7TH AVE W VANCOUVER, BC V6J 1S5

Harmonized Sales Tax (HST)

Financial Reports

2.3 In addition to the financial statements referred to in the Audit and Service Evaluation section of FT08424000 any financial reports should, at a minimum, relate costs to service outputs. The following additional financial reports are required:

Name	Description
Semi-annual Service Cost Report	Report that outlines the semi-annual costs associated with a service.
9-Month Service Cost Report	Report that outlines the costs associated with a service every 9 months.

Transition to Unit Cost Based Payments

2.4 Not applicable

SCHEDULE C – APPROVED SUBCONTRACTOR(S)

Subcontractors

1.1 The following persons or organizations, are specified as Subcontractors under section 12 of the Third Party Service Agreement, for purposes of this Subsidiary Component Agreement:

None

SCHEDULE D – RISK MANAGEMENT & CONFLICT RESOLUTION

Criminal Record Check

1.1 In accordance with the Criminal Records Review Act, you must undertake a criminal record check of each staff member or other person who has, or potentially has, unsupervised access to children, or who has access to their records.

1.2 In addition to any criminal record checks required under the Criminal Records Review Act, you must undertake a criminal record check on volunteers or other individuals who have, or potentially have, unsupervised access to children or their records.

1.3 Upon our written request you must provide us written confirmation that:

(a) criminal record checks have been initiated;
(b) you have acted on instructions from the adjudicator or us; and
(c) all other related procedures have been followed.

Conflict Resolution Officials

2.1 The designated "Officials" of the parties for the purposes of the Conflict Resolution Protocol are:

	Province	**Contractor**
Stage One:	Community Services Manager or Designate	Executive Director or Designate
Stage Two:	Regional Executive Director	Executive Director or Designate
Stage Three:	Deputy Minister or Designate	Chair, Board of Directors or Designate

Permits and Licenses

3.1 You must obtain all the permits and licenses required to perform the Services, including, but not limited to:

(a) any permits or licenses required by municipal or health authorities for the operation of the Services delineated in Schedule A.

(b) any municipal, provincial, federal permits and licenses required to provide the Services including motor vehicle licenses of the appropriate class to provide transportation to clients.

Insurance and Indemnity

4.1 If eligible, you will be enrolled for insurance coverage under our Master Insurance Program (MIP).

4.2 In the event that you are deemed ineligible for coverage under the Master Insurance Program (MIP), you must, without limiting your obligations or liabilities and at your own expense, provide and maintain throughout the Term, Comprehensive General Liability in an amount not less than $2,000,000 inclusive per occurrence insuring against bodily injury, personal injury and property damage and including liability assumed under contract with insurers licensed in the province of British Columbia and in the forms and amounts acceptable to us.

4.3 You must ensure all required insurance is endorsed to provide us with 30 days advance written notice of cancellation or material change.

4.4 You must provide us with evidence of the required insurance, in the form of a completed Province of British Columbia Certificate of Insurance, immediately following execution and delivery of the Agreement.

4.5 You must maintain a minimum of $2,000,000.00 automobile third party insurance on any vehicle used to provide Services to the public.

4.6 Additional Insurance: Not applicable

SCHEDULE E – AUTHORIZED PERSONS (FOR THE SUBSIDIARY COMPONENT AGREEMENT)

Authorized Persons

1.1 The Contractor designates any of the following persons, (identified by name and/or position) to act for you in relation to this Subsidiary Component Agreement:

None

1.2 The Ministry designates any of the following persons (identify by name and/or position) to act for us in relation to this Subsidiary Component Agreement:

Community Services Manager or Designate

SCHEDULE H – ADDITIONAL TERMS

Other

1. Notwithstanding Clause 55 (b) of the Third Party Service Agreement, the termination notice period for this Subsidiary Component Agreement is 60 days.

SUBSIDIARY COMPONENT AGREEMENT (SCA)

BRITISH COLUMBIA

Ministry of Children and Family Development

BRITISH COLUMBIA | Ministry of Children and Family Development	**SUBSIDIARY COMPONENT AGREEMENT: FT08424002** **DOING BUSINESS AS: FAMILY SERVICES OF GREATER VANCOUVER** **Agreement Name:** Parent Teen Mediation and Family Counselling

HER MAJESTY THE QUEEN IN RIGHT OF THE PROVINCE OF BRITISH COLUMBIA, represented by The Minister of Children and Family Development (the "Province", "we", "us", or "our" as applicable) at the following address:	AND FAMILY SERVICES OF GREATER VANCOUVER (Legal Name) (the "Contractor", "you", or "your" as applicable) at the following address:
240 4680 KINGSWAY BURNABY, B.C. CANADA V5H 4L9 Fax Number: (604)775-0840	1616 7TH AVE W VANCOUVER, BC V6J 1S5 Fax Number: (604)733-7009

The term for the Subsidiary Component Agreement begins on: 01/04/2012 (Day/Month/Year) and ends on 31/03/2013 (Day/Month/Year)

THE PARTIES AGREE TO THE TERMS ON THE ATTACHED PAGES OF THIS DOCUMENT AND OUTLINED BELOW.
THIS SUBSIDIARY COMPONENT AGREEMENT IS PART OF THE THIRD PARTY SERVICE AGREEMENT FT08424000:

APPLICABLE SCHEDULES:

- **SCHEDULE A - SERVICES**
- **SCHEDULE B - PAYMENT & FINANCIAL REPORTING**
- **SCHEDULE C - APPROVED SUBCONTRACTOR(S)**
- **SCHEDULE D - RISK MANAGEMENT & CONFLICT RESOLUTION**
- **SCHEDULE E - AUTHORIZED PERSONS (FOR THE SUBSIDIARY COMPONENT AGREEMENT)**
- **SCHEDULE H - ADDITIONAL TERMS**

SIGNED AND DELIVERED on the 11th day of May, 2012 on behalf of the Province by its duly authorized representative	**SIGNED AND DELIVERED** on the 9 day of May 2012 by or on behalf of the Contractor (or by its authorized signatory or signatories if the Contractor is a corporation)
Signature: Teresa Goodman	Signature: Caroline Bonesky
Print Name: ~~per~~ Sue Hassard	Print Name: ~~Lisa Whittaker~~ Caroline Bonesky Position: ~~Vice President~~ CEO cfo
Position: Community Services Manager or Designate	Signature:
Responsibility Centre: CSM - NF ABOR & CMYH	Print Name: Position:
	Signature:
	Print Name: Position:

READ TERMS ON THE ATTACHED PAGES OF THIS DOCUMENT

SCHEDULE A – SERVICES
The annual baseline funding will be $176,292.48.

SUMMARY

Term **01/04/2012 to 31/03/2013** ***Total Amount of Component Agreement*** **$176,292.48**

Allocation by Programs and Services

Programs		
Family Mediation and Reunification Program		
	Intervention - General	$161,570.48
	Sub-Total	**$161,570.48**

Grouped Services		
Family Counselling / Family Development Response		
	Intervention - Therapeutic Intervention/Treatment	$14,722.00
Non-Program Services		
	Sub-Total	**$0.00**
	Total	**$176,292.48**

Allocation by Community

Communities Served		
Burnaby		$113,099.34
New Westminster		$63,193.14
	Total	**$176,292.48**

Allocation by Business Area

Core Business Area	**Business Area - Sub Business Area**	
Child and Family Development		
	Family Development/Service to Strengthen Families	$14,722.00
	Youth Services	$161,570.48
	Sub-Total	**$176,292.48**
	Total	**$176,292.48**

PROGRAMS

Family Mediation and Reunification Program

TARGET POPULATION:	Youth who are disconnected from family and at risk.
OUTCOME:	Youth and family relate to one another in a stable, functional and harmonious manner.

SERVICE: INTERVENTION - GENERAL — **Total Amount** $161,570.48

Definitions	Activities provided to maintain or prompt a planned change in the behaviour, condition or functioning of children, youth, and/or families/caregivers.			
Project Code	18CN289			
Input	Qualified Staff			
Output Indicators	# Service Units	**Quantity**	2262	
Reporting Frequency	Quarterly			
Core Business Area	Child and Family Development			
Business Area	Youth Services			
Communities Served				
Burnaby	**Recipient(s)**	Family	**Amount**	$113,099.34
New Westminster	**Recipient(s)**	Family	**Amount**	$48,471.14

This allocation is provided as an estimate.

Additional Descriptions

INPUTS

Staff Qualifications: Mediators must have a minimum of a Bachelor's degree and training in conflict resolution, and experience working with youth.

Supervision: Clinical and administrative supervision will be provided regularly and as required in accordance with Contractor's accreditation standards.

Service Delivery Model

1.9 FTE Mediators
0.3 FTE Supervisor

ACTIVITIES

Activities will include but not be limited to:

- providing mediation, education, advocacy and community support referrals (specifically in relation to schools, counseling, drug and alcohol services, health and mental health services, anger management and employment training, activities and parental support/education);
- providing clients with cell phone access to their mediator;
- allowing family members to determine who is involved in the mediation process;
- participating in Integrated Case Management Conferences with families; and,
- referring families to additional resources in the community as appropriate.

OUTPUT INDICATORS

Service Units

The following service unit definition is applied:

Service Unit v.II is defined as "an hour of service provision to an identified Client, or group of Clients, and will include such activities as face to face contact, Client specific report writing, Client specific telephone calls, case management meetings, case consultation and case supervision, training where pre-approved by the MCFD as billable, and community meetings and travel directly related to contracted services.

Activities that do not fall under the definition of Service Unit include program information inquiries of a general nature, statistical or data collection, team meetings, organization staff training, development and supervision."

The calculation submitted by the Contractor indicates that one (1.0) FTE converts to 1,191 service units per annum.

A total of 2,262 service units per annum will be provided.

Caseloads

Services will be provided to approximately 26 youth and families per month.

REPORTING

Outputs/Quantitative Data:

On a quarterly basis, the Contractor will submit a report for each community of the following outputs for the proceeding period:

- # of service units;
- # of direct client hours provided;
- # of individual families served; and,
- # of service units provided to aboriginal clients.

Additional output and/or outcome indicator reporting may be negotiated between the Program Liaison and the Contractor.

Outcomes/Qualitative Data:

On an annual basis, the Contractor will provide a report of the results of the client satisfaction and outcome surveys completed at service end for each community.

TARGET POPULATION

Parents and youth, who are experiencing conflict and are living in either Burnaby or New Westminster.

OUTCOMES

- Parents and youth experience improved communication.
- Parents and youth experience increased mutual understanding.
- Parents and youth have an increased ability to reach agreements.
- Parents and youth utilize improved self-management strategies during conflicts.
- Parents and youth have increased knowledge of issues relating to family and conflict.
- Parents and youth have increased awareness of and/or access to appropriate resources.

SERVICE DESCRIPTION

The Parent-Teen Mediation program provides an alternative process for parents and teens experiencing conflict to resolve their difficulties through voluntary participation in mediation. Mediators work with the entire family in their home or in an office, if preferred, providing mediation, education, communication skill modeling and coaching and community support development. Mediation may involve youth, siblings, parents, stepparents, foster parents, adoptive parents, grandparents, other relatives, and/or care providers.

Mediators will contact the family within 48 hours of receipt of the referral to arrange an appointment, and initial appointments are usually held within one week, unless the family requests service to be delayed. Mediators are available from 1:00 to 8:00 p.m., Monday to Friday. Morning and weekend appointments are arranged when necessary, to facilitate sessions when parents and youth are available. Mediation typically involves 6 to 10 sessions. If mediation continues for 3 months, extension of service is at the

discretion of the referring MCFD staff member.

In the addition to the above service, the Contractor will maintain the capacity to provide brief solution focused intervention (phone contact and/or one or two face to face sessions).

INTAKE OR REFERRAL PROCESS

Referral Process

Referrals will be made by MCFD staff. If referrals are below anticipated levels, the Ministry and Contractor may elect to:

(a) change eligibility criteria;
(b) shift service allocations within the contract;
(c) advertise program details, start dates etc with Ministry staff and others as appropriate; and/or,
(d) some other remedial action negotiated between the Contractor and the Ministry.

The action chosen will be negotiated between the Contractor and the Community Services Manager or their designate. Any change to the contract will be affirmed in writing; a copy will be sent to the Contractor and a copy kept on the Ministry contract file.

BUSINESS AREA OUTCOMES

- Youth participate in identifying their short and longer term needs and in developing plans to address them
- Youth experiencing high levels of risk to their health and safety have the levels of risk reduced
- Youth have immediate basic needs met including shelter, food and clothing
- Youth establish connections with community resources to address needs such as physical health, mental health, addictions and/or sexual exploitation
- Youth have improved connections to positive community supports including family/extended family, peers, education, employment, and/or housing
- Youth acquire skills and knowledge necessary to keep themselves safe, achieve identified goals, and successfully transition to adulthood

Family Counselling / Family Development Response

SERVICE: INTERVENTION - THERAPEUTIC INTERVENTION/TREATMENT		**Total Amount**		$14,722.00
Definitions	Structured, planned and empirically supported therapy/treatment.			
Project Code	18CN294			
Input	Qualified Staff			
Output Indicators	# Service Units	**Quantity**	274	
Reporting Frequency	Semi-Annually			
Core Business Area	Child and Family Development			
Business Area	Family Development			
Sub Business Area	Service to Strengthen Families			
Communities Served				
New Westminster	**Recipient(s)** Family	**Amount**		$14,722.00

This allocation is provided as an estimate.

Additional Descriptions

OUTCOMES

Families will be assisted in discovering their strengths, making the life changes they desire, improving relationships, and developing their problem-solving and communication skills.

Target Population

Families permanently residing in New Westminster, who are currently experiencing significant conflict or stress.

Service Description

The Family Counselling program provides short-term counselling to families who are coping with:

- conflict, primarily parent/child conflict and marital conflict, including divorce and separation issues; and/or
- single parenting, including issues involving single parenting and working; family violence; and, traumatic experiences and abuse.

Fees for service are charged on a sliding scale based on household income.

Referral and Intake Process

Open referral.

Inputs

Staff Qualifications: Therapists will have a minimum of a Master's degree in clinical social work, counselling psychology or a related field.

Supervision: Clinical and administrative supervision will be provided regularly and as required in accordance with Contractor's accreditation standards.

Service Delivery Model

0.23 FTE Therapist
0.02 FTE Supervisor
0.02 FTE Administrative Support

Activities

Therapeutic interventions will include but not be limited to:

- individual/couples counseling, and
- art and play therapy for children party.

Outputs

Service Units

The following service unit definition is applied:

Service Unit v.II is defined as "an hour of service provision to an identified Client, or group of Clients, and will include such activities as face to face contact, Client specific report writing, Client specific telephone calls, case management meetings, case consultation and case supervision, training where pre-approved by the MCFD as billable, and community meetings and travel directly related to contracted services. Activities that do not fall under the definition of Service Unit include program information inquiries of a general nature, statistical or data collection, team meetings, organization staff training, development and supervision."

The calculation submitted by the Contractor indicates that one (1.0) FTE converts to 1,191 service units per annum.

A total of 274 service units per annum will be provided by the Therapist.

Reporting

Outputs/Quantitative Data:

On a semi-annual basis, the Contractor will submit a report of the following outputs for the proceeding period:

- # of service units per month;
- # of direct client hours provided;
- # of individual families served; and
- # of aboriginal families served.

Outcomes/Qualitative Data:

On an annual basis, the Contractor will provide a report of the results of the client satisfaction and outcome surveys completed at service end.

Upon request of the Ministry and with the consent of the family, the Contractor will supply a report for the Family Court detailing their involvement with and assessment of a particular family.

Additional output and/or outcome indicator reporting may be negotiated between the Program Liaison and the Contractor.

BUSINESS AREA OUTCOMES

- Families have an enhanced capacity to care for their children
- Extended Families and communities are actively engaged and caring for children
- Children and youth are healthy and have a sense of well-being
- Children and youth are free from abuse, neglect and exploitation
- Children and youth experience stability and permanence in their family and alternative family

environment

- Children in care are engaged and successful at school and experience positive outcomes
- Children in care transition successfully to adulthood through appropriate supports and supportive relationships

SCHEDULE B – PAYMENT & FINANCIAL REPORTING

Aggregate Maximum

1.1 Subject to the provisions of the Third Party Service Agreement and this Subsidiary Component Agreement, we will pay you an amount not exceeding $176,292.48, including HST, in the aggregate, for providing the Services set out in Schedule A, during the term of this Subsidiary Component Agreement.

Payments

2.1 **Monthly Recurring**

We will pay you on or about the 15th day of the month commencing on the 1st day of April, 2012 as provided in the following payment schedule:

From	To	Amount	HST	Total
April 1, 2012	March 31, 2013	$14,691.04	$0.00	$176,292.48
				$176,292.48

2.2 **Payment Address**

1616 7TH AVE W VANCOUVER, BC V6J 1S5

Harmonized Sales Tax (HST)

Financial Reports

2.3 In addition to the financial statements referred to in the Audit and Service Evaluation section of FT08424000 any financial reports should, at a minimum, relate costs to service outputs. The following additional financial reports are required:

Name	Description
Semi-annual Service Cost Report	Report that outlines the semi-annual costs associated with a service.
9-Month Service Cost Report	Report that outlines the costs associated with a service every 9 months.

Transition to Unit Cost Based Payments

2.4 Not applicable

SCHEDULE C – APPROVED SUBCONTRACTOR(S)

Subcontractors

1.1 The following persons or organizations, are specified as Subcontractors under section 12 of the Third Party Service Agreement, for purposes of this Subsidiary Component Agreement:

None

SCHEDULE D – RISK MANAGEMENT & CONFLICT RESOLUTION

Criminal Record Check

1.1 In accordance with the Criminal Records Review Act, you must undertake a criminal record check of each staff member or other person who has, or potentially has, unsupervised access to children, or who has access to their records.

1.2 In addition to any criminal record checks required under the Criminal Records Review Act, you must undertake a criminal record check on volunteers or other individuals who have, or potentially have, unsupervised access to children or their records.

1.3 Upon our written request you must provide us written confirmation that:

(a) criminal record checks have been initiated;
(b) you have acted on instructions from the adjudicator or us; and
(c) all other related procedures have been followed.

Conflict Resolution Officials

2.1 The designated "Officials" of the parties for the purposes of the Conflict Resolution Protocol are:

	Province	**Contractor**
Stage One:	Community Services Manager or Designate	Executive Director or Designate
Stage Two:	Executive Director of Service	Executive Director or Designate
Stage Three:	Deputy Minister or Designate	Chair, Board of Directors or Designate

Permits and Licenses

3.1 You must obtain all the permits and licenses required to perform the Services, including, but not limited to:

(a) any permits or licenses required by municipal or health authorities for the operation of the Services delineated in Schedule A.

(b) any municipal, provincial, federal permits and licenses required to provide the Services including motor vehicle licenses of the appropriate class to provide transportation to clients.

Insurance and Indemnity

A. For all Contractor's activities under this Agreement to which the Master Insurance Program applies, as determined by the Province in its sole discretion:

4.1 The Province will purchase and maintain Comprehensive General Liability insurance in the amount of $2,000,000 inclusive per occurrence against bodily injury and property damage arising out of the Contractor's performance of the Services on behalf of the Province as outlined in this Agreement.

4.2 The Contractor shall be responsible for and pay any deductible under the policy.

4.3 The Contractor will be provided with a Certificate of Insurance and a copy of the insurance policy wording.

4.4 The Province will take reasonable steps to ensure the coverage specified in section 1 is continuous for the duration of this Agreement but the Province does not accept responsibility for providing coverage in the event the insurance is cancelled or reduced by the insurer.

4.5 The Province does not represent or warrant that the policy contains insurance for any and all losses. It is the Contractor's responsibility to ascertain the exact nature and extent of coverage of the policy as well as any and all terms and conditions of the policy.

4.6 The Contractor shall provide, maintain, and pay for, any additional insurance which the Contractor is required by law to carry, or which the Contractor considers necessary to cover risks not otherwise covered by insurance specified in section 1.

B. For all Contractor's activities to which the Master Insurance Program does not apply, the Contractor shall:

5.1 The Contractor must, without limiting its obligation or liabilities and at its own expense, purchase and maintain throughout the term of this Agreement the following insurances with insurers licensed in Canada in forms and amounts acceptable to the Province:

(a) Commercial General Liability in an amount not less than $2,000,000.00 inclusive per occurrence against bodily injury, personal injury and property damage and including liability assumed under this Agreement and this insurance must:

(i) include the Province as an additional insured;

(ii) be endorsed to provide the Province with 30 days advance written notice of cancellation or material change; and

(iii) include a cross liability clause.

5.2 All insurance described in paragraph 1 of this Schedule must:

(a) be primary; and

(b) not require the sharing of any loss by any insurer of the Province.

5.3 The Contractor must provide the Province with evidence of all required insurance:

(a) Within 10 working days of commencement of the Services, the Contractor must provide to the Province evidence of all required insurance in the form of a completed Province of British Columbia Certificate of Insurance.

(b) If the insurance policy(ies) expire before the end of the term of this Agreement, the Contractor must provide within 10 working days of expiration, evidence of new or renewal policy(ies) of all expired insurance in the form of a completed Province of British Columbia Certificate of Insurance.

(c) Notwithstanding paragraph 3(a) or (b) above, if requested by the Province at any time, the Contractor must provide to the Province certified copies of the required insurance policies.

5.4 The Contractor shall provide, maintain, and pay for, any additional insurance which it is required by law to carry, or which it considers necessary to cover risks not otherwise covered by insurance specified in this schedule in its sole discretion.

C. Whether A or B applies to the Services, for all Contractor activities under this Agreement:

6.1 The Contractor shall maintain Automobile Liability insurance on all vehicles owned, operated or licensed by the Contractor in an amount not less than $2,000,000 per occurrence, and where applicable the Contractor may show evidence of this insurance using an ICBC Confirmation of Insurance Coverage (APV-47) form in place of the requirement for the BC Certificate of Insurance.

6.2 Additional Insurance: Not applicable

SCHEDULE E – AUTHORIZED PERSONS (FOR THE SUBSIDIARY COMPONENT AGREEMENT)

Authorized Persons

1.1 The Contractor designates any of the following persons, (identified by name and/or position) to act for you in relation to this Subsidiary Component Agreement:

None

1.2 The Ministry designates any of the following persons (identify by name and/or position) to act for us in relation to this Subsidiary Component Agreement:

Community Services Manager or Designate

SCHEDULE H – ADDITIONAL TERMS

Other

1. Notwithstanding Clause 55 (b) of the Third Party Service Agreement, the termination notice period for this Subsidiary Component Agreement is 60 days.

SUBSIDIARY COMPONENT AGREEMENT (SCA)

BRITISH COLUMBIA — Ministry of Children and Family Development	**SUBSIDIARY COMPONENT AGREEMENT: FT08424002** **DOING BUSINESS AS: FAMILY SERVICES OF GREATER VANCOUVER** **Agreement Name:** Parent Teen Mediation and Family Counselling

HER MAJESTY THE QUEEN IN RIGHT OF THE PROVINCE OF BRITISH COLUMBIA, represented by The Minister of Children and Family Development (the "Province", "we", "us", or "our" as applicable) at the following address:	AND FAMILY SERVICES OF GREATER VANCOUVER (Legal Name) (the "Contractor", "you", or "your" as applicable) at the following address:
300 - 5172 Kingsway Burnaby, British Columbia Canada V5H 2E8 Fax Number: (604)775-0840	201-1638 BROADWAY E VANCOUVER, BC V5N 1W1 Fax Number: (604)733-7009

The term for the Subsidiary Component Agreement begins on: 01/04/2013 (Day/Month/Year) and ends on 31/03/2014 (Day/Month/Year)

THE PARTIES AGREE TO THE TERMS ON THE ATTACHED PAGES OF THIS DOCUMENT AND OUTLINED BELOW.
THIS SUBSIDIARY COMPONENT AGREEMENT IS PART OF THE THIRD PARTY SERVICE AGREEMENT FT08424000:

APPLICABLE SCHEDULES:

- **SCHEDULE A - SERVICES**
- **SCHEDULE B - PAYMENT & FINANCIAL REPORTING**
- **SCHEDULE C - APPROVED SUBCONTRACTOR(S)**
- **SCHEDULE D - RISK MANAGEMENT & CONFLICT RESOLUTION**
- **SCHEDULE E - AUTHORIZED PERSONS (FOR THE SUBSIDIARY COMPONENT AGREEMENT)**
- **SCHEDULE H - ADDITIONAL TERMS**

SIGNED AND DELIVERED on the 7th day of May, 2013 on behalf of the Province by its duly authorized representative

Signature: Teresa Goodman for

Print Name: Sue Hassard

Position: Community Services Manager or Designate

Responsibility Centre: CSM - NF ABOR & CYMH

SIGNED AND DELIVERED on the 29 day of Apr. 1, 2013 by or on behalf of the Contractor (or by its authorized signatory or signatories if the Contractor is a corporation)

Signature: Caroline J Bonesky

Print Name: Caroline Bonesky Position: Chief Executive Officer

Signature:

Print Name: Position:

Signature:

Print Name: Position:

READ TERMS ON THE ATTACHED PAGES OF THIS DOCUMENT

SCHEDULE A – SERVICES
The Annual Baseline funding will be $176,292.48.

SUMMARY

Term **01/04/2013 to 31/03/2014** ***Total Amount of Component Agreement*** **$176,292.48**

Allocation by Programs and Services

Programs		
Family Mediation and Reunification Program		
	Intervention - General	$161,570.48
	Sub-Total	**$161,570.48**
Grouped Services		
Family Counselling / Family Development Response		
	Intervention - Therapeutic Intervention/Treatment	$14,722.00
Non-Program Services		
	Sub-Total	**$0.00**
	Total	**$176,292.48**

Allocation by Community

Communities Served	
Burnaby	$113,099.34
New Westminster	$63,193.14
Total	**$176,292.48**

Allocation by Business Area

Core Business Area	**Business Area - Sub Business Area**	
Child and Family Development		
	Family Development/Service to Strengthen Families	$14,722.00
	Youth Services	$161,570.48
	Sub-Total	**$176,292.48**
	Total	**$176,292.48**

PROGRAMS

Family Mediation and Reunification Program

TARGET POPULATION:	Youth who are disconnected from family and at risk.
OUTCOME:	Youth and family relate to one another in a stable, functional and harmonious manner.

SERVICE: INTERVENTION - GENERAL — **Total Amount** $161,570.48

Definitions	Activities provided to maintain or prompt a planned change in the behaviour, condition or functioning of children, youth, and/or families/caregivers.			
Project Code	18CN289			
Input	Qualified Staff			
Output Indicators	# Service Units	**Quantity**	2262	
Reporting Frequency	Quarterly			
Core Business Area	Child and Family Development			
Business Area	Youth Services			
Communities Served				
Burnaby	**Recipient(s)**	Family	**Amount**	$113,099.34
New Westminster	**Recipient(s)**	Family	**Amount**	$48,471.14

This allocation is provided as an estimate.

Additional Descriptions

OUTCOMES

- Parents and youth experience improved communication.
- Parents and youth experience increased mutual understanding.
- Parents and youth have an increased ability to reach agreements.
- Parents and youth utilize improved self-management strategies during conflicts.
- Parents and youth have increased knowledge of issues relating to family and conflict.
- Parents and youth have increased awareness of and/or access to appropriate resources.

Target Population

Parents and youth, who are experiencing conflict and are living in either Burnaby or New Westminster.

Service Description

The Parent-Teen Mediation program provides an alternative process for parents and teens experiencing conflict to resolve their difficulties through voluntary participation in mediation. Mediators work with the entire family in their home or in an office, if preferred, providing mediation, education, communication skill modeling and coaching and community support development. Mediation may involve youth, siblings, parents, stepparents, foster parents, adoptive parents, grandparents, other relatives, and/or care providers.

Mediators will contact the family within 48 hours of receipt of the referral to arrange an appointment, and initial appointments are usually held within one week, unless the family requests service to be delayed. Mediators are available from 1:00 p.m. to 8:00 p.m., Monday to Friday. Morning and weekend appointments are arranged when necessary, to facilitate sessions when parents and youth are available. Mediation typically involves 6 to 10 sessions. If mediation continues for 3 months, extension of service is at the discretion of the referring MCFD staff member.

In the addition to the above service, the Contractor will maintain the capacity to provide brief solution focused intervention (phone contact and/or one or two face to face sessions).

Referral and Intake Process

Referral Process

Referrals will be made by MCFD staff. If referrals are below anticipated levels, the Ministry and Contractor may elect to:

(a) change eligibility criteria;
(b) shift service allocations within the contract;
(c) advertise program details, start dates etc with Ministry staff and others as appropriate; and/or,
(d) some other remedial action negotiated between the Contractor and the Ministry.

The action chosen will be negotiated between the Contractor and the Community Services Manager or their designate. Any change to the contract will be affirmed in writing; a copy will be sent to the Contractor and a copy kept on the Ministry contract file.

Inputs

Staff Qualifications: Mediators must have a minimum of a Bachelor's degree and training in conflict resolution, and experience working with youth.

Supervision: Clinical and administrative supervision will be provided regularly and as required in accordance with Contractor's accreditation standards.

Service Delivery Model

1.9 FTE Mediators
0.3 FTE Supervisor

Activities

Activities will include but not be limited to:

- providing mediation, education, advocacy and community support referrals (specifically in relation to schools, counseling, drug and alcohol services, health and mental health services, anger management and employment training, activities and parental support/education);
- providing clients with cell phone access to their mediator;
- allowing family members to determine who is involved in the mediation process;
- participating in Integrated Case Management Conferences with families; and,
- referring families to additional resources in the community as appropriate.

Outputs

Service Units

The following service unit definition is applied:

Service Unit v.II is defined as "an hour of service provision to an identified Client, or group of Clients, and will include such activities as face to face contact, Client specific report writing, Client specific telephone calls, case management meetings, case consultation and case supervision, training where pre-approved by the MCFD as billable, and community meetings and travel directly related to contracted services. Activities that do not fall under the definition of Service Unit include program information inquiries of a general nature, statistical or data collection, team meetings, organization staff training, development and supervision."

The calculation submitted by the Contractor indicates that one (1.0) FTE converts to 1,191 service units per annum.

A total of 2,262 service units per annum will be provided.

Caseloads

Services will be provided to approximately 26 youth and families per month.

Reporting

Outputs/Quantitative Data:

On a quarterly basis, the Contractor will submit a report for each community of the following outputs for the proceeding period:

- # of service units;
- # of direct client hours provided;
- # of individual families served; and,
- # of service units provided to aboriginal clients.

Additional output and/or outcome indicator reporting may be negotiated between the Program Liaison and the Contractor.

Outcomes/Qualitative Data:

On an annual basis, the Contractor will provide a report of the results of the client satisfaction and outcome surveys completed at service end for each community.

BUSINESS AREA OUTCOMES

- Youth participate in identifying their short and longer term needs and in developing plans to address them
- Youth experiencing high levels of risk to their health and safety have the levels of risk reduced
- Youth have immediate basic needs met including shelter, food and clothing
- Youth establish connections with community resources to address needs such as physical health, mental health, addictions and/or sexual exploitation
- Youth have improved connections to positive community supports including family/extended family, peers, education, employment, and/or housing
- Youth acquire skills and knowledge necessary to keep themselves safe, achieve identified goals, and successfully transition to adulthood

Family Counselling / Family Development Response

SERVICE: INTERVENTION - THERAPEUTIC INTERVENTION/TREATMENT			**Total Amount**	$14,722.00
Definitions	Structured, planned and empirically supported therapy/treatment.			
Project Code	18CN294			
Input	Qualified Staff			
Output Indicators	# Service Units	**Quantity**	274	
Reporting Frequency	Semi-Annually			
Core Business Area	Child and Family Development			
Business Area	Family Development			
Sub Business Area	Service to Strengthen Families			
Communities Served				
New Westminster	**Recipient(s)** Family		**Amount**	$14,722.00

This allocation is provided as an estimate.

Additional Descriptions

OUTCOMES

Families will be assisted in discovering their strengths, making the life changes they desire, improving relationships, and developing their problem-solving and communication skills.

Target Population

Families permanently residing in New Westminster, who are currently experiencing significant conflict or stress.

Service Description

The Family Counselling program provides short-term counselling to families who are coping with:

- conflict, primarily parent/child conflict and marital conflict, including divorce and separation issues; and/or
- single parenting, including issues involving single parenting and working; family violence; and, traumatic experiences and abuse.

Fees for service are charged on a sliding scale based on household income.

Referral and Intake Process

Open referral.

Inputs

Staff Qualifications: Therapists will have a minimum of a Master's degree in clinical social work, counselling psychology or a related field.

Supervision: Clinical and administrative supervision will be provided regularly and as required in accordance with Contractor's accreditation standards.

Service Delivery Model

0.23 FTE Therapist
0.02 FTE Supervisor
0.02 FTE Administrative Support

Activities

Therapeutic interventions will include but not be limited to:

- individual/couples counseling, and
- art and play therapy for children party.

Outputs

Service Units

The following service unit definition is applied:

Service Unit v.II is defined as "an hour of service provision to an identified Client, or group of Clients, and will include such activities as face to face contact, Client specific report writing, Client specific telephone calls, case management meetings, case consultation and case supervision, training where pre-approved by the MCFD as billable, and community meetings and travel directly related to contracted services. Activities that do not fall under the definition of Service Unit include program information inquiries of a general nature, statistical or data collection, team meetings, organization staff training, development and supervision."

The calculation submitted by the Contractor indicates that one (1.0) FTE converts to 1,191 service units per annum.

A total of 274 service units per annum will be provided by the Therapist.

Reporting

Outputs/Quantitative Data:

On a semi-annual basis, the Contractor will submit a report of the following outputs for the proceeding period:

- # of service units per month;
- # of direct client hours provided;
- # of individual families served; and
- # of aboriginal families served.

Outcomes/Qualitative Data:

On an annual basis, the Contractor will provide a report of the results of the client satisfaction and outcome surveys completed at service end.

Upon request of the Ministry and with the consent of the family, the Contractor will supply a report for the Family Court detailing their involvement with and assessment of a particular family.

Additional output and/or outcome indicator reporting may be negotiated between the Program Liaison and the Contractor.

- Children and youth experience stability and permanence in their family and alternative family environment
- Children in care are engaged and successful at school and experience positive outcomes
- Children in care transition successfully to adulthood through appropriate supports and supportive relationships

SCHEDULE B – PAYMENT & FINANCIAL REPORTING

Aggregate Maximum

1.1 Subject to the provisions of the Third Party Service Agreement and this Subsidiary Component Agreement, we will pay you an amount not exceeding $176,292.48, including GST, in the aggregate, for providing the Services set out in Schedule A, during the term of this Subsidiary Component Agreement.

Payments

2.1 **Monthly Recurring**

We will pay you on or about the 15th day of the month commencing on the 1st day of April, 2013 as provided in the following payment schedule:

From	To	Amount	GST	Total
April 1, 2013	March 31, 2014	$14,691.04	$0.00	$176,292.48
				$176,292.48

2.2 **Payment Address**

201-1638 BROADWAY E VANCOUVER, BC V5N 1W1

Goods and Services Tax (GST)

Financial Reports

2.3 In addition to the financial statements referred to in the Audit and Service Evaluation section of FT08424000 any financial reports should, at a minimum, relate costs to service outputs. The following additional financial reports are required:

Name	Description
Semi-annual Service Cost Report	Report that outlines the semi-annual costs associated with a service.
9-Month Service Cost Report	Report that outlines the costs associated with a service every 9 months.

Transition to Unit Cost Based Payments

2.4 Not applicable

SCHEDULE C – APPROVED SUBCONTRACTOR(S)

Subcontractors

1.1 The following persons or organizations, are specified as Subcontractors under section 12 of the Third Party Service Agreement, for purposes of this Subsidiary Component Agreement:

None

SCHEDULE D – RISK MANAGEMENT & CONFLICT RESOLUTION

Criminal Record Check

1.1 In accordance with the Criminal Records Review Act, you must undertake a criminal record check of each staff member or other person who has, or potentially has, unsupervised access to children, or who has access to their records.

1.2 In addition to any criminal record checks required under the Criminal Records Review Act, you must undertake a criminal record check on volunteers or other individuals who have, or potentially have, unsupervised access to children or their records.

1.3 Upon our written request you must provide us written confirmation that:

(a) criminal record checks have been initiated;
(b) you have acted on instructions from the adjudicator or us; and
(c) all other related procedures have been followed.

Conflict Resolution Officials

2.1 The designated "Officials" of the parties for the purposes of the Conflict Resolution Protocol are:

	Province	Contractor
Stage One:	Community Services Manager or Designate	Executive Director or Designate
Stage Two:	Executive Director of Service	Executive Director or Designate
Stage Three:	Deputy Minister or Designate	Chair, Board of Directors or Designate

Permits and Licenses

3.1 You must obtain all the permits and licenses required to perform the Services, including, but not limited to:

(a) any permits or licenses required by municipal or health authorities for the operation of the Services delineated in Schedule A.

(b) any municipal, provincial, federal permits and licenses required to provide the Services including motor vehicle licenses of the appropriate class to provide transportation to clients.

Insurance and Indemnity

A. For all Contractor's activities under this Agreement to which the Master Insurance Program applies, as determined by the Province in its sole discretion:

4.1 The Province will purchase and maintain Comprehensive General Liability insurance in the amount of $2,000,000 inclusive per occurrence against bodily injury and property damage arising out of the Contractor's performance of the Services on behalf of the Province as outlined in this Agreement.

4.2 The Contractor shall be responsible for and pay any deductible under the policy.

4.3 The Contractor will be provided with a Certificate of Insurance and a copy of the insurance policy wording.

4.4 The Province will take reasonable steps to ensure the coverage specified in section 1 is continuous for the duration of this Agreement but the Province does not accept responsibility for providing coverage in the event the insurance is cancelled or reduced by the insurer.

4.5 The Province does not represent or warrant that the policy contains insurance for any and all losses. It is the Contractor's responsibility to ascertain the exact nature and extent of coverage of the policy as well as any and all terms and conditions of the policy.

4.6 The Contractor shall provide, maintain, and pay for, any additional insurance which the Contractor is required by law to carry, or which the Contractor considers necessary to cover risks not otherwise covered by insurance specified in section 1.

B. For all Contractor's activities to which the Master Insurance Program does not apply, the Contractor shall:

5.1 The Contractor must, without limiting its obligation or liabilities and at its own expense, purchase and maintain throughout the term of this Agreement the following insurances with insurers licensed in Canada in forms and amounts acceptable to the Province:

(a) Commercial General Liability in an amount not less than $2,000,000.00 inclusive per occurrence against bodily injury, personal injury and property damage and including liability assumed under this Agreement and this insurance must:

(i) include the Province as an additional insured;

(ii) be endorsed to provide the Province with 30 days advance written notice of cancellation or material change; and

(iii) include a cross liability clause.

5.2 All insurance described in paragraph 1 of this Schedule must:

(a) be primary; and

(b) not require the sharing of any loss by any insurer of the Province.

5.3 The Contractor must provide the Province with evidence of all required insurance:

(a) Within 10 working days of commencement of the Services, the Contractor must provide to the Province evidence of all required insurance in the form of a completed Province of British Columbia Certificate of Insurance.

(b) If the insurance policy(ies) expire before the end of the term of this Agreement, the Contractor must provide within 10 working days of expiration, evidence of new or renewal policy(ies) of all expired insurance in the form of a completed Province of British Columbia Certificate of Insurance.

(c) Notwithstanding paragraph 3(a) or (b) above, if requested by the Province at any time, the Contractor must provide to the Province certified copies of the required insurance policies.

5.4 The Contractor shall provide, maintain, and pay for, any additional insurance which it is required by law to carry, or which it considers necessary to cover risks not otherwise covered by insurance specified in this schedule in its sole discretion.

C. Whether A or B applies to the Services, for all Contractor activities under this Agreement:

6.1 The Contractor shall maintain Automobile Liability insurance on all vehicles owned, operated or licensed by the Contractor in an amount not less than $2,000,000 per occurrence, and where applicable the Contractor may show evidence of this insurance using an ICBC Confirmation of Insurance Coverage (APV-47) form in place of the requirement for the BC Certificate of Insurance.

6.2 Additional Insurance: Not applicable

SCHEDULE E – AUTHORIZED PERSONS (FOR THE SUBSIDIARY COMPONENT AGREEMENT)

Authorized Persons

1.1 The Contractor designates any of the following persons, (identified by name and/or position) to act for you in relation to this Subsidiary Component Agreement:

None

1.2 The Ministry designates any of the following persons (identify by name and/or position) to act for us in relation to this Subsidiary Component Agreement:

Community Services Manager or Designate

SCHEDULE H – ADDITIONAL TERMS

Other

1. Notwithstanding Clause 55 (b) of the Third Party Service Agreement, the termination notice period for this Subsidiary Component Agreement is 60 days.

SUBSIDIARY COMPONENT AGREEMENT (SCA)

BRITISH COLUMBIA

Ministry of Children and Family Development

BRITISH COLUMBIA — Ministry of Children and Family Development	SUBSIDIARY COMPONENT AGREEMENT: FT08424002 DOING BUSINESS AS: FAMILY SERVICES OF GREATER VANCOUVER **Agreement Name:** Parent Teen Mediation and Family Counselling

HER MAJESTY THE QUEEN IN RIGHT OF THE PROVINCE OF BRITISH COLUMBIA, represented by The Minister of Children and Family Development (the "Province", "we", "us", or "our" as applicable) at the following address:	AND FAMILY SERVICES OF GREATER VANCOUVER (Legal Name) (the "Contractor", "you", or "your" as applicable) at the following address:
300 - 5172 Kingsway Burnaby, British Columbia Canada V5H 2E8 Fax Number: (604)775-0840	201-1638 BROADWAY E VANCOUVER, BC V5N 1W1 Fax Number: (604)733-7009

The term for the Subsidiary Component Agreement begins on: 01/04/2014 (Day/Month/Year) and ends on 31/03/2015 (Day/Month/Year)

THE PARTIES AGREE TO THE TERMS ON THE ATTACHED PAGES OF THIS DOCUMENT AND OUTLINED BELOW. THIS SUBSIDIARY COMPONENT AGREEMENT IS PART OF THE THIRD PARTY SERVICE AGREEMENT FT08424000:

APPLICABLE SCHEDULES:

SCHEDULE A	-	SERVICES
SCHEDULE B	-	PAYMENT & FINANCIAL REPORTING
SCHEDULE C	-	APPROVED SUBCONTRACTOR(S)
SCHEDULE D	-	RISK MANAGEMENT & CONFLICT RESOLUTION
SCHEDULE E	-	AUTHORIZED PERSONS (FOR THE SUBSIDIARY COMPONENT AGREEMENT)
SCHEDULE F	-	INFORMATION MANAGEMENT & PRIVACY PROTECTION
SCHEDULE H	-	ADDITIONAL TERMS

SIGNED AND DELIVERED on the 28 day of Apr., 2014 on behalf of the Province by its duly authorized representative

Signature: S Hassard

Print Name: Sue Hassard

Position: Community Services Manager or Designate

Responsibility Centre: CSM - NF ABOR & CYMH

SIGNED AND DELIVERED on the 28th day of April, 2014 by or on behalf of the Contractor (or by its authorized signatory or signatories if the Contractor is a corporation)

Signature: Caroline J Bonesky

Print Name: Caroline Bonesky Position: Chief Executive Officer

Signature:

Print Name: Position:

Signature:

Print Name: Position:

READ TERMS ON THE ATTACHED PAGES OF THIS DOCUMENT

SCHEDULE A – SERVICES

The Annual Baseline funding will be $176,292.60.

SUMMARY

Term 01/04/2014 to 31/03/2015 *Total Amount of Component Agreement* $176,292.60

Allocation by Programs and Services

Programs		
Family Mediation and Reunification Program		
	Intervention - General	$161,570.52
	Sub-Total	**$161,570.52**
Grouped Services		
Family Counselling / Family Development Response		
	Intervention - Therapeutic Intervention/Treatment	$14,722.08
Non-Program Services		
	Sub-Total	**$0.00**
	Total	**$176,292.60**

Allocation by Community

Communities Served	
Burnaby	$113,099.36
New Westminster	$63,193.24
Total	**$176,292.60**

Allocation by Business Area

Core Business Area	Business Area - Sub Business Area	
Child and Family Development		
	Family Development/Service to Strengthen Families	$14,722.08
	Youth Services	$161,570.52
	Sub-Total	**$176,292.60**
	Total	**$176,292.60**

PROGRAMS

Family Mediation and Reunification Program

TARGET POPULATION:	Youth who are disconnected from family and at risk.
OUTCOME:	Youth and family relate to one another in a stable, functional and harmonious manner.

SERVICE: INTERVENTION - GENERAL — **Total Amount** $161,570.52

Definitions	Activities provided to maintain or prompt a planned change in the behaviour, condition or functioning of children, youth, and/or families/caregivers.			
Project Code	18CN289			
Input	Qualified Staff			
Output Indicators	# Service Units	**Quantity**	2262	
Reporting Frequency	Monthly			
Core Business Area	Child and Family Development			
Business Area	Youth Services			
Communities Served				
Burnaby	**Recipient(s)**	Family	**Amount**	$113,099.36
New Westminster	**Recipient(s)**	Family	**Amount**	$48,471.16

This allocation is provided as an estimate.

Additional Descriptions

OUTCOMES

- Parents and youth experience improved communication.
- Parents and youth experience increased mutual understanding.
- Parents and youth have an increased ability to reach agreements.
- Parents and youth utilize improved self-management strategies during conflicts.
- Parents and youth have increased knowledge of issues relating to family and conflict.
- Parents and youth have increased awareness of and/or access to appropriate resources.

Target Population

Parents and youth, who are experiencing conflict and are living in either Burnaby or New Westminster.

Service Description

The Parent-Teen Mediation program provides an alternative process for parents and teens experiencing conflict to resolve their difficulties through voluntary participation in mediation. Mediators work with the entire family in their home or in an office, if preferred, providing mediation, education, communication skill modeling and coaching and community support development. Mediation may involve youth, siblings, parents, stepparents, foster parents, adoptive parents, grandparents, other relatives, and/or care providers.

Mediators will contact the family within 48 hours of receipt of the referral to arrange an appointment, and initial appointments are usually held within one week, unless the family requests service to be delayed. Mediators are available from 1:00 p.m. to 8:00 p.m., Monday to Friday. Morning and weekend appointments are arranged when necessary, to facilitate sessions when parents and youth are available. Mediation typically involves 6 to 10 sessions. If mediation continues for 3 months, extension of service is at the discretion of the referring MCFD staff member.

In the addition to the above service, the Contractor will maintain the capacity to provide brief solution focused intervention (phone contact and/or one or two face to face sessions).

Referral and Intake Process

Referral Process

Referrals will be made by MCFD staff. If referrals are below anticipated levels, the Ministry and Contractor may elect to:

(a) change eligibility criteria;
(b) shift service allocations within the contract;
(c) advertise program details, start dates etc with Ministry staff and others as appropriate; and/or,
(d) some other remedial action negotiated between the Contractor and the Ministry.

The action chosen will be negotiated between the Contractor and the Community Services Manager or their designate. Any change to the contract will be affirmed in writing; a copy will be sent to the Contractor and a copy kept on the Ministry contract file.

Inputs

Staff Qualifications: Mediators must have a minimum of a Bachelor's degree and training in conflict resolution, and experience working with youth.

Supervision: Clinical and administrative supervision will be provided regularly and as required in accordance with Contractor's accreditation standards.

Service Delivery Model

1.9 FTE Mediators
0.3 FTE Supervisor

Activities

Activities will include but not be limited to:

- providing mediation, education, advocacy and community support referrals (specifically in relation to schools, counseling, drug and alcohol services, health and mental health services, anger management and employment training, activities and parental support/education);
- providing clients with cell phone access to their mediator;
- allowing family members to determine who is involved in the mediation process;
- participating in Integrated Case Management Conferences with families; and,
- referring families to additional resources in the community as appropriate.

Outputs

Service Units

The following service unit definition is applied:

Service Unit v.II is defined as "an hour of service provision to an identified Client, or group of Clients, and will include such activities as face to face contact, Client specific report writing, Client specific telephone calls, case management meetings, case consultation and case supervision, training where pre-approved by the MCFD as billable, and community meetings and travel directly related to contracted services. Activities that do not fall under the definition of Service Unit include program information inquiries of a general nature, statistical or data collection, team meetings, organization staff training, development and supervision."

The calculation submitted by the Contractor indicates that one (1.0) FTE converts to 1,191 service units per annum.

A total of 2,262 service units per annum will be provided.

Caseloads

Services will be provided to approximately 26 youth and families per month.

Reporting

Outputs/Quantitative Data:

On a ~~quarterly~~ monthly basis, the Contractor will submit a report for each community of the following the proceeding period:

- # of service units;
- # of direct client hours provided;
- # of individual families served; and,
- # of service units provided to aboriginal clients.

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Additional output and/or outcome indicator reporting may be negotiated between the Program Liaison and the Contractor.

Outcomes/Qualitative Data:

On an annual basis, the Contractor will provide a report of the results of the client satisfaction and outcome surveys completed at service end for each community.

BUSINESS AREA OUTCOMES

- Youth participate in identifying their short and longer term needs and in developing plans to address them
- Youth experiencing high levels of risk to their health and safety have the levels of risk reduced
- Youth have immediate basic needs met including shelter, food and clothing
- Youth establish connections with community resources to address needs such as physical health, mental health, addictions and/or sexual exploitation
- Youth have improved connections to positive community supports including family/extended family, peers, education, employment, and/or housing
- Youth acquire skills and knowledge necessary to keep themselves safe, achieve identified goals, and successfully transition to adulthood

Family Counselling / Family Development Response

SERVICE: INTERVENTION - THERAPEUTIC INTERVENTION/TREATMENT			Total Amount	$14,722.08
Definitions	Structured, planned and empirically supported therapy/treatment.			
Project Code	18CN294			
Input	Qualified Staff			
Output Indicators	# Service Units	**Quantity**	274	
Reporting Frequency	Semi-Annually			
Core Business Area	Child and Family Development			
Business Area	Family Development			
Sub Business Area	Service to Strengthen Families			
Communities Served				
New Westminster	**Recipient(s)** Family		**Amount**	$14,722.08

This allocation is provided as an estimate.

Additional Descriptions

OUTCOMES

Families will be assisted in discovering their strengths, making the life changes they desire, improving relationships, and developing their problem-solving and communication skills.

Target Population

Families permanently residing in New Westminster, who are currently experiencing significant conflict or stress.

Service Description

The Family Counselling program provides short-term counselling to families who are coping with:

- conflict, primarily parent/child conflict and marital conflict, including divorce and separation issues; and/or
- single parenting, including issues involving single parenting and working; family violence; and, traumatic experiences and abuse.

Fees for service are charged on a sliding scale based on household income.

Referral and Intake Process

Open referral.

Inputs

Staff Qualifications: Therapists will have a minimum of a Master's degree in clinical social work, counselling psychology or a related field.

Supervision: Clinical and administrative supervision will be provided regularly and as required in accordance with Contractor's accreditation standards.

Service Delivery Model

0.23 FTE Therapist
0.02 FTE Supervisor
0.02 FTE Administrative Support

Activities

Therapeutic interventions will include but not be limited to:

- individual/couples counseling, and
- art and play therapy for children party.

Outputs

Service Units

The following service unit definition is applied:

Service Unit v.II is defined as "an hour of service provision to an identified Client, or group of Clients, and will include such activities as face to face contact, Client specific report writing, Client specific telephone calls, case management meetings, case consultation and case supervision, training where pre-approved by the MCFD as billable, and community meetings and travel directly related to contracted services. Activities that do not fall under the definition of Service Unit include program information inquiries of a general nature, statistical or data collection, team meetings, organization staff training, development and supervision."

The calculation submitted by the Contractor indicates that one (1.0) FTE converts to 1,191 service units per annum.

A total of 274 service units per annum will be provided by the Therapist.

Reporting

Outputs/Quantitative Data:

On a semi-annual basis, the Contractor will submit a report of the following outputs for the proceeding period:

- # of service units per month;
- # of direct client hours provided;
- # of individual families served; and
- # of aboriginal families served.

Outcomes/Qualitative Data:

On an annual basis, the Contractor will provide a report of the results of the client satisfaction and outcome surveys completed at service end.

Upon request of the Ministry and with the consent of the family, the Contractor will supply a report for the Family Court detailing their involvement with and assessment of a particular family.

Additional output and/or outcome indicator reporting may be negotiated between the Program Liaison and the Contractor.

BUSINESS AREA OUTCOMES

- Families have an enhanced capacity to care for their children
- Extended Families and communities are actively engaged and caring for children
- Children and youth are healthy and have a sense of well-being
- Children and youth are free from abuse, neglect and exploitation
- Children and youth experience stability and permanence in their family and alternative family environment

- Children in care are engaged and successful at school and experience positive outcomes
- Children in care transition successfully to adulthood through appropriate supports and supportive relationships

SCHEDULE B – PAYMENT & FINANCIAL REPORTING

Aggregate Maximum

1.1 Subject to the provisions of the Third Party Service Agreement and this Subsidiary Component Agreement, we will pay you an amount not exceeding $176,292.60, including GST, in the aggregate, for providing the Services set out in Schedule A, during the term of this Subsidiary Component Agreement.

Payments

2.1 **Monthly Recurring**

We will pay you on or about the 15th day of the month commencing on the 1st day of April, 2014 as provided in the following payment schedule:

From	To	Amount	GST	Total
April 1, 2014	March 31, 2015	$14,691.05	$0.00	$176,292.60
				$176,292.60

2.2 **Payment Address**

201-1638 BROADWAY E VANCOUVER, BC V5N 1W1

Goods and Services Tax (GST)

Financial Reports

2.3 In addition to the financial statements referred to in the Audit and Service Evaluation section of FT08424000 any financial reports should, at a minimum, relate costs to service outputs. The following additional financial reports are required:

Name	Description
Semi-annual Service Cost Report	Report that outlines the semi-annual costs associated with a service.
9-Month Service Cost Report	Report that outlines the costs associated with a service every 9 months.

Transition to Unit Cost Based Payments

2.4 Not applicable

SCHEDULE C – APPROVED SUBCONTRACTOR(S)

Subcontractors

1.1 The following persons or organizations, are specified as Subcontractors under section 12 of the Third Party Service Agreement, for purposes of this Subsidiary Component Agreement:

None

SCHEDULE D – RISK MANAGEMENT & CONFLICT RESOLUTION

Criminal Record Check

1.1 In accordance with the Criminal Records Review Act, you must undertake a criminal record check of each staff member or other person who has, or potentially has, unsupervised access to children, or who has access to their records.

1.2 In addition to any criminal record checks required under the Criminal Records Review Act, you must undertake a criminal record check on volunteers or other individuals who have, or potentially have, unsupervised access to children or their records.

1.3 Upon our written request you must provide us written confirmation that:

(a) criminal record checks have been initiated;

(b) you have acted on instructions from the adjudicator or us; and

(c) all other related procedures have been followed.

Conflict Resolution Officials

2.1 The designated "Officials" of the parties for the purposes of the Conflict Resolution Protocol are:

	Province	Contractor
Stage One:	Community Services Manager or Designate	Executive Director or Designate
Stage Two:	Executive Director of Service	Executive Director or Designate
Stage Three:	Deputy Minister or Designate	Chair, Board of Directors or Designate

Permits and Licenses

3.1 You must obtain all the permits and licenses required to perform the Services, including, but not limited to:

(a) any permits or licenses required by municipal or health authorities for the operation of the Services delineated in Schedule A.

(b) any municipal, provincial, federal permits and licenses required to provide the Services including motor vehicle licenses of the appropriate class to provide transportation to clients.

Insurance and Indemnity

A. For all Contractor's activities under this Agreement to which the Master Insurance Program applies, as determined by the Province in its sole discretion:

4.1 The Province will purchase and maintain Comprehensive General Liability insurance in the amount of $2,000,000 inclusive per occurrence against bodily injury and property damage arising out of the Contractor's performance of the Services on behalf of the Province as outlined in this Agreement.

4.2 The Contractor shall be responsible for and pay any deductible under the policy.

4.3 The Contractor will be provided with a Certificate of Insurance and a copy of the insurance policy wording.

4.4 The Province will take reasonable steps to ensure the coverage specified in section 1 is continuous for the duration of this Agreement but the Province does not accept responsibility for providing coverage in the event the insurance is cancelled or reduced by the insurer.

4.5 The Province does not represent or warrant that the policy contains insurance for any and all losses. It is the Contractor's responsibility to ascertain the exact nature and extent of coverage of the policy as well as any and all terms and conditions of the policy.

4.6 The Contractor shall provide, maintain, and pay for, any additional insurance which the Contractor is required by law to carry, or which the Contractor considers necessary to cover risks not otherwise covered by insurance specified in section 1.

B. For all Contractor's activities to which the Master Insurance Program does not apply, the Contractor shall:

5.1 The Contractor must, without limiting its obligation or liabilities and at its own expense, purchase and maintain throughout the term of this Agreement the following insurances with insurers licensed in Canada in forms and amounts acceptable to the Province:

(a) Commercial General Liability in an amount not less than $2,000,000.00 inclusive per occurrence against bodily injury, personal injury and property damage and including liability assumed under this Agreement and this insurance must:

(i) include the Province as an additional insured;

(ii) be endorsed to provide the Province with 30 days advance written notice of cancellation or material change; and

(iii) include a cross liability clause.

5.2 All insurance described in paragraph 1 of this Schedule must:

(a) be primary; and

(b) not require the sharing of any loss by any insurer of the Province.

5.3 The Contractor must provide the Province with evidence of all required insurance:

(a) Within 10 working days of commencement of the Services, the Contractor must provide to the Province evidence of all required insurance in the form of a completed Province of British Columbia Certificate of Insurance.

(b) If the insurance policy(ies) expire before the end of the term of this Agreement, the Contractor must provide within 10 working days of expiration, evidence of new or renewal policy(ies) of all expired insurance in the form of a completed Province of British Columbia Certificate of Insurance.

(c) Notwithstanding paragraph 3(a) or (b) above, if requested by the Province at any time, the Contractor must provide to the Province certified copies of the required insurance policies.

5.4 The Contractor shall provide, maintain, and pay for, any additional insurance which it is required by law to carry, or which it considers necessary to cover risks not otherwise covered by insurance specified in this schedule in its sole discretion.

C. Whether A or B applies to the Services, for all Contractor activities under this Agreement:

6.1 The Contractor shall maintain Automobile Liability insurance on all vehicles owned, operated or licensed by the Contractor in an amount not less than $2,000,000 per occurrence, and where applicable the Contractor may show evidence of this insurance using an ICBC Confirmation of Insurance Coverage (APV-47) form in place of the requirement for the BC Certificate of Insurance.

6.2 Additional Insurance: Not applicable

SCHEDULE E – AUTHORIZED PERSONS (FOR THE SUBSIDIARY COMPONENT AGREEMENT)

Authorized Persons

1.1 The Contractor designates any of the following persons, (identified by name and/or position) to act for you in relation to this Subsidiary Component Agreement:

None

1.2 The Ministry designates any of the following persons (identify by name and/or position) to act for us in relation to this Subsidiary Component Agreement:

Community Services Manager or Designate

SCHEDULE FI – PRIVACY PROTECTION SCHEDULE

This Schedule forms part of the agreement between Her Majesty the Queen in right of the Province of British Columbia represented by

The Ministry of Children and Family Development (the "Province") and FAMILY SERVICES OF GREATER VANCOUVER (the "Contractor")

respecting Parent Teen Mediation and Family Counselling (the "Agreement")

Definitions

1. In this Schedule,
   (a) "access" means disclosure by the provision of access;
   (b) "Act" means the Freedom of Information and Protection of Privacy Act (British Columbia), as amended from time to time;
   (c) "contact information" means information to enable an individual at a place of business to be contacted and includes the name, position name or title, business telephone number, business address, business email or business fax number of the individual;
   (d) "personal information" means recorded information about an identifiable individual, other than contact information, collected or created by the Contractor as a result of the Agreement or any previous agreement between the Province and the Contractor dealing with the same subject matter as the Agreement but excluding any such information that, if this Schedule did not apply to it, would not be under the "control of a public body" within the meaning of the Act.

Purpose

2. The purpose of this Schedule is to:
   (a) enable the Province to comply with its statutory obligations under the Act with respect to personal information; and
   (b) ensure that, as a service provider, the Contractor is aware of and complies with its statutory obligations under the Act with respect to personal information.

Collection of personal information

3. Unless the Agreement otherwise specifies or the Province otherwise directs in writing, the Contractor may only collect or create personal information that is necessary for the performance of the Contractor's obligations, or the exercise of the Contractor's rights, under the Agreement.
4. Unless the Agreement otherwise specifies or the Province otherwise directs in writing, the Contractor must collect personal information directly from the individual the information is about.
5. Unless the Agreement otherwise specifies or the Province otherwise directs in writing, the Contractor must tell an individual from whom the Contractor collects personal information:
   (a) the purpose for collecting it;

(b) the legal authority for collecting it; and

(c) the title, business address and business telephone number of the person designated by the Province to answer questions about the Contractor's collection of personal information.

Accuracy of personal information

6. The Contractor must make every reasonable effort to ensure the accuracy and completeness of any personal information to be used by the Contractor or the Province to make a decision that directly affects the individual the information is about.

Requests for access to personal information

7. If the Contractor receives a request for access to personal information from a person other than the Province, the Contractor must promptly advise the person to make the request to the Province unless the Agreement expressly requires the Contractor to provide such access and, if the Province has advised the Contractor of the name or title and contact information of an official of the Province to whom such requests are to be made, the Contractor must also promptly provide that official's name or title and contact information to the person making the request.

Correction of personal information

8. Within 5 business days of receiving a written direction from the Province to correct or annotate any personal information, the Contractor must annotate or correct the information in accordance with the direction.

9. When issuing a written direction under section 8, the Province must advise the Contractor of the date the correction request to which the direction relates was received by the Province in order that the Contractor may comply with section 10.

10. Within 5 business days of correcting or annotating any personal information under section 8, the Contractor must provide the corrected or annotated information to any party to whom, within one year prior to the date the correction request was made to the Province, the Contractor disclosed the information being corrected or annotated.

11. If the Contractor receives a request for correction of personal information from a person other than the Province, the Contractor must promptly advise the person to make the request to the Province and, if the Province has advised the Contractor of the name or title and contact information of an official of the Province to whom such requests are to be made, the Contractor must also promptly provide that official's name or title and contact information to the person making the request.

Protection of personal information

12. The Contractor must protect personal information by making reasonable security arrangements against such risks as unauthorized access, collection, use, disclosure or disposal, including any expressly set out in the Agreement.

Storage and access to personal information

13. Unless the Province otherwise directs in writing, the Contractor must not store personal information outside Canada or permit access to personal information from outside Canada.

Retention of personal information

14. Unless the Agreement otherwise specifies, the Contractor must retain personal information until directed by the Province in writing to dispose of it or deliver it as specified in the direction.

Use of personal information

15. Unless the Province otherwise directs in writing, the Contractor may only use personal information if that use is:

(a) for the performance of the Contractor's obligations, or the exercise of the Contractor's rights, under the Agreement; and

(b) in accordance with section 13.

Disclosure of personal information

16. Unless the Province otherwise directs in writing, the Contractor may only disclose personal information inside Canada to any person other than the Province if the disclosure is for the performance of the Contractor's obligations, or the exercise of the Contractor's rights, under the Agreement.

17. Unless the Agreement otherwise specifies or the Province otherwise directs in writing, the Contractor must not disclose personal information outside Canada.

Inspection of personal information

18. In addition to any other rights of inspection the Province may have under the Agreement or under statute, the Province may, at any reasonable time and on reasonable notice to the Contractor, enter on the Contractor's premises to inspect any personal information in the possession of the Contractor or any of the Contractor's information management policies or practices relevant to its management of personal information or its compliance with this Schedule and the Contractor must permit, and provide reasonable assistance to, any such inspection.

Compliance with the Act and directions

19. The Contractor must in relation to personal information comply with:

    (a) the requirements of the Act applicable to the Contractor as a service provider, including any applicable order of the commissioner under the Act; and

    (b) any direction given by the Province under this Schedule.

20. The Contractor acknowledges that it is familiar with the requirements of the Act governing personal information that are applicable to it as a service provider.

Notice of non-compliance

21. If for any reason the Contractor does not comply, or anticipates that it will be unable to comply, with a provision in this Schedule in any respect, the Contractor must promptly notify the Province of the particulars of the non-compliance or anticipated non-compliance and what steps it proposes to take to address, or prevent recurrence of, the non-compliance or anticipated non-compliance.

Termination of Agreement

22. In addition to any other rights of termination which the Province may have under the Agreement or otherwise at law, the Province may, subject to any provisions in the Agreement establishing mandatory cure periods for defaults by the Contractor, terminate the Agreement by giving written notice of such termination to the Contractor, upon any failure of the Contractor to comply with this Schedule in a material respect.

Interpretation

23. In this Schedule, references to sections by number are to sections of this Schedule unless otherwise specified in this Schedule.

24. Any reference to the "Contractor" in this Schedule includes any subcontractor or agent retained by the Contractor to perform obligations under the Agreement and the Contractor must ensure that any such subcontractors and agents comply with this Schedule.

25. The obligations of the Contractor in this Schedule will survive the termination of the Agreement.

26. If a provision of the Agreement (including any direction given by the Province under this Schedule) conflicts with a requirement of the Act or an applicable order of the commissioner under the Act, the conflicting provision of the Agreement (or direction) will be inoperative to the extent of the conflict.

27. The Contractor must comply with the provisions of this Schedule despite any conflicting provision of this Agreement or, subject to section 28, the law of any jurisdiction outside Canada.

28. Nothing in this Schedule requires the Contractor to contravene the law of any jurisdiction outside Canada unless such contravention is required to comply with the Act.

SCHEDULE H – ADDITIONAL TERMS

Other

1. Notwithstanding Clause 55 (b) of the Third Party Service Agreement, the termination notice period for this Subsidiary Component Agreement is 60 days.

BRITISH COLUMBIA | Ministry of Children and Family Development

MODIFICATION AGREEMENT

BETWEEN

HER MAJESTY THE QUEEN IN RIGHT OF THE PROVINCE OF BRITISH COLUMBIA,
represented by the Minister of Children and Family Development

AND

FAMILY SERVICES OF GREATER VANCOUVER
(Legal Name)

BACKGROUND
A. The parties entered into an Agreement FT08424002, beginning April 01, 2015.
B. The parties have agreed to modify the Agreement effective April 01, 2016.

AGREEMENT

1. *Schedule A – Services* is amended as follows:

   a) The Total Amount of Component Agreement is increased by **$366.22** from **$29,679.84** to **$30,046.06.**

   b) Annual baseline funding and aggregate increases related to Economic Stability Mandate are outlined in *Schedule B – Payment.*

2. Schedule B – Payment and Financial Reporting is amended as follows:

   a) The Aggregate Maximum amount is increased by **$366.22** from **$29,679.84** to **$30,046.06.**

   b) As a result of the compensation increases in the CSSEA Collective Agreement, the Ministry of Children and Family Development is increasing the funding for contract FT08424002.

   Effective February 1, 2016, the ministry is retroactively increasing your monthly payment by **$4.29** from **$1,236.66** to **$1,240.95** as a result of the 0.45% Economic Stability Dividend.

   Effective April 1, 2016, the ministry is retroactively increasing your monthly payment by **$23.89** from **$1,240.95** to **$1,264.84** as a result of the 2.5% Comparability Adjustment or 0.5% General Wage Increase equivalent.

   The ministry will provide you with a lump sum payment to cover the cost of the increases between their respective effective dates and the effective date of this modification agreement. All monthly payments after the execution of this modification agreement will contain the increases.

   Effective February 1, 2017, your monthly payment will increase by **$9.74**, from **$1,264.84** to **$1,274.58** as a result of a 1.0% General Wage Increase.

   As a result of the Economic Stability Mandate, contract funding has increased by **$366.22**, and annualized baseline funding has increased by **$455.04**, from **$14,839.92** to **$15,294.96**.

Additional Information

1. In all other respects, the Agreement is confirmed.

The parties have duly executed this modification agreement as of the 1st day of April, 2016.

SIGNED AND DELIVERED on the 15th day of June, 2016 on behalf of the Province by its duly authorized representative	**SIGNED AND DELIVERED** on the 1st day of JUNE, 2016 by or on behalf of the Contractor (or by its authorized signatory or signatories if the Contractor is a corporation)
Signature: B A Spencer	Signature: Jessica Denholm
Print Name: Bimala Spencer	Print Name: Jessica Denholm
Position: Community Services Manager or Designate	Position: Chief Executive Officer
Responsibility Centre: CSM, New West	Signature:
	Print Name:
	Position

SERVICE AGREEMENT

BRITISH COLUMBIA

Ministry of Children and Family Development

MINISTRY OF CHILDREN AND FAMILY DEVELOPMENT

BRITISH COLUMBIA | Ministry of Children and Family Development	**MINISTRY SERVICE AGREEMENT: FT08424002** **DOING BUSINESS AS: FAMILY SERVICES OF GREATER VANCOUVER** **Agreement Name:** New Westminster Family Counselling/Family Development Response

HER MAJESTY THE QUEEN IN RIGHT OF THE PROVINCE OF BRITISH COLUMBIA, represented by The Minister of Children and Family Development (the "Province", "we", "us", or "our" as applicable) at the following address:	AND FAMILY SERVICES OF GREATER VANCOUVER (Legal Name) (the "Contractor", "you", or "your" as applicable) at the following address:
300 - 5172 Kingsway Burnaby, British Columbia Canada V5H 2E8 Fax Number: (604)775-0840	201-1638 BROADWAY E VANCOUVER, BC V5N 1W1 Fax Number: (604)733-7009

The term for the Service Agreement begins on 01/04/2015 (Day/Month/Year) and ends on 31/03/2017 (Day/Month/Year)

THE PARTIES AGREE TO THE TERMS AND CONDITIONS OF THE SERVICE AGREEMENT LOCATED ON THE MINISTRY OF CHILDREN AND FAMILY DEVELOPMENT'S WEBSITE, VERSION 1.1 DATED JANUARY 13, 2015, AND AGREE TO BE BOUND BY THE SCHEDULES LISTED BELOW AND ATTACHED TO THIS AGREEMENT:

SCHEDULE A	-	SERVICES
SCHEDULE B	-	PAYMENT
SCHEDULE C	-	APPROVED SUBCONTRACTOR(S)
SCHEDULE D	-	INSURANCE
SCHEDULE E	-	AUTHORIZED PERSONS
SCHEDULE F	-	INFORMATION MANAGEMENT (RECORDS, PRIVACY AND SECURITY)
SCHEDULE H	-	ADDITIONAL TERMS

(collectively, the "Agreement")

SIGNED AND DELIVERED on the 8 day of June, 2015 on behalf of the Province by its duly authorized representative

Signature: Sue Hassard

Print Name: Sue Hassard

Position: Community Services Manager or Designate

Responsibility Centre: CSM - NF ABOR & CYMH

SIGNED AND DELIVERED on the 23rd day of April, 2015 by or on behalf of the Contractor (or by its authorized signatory or signatories if the Contractor is a corporation)

Signature: Caroline Bonesky

Print Name: Caroline Bonesky Position: Chief Executive Officer

Signature:

Print Name: Position:

Signature:

Print Name: Position:

Contractor: By signing above you agree that you have read, understand, and agree to be bound by, the Terms and Conditions and the Schedules for the Service Agreement

SCHEDULE A – SERVICES

The majority of the services/funding in the agreement were relocated in April, 2015 to another agreement, FT08424021.

The Annual Baseline funding for the remaining program in the Agreement is increased by $117.84 from $14,722.08 to **$14,839.92**, to include $117.84 for a general wage increase of 1% under the *Economic Stability Mandate*.

The Aggregate Maximum is **$29,679.84.** The aggregate includes annual funding of $117.84 for a general wage increase of 1% under the *Economic Stability Mandate*.

SUMMARY

Term **01/04/2015 to 31/03/2017** *Total Amount of Agreement* **$29,679.84**

Allocation by Programs and Services

Grouped Services		
Family Counselling / Family Development Response		
	Intervention - Therapeutic Intervention/Treatment	$29,679.84
Non-Program Services		
	Sub-Total	**$0.00**
	Total	**$29,679.84**

Allocation by Community

Communities Served		
New Westminster		$29,679.84
	Total	**$29,679.84**

Allocation by Business Area

Core Business Area	**Business Area - Sub Business Area**	
Child and Family Development		
	Family Development/Service to Strengthen Families	$29,679.84
	Sub-Total	**$29,679.84**
	Total	**$29,679.84**

Family Counselling / Family Development Response

SERVICE: INTERVENTION - THERAPEUTIC INTERVENTION/TREATMENT		**Total Amount**	$29,679.84
Definitions	Structured, planned and empirically supported therapy/treatment.		
Project Code	18CN294		
Input	Qualified Staff		
Output Indicators	# Service Units	**Quantity**	548
Reporting Frequency	Semi-Annually		
Core Business Area	Child and Family Development		
Business Area	Family Development		
Sub Business Area	Service to Strengthen Families		
Communities Served			
New Westminster	**Recipient(s)** Family	**Amount**	$29,679.84

This allocation is provided as an estimate.

Additional Descriptions

OUTCOMES

Families will be assisted in discovering their strengths, making the life changes they desire, improving relationships, and developing their problem-solving and communication skills.

Target Population

Families permanently residing in New Westminster, who are currently experiencing significant conflict or stress.

Service Description

The Family Counselling program provides short-term counselling to families who are coping with:

- conflict, primarily parent/child conflict and marital conflict, including divorce and separation issues; and/or
- single parenting, including issues involving single parenting and working; family violence; and, traumatic experiences and abuse.

Fees for service are charged on a sliding scale based on household income.

Referral and Intake Process

Open referral.

Inputs

Staff Qualifications: Therapists will have a minimum of a Master's degree in clinical social work, counselling psychology or a related field.

Supervision: Clinical and administrative supervision will be provided regularly and as required in accordance with Contractor's accreditation standards.

Service Delivery Model

0.23 FTE Therapist
0.02 FTE Supervisor
0.02 FTE Administrative Support

Activities

Therapeutic interventions will include but not be limited to:

- individual/couples counseling, and
- art and play therapy for children party.

Outputs

Service Units

The following service unit definition is applied:

Service Unit v.II is defined as "an hour of service provision to an identified Client, or group of Clients, and will include such activities as face to face contact, Client specific report writing, Client specific telephone calls, case management meetings, case consultation and case supervision, training where pre-approved by the MCFD as billable, and community meetings and travel directly related to contracted services. Activities that do not fall under the definition of Service Unit include program information inquiries of a general nature, statistical or data collection, team meetings, organization staff training, development and supervision."

The calculation submitted by the Contractor indicates that one (1.0) FTE converts to 1,191 service units per annum.

A total of 274 service units per annum will be provided by the Therapist.

Reporting

Outputs/Quantitative Data:

On a semi-annual basis, the Contractor will submit a report of the following outputs for the proceeding period:

- # of service units per month;
- # of direct client hours provided;
- # of individual families served; and
- # of aboriginal families served.

Outcomes/Qualitative Data:

On an annual basis, the Contractor will provide a report of the results of the client satisfaction and outcome surveys completed at service end.

Upon request of the Ministry and with the consent of the family, the Contractor will supply a report for the Family Court detailing their involvement with and assessment of a particular family.

Additional output and/or outcome indicator reporting may be negotiated between the Program Liaison and the Contractor.

BUSINESS AREA OUTCOMES

- Families have an enhanced capacity to care for their children
- Extended Families and communities are actively engaged and caring for children
- Children and youth are healthy and have a sense of well-being
- Children and youth are free from abuse, neglect and exploitation
- Children and youth experience stability and permanence in their family and alternative family environment

- Children in care are engaged and successful at school and experience positive outcomes
- Children in care transition successfully to adulthood through appropriate supports and supportive relationships

SCHEDULE B – PAYMENT

Aggregate Maximum

1.1 Subject to the provisions of this Agreement, we will pay you an amount not exceeding $29,679.84, including GST, in the aggregate, for providing the Services set out in Schedule A, during the term of this Agreement.

Payments

2.1 Monthly Recurring

We will pay you on or about the 15th day of the month commencing on the 1st day of April, 2015 as provided in the following payment schedule:

From	To	Amount	GST	Total
April 1, 2015	March 31, 2017	$1,236.66	$0.00	$29,679.84
				$29,679.84

2.2 Payment Address

201-1638 BROADWAY E VANCOUVER, BC V5N 1W1

Goods and Services Tax (GST)

Financial Reports

2.3 In addition to the financial statements referred to in the Audit and Service Evaluation section of FT08424000 any financial reports should, at a minimum, relate costs to service outputs. The following additional financial reports are required:

Name	Description
Semi-annual Service Cost Report	Report that outlines the semi-annual costs associated with a service.
Annual Service Cost Report	Report that outlines the annual costs associated with a service.

Transition to Unit Cost Based Payments

2.4 Not applicable

SCHEDULE C – APPROVED SUBCONTRACTOR(S)

Subcontractors

1.1 The following persons, groups of persons, or organizations, are specified as Subcontractors under section 12 of the Agreement:

None

SCHEDULE D – INSURANCE

Conflict Resolution Officials

1.1 The designated "Officials" of the parties for the purposes of the Conflict Resolution Protocol are:

	Province	Contractor
Stage One:	Community Services Manager or Designate	Executive Director or Designate
Stage Two:	Executive Director of Service	Executive Director or Designate
Stage Three:	Assistant Deputy Minister	Chair, Board of Directors or Designate

Insurance and Indemnity

A. For all Contractor's activities under this Agreement to which the Master Insurance Program applies, as determined by the Province in its sole discretion:

2.1 The Province will purchase and maintain Comprehensive General Liability insurance in the amount of $2,000,000 inclusive per occurrence against bodily injury and property damage arising out of the Contractor's performance of the Services on behalf of the Province as outlined in this Agreement.

2.2 The Contractor shall be responsible for and pay any deductible under the policy.

2.3 The Contractor will be provided with a Certificate of Insurance and a copy of the insurance policy wording.

2.4 The Province will take reasonable steps to ensure the coverage specified in section 1 is continuous for the duration of this Agreement but the Province does not accept responsibility for providing coverage in the event the insurance is cancelled or reduced by the insurer.

2.5 The Province does not represent or warrant that the policy contains insurance for any and all losses. It is the Contractor's responsibility to ascertain the exact nature and extent of coverage of the policy as well as any and all terms and conditions of the policy.

2.6 The Contractor shall provide, maintain, and pay for, any additional insurance which the Contractor is required by law to carry, or which the Contractor considers necessary to cover risks not otherwise covered by insurance specified in section 1.

B. For all Contractor's activities to which the Master Insurance Program does not apply, the Contractor shall:

3.1 The Contractor must, without limiting its obligation or liabilities and at its own expense, purchase and maintain throughout the term of this Agreement the following insurances with insurers licensed in Canada in forms and amounts acceptable to the Province:

(a) Commercial General Liability in an amount not less than $2,000,000.00 inclusive per occurrence against bodily injury, personal injury and property damage and including liability assumed under this Agreement and this insurance must:

(i) include the Province as an additional insured;

(ii) be endorsed to provide the Province with 30 days advance written notice of cancellation or material change; and

(iii) include a cross liability clause.

3.2 All insurance described in paragraph 1 of this Schedule must:

(a) be primary; and

(b) not require the sharing of any loss by any insurer of the Province.

3.3 The Contractor must provide the Province with evidence of all required insurance:

(a) Within 10 working days of commencement of the Services, the Contractor must provide to the Province evidence of all required insurance in the form of a completed Province of British Columbia Certificate of Insurance.

(b) If the insurance policy(ies) expire before the end of the term of this Agreement, the Contractor must provide within 10 working days of expiration, evidence of new or renewal policy(ies) of all expired insurance in the form of a completed Province of British Columbia Certificate of Insurance.

(c) Notwithstanding paragraph 3(a) or (b) above, if requested by the Province at any time, the Contractor must provide to the Province certified copies of the required insurance policies.

3.4 The Contractor shall provide, maintain, and pay for, any additional insurance which it is required by law to carry, or which it considers necessary to cover risks not otherwise covered by insurance specified in this schedule in its sole discretion.

C. Whether A or B applies to the Services, for all Contractor activities under this Agreement:

4.1 The Contractor shall maintain Automobile Liability insurance on all vehicles owned, operated or licensed by the Contractor in an amount not less than $2,000,000 per occurrence, and where applicable the Contractor may show evidence of this insurance using an ICBC Confirmation of Insurance Coverage (APV-47) form in place of the requirement for the BC Certificate of Insurance.

4.2 Additional Insurance: Not applicable

SCHEDULE E – AUTHORIZED PERSONS

Authorized Persons

1.1 The Contractor designates any of the following persons, (identified by name and/or position) to act for you in relation to this Agreement:

None

1.2 The Ministry designates any of the following persons (identify by name and/or position) to act for us in relation to this Agreement:

Community Services Manager or Designate

SCHEDULE F – INFORMATION MANAGEMENT (RECORDS, PRIVACY AND SECURITY)

Purpose

The purpose of this Schedule is to:

(a) enable the Province to comply with the Province's obligations with respect to:
  (i) creation, maintenance, retention and final disposition of the Province's Records, and
  (ii) protection of Personal Information collected under this Agreement and pursuant to *FOIPPA*.

(b) ensure that, as a service provider, the Contractor is aware of, and complies with, the Contractor's information management and protection (records, privacy and security) obligations with respect to:
  (i) the Province's Records, and
  (ii) the Personal Information collected or created under this Agreement.

Applicability

This Schedule applies to the management of the Province's Records and to the management of Personal Information contained in the Province's Records.

The Contractor must manage the Province's Records in accordance with this Schedule and in accordance with MCFD Contractor's Information Management Guidelines, which provide directions and standards to assist the Contractor in complying with this Schedule.

Definitions

1. In this Schedule:
  a) "**access**" means the ability or opportunity of a person to view, study, or obtain a copy of records;
  b) "***FOIPPA***" means the *Freedom of Information and Protection of Privacy Act* (British Columbia);
  c) "**contact information**" means information to enable an individual at a place of business to be contacted and includes the name, position name or title, business telephone number, business address, business email or business fax number of the individual;
  d) "**control**" (of a record) means the power or authority to manage the record throughout its life cycle, including restricting, regulating and administering its use and disclosure;
  e) "**custody**"(of a record) means having physical possession of a record, regardless of the format (e.g.. paper or electronic).
  f) "**Personal Information**" means recorded information about an identifiable individual, other than contact information, collected or created by the Contractor as a result of the Agreement or any previous agreement between the Province or the Contractor dealing with the same subject matter as the Agreement, but excluding any information that, if this Schedule did not apply to it, would not be under the control of a public body as interpreted under the FOIPPA;
  g) "**Services Worker**" means an individual involved in providing the Services for or on behalf of the Contractor and, for greater certainty, may include the Contractor or a subcontractor of an individual, or an employee or volunteer of the Contractor or of a subcontractor.

RECORDS MANAGEMENT

Records Retention and Disposition

2. The Contractor must return the Province's Records regardless of format to the Province within the following time frames:

   (a) within 30 calendar days of expiry or termination of the Agreement;
   (b) within 7 calendar days of the Contractor receiving a request for return from the Province;
   (c) when closed records volume is identified by the Contractor as warranting the transfer and the Province has provided written approval; or
   (d) immediately when a Contractor advises the Province that they are no longer providing services or when the Province is concerned about the management of the Province's Records following a breach of security or privacy, including an unauthorized disclosure.

PRIVACY PROTECTION

Collection of Personal Information

3. The Contractor may only collect or create Personal Information that is necessary for the performance of the Contractor's obligations, or the exercise of the Contractor's rights, under the Agreement.

4. Unless the Agreement otherwise specifies or the Province otherwise directs in writing, the Contractor must collect Personal Information directly from the individual the Personal Information is about.

5. Except as otherwise permitted by FOIPPA, the Contractor must tell an individual from whom the Contractor collects Personal Information:

   (a) the purpose for collecting it,

   (b) the legal authority for collecting it, and

   (c) the title, business address and business telephone number of the person designated by the Province to answer questions about the Contractor's collection of Personal Information.

Accuracy of Personal Information

6. The Contractor must make every reasonable effort to ensure the accuracy and completeness of any Personal Information to be used by the Contractor or the Province to make a decision that directly affects the individual the Personal Information is about.

Requests for access to Personal Information

7. If the Contractor receives a request for access to Personal Information from a person other than the Province, the Contractor must promptly advise the person to make the request to Information Access Operations with the Ministry of Technology, Innovation and Citizens' Services or successor.

Correction of Personal Information

8. Within 5 business days of receiving a written direction from the Province to correct or annotate any Personal Information, the Contractor must correct or annotate the information in accordance with the direction.

9. When issuing a written direction under section 8 of this Schedule, the Province must advise the Contractor of the date the correction request to which the direction relates was received by the Province in order that the Contractor may comply with section 10 of this Schedule.

10. Within 5 business days of correcting or annotating any Personal Information under section 8 of this Schedule, the Contractor must provide the corrected or annotated information to any party to

whom, within one year prior to the date the correction request was made to the Province, the Contractor disclosed the information being corrected or annotated.

11. If the Contractor receives a request for correction of Personal Information from a person other than the Province, the Contractor must promptly advise the person to make the request to the Province and provide the Provincial official's name or title and contact information to the person making the request.

Protection of Personal Information

12. The Contractor must protect Personal Information by making reasonable security arrangements against such risks as unauthorized access, collection, use, disclosure or disposal, including any security arrangements expressly set out in the Security section of this Schedule.

Storage and access to Personal Information

13. Unless the Province otherwise directs in writing, the Contractor must not store Personal Information outside Canada or permit access to the Personal Information from outside Canada.

Retention of Personal Information

14. Unless the Agreement otherwise specifies, the Contractor must retain Personal Information until directed by the Province in writing to dispose of it or deliver it as specified in the direction.

Use of Personal Information

15. Unless the Province otherwise directs in writing, the Contractor may only use Personal Information if that use is for the performance of the Contractor's obligations, or the exercise of the Contractor's rights, under the Agreement.

Disclosure of Personal Information

16. Unless the Province otherwise directs in writing, the Contractor may only disclose Personal Information inside Canada to any person other than the Province if the disclosure is for the performance of the Contractor's obligations, or the exercise of the Contractor's rights, under the Agreement.

17. Unless the Agreement otherwise specifies or the Province otherwise directs in writing, the Contractor must not disclose Personal Information outside Canada.

SECURITY

Services Worker confidentiality agreements

18. The contractor must immediately provide notice to the contract manager of any suspected information incident that threatens privacy or information security.

19. The Contractor must not permit a Services Worker who is an employee or volunteer of the Contractor to have access to Personal Information unless the Services Worker has first entered into a confidentiality agreement with the Contractor to keep Personal Information confidential on substantially similar terms as those that apply to the Contractor under the Agreement.

Services Worker security screening

20. The Contractor may only permit a Services Worker who is an employee or a volunteer of the Contractor to collect or have access to Personal Information, or otherwise be involved in providing the Services if, after having subjected the Services Worker to personnel security screening requirements as outlined in Appendix F1 to this Schedule, the Contractor is satisfied that the Services Worker does not constitute an unreasonable security risk.

Services Worker activity logging

21. The Contractor must create and maintain detailed Contractor's Records logging the activities of all Service Workers in relation to:

(a) their access to Personal Information; and

(b) any other matters specified by the Province in writing for the purposes of this section.

Facilities and Equipment protection and access

22. The Contractor must create, maintain and follow a documented process to:

(a) protect Facilities and Equipment of the Contractor required by the Contractor to provide the Services from loss, damage or any other occurrence that may result in any of those Facilities and Equipment being unavailable when required to provide the Services; and,

(b) limit access to Facilities and Equipment of the Contractor:

i. being used by the Contractor to provide the Services; or
ii. that may be used by someone to access information,

to those persons who are authorized to have that access and for the purposes for which they are authorized, which process must include measures to verify the identity of those persons.

23. If the Province makes available to the Contractor any Facilities or Equipment of the Province for the use of the Contractor in providing the Services, the Contractor must comply with any policies and procedures provided to it by the Province on acceptable use, protection of, and access to, such Facilities or Equipment.

Integrity of Information

24. The Contractor must create, maintain and follow a documented process for maintaining the integrity of information while in the custody of or accessed by the Contractor.

25. For the purposes of section 24 of this Schedule, maintaining the integrity of information means that, except to the extent expressly authorized by the Agreement or approved in writing by the Province, the information has:

(a) remained as complete as when it was acquired or accessed by the Contractor; and

(b) not been altered in any material respect.

Documentation of changes to processes

26. The Contractor must create and maintain detailed Records logging any changes it makes to the processes described in sections 21 and 22of this Schedule.

Secure Storage

27. The Contractor must securely store the Province's Records in the Contractor's custody.

GENERAL

Notice

28. The Contractor must immediately provide notice to the Province of

(a) a possible or confirmed foreign demand or request for disclosure, including the information required by section 30.2(3) of FOIPPA or

(b) anticipated or actual non-compliance with this Schedule, unauthorized access, collection, use, disclosure, storage, alteration or disposal of information or Records containing information; or

(c) unauthorized access to Facilities or Equipment.

In this provision, "foreign demand for disclosure" and "unauthorized disclosure of personal information" bear the same meanings as in section 30.2 of FOIPPA.

29. The Contractor must immediately provide notice to the Province of any non-compliance, or anticipated inability to comply, with a provision in this Schedule in any respect.

Compliance, Audit and Review

30. The Contractor must, in relation to the Province's Records, comply with:

    (a) the requirements of *FOIPPA* applicable to the Contractor as a service provider, including any applicable order of the commissioner under *FOIPPA,* and

    (b) any direction given by the Province under this Schedule.

31. The Contractor acknowledges that it is familiar with the requirements of FOIPPA governing Personal Information that are applicable to it as a service provider.

32. In addition to any other rights of inspection the Province may have under the Agreement or under statute, the Province may, at any reasonable time and on reasonable notice to the Contractor, enter on the Contractor's premises to inspect, and at the Province's discretion, copy, any of the Province's Records, or any of the Contractor's information management policies or practices or Records relevant to the Contractor's management of the Province's Records or the Contractor's compliance with this Schedule. The Contractor must permit and provide reasonable assistance to any such inspection.

33. If the Province conducts a review of a matter described in section 28 or 29 of this Schedule (whether or not the matter came to the attention of the Province as a result of a notification under section 28 or 29 of this Schedule), the Contractor must, on the request of the Province, participate in the review to the extent that it is reasonably practicable for the Contractor to do so.

Interpretation

34. Any reference to the "Contractor" in this Schedule includes any subcontractor, agent, or volunteer retained by the Contractor to perform obligations under the Agreement and the Contractor must ensure that any such subcontractors, agents, and volunteers comply with this Schedule.

35. If a direction or provision of the Agreement or any Schedule conflicts with a requirement of FOIPPA or an applicable order of the commissioner under FOIPPA, the conflicting provision of the Agreement or Schedule will be inoperative to the extent of the conflict.

    (a) If there is a conflict between a documented process required by this Schedule to be created or maintained by the Contractor and this Schedule, the provision of this Schedule will prevail to the extent of the conflict.

36. The obligations of the Contractor in this Schedule will survive the termination of the Agreement.

37. The Contractor must comply with the provisions of this Schedule despite any conflicting provision of this Agreement or, subject to section 38 of this Schedule, the law of any jurisdiction outside Canada.

38. Nothing in this Schedule requires the Contractor to contravene the law of any jurisdiction outside Canada unless such contravention is required to comply with FOIPPA.

SCHEDULE F – Appendix F1 – Security screening requirements

The personnel security screening requirements set out in this Appendix F1 are for the purpose of assisting the Contractor to determine whether or not a Services Worker constitutes an unreasonable security risk.

Verification of name, date of birth and address

1. The Contractor must verify the name, date of birth and current address of a Services Worker by viewing at least one piece of "primary identification" of the Services Worker and at least one piece of "secondary identification" of the Services Worker,* as described in the table following this section. The Contractor must obtain or create, as applicable, Records of all such verifications and retain a copy of those Records. For a Services Worker from another province or jurisdiction, reasonably equivalent identification documents are acceptable.

Primary Identification	Secondary Identification
Issued by ICBC: • B.C. driver's licence or learner's licence (must have photo) • B.C. Identification (BCID) card **Issued by provincial or territorial government:** • Canadian birth certificate **Issued by Government of Canada:** • Canadian Citizenship Card • Permanent Resident Card • Canadian Record of Landing/Canadian Immigration Identification Record	• School ID card (student card) • Bank card (only if holder's name is on card) • Credit card (only if holder's name is on card) • Passport • Foreign birth certificate (a baptismal certificate is not acceptable) • Canadian or U.S. driver's licence • Naturalization certificate • Canadian Forces identification • Police identification • Foreign Affairs Canada or consular identification • Vehicle registration (only if owner's signature is shown) • Picture employee ID card • Firearms Acquisition Certificate • Social Insurance Card (only if has signature strip) • B.C. CareCard • Native Status Card • Parole Certificate ID • Correctional Service Conditional Release Card

*It is not necessary that each piece of identification viewed by the Contractor contains the name, date of birth and current address of the Services Worker. It is sufficient that, in combination, the identification viewed contains that information.

Verification of education and professional qualifications

2. The Contractor must verify, by reasonable means, any relevant education and professional qualifications of a Services Worker, obtain or create, as applicable, Records of all such verifications, and retain a copy of those Records.

Verification of employment history and reference checks

3. The Contractor must verify, by reasonable means, any relevant employment history of a Services Worker, which will generally consist of the Contractor requesting that a Services Worker provide employment references and the Contractor contacting those references. If a Services Worker has no relevant employment history, the Contractor must seek to verify the character or other relevant personal characteristics of the Services Worker by requesting the Services Worker to provide one or more personal references and contacting those references. The Contractor must obtain or create, as applicable, Records of all such verifications and retain a copy of those Records.

Security interview

4. The Contractor must allow the Province to conduct a security-focused interview with a Services Worker if the Province identifies a reasonable security concern and notifies the Contractor it wishes to do so.

SCHEDULE H – ADDITIONAL TERMS

Notwithstanding section 47(b) of the Terms and Conditions of the Services Agreement, the termination notice period for this Service Agreement is 60 days.

SUBSIDIARY COMPONENT AGREEMENT (SCA)

BRITISH COLUMBIA

Ministry of Children and Family Development

BRITISH COLUMBIA — Ministry of Children and Family Development	**SUBSIDIARY COMPONENT AGREEMENT: FT08424003** **DOING BUSINESS AS: FAMILY SERVICES OF GREATER VANCOUVER** **Agreement Name:** Project Parent

HER MAJESTY THE QUEEN IN RIGHT OF THE PROVINCE OF BRITISH COLUMBIA, represented by The Minister of Children and Family Development (the "Province", "we", "us", or "our" as applicable) at the following address:	AND FAMILY SERVICES OF GREATER VANCOUVER (Legal Name) (the "Contractor", "you", or "your" as applicable) at the following address:
240 4680 KINGSWAY BURNABY, B.C. CANADA V5H 4L9 Fax Number: (604)775-0840	1616 7TH AVE W VANCOUVER, BC V6J 1S5 Fax Number: (604)733-7009

The term for the Subsidiary Component Agreement begins on: 01/04/2011 (Day/Month/Year) and ends on 31/03/2012 (Day/Month/Year)

THE PARTIES AGREE TO THE TERMS ON THE ATTACHED PAGES OF THIS DOCUMENT AND OUTLINED BELOW. THIS SUBSIDIARY COMPONENT AGREEMENT IS PART OF THE THIRD PARTY SERVICE AGREEMENT FT08424000:

APPLICABLE SCHEDULES:

- **SCHEDULE A - SERVICES**
- **SCHEDULE B - PAYMENT & FINANCIAL REPORTING**
- **SCHEDULE C - APPROVED SUBCONTRACTOR(S)**
- **SCHEDULE D - RISK MANAGEMENT & CONFLICT RESOLUTION**
- **SCHEDULE E - AUTHORIZED PERSONS (FOR THE SUBSIDIARY COMPONENT AGREEMENT)**
- **SCHEDULE H - ADDITIONAL TERMS**

SIGNED AND DELIVERED on the 13TH day of April, 2011 on behalf of the Province by its duly authorized representative

Signature: Sue Hassard

Print Name: Sue Hassard

Position: Community Services Manager or Designate

Responsibility Centre: MGR COMM SERV - BURNABY

SIGNED AND DELIVERED on the 30 day of March, 2011 by or on behalf of the Contractor (or by its authorized signatory or signatories if the Contractor is a corporation)

Signature:

Print Name: Lisa Whittaker Position: Vice President

Signature:

Print Name: LYN MARTENS Position: A/CEO

Signature:

Print Name: Position:

READ TERMS ON THE ATTACHED PAGES OF THIS DOCUMENT

SCHEDULE A – SERVICES

The annual baseline funding will be $567,568.41.

SUMMARY

Term **01/04/2011 to 31/03/2012** ***Total Amount of Component Agreement*** **$567,568.41**

Allocation by Programs and Services

Programs		
Family Preservation and Reunification		
Intervention - General		$567,568.41
	Sub-Total	**$567,568.41**
	Total	**$567,568.41**

Allocation by Community

Communities Served		
Burnaby		$395,226.18
New Westminster		$172,342.23
	Total	**$567,568.41**

Allocation by Business Area

Core Business Area	**Business Area - Sub Business Area**	
Child and Family Development		
	Family Development/Family Preservation and Reunification	$567,568.41
	Sub-Total	**$567,568.41**
	Total	**$567,568.41**

PROGRAMS

Family Preservation and Reunification

TARGET POPULATION: Families involved with the ministry through its protection mandate. The focus is on families with children twelve years of age and under, but includes families with both children and youth.

OUTCOME: Children, youth and their families are able to remain together or, if apart, are able to reunite, free from abuse and neglect.

Project Parent - Burnaby / New Westminster (Family Preservation and Reunification)

SERVICE: INTERVENTION - GENERAL **Total Amount** $567,568.41

Definitions	Activities provided to maintain or prompt a planned change in the behaviour, condition or functioning of children, youth, and/or families/caregivers.			
Project Code	18CN289			
Input	Qualified Staff			
Output Indicators	# Service Units	**Quantity**	6551	
Reporting Frequency	Monthly			
Core Business Area	Child and Family Development			
Business Area	Family Development			
Sub Business Area	Family Preservation and Reunification			
Communities Served				
Burnaby	**Recipient(s)**	Family	**Amount**	$395,226.18
New Westminster	**Recipient(s)**	Family	**Amount**	$172,342.23

This allocation is provided as an estimate.

Additional Descriptions

OUTCOMES

To provide in-home and/or in the community support work with parents and children designed to enhance the safety and well-being of the children and increase the capacity of parents to meet their children's physical, emotional, and developmental needs.

REPORTING

Outputs/Quantitative Data:

On a monthly basis, the Contractor will submit a report for each community of the following outputs for the proceeding period:

- # of service units per family;
- # of direct client hours provided;
- # of individual families served; and
- # of aboriginal families served.

Additional output and/or outcome indicator reporting may be negotiated between the Program Liaison and the Contractor.

Outcomes/Qualitative Data:

On a monthly basis, the Contractor will submit a report for each community of the following outputs for the proceeding period:

- types of services provided;
- referral sources; and

- primary language spoken at home by Clients.

On an annual basis, the Contractor will provide a report of the results of the client satisfaction and outcome surveys completed at service end for each community.

SERVICE DESCRIPTION
Project Parent works with families who are experiencing a considerable amount of stress and/or difficulty, which potentially interferes with their ability to parent adequately, often due to generational patters and socio-economic factors.

Services are delivered primarily in the home to families by a Family Counselor. Family Counsellors provide up to four (4) hours per week of service per family, and the maximum length of involvement for a family with the program is six (6) months.

TARGET POPULATION
Project Parent is an intensive intervention/parenting program for families living in Burnaby and New Westminster with children from birth to 12 years where:

- there is an identified concern about the safety and well-being of the children in the home;
- there is an identified concern about the neglect and/or abuse of the children; and/or
- there is an identified concern about re-unification or separation.

INTAKE OR REFERRAL PROCESS
Referral Process

Access to the program is by Ministry of Children and Family Development Child Protection or Family Service social worker referral only.

If referrals are below anticipated levels, the Ministry and Contractor may elect to:

(a) change eligibility criteria;
(b) shift service allocations within the contract;
(c) advertise program details, start dates etc with Ministry staff and others as appropriate; and/or,
(d) some other remedial action negotiated between the Contractor and the Ministry.

The action chosen will be negotiated between the Contractor and the Community Services Manager or their designate. Any change to the contract will be affirmed in writing; a copy will be sent to the Contractor and a copy kept on the Ministry contract file.

Intake Process

The intake process will be mutually agreed upon. The goal is an intake process with a single point of entry that meets the needs of the clients.

The Contractor may refuse to provide service where there is active violence in the home and where the safety of the children, any family member or the worker is at question due to continued residence of the perpetrator in the family home.

INPUTS
Staff Qualifications: Family Counsellors will have a minimum of an undergraduate degree in a social science and/or an equivalent combination of education and experience.

Supervision: Clinical and administrative supervision will be provided regularly and as required in accordance with Contractor's accreditation standards.

Service Delivery Model

5.5 FTE Family Counsellors
1.11 FTE Supervisor
0.75 FTE Administrative Support

ACTIVITIES
Activities will include but not be limited to:

- assessment and integrated service planning;
- supporting families and building on their strengths;
- coaching and modeling positive parenting techniques;
- goal setting with families;
- providing individual parent training and education;
- providing individuals, couple and family counseling;
- supporting linkages to formal and informal supports;
- referring and networking families to community and professional supports;
- advocating on behalf of the family to professional and community resources based on the family's need and for the removal of systemic barriers affecting the well-being of children and families; and
- providing written Assessment and Progress Reports to families and the referring party.

OUTPUT INDICATORS
Service Units

The following service unit definition is applied:

Service Unit v.II is defined as "an hour of service provision to an identified Client, or group of Clients, and will include such activities as face to face contact, Client specific report writing, Client specific telephone calls, case management meetings, case consultation and case supervision, training where pre-approved by the MCFD as billable, and community meetings and travel directly related to contracted services. Activities that do not fall under the definition of Service Unit include program information inquiries of a general nature, statistical or data collection, team meetings, organization staff training, development and supervision."

The calculation submitted by the Contractor indicates that one (1.0) FTE converts to 1,191 service units per annum.

A total of 6,551 service units per annum will be provided by the Family Counsellors.

Caseloads

Services will be provided to approximately 42 families per month.

Additional Descriptions

OUTCOMES

- Increased capacity to maintain children in the family/caregiver home.
- Improved level of personal functioning in areas such as, parenting (i.e. establishing and maintaining positive discipline practices and appropriate limit setting), time management , effective communication, self-care, coping skills (i.e. positive lifestyle practices, stress management, anger management).
- Increased ability to form and maintain healthy relationships, including couple, parent/child, extended family and other significant relationships.
- Increased ability to resolve and manage past trauma.

- Reduced isolation through increased connections to personal support system, community and professional supports and resources, and employment where applicable.
- Increased personal and family safety.
- Increased level of child functioning related to social, emotional, physical and cognitive well being.

BUSINESS AREA OUTCOMES

- Families have an enhanced capacity to care for their children
- Extended Families and communities are actively engaged and caring for children
- Children and youth are healthy and have a sense of well-being
- Children and youth are free from abuse, neglect and exploitation
- Children and youth experience stability and permanence in their family and alternative family environment
- Children in care are engaged and successful at school and experience positive outcomes
- Children in care transition successfully to adulthood through appropriate supports and supportive relationships

SCHEDULE B – PAYMENT & FINANCIAL REPORTING

Aggregate Maximum

1.1 Subject to the provisions of the Third Party Service Agreement and this Subsidiary Component Agreement, we will pay you an amount not exceeding $567,568.41, including HST, in the aggregate, for providing the Services set out in Schedule A, during the term of this Subsidiary Component Agreement.

Payments

2.1 **Monthly Recurring**

We will pay you on or about the 15th day of the month commencing on the 1st day of April, 2011 as provided in the following payment schedule:

From	To	Amount	HST	Total
April 1, 2011	April 30, 2011	$47,297.34	$0.00	$47,297.34
May 1, 2011	March 31, 2012	$47,297.37	$0.00	$520,271.07
				$567,568.41

2.2 **Payment Address**

1616 7TH AVE W VANCOUVER, BC V6J 1S5

Harmonized Sales Tax (HST)

Financial Reports

2.3 In addition to the financial statements referred to in the Audit and Service Evaluation section of FT08424000 any financial reports should, at a minimum, relate costs to service outputs. The following additional financial reports are required:

Name	Description
Semi-annual Service Cost Report	Report that outlines the semi-annual costs associated with a service.
9-Month Service Cost Report	Report that outlines the costs associated with a service every 9 months.

Transition to Unit Cost Based Payments

2.4 Not applicable

SCHEDULE C – APPROVED SUBCONTRACTOR(S)

Subcontractors

1.1 The following persons or organizations, are specified as Subcontractors under section 12 of the Third Party Service Agreement, for purposes of this Subsidiary Component Agreement:

None

SCHEDULE D – RISK MANAGEMENT & CONFLICT RESOLUTION

Criminal Record Check

1.1 In accordance with the Criminal Records Review Act, you must undertake a criminal record check of each staff member or other person who has, or potentially has, unsupervised access to children, or who has access to their records.

1.2 In addition to any criminal record checks required under the Criminal Records Review Act, you must undertake a criminal record check on volunteers or other individuals who have, or potentially have, unsupervised access to children or their records.

1.3 Upon our written request you must provide us written confirmation that:

(a) criminal record checks have been initiated;
(b) you have acted on instructions from the adjudicator or us; and
(c) all other related procedures have been followed.

Conflict Resolution Officials

2.1 The designated "Officials" of the parties for the purposes of the Conflict Resolution Protocol are:

	Province	**Contractor**
Stage One:	Community Services Manager or Designate	Executive Director or Designate
Stage Two:	Regional Executive Director	Executive Director or Designate
Stage Three:	Deputy Minister or Designate	Chair, Board of Directors or Designate

Permits and Licenses

3.1 You must obtain all the permits and licenses required to perform the Services, including, but not limited to:

(a) any permits or licenses required by municipal or health authorities for the operation of the Services delineated in Schedule A.

(b) any municipal, provincial, federal permits and licenses required to provide the Services including motor vehicle licenses of the appropriate class to provide transportation to clients.

Insurance and Indemnity

4.1 If eligible, you will be enrolled for insurance coverage under our Master Insurance Program (MIP).

4.2 In the event that you are deemed ineligible for coverage under the Master Insurance Program (MIP), you must, without limiting your obligations or liabilities and at your own expense, provide and maintain throughout the Term, Comprehensive General Liability in an amount not less than $2,000,000 inclusive per occurrence insuring against bodily injury, personal injury and property damage and including liability assumed under contract with insurers licensed in the province of British Columbia and in the forms and amounts acceptable to us.

4.3 You must ensure all required insurance is endorsed to provide us with 30 days advance written notice of cancellation or material change.

4.4 You must provide us with evidence of the required insurance, in the form of a completed Province of British Columbia Certificate of Insurance, immediately following execution and delivery of the Agreement.

4.5 You must maintain a minimum of $2,000,000.00 automobile third party insurance on any vehicle used to provide Services to the public.

4.6 Additional Insurance: Not applicable

SCHEDULE E – AUTHORIZED PERSONS (FOR THE SUBSIDIARY COMPONENT AGREEMENT)

Authorized Persons

1.1 The Contractor designates any of the following persons, (identified by name and/or position) to act for you in relation to this Subsidiary Component Agreement:

None

1.2 The Ministry designates any of the following persons (identify by name and/or position) to act for us in relation to this Subsidiary Component Agreement:

Community Services Manager or Designate

SCHEDULE H – ADDITIONAL TERMS

Other

1. Notwithstanding Clause 55 (b) of the Third Party Service Agreement, the termination notice period for this Subsidiary Component Agreement is 60 days.

SUBSIDIARY COMPONENT AGREEMENT (SCA)

BRITISH COLUMBIA

Ministry of Children and Family Development

BRITISH COLUMBIA — Ministry of Children and Family Development	**SUBSIDIARY COMPONENT AGREEMENT: FT08424003** **DOING BUSINESS AS: FAMILY SERVICES OF GREATER VANCOUVER** **Agreement Name:** Project Parent

HER MAJESTY THE QUEEN IN RIGHT OF THE PROVINCE OF BRITISH COLUMBIA, represented by The Minister of Children and Family Development (the "Province", "we", "us", or "our" as applicable) at the following address:	AND FAMILY SERVICES OF GREATER VANCOUVER (Legal Name) (the "Contractor", "you", or "your" as applicable) at the following address:
300 - 5172 Kingsway Burnaby, British Columbia Canada V5H 2E8 Fax Number: (604)775-0840	201-1638 BROADWAY E VANCOUVER, BC V5N 1W1 Fax Number: (604)733-7009

The term for the Subsidiary Component Agreement begins on: 01/04/2013 (Day/Month/Year) and ends on 31/03/2014 (Day/Month/Year)

THE PARTIES AGREE TO THE TERMS ON THE ATTACHED PAGES OF THIS DOCUMENT AND OUTLINED BELOW.
THIS SUBSIDIARY COMPONENT AGREEMENT IS PART OF THE THIRD PARTY SERVICE AGREEMENT FT08424000:

APPLICABLE SCHEDULES:

- **SCHEDULE A - SERVICES**
- **SCHEDULE B - PAYMENT & FINANCIAL REPORTING**
- **SCHEDULE C - APPROVED SUBCONTRACTOR(S)**
- **SCHEDULE D - RISK MANAGEMENT & CONFLICT RESOLUTION**
- **SCHEDULE E - AUTHORIZED PERSONS (FOR THE SUBSIDIARY COMPONENT AGREEMENT)**
- **SCHEDULE H - ADDITIONAL TERMS**

SIGNED AND DELIVERED on the 10th day of May 2013 on behalf of the Province by its duly authorized representative

Signature: Susan Goodman

Print Name: Sue Hassard

Position: Community Services Manager or Designate

Responsibility Centre: CSM - BURNABY/N WEST

SIGNED AND DELIVERED on the 6 day of May 2013 by or on behalf of the Contractor (or by its authorized signatory or signatories if the Contractor is a corporation)

Signature: Caroline J Bonesky

Print Name: Caroline Bonesky Position: Chief Executive Officer

Signature:

Print Name: Position:

Signature:

Print Name: Position:

READ TERMS ON THE ATTACHED PAGES OF THIS DOCUMENT

SCHEDULE A – SERVICES

SUMMARY

Term **01/04/2013 to 31/03/2014** ***Total Amount of Component Agreement*** **$531,379.24**

Allocation by Programs and Services

Programs		
Family Preservation and Reunification		
	Intervention - General	$531,379.24
	Sub-Total	**$531,379.24**
	Total	**$531,379.24**

Allocation by Community

Communities Served		
Burnaby		$370,025.86
New Westminster		$161,353.38
	Total	**$531,379.24**

Allocation by Business Area

Core Business Area	**Business Area - Sub Business Area**	
Child and Family Development		
	Family Development/Family Preservation and Reunification	$531,379.24
	Sub-Total	**$531,379.24**
	Total	**$531,379.24**

PROGRAMS

Family Preservation and Reunification

TARGET POPULATION:	Families involved with the ministry through its protection mandate. The focus is on families with children twelve years of age and under, but includes families with both children and youth.
OUTCOME:	Children, youth and their families are able to remain together or, if apart, are able to reunite, free from abuse and neglect.

Project Parent - Burnaby / New Westminster (Family Preservation and Reunification)

SERVICE: INTERVENTION - GENERAL **Total Amount** $531,379.24

Definitions	Activities provided to maintain or prompt a planned change in the behaviour, condition or functioning of children, youth, and/or families/caregivers.			
Project Code	18CN289			
Input	Qualified Staff			
Output Indicators	# Service Units	**Quantity**	5955	
Reporting Frequency	Monthly			
Core Business Area	Child and Family Development			
Business Area	Family Development			
Sub Business Area	Family Preservation and Reunification			
Communities Served				
Burnaby	**Recipient(s)**	Family	**Amount**	$370,025.86
New Westminster	**Recipient(s)**	Family	**Amount**	$161,353.38

This allocation is provided as an estimate.

Additional Descriptions

SERVICE DESCRIPTION

The annual baseline funding is $531,379.24.

OUTCOMES

To provide in-home and/or in the community support work with parents and children designed to enhance the safety and well-being of the children and increase the capacity of parents to meet their children's physical, emotional, and developmental needs.

REPORTING

Outputs/Quantitative Data:

On a monthly basis, the Contractor will submit a report for each community of the following outputs for the proceeding period:

- # of service units per family;
- # of direct client hours provided;
- # of individual families served; and
- # of aboriginal families served.

Additional output and/or outcome indicator reporting may be negotiated between the Program Liaison and the Contractor.

Outcomes/Qualitative Data:

On a monthly basis, the Contractor will submit a report for each community of the following outputs for the proceeding period:

- types of services provided;
- referral sources; and
- primary language spoken at home by Clients.

On an annual basis, the Contractor will provide a report of the results of the client satisfaction and outcome surveys completed at service end for each community.

SERVICE DESCRIPTION
Project Parent works with families who are experiencing a considerable amount of stress and/or difficulty, which potentially interferes with their ability to parent adequately, often due to generational patterns and socio-economic factors.

Services are delivered primarily in the home to families by a Family Counsellor. Family Counsellors provide up to four (4) hours per week of service per family, and the maximum length of involvement for a family with the program is six (6) months.

TARGET POPULATION
Project Parent is an intensive intervention/parenting program for families living in Burnaby and New Westminster with children from birth to 12 years where:

- there is an identified concern about the safety and well-being of the children in the home;
- there is an identified concern about the neglect and/or abuse of the children; and/or
- there is an identified concern about re-unification or separation.

INTAKE OR REFERRAL PROCESS
Referral Process

Access to the program is by Ministry of Children and Family Development Child Protection or Family Service social worker referral only.

If referrals are below anticipated levels, the Ministry and Contractor may elect to:

(a) change eligibility criteria;
(b) shift service allocations within the contract;
(c) advertise program details, start dates, etc. with Ministry staff and others as appropriate; and/or
(d) some other remedial action negotiated between the Contractor and the Ministry.

The action chosen will be negotiated between the Contractor and the Community Services Manager or their designate. Any change to the contract will be affirmed in writing; a copy will be sent to the Contractor and a copy kept on the Ministry contract file.

Intake Process

The intake process will be mutually agreed upon. The goal is an intake process with a single point of entry that meets the needs of the clients.

The Contractor may refuse to provide service where there is active violence in the home and where the safety of the children, any family member or the worker is at question due to continued residence of the perpetrator in the family home.

INPUTS
Staff Qualifications: Family Counsellors will have a minimum of an undergraduate degree in a social science and/or an equivalent combination of education and experience.

Supervision: Clinical and administrative supervision will be provided regularly and as required in accordance with the Contractor's accreditation standards.

Service Delivery Model

- 5.0 FTE Family Counsellors
- 0.90 FTE Supervisor
- 0.75 FTE Administrative Support

ACTIVITIES
Activities will include but not be limited to:

- assessment and integrated service planning;
- supporting families and building on their strengths;
- coaching and modeling positive parenting techniques;
- goal setting with families;
- providing individual parent training and education;
- providing individuals, couple and family counselling;
- supporting linkages to formal and informal supports;
- referring and networking families to community and professional supports;
- advocating on behalf of the family to professional and community resources based on the family's need and for the removal of systemic barriers affecting the well-being of children and families; and
- providing written Assessment and Progress Reports to families and the referring party.

OUTPUT INDICATORS
Service Units

The following service unit definition is applied:

Service Unit v.II is defined as "an hour of service provision to an identified Client, or group of Clients, and will include such activities as face to face contact, Client specific report writing, Client specific telephone calls, case management meetings, case consultation and case supervision , training where pre-approved by the MCFD as billable, and community meetings and travel directly related to contracted services. Activities that do not fall under the definition of Service Unit include program information inquiries of a general nature, statistical or data collection, team meetings, organization staff training, development and supervision."

The calculation submitted by the Contractor indicates that one (1.0) FTE converts to 1,191 service units per annum.

A total of 5,955 service units per annum will be provided by the Family Counsellors.

Caseloads

Services will be provided to approximately 35 families per month.

Additional Descriptions

OUTCOMES

- Increased capacity to maintain children in the family/caregiver home.
- Improved level of personal functioning in areas such as, parenting (i.e. establishing and maintaining positive discipline practices and appropriate limit setting), time management, effective communication, self-care, coping skills (i.e. positive lifestyle practices, stress

management, anger management).

- Increased ability to form and maintain healthy relationships, including couple, parent/child, extended family and other significant relationships.
- Increased ability to resolve and manage past trauma.
- Reduced isolation through increased connections to personal support system, community and professional supports and resources, and employment where applicable.
- Increased personal and family safety.
- Increased level of child functioning related to social, emotional, physical and cognitive well-being.

BUSINESS AREA OUTCOMES

- Families have an enhanced capacity to care for their children
- Extended Families and communities are actively engaged and caring for children
- Children and youth are healthy and have a sense of well-being
- Children and youth are free from abuse, neglect and exploitation
- Children and youth experience stability and permanence in their family and alternative family environment
- Children in care are engaged and successful at school and experience positive outcomes
- Children in care transition successfully to adulthood through appropriate supports and supportive relationships

SCHEDULE B – PAYMENT & FINANCIAL REPORTING

Aggregate Maximum

1.1 Subject to the provisions of the Third Party Service Agreement and this Subsidiary Component Agreement, we will pay you an amount not exceeding $531,379.24, including GST, in the aggregate, for providing the Services set out in Schedule A, during the term of this Subsidiary Component Agreement.

Payments

2.1 **Monthly Recurring**

We will pay you on or about the 15th day of the month commencing on the 1st day of April, 2013 as provided in the following payment schedule:

From	To	Amount	GST	Total
April 1, 2013	April 30, 2013	$44,281.64	$0.00	$44,281.64
May 1, 2013	March 31, 2014	$44,281.60	$0.00	$487,097.60
				$531,379.24

2.2 **Payment Address**

201-1638 BROADWAY E VANCOUVER, BC V5N 1W1

Goods and Services Tax (GST)

Financial Reports

2.3 In addition to the financial statements referred to in the Audit and Service Evaluation section of FT08424000 any financial reports should, at a minimum, relate costs to service outputs. The following additional financial reports are required:

Name	Description
Semi-annual Service Cost Report	Report that outlines the semi-annual costs associated with a service.
9-Month Service Cost Report	Report that outlines the costs associated with a service every 9 months.

Transition to Unit Cost Based Payments

2.4 Not applicable

SCHEDULE C – APPROVED SUBCONTRACTOR(S)

Subcontractors

1.1 The following persons or organizations, are specified as Subcontractors under section 12 of the Third Party Service Agreement, for purposes of this Subsidiary Component Agreement:

None

SCHEDULE D – RISK MANAGEMENT & CONFLICT RESOLUTION

Criminal Record Check

1.1 In accordance with the Criminal Records Review Act, you must undertake a criminal record check of each staff member or other person who has, or potentially has, unsupervised access to children, or who has access to their records.

1.2 In addition to any criminal record checks required under the Criminal Records Review Act, you must undertake a criminal record check on volunteers or other individuals who have, or potentially have, unsupervised access to children or their records.

1.3 Upon our written request you must provide us written confirmation that:

(a) criminal record checks have been initiated;
(b) you have acted on instructions from the adjudicator or us; and
(c) all other related procedures have been followed.

Conflict Resolution Officials

2.1 The designated "Officials" of the parties for the purposes of the Conflict Resolution Protocol are:

	Province	Contractor
Stage One:	Community Services Manager or Designate	Executive Director or Designate
Stage Two:	Executive Director of Service	Executive Director or Designate
Stage Three:	Deputy Minister or Designate	Chair, Board of Directors or Designate

Permits and Licenses

3.1 You must obtain all the permits and licenses required to perform the Services, including, but not limited to:

(a) any permits or licenses required by municipal or health authorities for the operation of the Services delineated in Schedule A.

(b) any municipal, provincial, federal permits and licenses required to provide the Services including motor vehicle licenses of the appropriate class to provide transportation to clients.

Insurance and Indemnity

A. For all Contractor's activities under this Agreement to which the Master Insurance Program applies, as determined by the Province in its sole discretion:

4.1 The Province will purchase and maintain Comprehensive General Liability insurance in the amount of $2,000,000 inclusive per occurrence against bodily injury and property damage arising out of the Contractor's performance of the Services on behalf of the Province as outlined in this Agreement.

4.2 The Contractor shall be responsible for and pay any deductible under the policy.

4.3 The Contractor will be provided with a Certificate of Insurance and a copy of the insurance policy wording.

4.4 The Province will take reasonable steps to ensure the coverage specified in section 1 is continuous for the duration of this Agreement but the Province does not accept responsibility for providing coverage in the event the insurance is cancelled or reduced by the insurer.

4.5 The Province does not represent or warrant that the policy contains insurance for any and all losses. It is the Contractor's responsibility to ascertain the exact nature and extent of coverage of the policy as well as any and all terms and conditions of the policy.

4.6 The Contractor shall provide, maintain, and pay for, any additional insurance which the Contractor is required by law to carry, or which the Contractor considers necessary to cover risks not otherwise covered by insurance specified in section 1.

B. For all Contractor's activities to which the Master Insurance Program does not apply, the Contractor shall:

5.1 The Contractor must, without limiting its obligation or liabilities and at its own expense, purchase and maintain throughout the term of this Agreement the following insurances with insurers licensed in Canada in forms and amounts acceptable to the Province:

(a) Commercial General Liability in an amount not less than $2,000,000.00 inclusive per occurrence against bodily injury, personal injury and property damage and including liability assumed under this Agreement and this insurance must:

(i) include the Province as an additional insured;

(ii) be endorsed to provide the Province with 30 days advance written notice of cancellation or material change; and

(iii) include a cross liability clause.

5.2 All insurance described in paragraph 1 of this Schedule must:

(a) be primary; and

(b) not require the sharing of any loss by any insurer of the Province.

5.3 The Contractor must provide the Province with evidence of all required insurance:

(a) Within 10 working days of commencement of the Services, the Contractor must provide to the Province evidence of all required insurance in the form of a completed Province of British Columbia Certificate of Insurance.

(b) If the insurance policy(ies) expire before the end of the term of this Agreement, the Contractor must provide within 10 working days of expiration, evidence of new or renewal policy(ies) of all expired insurance in the form of a completed Province of British Columbia Certificate of Insurance.

(c) Notwithstanding paragraph 3(a) or (b) above, if requested by the Province at any time, the Contractor must provide to the Province certified copies of the required insurance policies.

5.4 The Contractor shall provide, maintain, and pay for, any additional insurance which it is required by law to carry, or which it considers necessary to cover risks not otherwise covered by insurance specified in this schedule in its sole discretion.

C. Whether A or B applies to the Services, for all Contractor activities under this Agreement:

6.1 The Contractor shall maintain Automobile Liability insurance on all vehicles owned, operated or licensed by the Contractor in an amount not less than $2,000,000 per occurrence, and where applicable the Contractor may show evidence of this insurance using an ICBC Confirmation of Insurance Coverage (APV-47) form in place of the requirement for the BC Certificate of Insurance.

6.2 Additional Insurance: Not applicable

SCHEDULE E – AUTHORIZED PERSONS (FOR THE SUBSIDIARY COMPONENT AGREEMENT)

Authorized Persons

1.1 The Contractor designates any of the following persons, (identified by name and/or position) to act for you in relation to this Subsidiary Component Agreement:

None

1.2 The Ministry designates any of the following persons (identify by name and/or position) to act for us in relation to this Subsidiary Component Agreement:

Community Services Manager or Designate

SCHEDULE H – ADDITIONAL TERMS

Other

1. Notwithstanding Clause 55 (b) of the Third Party Service Agreement, the termination notice period for this Subsidiary Component Agreement is 60 days.

SUBSIDIARY COMPONENT AGREEMENT (SCA)

BRITISH COLUMBIA

Ministry of Children and Family Development

BRITISH COLUMBIA | Ministry of Children and Family Development	**SUBSIDIARY COMPONENT AGREEMENT: FT08424003** **DOING BUSINESS AS: FAMILY SERVICES OF GREATER VANCOUVER** **Agreement Name:** Project Parent

HER MAJESTY THE QUEEN IN RIGHT OF THE PROVINCE OF BRITISH COLUMBIA, represented by The Minister of Children and Family Development (the "Province", "we", "us", or "our" as applicable) at the following address:	AND FAMILY SERVICES OF GREATER VANCOUVER (Legal Name) (the "Contractor", "you", or "your" as applicable) at the following address:
300 - 5172 Kingsway Burnaby, British Columbia Canada V5H 2E8 Fax Number: (604)775-0840	201-1638 BROADWAY E VANCOUVER, BC V5N 1W1 Fax Number: (604)733-7009

The term for the Subsidiary Component Agreement begins on: 01/04/2014 (Day/Month/Year) and ends on 31/03/2015 (Day/Month/Year)

THE PARTIES AGREE TO THE TERMS ON THE ATTACHED PAGES OF THIS DOCUMENT AND OUTLINED BELOW.
THIS SUBSIDIARY COMPONENT AGREEMENT IS PART OF THE THIRD PARTY SERVICE AGREEMENT FT08424000:

APPLICABLE SCHEDULES:

- **SCHEDULE A - SERVICES**
- **SCHEDULE B - PAYMENT & FINANCIAL REPORTING**
- **SCHEDULE C - APPROVED SUBCONTRACTOR(S)**
- **SCHEDULE D - RISK MANAGEMENT & CONFLICT RESOLUTION**
- **SCHEDULE E - AUTHORIZED PERSONS (FOR THE SUBSIDIARY COMPONENT AGREEMENT)**
- **SCHEDULE F - INFORMATION MANAGEMENT & PRIVACY PROTECTION**
- **SCHEDULE H - ADDITIONAL TERMS**

SIGNED AND DELIVERED on the 23 day of April, 2014 on behalf of the Province by its duly authorized representative

Signature: [signature]

Print Name: Sue Hassard

Position: Community Services Manager or Designate

Responsibility Centre: CSM - BURNABY/N WEST

SIGNED AND DELIVERED on the 23rd day of April, 2014 by or on behalf of the Contractor (or by its authorized signatory or signatories if the Contractor is a corporation)

Signature: [signature] Chief Executive Officer

Print Name: Caroline Bonesky Position: Officer

Signature:

Print Name: Position:

Signature:

Print Name: Position:

READ TERMS ON THE ATTACHED PAGES OF THIS DOCUMENT

SCHEDULE A – SERVICES

The Annual Baseline funding is $531,379.32.

SUMMARY

Term **01/04/2014 to 31/03/2015** ***Total Amount of Component Agreement*** **$531,379.32**

Allocation by Programs and Services

Programs		
Family Preservation and Reunification		
	Intervention - General	$531,379.32
	Sub-Total	**$531,379.32**
	Total	**$531,379.32**

Allocation by Community

Communities Served	
Burnaby	$370,025.94
New Westminster	$161,353.38
Total	**$531,379.32**

Allocation by Business Area

Core Business Area	**Business Area - Sub Business Area**	
Child and Family Development		
	Family Development/Family Preservation and Reunification	$531,379.32
	Sub-Total	**$531,379.32**
	Total	**$531,379.32**

PROGRAMS

Family Preservation and Reunification

TARGET POPULATION:	Families involved with the ministry through its protection mandate. The focus is on families with children twelve years of age and under, but includes families with both children and youth.
OUTCOME:	Children, youth and their families are able to remain together or, if apart, are able to reunite, free from abuse and neglect.

Project Parent - Burnaby / New Westminster (Family Preservation and Reunification)

SERVICE: INTERVENTION - GENERAL **Total Amount** $531,379.32

Definitions	Activities provided to maintain or prompt a planned change in the behaviour, condition or functioning of children, youth, and/or families/caregivers.			
Project Code	18CN289			
Input	Qualified Staff			
Output Indicators	# Service Units	**Quantity**	5955	
Reporting Frequency	Monthly			
Core Business Area	Child and Family Development			
Business Area	Family Development			
Sub Business Area	Family Preservation and Reunification			
Communities Served				
Burnaby	**Recipient(s)**	Family	**Amount**	$370,025.94
New Westminster	**Recipient(s)**	Family	**Amount**	$161,353.38

This allocation is provided as an estimate.

Additional Descriptions

SERVICE DESCRIPTION

OUTCOMES

To provide in-home and/or in the community support work with parents and children designed to enhance the safety and well-being of the children and increase the capacity of parents to meet their children's physical, emotional, and developmental needs.

REPORTING

Outputs/Quantitative Data:

On a monthly basis, the Contractor will submit a report for each community of the following outputs for the proceeding period:

- # of service units per family;
- # of direct client hours provided;
- # of individual families served; and
- # of aboriginal families served.

Additional output and/or outcome indicator reporting may be negotiated between the Program Liaison and the Contractor.

Outcomes/Qualitative Data:

On a monthly basis, the Contractor will submit a report for each community of the following outputs for the proceeding period:

- types of services provided;

- referral sources; and
- primary language spoken at home by Clients.

On an annual basis, the Contractor will provide a report of the results of the client satisfaction and outcome surveys completed at service end for each community.

SERVICE DESCRIPTION
Project Parent works with families who are experiencing a considerable amount of stress and/or difficulty, which potentially interferes with their ability to parent adequately, often due to generational patterns and socio-economic factors.

Services are delivered primarily in the home to families by a Family Counsellor. Family Counsellors provide up to four (4) hours per week of service per family, and the maximum length of involvement for a family with the program is six (6) months.

TARGET POPULATION
Project Parent is an intensive intervention/parenting program for families living in Burnaby and New Westminster with children from birth to 12 years where:

- there is an identified concern about the safety and well-being of the children in the home;
- there is an identified concern about the neglect and/or abuse of the children; and/or
- there is an identified concern about re-unification or separation.

INTAKE OR REFERRAL PROCESS
Referral Process

Access to the program is by Ministry of Children and Family Development Child Protection or Family Service social worker referral only.

If referrals are below anticipated levels, the Ministry and Contractor may elect to:

(a) change eligibility criteria;
(b) shift service allocations within the contract;
(c) advertise program details, start dates, etc. with Ministry staff and others as appropriate; and/or
(d) some other remedial action negotiated between the Contractor and the Ministry.

The action chosen will be negotiated between the Contractor and the Community Services Manager or their designate. Any change to the contract will be affirmed in writing; a copy will be sent to the Contractor and a copy kept on the Ministry contract file.

Intake Process

The intake process will be mutually agreed upon. The goal is an intake process with a single point of entry that meets the needs of the clients.

The Contractor may refuse to provide service where there is active violence in the home and where the safety of the children, any family member or the worker is at question due to continued residence of the perpetrator in the family home.

INPUTS
Staff Qualifications: Family Counsellors will have a minimum of an undergraduate degree in a social science and/or an equivalent combination of education and experience.

Supervision: Clinical and administrative supervision will be provided regularly and as required in accordance with the Contractor's accreditation standards.

Service Delivery Model

- 5.0 FTE Family Counsellors
- 0.90 FTE Supervisor
- 0.75 FTE Administrative Support

ACTIVITIES
Activities will include but not be limited to:

- assessment and integrated service planning;
- supporting families and building on their strengths;
- coaching and modeling positive parenting techniques;
- goal setting with families;
- providing individual parent training and education;
- providing individuals, couple and family counselling;
- supporting linkages to formal and informal supports;
- referring and networking families to community and professional supports;
- advocating on behalf of the family to professional and community resources based on the family's need and for the removal of systemic barriers affecting the well-being of children and families; and
- providing written Assessment and Progress Reports to families and the referring party.

OUTPUT INDICATORS
Service Units

The following service unit definition is applied:

Service Unit v.II is defined as "an hour of service provision to an identified Client, or group of Clients, and will include such activities as face to face contact, Client specific report writing, Client specific telephone calls, case management meetings, case consultation and case supervision , training where pre-approved by the MCFD as billable, and community meetings and travel directly related to contracted services. Activities that do not fall under the definition of Service Unit include program information inquiries of a general nature, statistical or data collection, team meetings, organization staff training, development and supervision."

The calculation submitted by the Contractor indicates that one (1.0) FTE converts to 1,191 service units per annum.

A total of 5,955 service units per annum will be provided by the Family Counsellors.

Caseloads

Services will be provided to approximately 35 families per month.

Additional Descriptions

OUTCOMES

- Increased capacity to maintain children in the family/caregiver home.
- Improved level of personal functioning in areas such as, parenting (i.e. establishing and maintaining positive discipline practices and appropriate limit setting), time management, effective communication, self-care, coping skills (i.e. positive lifestyle practices, stress management, anger management).
- Increased ability to form and maintain healthy relationships, including couple, parent/child, extended family and other significant relationships.
- Increased ability to resolve and manage past trauma.
- Reduced isolation through increased connections to personal support system, community and professional supports and resources, and employment where applicable.

- Increased personal and family safety.
- Increased level of child functioning related to social, emotional, physical and cognitive well-being.

BUSINESS AREA OUTCOMES

- Families have an enhanced capacity to care for their children
- Extended Families and communities are actively engaged and caring for children
- Children and youth are healthy and have a sense of well-being
- Children and youth are free from abuse, neglect and exploitation
- Children and youth experience stability and permanence in their family and alternative family environment
- Children in care are engaged and successful at school and experience positive outcomes
- Children in care transition successfully to adulthood through appropriate supports and supportive relationships

SCHEDULE B – PAYMENT & FINANCIAL REPORTING

Aggregate Maximum

1.1 Subject to the provisions of the Third Party Service Agreement and this Subsidiary Component Agreement, we will pay you an amount not exceeding $531,379.32, including GST, in the aggregate, for providing the Services set out in Schedule A, during the term of this Subsidiary Component Agreement.

Payments

2.1 **Monthly Recurring**

We will pay you on or about the 15th day of the month commencing on the 1st day of April, 2014 as provided in the following payment schedule:

From	To	Amount	GST	Total
April 1, 2014	March 31, 2015	$44,281.61	$0.00	$531,379.32
				$531,379.32

2.2 **Payment Address**

201-1638 BROADWAY E VANCOUVER, BC V5N 1W1

Goods and Services Tax (GST)

Financial Reports

2.3 In addition to the financial statements referred to in the Audit and Service Evaluation section of FT08424000 any financial reports should, at a minimum, relate costs to service outputs. The following additional financial reports are required:

Name	Description
Semi-annual Service Cost Report	Report that outlines the semi-annual costs associated with a service.
9-Month Service Cost Report	Report that outlines the costs associated with a service every 9 months.

Transition to Unit Cost Based Payments

2.4 Not applicable

SCHEDULE C – APPROVED SUBCONTRACTOR(S)

Subcontractors

1.1 The following persons or organizations, are specified as Subcontractors under section 12 of the Third Party Service Agreement, for purposes of this Subsidiary Component Agreement:

None

SCHEDULE D – RISK MANAGEMENT & CONFLICT RESOLUTION

Criminal Record Check

1.1 In accordance with the Criminal Records Review Act, you must undertake a criminal record check of each staff member or other person who has, or potentially has, unsupervised access to children, or who has access to their records.

1.2 In addition to any criminal record checks required under the Criminal Records Review Act, you must undertake a criminal record check on volunteers or other individuals who have, or potentially have, unsupervised access to children or their records.

1.3 Upon our written request you must provide us written confirmation that:

(a) criminal record checks have been initiated;

(b) you have acted on instructions from the adjudicator or us; and

(c) all other related procedures have been followed.

Conflict Resolution Officials

2.1 The designated "Officials" of the parties for the purposes of the Conflict Resolution Protocol are:

	Province	**Contractor**
Stage One:	Community Services Manager or Designate	Executive Director or Designate
Stage Two:	Executive Director of Service	Executive Director or Designate
Stage Three:	Deputy Minister or Designate	Chair, Board of Directors or Designate

Permits and Licenses

3.1 You must obtain all the permits and licenses required to perform the Services, including, but not limited to:

(a) any permits or licenses required by municipal or health authorities for the operation of the Services delineated in Schedule A.

(b) any municipal, provincial, federal permits and licenses required to provide the Services including motor vehicle licenses of the appropriate class to provide transportation to clients.

Insurance and Indemnity

A. For all Contractor's activities under this Agreement to which the Master Insurance Program applies, as determined by the Province in its sole discretion:

4.1 The Province will purchase and maintain Comprehensive General Liability insurance in the amount of $2,000,000 inclusive per occurrence against bodily injury and property damage arising out of the Contractor's performance of the Services on behalf of the Province as outlined in this Agreement.

4.2 The Contractor shall be responsible for and pay any deductible under the policy.

4.3 The Contractor will be provided with a Certificate of Insurance and a copy of the insurance policy wording.

4.4 The Province will take reasonable steps to ensure the coverage specified in section 1 is continuous for the duration of this Agreement but the Province does not accept responsibility for providing coverage in the event the insurance is cancelled or reduced by the insurer.

4.5 The Province does not represent or warrant that the policy contains insurance for any and all losses. It is the Contractor's responsibility to ascertain the exact nature and extent of coverage of the policy as well as any and all terms and conditions of the policy.

4.6 The Contractor shall provide, maintain, and pay for, any additional insurance which the Contractor is required by law to carry, or which the Contractor considers necessary to cover risks not otherwise covered by insurance specified in section 1.

B. For all Contractor's activities to which the Master Insurance Program does not apply, the Contractor shall:

5.1 The Contractor must, without limiting its obligation or liabilities and at its own expense, purchase and maintain throughout the term of this Agreement the following insurances with insurers licensed in Canada in forms and amounts acceptable to the Province:

(a) Commercial General Liability in an amount not less than $2,000,000.00 inclusive per occurrence against bodily injury, personal injury and property damage and including liability assumed under this Agreement and this insurance must:

(i) include the Province as an additional insured;

(ii) be endorsed to provide the Province with 30 days advance written notice of cancellation or material change; and

(iii) include a cross liability clause.

5.2 All insurance described in paragraph 1 of this Schedule must:

(a) be primary; and

(b) not require the sharing of any loss by any insurer of the Province.

5.3 The Contractor must provide the Province with evidence of all required insurance:

(a) Within 10 working days of commencement of the Services, the Contractor must provide to the Province evidence of all required insurance in the form of a completed Province of British Columbia Certificate of Insurance.

(b) If the insurance policy(ies) expire before the end of the term of this Agreement, the Contractor must provide within 10 working days of expiration, evidence of new or renewal policy(ies) of all expired insurance in the form of a completed Province of British Columbia Certificate of Insurance.

(c) Notwithstanding paragraph 3(a) or (b) above, if requested by the Province at any time, the Contractor must provide to the Province certified copies of the required insurance policies.

5.4 The Contractor shall provide, maintain, and pay for, any additional insurance which it is required by law to carry, or which it considers necessary to cover risks not otherwise covered by insurance specified in this schedule in its sole discretion.

C. Whether A or B applies to the Services, for all Contractor activities under this Agreement:

6.1 The Contractor shall maintain Automobile Liability insurance on all vehicles owned, operated or licensed by the Contractor in an amount not less than $2,000,000 per occurrence, and where applicable the Contractor may show evidence of this insurance using an ICBC Confirmation of Insurance Coverage (APV-47) form in place of the requirement for the BC Certificate of Insurance.

6.2 Additional Insurance: Not applicable

SCHEDULE E – AUTHORIZED PERSONS (FOR THE SUBSIDIARY COMPONENT AGREEMENT)

Authorized Persons

1.1 The Contractor designates any of the following persons, (identified by name and/or position) to act for you in relation to this Subsidiary Component Agreement:

None

1.2 The Ministry designates any of the following persons (identify by name and/or position) to act for us in relation to this Subsidiary Component Agreement:

Community Services Manager or Designate

SCHEDULE F1 – PRIVACY PROTECTION SCHEDULE

This Schedule forms part of the agreement between Her Majesty the Queen in right of the Province of British Columbia represented by

The Ministry of Children and Family Development (the "Province") and FAMILY SERVICES OF GREATER VANCOUVER (the "Contractor")

respecting Project Parent (the "Agreement")

Definitions

1. In this Schedule,
   (a) "access" means disclosure by the provision of access;
   (b) "Act" means the Freedom of Information and Protection of Privacy Act (British Columbia), as amended from time to time;
   (c) "contact information" means information to enable an individual at a place of business to be contacted and includes the name, position name or title, business telephone number, business address, business email or business fax number of the individual;
   (d) "personal information" means recorded information about an identifiable individual, other than contact information, collected or created by the Contractor as a result of the Agreement or any previous agreement between the Province and the Contractor dealing with the same subject matter as the Agreement but excluding any such information that, if this Schedule did not apply to it, would not be under the "control of a public body" within the meaning of the Act.

Purpose

2. The purpose of this Schedule is to:
   (a) enable the Province to comply with its statutory obligations under the Act with respect to personal information; and
   (b) ensure that, as a service provider, the Contractor is aware of and complies with its statutory obligations under the Act with respect to personal information.

Collection of personal information

3. Unless the Agreement otherwise specifies or the Province otherwise directs in writing, the Contractor may only collect or create personal information that is necessary for the performance of the Contractor's obligations, or the exercise of the Contractor's rights, under the Agreement.
4. Unless the Agreement otherwise specifies or the Province otherwise directs in writing, the Contractor must collect personal information directly from the individual the information is about.
5. Unless the Agreement otherwise specifies or the Province otherwise directs in writing, the Contractor must tell an individual from whom the Contractor collects personal information:
   (a) the purpose for collecting it;

(b) the legal authority for collecting it; and

(c) the title, business address and business telephone number of the person designated by the Province to answer questions about the Contractor's collection of personal information.

Accuracy of personal information

6. The Contractor must make every reasonable effort to ensure the accuracy and completeness of any personal information to be used by the Contractor or the Province to make a decision that directly affects the individual the information is about.

Requests for access to personal information

7. If the Contractor receives a request for access to personal information from a person other than the Province, the Contractor must promptly advise the person to make the request to the Province unless the Agreement expressly requires the Contractor to provide such access and, if the Province has advised the Contractor of the name or title and contact information of an official of the Province to whom such requests are to be made, the Contractor must also promptly provide that official's name or title and contact information to the person making the request.

Correction of personal information

8. Within 5 business days of receiving a written direction from the Province to correct or annotate any personal information, the Contractor must annotate or correct the information in accordance with the direction.

9. When issuing a written direction under section 8, the Province must advise the Contractor of the date the correction request to which the direction relates was received by the Province in order that the Contractor may comply with section 10.

10. Within 5 business days of correcting or annotating any personal information under section 8, the Contractor must provide the corrected or annotated information to any party to whom, within one year prior to the date the correction request was made to the Province, the Contractor disclosed the information being corrected or annotated.

11. If the Contractor receives a request for correction of personal information from a person other than the Province, the Contractor must promptly advise the person to make the request to the Province and, if the Province has advised the Contractor of the name or title and contact information of an official of the Province to whom such requests are to be made, the Contractor must also promptly provide that official's name or title and contact information to the person making the request.

Protection of personal information

12. The Contractor must protect personal information by making reasonable security arrangements against such risks as unauthorized access, collection, use, disclosure or disposal, including any expressly set out in the Agreement.

Storage and access to personal information

13. Unless the Province otherwise directs in writing, the Contractor must not store personal information outside Canada or permit access to personal information from outside Canada.

Retention of personal information

14. Unless the Agreement otherwise specifies, the Contractor must retain personal information until directed by the Province in writing to dispose of it or deliver it as specified in the direction.

Use of personal information

15. Unless the Province otherwise directs in writing, the Contractor may only use personal information if that use is:

(a) for the performance of the Contractor's obligations, or the exercise of the Contractor's rights, under the Agreement; and

(b) in accordance with section 13.

Disclosure of personal information

16. Unless the Province otherwise directs in writing, the Contractor may only disclose personal information inside Canada to any person other than the Province if the disclosure is for the performance of the Contractor's obligations, or the exercise of the Contractor's rights, under the Agreement.

17. Unless the Agreement otherwise specifies or the Province otherwise directs in writing, the Contractor must not disclose personal information outside Canada.

Inspection of personal information

18. In addition to any other rights of inspection the Province may have under the Agreement or under statute, the Province may, at any reasonable time and on reasonable notice to the Contractor, enter on the Contractor's premises to inspect any personal information in the possession of the Contractor or any of the Contractor's information management policies or practices relevant to its management of personal information or its compliance with this Schedule and the Contractor must permit, and provide reasonable assistance to, any such inspection.

Compliance with the Act and directions

19. The Contractor must in relation to personal information comply with:

    (a) the requirements of the Act applicable to the Contractor as a service provider, including any applicable order of the commissioner under the Act; and

    (b) any direction given by the Province under this Schedule.

20. The Contractor acknowledges that it is familiar with the requirements of the Act governing personal information that are applicable to it as a service provider.

Notice of non-compliance

21. If for any reason the Contractor does not comply, or anticipates that it will be unable to comply, with a provision in this Schedule in any respect, the Contractor must promptly notify the Province of the particulars of the non-compliance or anticipated non-compliance and what steps it proposes to take to address, or prevent recurrence of, the non-compliance or anticipated non-compliance.

Termination of Agreement

22. In addition to any other rights of termination which the Province may have under the Agreement or otherwise at law, the Province may, subject to any provisions in the Agreement establishing mandatory cure periods for defaults by the Contractor, terminate the Agreement by giving written notice of such termination to the Contractor, upon any failure of the Contractor to comply with this Schedule in a material respect.

Interpretation

23. In this Schedule, references to sections by number are to sections of this Schedule unless otherwise specified in this Schedule.

24. Any reference to the "Contractor" in this Schedule includes any subcontractor or agent retained by the Contractor to perform obligations under the Agreement and the Contractor must ensure that any such subcontractors and agents comply with this Schedule.

25. The obligations of the Contractor in this Schedule will survive the termination of the Agreement.

26. If a provision of the Agreement (including any direction given by the Province under this Schedule) conflicts with a requirement of the Act or an applicable order of the commissioner under the Act, the conflicting provision of the Agreement (or direction) will be inoperative to the extent of the conflict.

27. The Contractor must comply with the provisions of this Schedule despite any conflicting provision of this Agreement or, subject to section 28, the law of any jurisdiction outside Canada.

28. Nothing in this Schedule requires the Contractor to contravene the law of any jurisdiction outside Canada unless such contravention is required to comply with the Act.

SCHEDULE H – ADDITIONAL TERMS

Other

1. Notwithstanding Clause 55 (b) of the Third Party Service Agreement, the termination notice period for this Subsidiary Component Agreement is 60 days.

SUBSIDIARY COMPONENT AGREEMENT (SCA)

BRITISH COLUMBIA

Ministry of Children and Family Development

BRITISH COLUMBIA — Ministry of Children and Family Development	**SUBSIDIARY COMPONENT AGREEMENT: FT08424003** **DOING BUSINESS AS: FAMILY SERVICES OF GREATER VANCOUVER** **Agreement Name:** Project Parent

HER MAJESTY THE QUEEN IN RIGHT OF THE PROVINCE OF BRITISH COLUMBIA, represented by The Minister of Children and Family Development (the "Province", "we", "us", or "our" as applicable) at the following address:	AND FAMILY SERVICES OF GREATER VANCOUVER (Legal Name) (the "Contractor", "you", or "your" as applicable) at the following address:
240 4680 KINGSWAY BURNABY, B.C. CANADA V5H 4L9 Fax Number: (604)775-0840	1616 7TH AVE W VANCOUVER, BC V6J 1S5 Fax Number: (604)733-7009

The term for the Subsidiary Component Agreement begins on: 01/04/2012 (Day/Month/Year) and ends on 31/03/2013 (Day/Month/Year)

THE PARTIES AGREE TO THE TERMS ON THE ATTACHED PAGES OF THIS DOCUMENT AND OUTLINED BELOW.
THIS SUBSIDIARY COMPONENT AGREEMENT IS PART OF THE THIRD PARTY SERVICE AGREEMENT FT08424000:

APPLICABLE SCHEDULES:

- **SCHEDULE A - SERVICES**
- **SCHEDULE B - PAYMENT & FINANCIAL REPORTING**
- **SCHEDULE C - APPROVED SUBCONTRACTOR(S)**
- **SCHEDULE D - RISK MANAGEMENT & CONFLICT RESOLUTION**
- **SCHEDULE E - AUTHORIZED PERSONS (FOR THE SUBSIDIARY COMPONENT AGREEMENT)**
- **SCHEDULE H - ADDITIONAL TERMS**

SIGNED AND DELIVERED on the 11th day of May, 2012 on behalf of the Province by its duly authorized representative	**SIGNED AND DELIVERED** on the 9 day of May, 2012 by or on behalf of the Contractor (or by its authorized signatory or signatories if the Contractor is a corporation)
Signature: Helena Hardman	Signature: Caroline Bonesky
Print Name: per Sue Hassard	Print Name: ~~Lisa Whittaker~~ Caroline Bonesky Position: CEO ~~Vice President~~
Position: Community Services Manager or Designate	Signature:
Responsibility Centre: CSM - BURNABY/N WEST	Print Name: Position:
	Signature:
	Print Name: Position:

READ TERMS ON THE ATTACHED PAGES OF THIS DOCUMENT

SCHEDULE A – SERVICES

The annual baseline funding will be $567,568.41.

SUMMARY

Term **01/04/2012 to 31/03/2013** ***Total Amount of Component Agreement*** **$567,568.41**

Allocation by Programs and Services

Programs		
Family Preservation and Reunification		
Intervention - General		$567,568.41
	Sub-Total	**$567,568.41**
	Total	**$567,568.41**

Allocation by Community

Communities Served		
Burnaby		$395,226.18
New Westminster		$172,342.23
	Total	**$567,568.41**

Allocation by Business Area

Core Business Area	**Business Area - Sub Business Area**	
Child and Family Development		
	Family Development/Family Preservation and Reunification	$567,568.41
	Sub-Total	**$567,568.41**
	Total	**$567,568.41**

PROGRAMS

Family Preservation and Reunification

TARGET POPULATION:	Families involved with the ministry through its protection mandate. The focus is on families with children twelve years of age and under, but includes families with both children and youth.
OUTCOME:	Children, youth and their families are able to remain together or, if apart, are able to reunite, free from abuse and neglect.

Project Parent - Burnaby / New Westminster (Family Preservation and Reunification)

SERVICE: INTERVENTION - GENERAL **Total Amount** $567,568.41

Definitions	Activities provided to maintain or prompt a planned change in the behaviour, condition or functioning of children, youth, and/or families/caregivers.			
Project Code	18CN289			
Input	Qualified Staff			
Output Indicators	# Service Units	**Quantity**	6551	
Reporting Frequency	Monthly			
Core Business Area	Child and Family Development			
Business Area	Family Development			
Sub Business Area	Family Preservation and Reunification			
Communities Served				
Burnaby	**Recipient(s)**	Family	**Amount**	$395,226.18
New Westminster	**Recipient(s)**	Family	**Amount**	$172,342.23

This allocation is provided as an estimate.

Additional Descriptions

OUTCOMES

To provide in-home and/or in the community support work with parents and children designed to enhance the safety and well-being of the children and increase the capacity of parents to meet their children's physical, emotional, and developmental needs.

REPORTING

Outputs/Quantitative Data:

On a monthly basis, the Contractor will submit a report for each community of the following outputs for the proceeding period:

- # of service units per family;
- # of direct client hours provided;
- # of individual families served; and
- # of aboriginal families served.

Additional output and/or outcome indicator reporting may be negotiated between the Program Liaison and the Contractor.

Outcomes/Qualitative Data:

On a monthly basis, the Contractor will submit a report for each community of the following outputs for the proceeding period:

- types of services provided;
- referral sources; and

- primary language spoken at home by Clients.

On an annual basis, the Contractor will provide a report of the results of the client satisfaction and outcome surveys completed at service end for each community.

SERVICE DESCRIPTION
Project Parent works with families who are experiencing a considerable amount of stress and/or difficulty, which potentially interferes with their ability to parent adequately, often due to generational patters and socio-economic factors.

Services are delivered primarily in the home to families by a Family Counselor. Family Counsellors provide up to four (4) hours per week of service per family, and the maximum length of involvement for a family with the program is six (6) months.

TARGET POPULATION
Project Parent is an intensive intervention/parenting program for families living in Burnaby and New Westminster with children from birth to 12 years where:

- there is an identified concern about the safety and well-being of the children in the home;
- there is an identified concern about the neglect and/or abuse of the children; and/or
- there is an identified concern about re-unification or separation.

INTAKE OR REFERRAL PROCESS
Referral Process

Access to the program is by Ministry of Children and Family Development Child Protection or Family Service social worker referral only.

If referrals are below anticipated levels, the Ministry and Contractor may elect to:

(a) change eligibility criteria;
(b) shift service allocations within the contract;
(c) advertise program details, start dates etc with Ministry staff and others as appropriate; and/or,
(d) some other remedial action negotiated between the Contractor and the Ministry.

The action chosen will be negotiated between the Contractor and the Community Services Manager or their designate. Any change to the contract will be affirmed in writing; a copy will be sent to the Contractor and a copy kept on the Ministry contract file.

Intake Process

The intake process will be mutually agreed upon. The goal is an intake process with a single point of entry that meets the needs of the clients.

The Contractor may refuse to provide service where there is active violence in the home and where the safety of the children, any family member or the worker is at question due to continued residence of the perpetrator in the family home.

INPUTS
Staff Qualifications: Family Counsellors will have a minimum of an undergraduate degree in a social science and/or an equivalent combination of education and experience.

Supervision: Clinical and administrative supervision will be provided regularly and as required in accordance with Contractor's accreditation standards.

Service Delivery Model

5.5 FTE Family Counsellors
1.11 FTE Supervisor
0.75 FTE Administrative Support

ACTIVITIES
Activities will include but not be limited to:

- assessment and integrated service planning;
- supporting families and building on their strengths;
- coaching and modeling positive parenting techniques;
- goal setting with families;
- providing individual parent training and education;
- providing individuals, couple and family counseling;
- supporting linkages to formal and informal supports;
- referring and networking families to community and professional supports;
- advocating on behalf of the family to professional and community resources based on the family's need and for the removal of systemic barriers affecting the well-being of children and families; and
- providing written Assessment and Progress Reports to families and the referring party.

OUTPUT INDICATORS
Service Units

The following service unit definition is applied:

Service Unit v.II is defined as "an hour of service provision to an identified Client, or group of Clients, and will include such activities as face to face contact, Client specific report writing, Client specific telephone calls, case management meetings, case consultation and case supervision, training where pre-approved by the MCFD as billable, and community meetings and travel directly related to contracted services. Activities that do not fall under the definition of Service Unit include program information inquiries of a general nature, statistical or data collection, team meetings, organization staff training, development and supervision."

The calculation submitted by the Contractor indicates that one (1.0) FTE converts to 1,191 service units per annum.

A total of 6,551 service units per annum will be provided by the Family Counsellors.

Caseloads

Services will be provided to approximately 38.5 families per month.

Additional Descriptions

OUTCOMES

- Increased capacity to maintain children in the family/caregiver home.
- Improved level of personal functioning in areas such as, parenting (i.e. establishing and maintaining positive discipline practices and appropriate limit setting), time management , effective communication, self-care, coping skills (i.e. positive lifestyle practices, stress management, anger management).
- Increased ability to form and maintain healthy relationships, including couple, parent/child, extended family and other significant relationships.
- Increased ability to resolve and manage past trauma.

- Reduced isolation through increased connections to personal support system, community and professional supports and resources, and employment where applicable.
- Increased personal and family safety.
- Increased level of child functioning related to social, emotional, physical and cognitive well being.

BUSINESS AREA OUTCOMES

- Families have an enhanced capacity to care for their children
- Extended Families and communities are actively engaged and caring for children
- Children and youth are healthy and have a sense of well-being
- Children and youth are free from abuse, neglect and exploitation
- Children and youth experience stability and permanence in their family and alternative family environment
- Children in care are engaged and successful at school and experience positive outcomes
- Children in care transition successfully to adulthood through appropriate supports and supportive relationships

SCHEDULE B – PAYMENT & FINANCIAL REPORTING

Aggregate Maximum

1.1 Subject to the provisions of the Third Party Service Agreement and this Subsidiary Component Agreement, we will pay you an amount not exceeding $567,568.41, including HST, in the aggregate, for providing the Services set out in Schedule A, during the term of this Subsidiary Component Agreement.

Payments

2.1 **Monthly Recurring**

We will pay you on or about the 15th day of the month commencing on the 1st day of April, 2012 as provided in the following payment schedule:

From	To	Amount	HST	Total
April 1, 2012	April 30, 2012	$47,297.34	$0.00	$47,297.34
May 1, 2012	March 31, 2013	$47,297.37	$0.00	$520,271.07
				$567,568.41

2.2 **Payment Address**

1616 7TH AVE W VANCOUVER, BC V6J 1S5

Harmonized Sales Tax (HST)

Financial Reports

2.3 In addition to the financial statements referred to in the Audit and Service Evaluation section of FT08424000 any financial reports should, at a minimum, relate costs to service outputs. The following additional financial reports are required:

Name	Description
Semi-annual Service Cost Report	Report that outlines the semi-annual costs associated with a service.
9-Month Service Cost Report	Report that outlines the costs associated with a service every 9 months.

Transition to Unit Cost Based Payments

2.4 Not applicable

SCHEDULE C – APPROVED SUBCONTRACTOR(S)

Subcontractors

1.1 The following persons or organizations, are specified as Subcontractors under section 12 of the Third Party Service Agreement, for purposes of this Subsidiary Component Agreement:

None

SCHEDULE D – RISK MANAGEMENT & CONFLICT RESOLUTION

Criminal Record Check

1.1 In accordance with the Criminal Records Review Act, you must undertake a criminal record check of each staff member or other person who has, or potentially has, unsupervised access to children, or who has access to their records.

1.2 In addition to any criminal record checks required under the Criminal Records Review Act, you must undertake a criminal record check on volunteers or other individuals who have, or potentially have, unsupervised access to children or their records.

1.3 Upon our written request you must provide us written confirmation that:

(a) criminal record checks have been initiated;
(b) you have acted on instructions from the adjudicator or us; and
(c) all other related procedures have been followed.

Conflict Resolution Officials

2.1 The designated "Officials" of the parties for the purposes of the Conflict Resolution Protocol are:

	Province	**Contractor**
Stage One:	Community Services Manager or Designate	Executive Director or Designate
Stage Two:	Executive Director of Service	Executive Director or Designate
Stage Three:	Deputy Minister or Designate	Chair, Board of Directors or Designate

Permits and Licenses

3.1 You must obtain all the permits and licenses required to perform the Services, including, but not limited to:

(a) any permits or licenses required by municipal or health authorities for the operation of the Services delineated in Schedule A.

(b) any municipal, provincial, federal permits and licenses required to provide the Services including motor vehicle licenses of the appropriate class to provide transportation to clients.

Insurance and Indemnity

A. For all Contractor's activities under this Agreement to which the Master Insurance Program applies, as determined by the Province in its sole discretion:

4.1 The Province will purchase and maintain Comprehensive General Liability insurance in the amount of $2,000,000 inclusive per occurrence against bodily injury and property damage arising out of the Contractor's performance of the Services on behalf of the Province as outlined in this Agreement.

4.2 The Contractor shall be responsible for and pay any deductible under the policy.

4.3 The Contractor will be provided with a Certificate of Insurance and a copy of the insurance policy wording.

4.4 The Province will take reasonable steps to ensure the coverage specified in section 1 is continuous for the duration of this Agreement but the Province does not accept responsibility for providing coverage in the event the insurance is cancelled or reduced by the insurer.

4.5 The Province does not represent or warrant that the policy contains insurance for any and all losses. It is the Contractor's responsibility to ascertain the exact nature and extent of coverage of the policy as well as any and all terms and conditions of the policy.

4.6 The Contractor shall provide, maintain, and pay for, any additional insurance which the Contractor is required by law to carry, or which the Contractor considers necessary to cover risks not otherwise covered by insurance specified in section 1.

B. For all Contractor's activities to which the Master Insurance Program does not apply, the Contractor shall:

5.1 The Contractor must, without limiting its obligation or liabilities and at its own expense, purchase and maintain throughout the term of this Agreement the following insurances with insurers licensed in Canada in forms and amounts acceptable to the Province:

(a) Commercial General Liability in an amount not less than $2,000,000.00 inclusive per occurrence against bodily injury, personal injury and property damage and including liability assumed under this Agreement and this insurance must:

(i) include the Province as an additional insured;

(ii) be endorsed to provide the Province with 30 days advance written notice of cancellation or material change; and

(iii) include a cross liability clause.

5.2 All insurance described in paragraph 1 of this Schedule must:

(a) be primary; and

(b) not require the sharing of any loss by any insurer of the Province.

5.3 The Contractor must provide the Province with evidence of all required insurance:

(a) Within 10 working days of commencement of the Services, the Contractor must provide to the Province evidence of all required insurance in the form of a completed Province of British Columbia Certificate of Insurance.

(b) If the insurance policy(ies) expire before the end of the term of this Agreement, the Contractor must provide within 10 working days of expiration, evidence of new or renewal policy(ies) of all expired insurance in the form of a completed Province of British Columbia Certificate of Insurance.

(c) Notwithstanding paragraph 3(a) or (b) above, if requested by the Province at any time, the Contractor must provide to the Province certified copies of the required insurance policies.

5.4 The Contractor shall provide, maintain, and pay for, any additional insurance which it is required by law to carry, or which it considers necessary to cover risks not otherwise covered by insurance specified in this schedule in its sole discretion.

C. Whether A or B applies to the Services, for all Contractor activities under this Agreement:

6.1 The Contractor shall maintain Automobile Liability insurance on all vehicles owned, operated or licensed by the Contractor in an amount not less than $2,000,000 per occurrence, and where applicable the Contractor may show evidence of this insurance using an ICBC Confirmation of Insurance Coverage (APV-47) form in place of the requirement for the BC Certificate of Insurance.

6.2 Additional Insurance: Not applicable

SCHEDULE E – AUTHORIZED PERSONS (FOR THE SUBSIDIARY COMPONENT AGREEMENT)

Authorized Persons

1.1 The Contractor designates any of the following persons, (identified by name and/or position) to act for you in relation to this Subsidiary Component Agreement:

None

1.2 The Ministry designates any of the following persons (identify by name and/or position) to act for us in relation to this Subsidiary Component Agreement:

Community Services Manager or Designate

SCHEDULE H – ADDITIONAL TERMS

Other

1. Notwithstanding Clause 55 (b) of the Third Party Service Agreement, the termination notice period for this Subsidiary Component Agreement is 60 days.

BRITISH COLUMBIA | Ministry of Children and Family Development

Modification Agreement

The personal information collected on this form is collected under the authority of the *Freedom of Information and Protection of Privacy Act* for the purpose of administering the *Financial Administration Act*. The *Freedom of Information and Protection of Privacy Act* protects the personal information collected from unauthorized use and disclosure. If you have any questions about the collection, use or disclosure of this information, please call the Helpdesk at 250 356-8139, PO Box 9769 Stn Prov Govt, Victoria BC, V8W 9S5.

BETWEEN

HER MAJESTY THE QUEEN IN RIGHT OF THE PROVINCE OF BRITISH COLUMBIA

represented by Minister of Children and Family Development

(the "Province", the "Minister", a "Director", "we", "us", or "our" as applicable)

AND

Family Services of Greater Vancouver

(the "Contractor", "you", or "your" as applicable)

BACKGROUND

A. The parties entered into an agreement number FT08424004 and dated April 1, 2012, (the "Agreement").

B. The parties have agreed to modify the Agreement effective April 1, 2012

AGREEMENT

The parties agree as follows:

Schedule A - Services is amended to increase the contract by $8,000.00 from $29,211.80 to a new contract aggregate amount of $37,211.80. This $8,000.00 increase reflects One-Time Only funding for 2012-13 Children's First Funds for the New Westminster Early Childhood Development Table for services as described below.

1) ECD Parent Advisory Committee Newsletter -- $2,000
- To provide printing costs for the quarterly newsletter
- The outcome for this newsletter is to provide parents in the City of New Westminster with information on early childhood related events, programs and services.

Deliverables:

- Print a minimum of 1200 newsletters (300 per quarter)

- Distribute to 20-50 distribution points

2) Health Literacy for Immigrant Grandparents caring for young grandchildren
Immigrant Grandparents who are caring for their young grandchildren make health related decisions everyday for both themselves and their grandchildren. This program will integrate health literacy (safety, lifestyle, nutrition, community) within the context of a family literacy setting with a focus on ESL. The language and literacy of both the children and adults will be enhanced through health-related topics.

Deliverables:

1.
- Once a week for 2 hours (20 sessions over Fall and Winter 2012)
- Up to 10 grandparents and 10 grandchildren
- Child minding and Transportation Assistance (bus tickets)
- Staffing: Literacy/ESL Teacher, Child-minder(s), Volunteers
- Prevention focused, Community based and Research informed
- Engaging broader community: field trips, guest speakers, volunteers

The personal information collected on this form is collected under the authority of the *Freedom of Information and Protection of Privacy Act* for the purpose of administering the *Financial Administration Act*. The *Freedom of Information and Protection of Privacy Act* protects the personal information collected from unauthorized use and disclosure. If you have any questions about the collection, use or disclosure of this information, please call the Helpdesk at 250 356-6139, PO Box 9769 Stn Prov Govt, Victoria BC, V8W 9S5.

• Potential topics: Healthy Eating; Managing Stress; Learning through Play; Staying Safe; Child Development, Simple First Aid; Going to the Doctor, etc.

These projects are designed to reflect the priorities identified in the Strategic Action Plan for ECD in New Westminster.
Reporting: To be completed quarterly, using the form provided.

Schedule B, Fees & Expenses:

1) Parents on the Go Newsletter Fees – $2,000.00

2) Health Literacy for Immigrant Grandparents – $6,000.00

The Aggregate Maximum amount is increased by $8,000.00 from $29,211.80 to $37,211.80

2. In all other respects, the Agreement is confirmed.

The parties have duly executed this modification agreement as of the 1st day of April, 2012

SIGNED AND DELIVERED by or on behalf of the Province by itsauthorized representative:	**SIGNED AND DELIVERED** by or on behalf of the Contractor (or by an authorized signatory of the Contractor if a Corporation):
Name Sue Hassard	Name Lisa Whittaker
Title Community Services Manager or Designate	Title ~~Executive Director~~ VICE PRESIDENT

DISTRIBUTION: COPY 1 - FINANCIAL SERVICES DIVISION COPY 2 - CONTRACTOR COPY 3 - ORIGINATING OFFICE

SUBSIDIARY COMPONENT AGREEMENT (SCA)

BRITISH COLUMBIA

Ministry of Children and Family Development

BRITISH COLUMBIA — Ministry of Children and Family Development	**SUBSIDIARY COMPONENT AGREEMENT: FT08424004** **DOING BUSINESS AS: FAMILY SERVICES OF GREATER VANCOUVER** **Agreement Name:** Domestic Violence Response Team

HER MAJESTY THE QUEEN IN RIGHT OF THE PROVINCE OF BRITISH COLUMBIA, represented by The Minister of Children and Family Development (the "Province", "we", "us", or "our" as applicable) at the following address:	AND FAMILY SERVICES OF GREATER VANCOUVER (Legal Name) (the "Contractor", "you", or "your" as applicable) at the following address:
240 4680 KINGSWAY BURNABY, B.C. CANADA V5H 4L9 Fax Number: (604)775-0840	1616 7TH AVE W VANCOUVER, BC V6J 1S5 Fax Number: (604)733-7009

The term for the Subsidiary Component Agreement begins on: 01/04/2011 (Day/Month/Year) and ends on 31/03/2012 (Day/Month/Year)

THE PARTIES AGREE TO THE TERMS ON THE ATTACHED PAGES OF THIS DOCUMENT AND OUTLINED BELOW.
THIS SUBSIDIARY COMPONENT AGREEMENT IS PART OF THE THIRD PARTY SERVICE AGREEMENT FT08424000:

APPLICABLE SCHEDULES:

- **SCHEDULE A - SERVICES**
- **SCHEDULE B - PAYMENT & FINANCIAL REPORTING**
- **SCHEDULE C - APPROVED SUBCONTRACTOR(S)**
- **SCHEDULE D - RISK MANAGEMENT & CONFLICT RESOLUTION**
- **SCHEDULE E - AUTHORIZED PERSONS (FOR THE SUBSIDIARY COMPONENT AGREEMENT)**
- **SCHEDULE H - ADDITIONAL TERMS**

SIGNED AND DELIVERED on the 25 day of May, 2011, on behalf of the Province by its duly authorized representative

Signature: [signature]

Print Name: Sue Hassard

Position: Community Services Manager or Designate

Responsibility Centre: MGR COMM SERV - BURNABY

SIGNED AND DELIVERED on the 12 day of MAY, 2011 by or on behalf of the Contractor (or by its authorized signatory or signatories if the Contractor is a corporation)

Signature: [signature]

Print Name: Lyn Martens Position: ACTING CEO ~~Executive Director~~ or Designate

Signature: _____

Print Name: _____ Position: _____

Signature: _____

Print Name: _____ Position: _____

READ TERMS ON THE ATTACHED PAGES OF THIS DOCUMENT

SCHEDULE A – SERVICES

The annual baseline funding will be $43,933.80.

SUMMARY

Term **01/04/2011 to 31/03/2012** ***Total Amount of Component Agreement*** **$29,211.80**

Allocation by Programs and Services

Programs		
Services to Strengthen Families		
	Intervention - General	$29,211.80
	Sub-Total	**$29,211.80**
	Total	**$29,211.80**

Allocation by Community

Communities Served	
New Westminster	$29,211.80
Total	**$29,211.80**

Allocation by Business Area

Core Business Area	**Business Area - Sub Business Area**	
Child and Family Development		
	Family Development/Service to Strengthen Families	$29,211.80
	Sub-Total	**$29,211.80**
	Total	**$29,211.80**

PROGRAMS

Services to Strengthen Families

TARGET POPULATION: Families who require additional support in order to manage parenting responsibilities, but who do not fall within the Ministry's protection mandate.

OUTCOME: Families have the capacity to care for their own children such that the children have healthy, non-violent role models that enable them to grow and develop to their full potential.

Domestic Violence Response Team (DVRT) (Services to Strengthen Families)

SERVICE: INTERVENTION - GENERAL **Total Amount** $29,211.80

Definitions	Activities provided to maintain or prompt a planned change in the behaviour, condition or functioning of children, youth, and/or families/caregivers.		
Project Code	18CN289		
Input	Qualified Staff		
Output Indicators	# Service Units	**Quantity**	476
Reporting Frequency	Semi-Annually		
Core Business Area	Child and Family Development		
Business Area	Family Development		
Sub Business Area	Service to Strengthen Families		
Communities Served			
New Westminster	**Recipient(s)** Family	**Amount**	$29,211.80

Additional Descriptions

TARGET POPULATION

The Domestic Violence Response Team (DVRT) reviews all cases of domestic violence reported to the New Westminster Police Service, and responds to the most severe, high-risk and chronic situations, depending upon capacity. The women served by the DVRT are at high risk by virtue of one or more of the following variables: offender history of violence; lethality of violence; pregnancy of woman or recent birth of child; children in the home; marginalization/isolation of victim due to gender, class, ethno-cultural background, sexual orientation, ability, age, language and/or previous unsatisfactory experiences with the police or legal system.

OUTCOMES

The overall goals of this program are to increase safety for women who experience domestic violence and their children and to reduce the harmful impact of domestic violence.

Additional goals include the following:

- to increase the rate of successful prosecutions of domestic violence offenders;
- to promote systemic change and reduce barriers to effective intervention through education and advocacy, within the justice system and the community;
- to provide a specialized, coordinated follow-up service to victims of domestic violence;
- to ensure consistent and appropriate response to domestic violence in accordance with New Westminster Police Service policy and Ministry of Attorney General policy on Violence Against Women in Relationships;
- to facilitate increased understanding, cooperation, and collaboration among team members, collateral agencies, institutions, and individuals, thereby improving overall system response; and
- to act as a resource by providing information, case consultation, and training to members of the New Westminster Police Service and other.

SERVICE DESCRIPTION

The DVRT is a partnership program between the Contractor and the New Westminster Police Service (NWPS), established in 1996 to address the needs of high risk victims of domestic violence in the New Westminster community. Service is delivered in a partnership model, with a Community Counsellor and a detective constable. The Community Counsellor works to improve victim safety through addressing the social and emotional challenges faced by the victim, while the detective constable works to improve victim safety by increasing offender's accountability in the criminal justice system.

While the DVRT is based at the New Westminster Police Station, service is delivered primarily on an outreach basis throughout New Westminster. Initial services provided by the Community Counsellor include assessment and case planning; depending upon the outcome of assessment, various services may be offered, such as emotional support, crisis intervention and counselling, advocacy with legal and social agencies, provision of information about legal system and community resources, referral and linkage with other services. The detective constable does investigative follow-up, liaising with Crown and Probation, and coordinating efforts between patrol and the DVRT.

Service is provided generally until the criminal case has been concluded and/or the victim no longer wishes service. Length of service can range from one call to several years. A key element of this program is collaboration between the Contractor and the New Westminster Police Service, with the NWPS providing resources such as secretarial and material support, information systems, computer systems and a vehicle to support the work of the team.

The program is jointly funded by the Ministry of Child and Family Development (MCFD) and the Fraser Health Authority (FHA) Mental Health Services.

INTAKE OR REFERRAL PROCESS
Open referral.

INPUTS
Staff Qualifications: The Community Counsellor must have a minimum of an undergraduate degree in Social Work or a related discipline, and specific training and expertise in addressing violence in relationships.

Supervision: Clinical and administrative supervision will be provided regularly and as required in accordance with Contractor's accreditation standards.

Service Delivery Model

0.40 FTE Community Counsellor (additional 0.57 FTE Community Counsellor funded by FHA)
0.03 FTE Supervisor

ACTIVITIES
Activities will include but not be limited to:

- risk/safety assessments;
- mental status assessments;
- outreach crisis intervention and brief counselling services for women victims and their children;
- provision of information, referral and linkage with appropriate community resources;
- provision of case management and bridging to the justice system;
- provision of ongoing support, advocacy and bridging to legal and social agencies;
- collaboration with collateral service providers, such as children who witness violence programs, women's support groups, and Ministry child protection staff;
- participation in the development of community strategies to stop violence against women including: monitoring of cases to identify and resolve service gaps, evaluating programs, and making recommendations.

OUTPUT INDICATORS

Service Units

The following service unit definition is applied:

Service Unit v.II is defined as "an hour of service provision to an identified Client, or group of Clients, and will include such activities as face to face contact, Client specific report writing, Client specific telephone calls, case management meetings, case consultation and case supervision, training where pre-approved by the MCFD as billable, and community meetings and travel directly related to contracted services. Activities that do not fall under the definition of Service Unit include program information inquiries of a general nature, statistical or data collection, team meetings, organization staff training, development and supervision."

The calculation submitted by the Contractor indicates that one (1.0) FTE converts to 1,191 service units per annum.

A total of 476 service units per annum will be provided by the Community Counsellor.

REPORTING

Outputs/Quantitative Data:

On a semi-annual basis, the Contractor will submit a report of the following outputs for the proceeding period:

- # of service units per month;
- # of direct client hours provided;
- # of individual families served; and
- # of aboriginal families served.

Outcomes/Qualitative Data:

On an annual basis, the Contractor will provide a report of the results of the client satisfaction and outcome surveys completed at service end.

Additional output and/or outcome indicator reporting may be negotiated between the Program Liaison and the Contractor.

Additional Descriptions

OUTCOMES

- Increased capacity to maintain children in the family/caregiver home.
- Improved level of personal functioning.
- Increased ability to form and maintain healthy relationships, including couple, parent/child, family and other significant relationships.
- Increased ability to cope with trauma and/or distress.
- Reduced isolation through increased connections to personal support system, community supports and resources, and/or employment where applicable.
- Increased personal safety.
- Increased level of child functioning.

BUSINESS AREA OUTCOMES

- Families have an enhanced capacity to care for their children
- Extended Families and communities are actively engaged and caring for children
- Children and youth are healthy and have a sense of well-being

- Children and youth are free from abuse, neglect and exploitation
- Children and youth experience stability and permanence in their family and alternative family environment
- Children in care are engaged and successful at school and experience positive outcomes
- Children in care transition successfully to adulthood through appropriate supports and supportive relationships

SCHEDULE B – PAYMENT & FINANCIAL REPORTING

Aggregate Maximum

1.1 Subject to the provisions of the Third Party Service Agreement and this Subsidiary Component Agreement, we will pay you an amount not exceeding $29,211.80, including HST, in the aggregate, for providing the Services set out in Schedule A, during the term of this Subsidiary Component Agreement.

Payments

2.1 **Monthly Recurring**

We will pay you on or about the 15th day of the month commencing on the 1st day of April, 2011 as provided in the following payment schedule:

From	To	Amount	HST	Total
April 1, 2011	April 30, 2011	$2,434.28	$0.00	$2,434.28
May 1, 2011	March 31, 2012	$2,434.32	$0.00	$26,777.52
				$29,211.80

2.2 **Payment Address**

1616 7TH AVE W VANCOUVER, BC V6J 1S5

Harmonized Sales Tax (HST)

Financial Reports

2.3 In addition to the financial statements referred to in the Audit and Service Evaluation section of FT08424000 any financial reports should, at a minimum, relate costs to service outputs. The following additional financial reports are required:

Name	Description
9-Month Service Cost Report	Report that outlines the costs associated with a service every 9 months.
Semi-annual Service Cost Report	Report that outlines the semi-annual costs associated with a service.

Transition to Unit Cost Based Payments

2.4 Not applicable

SCHEDULE C – APPROVED SUBCONTRACTOR(S)

Subcontractors

1.1 The following persons or organizations, are specified as Subcontractors under section 12 of the Third Party Service Agreement, for purposes of this Subsidiary Component Agreement:

None

SCHEDULE D – RISK MANAGEMENT & CONFLICT RESOLUTION

Criminal Record Check

1.1 In accordance with the Criminal Records Review Act, you must undertake a criminal record check of each staff member or other person who has, or potentially has, unsupervised access to children, or who has access to their records.

1.2 In addition to any criminal record checks required under the Criminal Records Review Act, you must undertake a criminal record check on volunteers or other individuals who have, or potentially have, unsupervised access to children or their records.

1.3 Upon our written request you must provide us written confirmation that:

(a) criminal record checks have been initiated;
(b) you have acted on instructions from the adjudicator or us; and
(c) all other related procedures have been followed.

Conflict Resolution Officials

2.1 The designated "Officials" of the parties for the purposes of the Conflict Resolution Protocol are:

	Province	Contractor
Stage One:	Community Services Manager or Designate	Executive Director or Designate
Stage Two:	Regional Executive Director	Executive Director or Designate
Stage Three:	Deputy Minister or Designate	Chair, Board of Directors or Designate

Permits and Licenses

3.1 You must obtain all the permits and licenses required to perform the Services, including, but not limited to:

(a) any permits or licenses required by municipal or health authorities for the operation of the Services delineated in Schedule A.

(b) any municipal, provincial, federal permits and licenses required to provide the Services including motor vehicle licenses of the appropriate class to provide transportation to clients.

Insurance and Indemnity

4.1 If eligible, you will be enrolled for insurance coverage under our Master Insurance Program (MIP).

4.2 In the event that you are deemed ineligible for coverage under the Master Insurance Program (MIP), you must, without limiting your obligations or liabilities and at your own expense, provide and maintain throughout the Term, Comprehensive General Liability in an amount not less than $2,000,000 inclusive per occurrence insuring against bodily injury, personal injury and property damage and including liability assumed under contract with insurers licensed in the province of British Columbia and in the forms and amounts acceptable to us.

4.3 You must ensure all required insurance is endorsed to provide us with 30 days advance written notice of cancellation or material change.

4.4 You must provide us with evidence of the required insurance, in the form of a completed Province of British Columbia Certificate of Insurance, immediately following execution and delivery of the Agreement.

4.5 You must maintain a minimum of $2,000,000.00 automobile third party insurance on any vehicle used to provide Services to the public.

4.6 Additional Insurance: Not applicable

SCHEDULE E – AUTHORIZED PERSONS (FOR THE SUBSIDIARY COMPONENT AGREEMENT)

Authorized Persons

1.1 The Contractor designates any of the following persons, (identified by name and/or position) to act for you in relation to this Subsidiary Component Agreement:

None

1.2 The Ministry designates any of the following persons (identify by name and/or position) to act for us in relation to this Subsidiary Component Agreement:

Community Services Manager or Designate

SCHEDULE H – ADDITIONAL TERMS

Other

1. Notwithstanding Clause 55 (b) of the Third Party Service Agreement, the termination notice period for this Subsidiary Component Agreement is 60 days.

BRITISH COLUMBIA | Ministry of Children and Family Development

Modification Agreement

The personal information collected on this form is collected under the authority of the *Freedom of Information and Protection of Privacy Act* for the purpose of administering the *Financial Administration Act*. The *Freedom of Information and Protection of Privacy Act* protects the personal information collected from unauthorized use and disclosure. If you have any questions about the collection, use or disclosure of this information, please call the Helpdesk at 250 356-8139, PO Box 9769 Stn Prov Govt, Victoria BC, V8W 9S5.

BETWEEN

HER MAJESTY THE QUEEN IN RIGHT OF THE PROVINCE OF BRITISH COLUMBIA

represented by Minister of Children and Family Development

(the "Province", the "Minister", a "Director", "we", "us", or "our" as applicable)

AND

Family Services of Greater Vancouver

(the "Contractor", "you", or "your" as applicable)

BACKGROUND

A. The parties entered into an agreement number FT08424004 and dated April 1, 2012, (the "Agreement").

B. The parties have agreed to modify the Agreement effective April 1, 2012

AGREEMENT

The parties agree as follows:

Schedule A - Services is amended to increase the contract by $8,000.00 from $29,211.80 to a new contract aggregate amount of $37,211.80. This $8,000.00 increase reflects One-Time Only funding for 2012-13 Children's First Funds for the New Westminster Early Childhood Development Table for services as described below.

1) ECD Parent Advisory Committee Newsletter – $2,000
- To provide printing costs for the quarterly newsletter
- The outcome for this newsletter is to provide parents in the City of New Westminster with information on early childhood related events, programs and services.

Deliverables:

- Print a minimum of 1200 newsletters (300 per quarter)

- Distribute to 20-50 distribution points

2) Health Literacy for Immigrant Grandparents caring for young grandchildren
Immigrant Grandparents who are caring for their young grandchildren make health related decisions everyday for both themselves and their grandchildren. This program will integrate health literacy (safety, lifestyle, nutrition, community) within the context of a family literacy setting with a focus on ESL. The language and literacy of both the children and adults will be enhanced through health-related topics.

Deliverables:

1.
- Once a week for 2 hours (20 sessions over Fall and Winter 2012)
- Up to 10 grandparents and 10 grandchildren
- Child minding and Transportation Assistance (bus tickets)
- Staffing: Literacy/ESL Teacher, Child-minder(s), Volunteers
- Prevention focused, Community based and Research informed
- Engaging broader community: field trips, guest speakers, volunteers

The personal information collected on this form is collected under the authority of the *Freedom of Information and Protection of Privacy Act* for the purpose of administering the *Financial Administration Act*. The *Freedom of Information and Protection of Privacy Act* protects the personal information collected from unauthorized use and disclosure. If you have any questions about the collection, use or disclosure of this information, please call the Helpdesk at 250 356-8139, PO Box 9769 Stn Prov Govt, Victoria BC, V8W 9S5.

• Potential topics: Healthy Eating; Managing Stress; Learning through Play; Staying Safe; Child Development, Simple First Aid; Going to the Doctor, etc.

These projects are designed to reflect the priorities identified in the Strategic Action Plan for ECD in New Westminster.
Reporting: To be completed quarterly, using the form provided.

Schedule B, Fees & Expenses:

1) Parents on the Go Newsletter Fees – $2,000.00

2) Health Literacy for Immigrant Grandparents – $6,000.00

The Aggregate Maximum amount is increased by $8,000.00 from $29,211.80 to $37,211.80

2. In all other respects, the Agreement is confirmed.

The parties have duly executed this modification agreement as of the 1st day of April, 2012

SIGNED AND DELIVERED by or on behalf of the Province by itsauthorized representative:	**SIGNED AND DELIVERED** by or on behalf of the Contractor (or by an authorized signatory of the Contractor if a Corporation):
Name Sue Hassard	Name Lisa Whittaker
Title Community Services Manager or Designate	Title ~~Executive Director~~ VICE PRESIDENT

DISTRIBUTION: COPY 1 - FINANCIAL SERVICES DIVISION COPY 2 - CONTRACTOR COPY 3 - ORIGINATING OFFICE

SUBSIDIARY COMPONENT AGREEMENT (SCA)

BRITISH COLUMBIA

Ministry of Children and Family Development

BRITISH COLUMBIA — Ministry of Children and Family Development	**SUBSIDIARY COMPONENT AGREEMENT: FT08424004** **DOING BUSINESS AS: FAMILY SERVICES OF GREATER VANCOUVER** **Agreement Name:** Domestic Violence Response Team

HER MAJESTY THE QUEEN IN RIGHT OF THE PROVINCE OF BRITISH COLUMBIA, represented by The Minister of Children and Family Development (the "Province", "we", "us", or "our" as applicable) at the following address:	AND FAMILY SERVICES OF GREATER VANCOUVER (Legal Name) (the "Contractor", "you", or "your" as applicable) at the following address:
240 4680 KINGSWAY BURNABY, B.C. CANADA V5H 4L9 Fax Number: (604)775-0840	1616 7TH AVE W VANCOUVER, BC V6J 1S5 Fax Number: (604)733-7009

The term for the Subsidiary Component Agreement begins on: 01/04/2012 (Day/Month/Year) and ends on 31/03/2013 (Day/Month/Year)

THE PARTIES AGREE TO THE TERMS ON THE ATTACHED PAGES OF THIS DOCUMENT AND OUTLINED BELOW.
THIS SUBSIDIARY COMPONENT AGREEMENT IS PART OF THE THIRD PARTY SERVICE AGREEMENT FT08424000:

APPLICABLE SCHEDULES:

- **SCHEDULE A - SERVICES**
- **SCHEDULE B - PAYMENT & FINANCIAL REPORTING**
- **SCHEDULE C - APPROVED SUBCONTRACTOR(S)**
- **SCHEDULE D - RISK MANAGEMENT & CONFLICT RESOLUTION**
- **SCHEDULE E - AUTHORIZED PERSONS (FOR THE SUBSIDIARY COMPONENT AGREEMENT)**
- **SCHEDULE H - ADDITIONAL TERMS**

SIGNED AND DELIVERED on the 11th day of May, 2012 on behalf of the Province by its duly authorized representative

Signature: Susan Goodman

Print Name: per Sue Hassard

Position: Community Services Manager or Designate

Responsibility Centre: CSM - BURNABY/N WEST

SIGNED AND DELIVERED on the 9 day of May, 2012 by or on behalf of the Contractor (or by its authorized signatory or signatories if the Contractor is a corporation)

Signature: Caroline J Bonesky

Print Name: ~~Lisa Whittaker~~ Caroline Bonesky Position: ~~Vice President~~ CEO

Signature: _____

Print Name: _____ Position: _____

Signature: _____

Print Name: _____ Position: _____

READ TERMS ON THE ATTACHED PAGES OF THIS DOCUMENT

SCHEDULE A – SERVICES

The Annual Baseline funding will be $29,211.80.

SUMMARY

Term **01/04/2012 to 31/03/2013** ***Total Amount of Component Agreement*** **$29,211.80**

Allocation by Programs and Services

Programs		
Services to Strengthen Families		
	Intervention - General	$29,211.80
	Sub-Total	**$29,211.80**
	Total	**$29,211.80**

Allocation by Community

Communities Served		
New Westminster		$29,211.80
	Total	**$29,211.80**

Allocation by Business Area

Core Business Area	**Business Area - Sub Business Area**	
Child and Family Development		
	Family Development/Service to Strengthen Families	$29,211.80
	Sub-Total	**$29,211.80**
	Total	**$29,211.80**

PROGRAMS

Services to Strengthen Families

TARGET POPULATION:	Families who require additional support in order to manage parenting responsibilities, but who do not fall within the Ministry's protection mandate.
OUTCOME:	Families have the capacity to care for their own children such that the children have healthy, non-violent role models that enable them to grow and develop to their full potential.

Domestic Violence Response Team (DVRT) (Services to Strengthen Families)

SERVICE: INTERVENTION - GENERAL **Total Amount** $29,211.80

Definitions	Activities provided to maintain or prompt a planned change in the behaviour, condition or functioning of children, youth, and/or families/caregivers.		
Project Code	18CN289		
Input	Qualified Staff		
Output Indicators	# Service Units	**Quantity**	476
Reporting Frequency	Semi-Annually		
Core Business Area	Child and Family Development		
Business Area	Family Development		
Sub Business Area	Service to Strengthen Families		
Communities Served			
New Westminster	**Recipient(s)** Family	**Amount**	$29,211.80

Additional Descriptions

TARGET POPULATION

The Domestic Violence Response Team (DVRT) reviews all cases of domestic violence reported to the New Westminster Police Service, and responds to the most severe, high-risk and chronic situations, depending upon capacity. The women served by the DVRT are at high risk by virtue of one or more of the following variables: offender history of violence; lethality of violence; pregnancy of woman or recent birth of child; children in the home; marginalization/isolation of victim due to gender, class, ethno-cultural background, sexual orientation, ability, age, language and/or previous unsatisfactory experiences with the police or legal system.

OUTCOMES

The overall goals of this program are to increase safety for women who experience domestic violence and their children and to reduce the harmful impact of domestic violence.

Additional goals include the following:

- to increase the rate of successful prosecutions of domestic violence offenders;
- to promote systemic change and reduce barriers to effective intervention through education and advocacy, within the justice system and the community;
- to provide a specialized, coordinated follow-up service to victims of domestic violence;
- to ensure consistent and appropriate response to domestic violence in accordance with New Westminster Police Service policy and Ministry of Attorney General policy on Violence Against Women in Relationships;
- to facilitate increased understanding, cooperation, and collaboration among team members, collateral agencies, institutions, and individuals, thereby improving overall system response; and
- to act as a resource by providing information, case consultation, and training to members of the New Westminster Police Service and other.

SERVICE DESCRIPTION

The DVRT is a partnership program between the Contractor and the New Westminster Police Service (NWPS), established in 1996 to address the needs of high risk victims of domestic violence in the New Westminster community. Service is delivered in a partnership model, with a Community Counsellor and a detective constable. The Community Counsellor works to improve victim safety through addressing the social and emotional challenges faced by the victim, while the detective constable works to improve victim safety by increasing offender's accountability in the criminal justice system.

While the DVRT is based at the New Westminster Police Station, service is delivered primarily on an outreach basis throughout New Westminster. Initial services provided by the Community Counsellor include assessment and case planning; depending upon the outcome of assessment, various services may be offered, such as emotional support, crisis intervention and counselling, advocacy with legal and social agencies, provision of information about legal system and community resources, referral and linkage with other services. The detective constable does investigative follow-up, liaising with Crown and Probation, and coordinating efforts between patrol and the DVRT.

Service is provided generally until the criminal case has been concluded and/or the victim no longer wishes service. Length of service can range from one call to several years. A key element of this program is collaboration between the Contractor and the New Westminster Police Service, with the NWPS providing resources such as secretarial and material support, information systems, computer systems and a vehicle to support the work of the team.

The program is jointly funded by the Ministry of Child and Family Development (MCFD) and the Fraser Health Authority (FHA) Mental Health Services.

INTAKE OR REFERRAL PROCESS
Open referral.

INPUTS
Staff Qualifications: The Community Counsellor must have a minimum of an undergraduate degree in Social Work or a related discipline, and specific training and expertise in addressing violence in relationships.

Supervision: Clinical and administrative supervision will be provided regularly and as required in accordance with Contractor's accreditation standards.

Service Delivery Model

0.40 FTE Community Counsellor (additional 0.57 FTE Community Counsellor funded by FHA)
0.03 FTE Supervisor

ACTIVITIES
Activities will include but not be limited to:

- risk/safety assessments;
- mental status assessments;
- outreach crisis intervention and brief counselling services for women victims and their children;
- provision of information, referral and linkage with appropriate community resources;
- provision of case management and bridging to the justice system;
- provision of ongoing support, advocacy and bridging to legal and social agencies;
- collaboration with collateral service providers, such as children who witness violence programs, women's support groups, and Ministry child protection staff;
- participation in the development of community strategies to stop violence against women including: monitoring of cases to identify and resolve service gaps, evaluating programs, and making recommendations.

OUTPUT INDICATORS

Service Units

The following service unit definition is applied:

Service Unit v.II is defined as "an hour of service provision to an identified Client, or group of Clients, and will include such activities as face to face contact, Client specific report writing, Client specific telephone calls, case management meetings, case consultation and case supervision, training where pre-approved by the MCFD as billable, and community meetings and travel directly related to contracted services. Activities that do not fall under the definition of Service Unit include program information inquiries of a general nature, statistical or data collection, team meetings, organization staff training, development and supervision."

The calculation submitted by the Contractor indicates that one (1.0) FTE converts to 1,191 service units per annum.

A total of 476 service units per annum will be provided by the Community Counsellor.

REPORTING

Outputs/Quantitative Data:

On a semi-annual basis, the Contractor will submit a report of the following outputs for the proceeding period:

- # of service units per month;
- # of direct client hours provided;
- # of individual families served; and
- # of aboriginal families served.

Outcomes/Qualitative Data:

On an annual basis, the Contractor will provide a report of the results of the client satisfaction and outcome surveys completed at service end.

Additional output and/or outcome indicator reporting may be negotiated between the Program Liaison and the Contractor.

Additional Descriptions

OUTCOMES

- Increased capacity to maintain children in the family/caregiver home.
- Improved level of personal functioning.
- Increased ability to form and maintain healthy relationships, including couple, parent/child, family and other significant relationships.
- Increased ability to cope with trauma and/or distress.
- Reduced isolation through increased connections to personal support system, community supports and resources, and/or employment where applicable.
- Increased personal safety.
- Increased level of child functioning.

BUSINESS AREA OUTCOMES

- Families have an enhanced capacity to care for their children
- Extended Families and communities are actively engaged and caring for children
- Children and youth are healthy and have a sense of well-being

- Children and youth are free from abuse, neglect and exploitation
- Children and youth experience stability and permanence in their family and alternative family environment
- Children in care are engaged and successful at school and experience positive outcomes
- Children in care transition successfully to adulthood through appropriate supports and supportive relationships

SCHEDULE B – PAYMENT & FINANCIAL REPORTING

Aggregate Maximum

1.1 Subject to the provisions of the Third Party Service Agreement and this Subsidiary Component Agreement, we will pay you an amount not exceeding $29,211.80, including HST, in the aggregate, for providing the Services set out in Schedule A, during the term of this Subsidiary Component Agreement.

Payments

2.1 **Monthly Recurring**

We will pay you on or about the 15th day of the month commencing on the 1st day of April, 2012 as provided in the following payment schedule:

From	To	Amount	HST	Total
April 1, 2012	April 30, 2012	$2,434.28	$0.00	$2,434.28
May 1, 2012	March 31, 2013	$2,434.32	$0.00	$26,777.52
				$29,211.80

2.2 **Payment Address**

1616 7TH AVE W VANCOUVER, BC V6J 1S5

Harmonized Sales Tax (HST)

Financial Reports

2.3 In addition to the financial statements referred to in the Audit and Service Evaluation section of FT08424000 any financial reports should, at a minimum, relate costs to service outputs. The following additional financial reports are required:

Name	Description
9-Month Service Cost Report	Report that outlines the costs associated with a service every 9 months.
Semi-annual Service Cost Report	Report that outlines the semi-annual costs associated with a service.

Transition to Unit Cost Based Payments

2.4 Not applicable

SCHEDULE C – APPROVED SUBCONTRACTOR(S)

Subcontractors

1.1 The following persons or organizations, are specified as Subcontractors under section 12 of the Third Party Service Agreement, for purposes of this Subsidiary Component Agreement:

None

SCHEDULE D – RISK MANAGEMENT & CONFLICT RESOLUTION

Criminal Record Check

1.1 In accordance with the Criminal Records Review Act, you must undertake a criminal record check of each staff member or other person who has, or potentially has, unsupervised access to children, or who has access to their records.

1.2 In addition to any criminal record checks required under the Criminal Records Review Act, you must undertake a criminal record check on volunteers or other individuals who have, or potentially have, unsupervised access to children or their records.

1.3 Upon our written request you must provide us written confirmation that:

(a) criminal record checks have been initiated;
(b) you have acted on instructions from the adjudicator or us; and
(c) all other related procedures have been followed.

Conflict Resolution Officials

2.1 The designated "Officials" of the parties for the purposes of the Conflict Resolution Protocol are:

	Province	**Contractor**
Stage One:	Community Services Manager or Designate	Executive Director or Designate
Stage Two:	Executive Director of Service	Executive Director or Designate
Stage Three:	Deputy Minister or Designate	Chair, Board of Directors or Designate

Permits and Licenses

3.1 You must obtain all the permits and licenses required to perform the Services, including, but not limited to:

(a) any permits or licenses required by municipal or health authorities for the operation of the Services delineated in Schedule A.

(b) any municipal, provincial, federal permits and licenses required to provide the Services including motor vehicle licenses of the appropriate class to provide transportation to clients.

Insurance and Indemnity

A. For all Contractor's activities under this Agreement to which the Master Insurance Program applies, as determined by the Province in its sole discretion:

4.1 The Province will purchase and maintain Comprehensive General Liability insurance in the amount of $2,000,000 inclusive per occurrence against bodily injury and property damage arising out of the Contractor's performance of the Services on behalf of the Province as outlined in this Agreement.

4.2 The Contractor shall be responsible for and pay any deductible under the policy.

4.3 The Contractor will be provided with a Certificate of Insurance and a copy of the insurance policy wording.

4.4 The Province will take reasonable steps to ensure the coverage specified in section 1 is continuous for the duration of this Agreement but the Province does not accept responsibility for providing coverage in the event the insurance is cancelled or reduced by the insurer.

4.5 The Province does not represent or warrant that the policy contains insurance for any and all losses. It is the Contractor's responsibility to ascertain the exact nature and extent of coverage of the policy as well as any and all terms and conditions of the policy.

4.6 The Contractor shall provide, maintain, and pay for, any additional insurance which the Contractor is required by law to carry, or which the Contractor considers necessary to cover risks not otherwise covered by insurance specified in section 1.

B. For all Contractor's activities to which the Master Insurance Program does not apply, the Contractor shall:

5.1 The Contractor must, without limiting its obligation or liabilities and at its own expense, purchase and maintain throughout the term of this Agreement the following insurances with insurers licensed in Canada in forms and amounts acceptable to the Province:

(a) Commercial General Liability in an amount not less than $2,000,000.00 inclusive per occurrence against bodily injury, personal injury and property damage and including liability assumed under this Agreement and this insurance must:

(i) include the Province as an additional insured;

(ii) be endorsed to provide the Province with 30 days advance written notice of cancellation or material change; and

(iii) include a cross liability clause.

5.2 All insurance described in paragraph 1 of this Schedule must:

(a) be primary; and

(b) not require the sharing of any loss by any insurer of the Province.

5.3 The Contractor must provide the Province with evidence of all required insurance:

(a) Within 10 working days of commencement of the Services, the Contractor must provide to the Province evidence of all required insurance in the form of a completed Province of British Columbia Certificate of Insurance.

(b) If the insurance policy(ies) expire before the end of the term of this Agreement, the Contractor must provide within 10 working days of expiration, evidence of new or renewal policy(ies) of all expired insurance in the form of a completed Province of British Columbia Certificate of Insurance.

(c) Notwithstanding paragraph 3(a) or (b) above, if requested by the Province at any time, the Contractor must provide to the Province certified copies of the required insurance policies.

5.4 The Contractor shall provide, maintain, and pay for, any additional insurance which it is required by law to carry, or which it considers necessary to cover risks not otherwise covered by insurance specified in this schedule in its sole discretion.

C. Whether A or B applies to the Services, for all Contractor activities under this Agreement:

6.1 The Contractor shall maintain Automobile Liability insurance on all vehicles owned, operated or licensed by the Contractor in an amount not less than $2,000,000 per occurrence, and where applicable the Contractor may show evidence of this insurance using an ICBC Confirmation of Insurance Coverage (APV-47) form in place of the requirement for the BC Certificate of Insurance.

6.2 Additional Insurance: Not applicable

SCHEDULE E – AUTHORIZED PERSONS (FOR THE SUBSIDIARY COMPONENT AGREEMENT)

Authorized Persons

1.1 The Contractor designates any of the following persons, (identified by name and/or position) to act for you in relation to this Subsidiary Component Agreement:

None

1.2 The Ministry designates any of the following persons (identify by name and/or position) to act for us in relation to this Subsidiary Component Agreement:

Community Services Manager or Designate

SCHEDULE H – ADDITIONAL TERMS

Other

1. Notwithstanding Clause 55 (b) of the Third Party Service Agreement, the termination notice period for this Subsidiary Component Agreement is 60 days.

BRITISH COLUMBIA	Ministry of Children and Family Development	**MODIFICATION AGREEMENT**

BETWEEN

HER MAJESTY THE QUEEN IN RIGHT OF THE PROVINCE OF BRITISH COLUMBIA,
represented by the Minister of Children and Family Development

AND

FAMILY SERVICES OF GREATER VANCOUVER
(Legal Name)

BACKGROUND
A. The parties entered into a Subsidiary Component Agreement FT08424004, beginning April 01, 2013.
B. The parties have agreed to modify the Agreement effective July 01, 2013.

AGREEMENT

1. *Schedule A – Services* is amended to increase the contract by **$8,800.00** from $29,211.80 to a new contract aggregate amount of **$38,011.80**. This $8,800.00 increase reflects One-time-only funding for 2013/2014 Children First Funds for the New Westminster Early Childhood Development Table for services as described below:

   a) ECD Parent Advisory Committee Newsletter - **$3,000.00**
      - The outcome for this newsletter is to provide parents in the City of New Westminster with information on early childhood related events, programs and services.
      - To provide honorarium, and printing costs for the quarterly newsletter.
      - The newsletter will be redesigned this year, and distribution plan will be strengthened.

      Deliverables:
      - Print a minimum of 1200 newsletters (300 per quarter).
      - Distribute to 20-50 distribution points.

   b) ECD Family Strengthening Program - **$2,300.00**
      - Increase access to programs serving families with children 0 to 6 years
      - Family Services of Greater Vancouver programs for families with children 0 to 6 years. Funds will enhance participants' access to programs.

      Deliverables:
      - Ensure transportation is not a barrier for participants to access services.
      - Support access to programs that create community connections, and build parenting skills.
      - Support isolated parents and grandparents.
      - Support immigrant families.
      - Benefit at least 50 participants.

AUG 07 2013

- Submit quarterly report as required.

c) Community Development Administrative Support - **$3,500.00**
Deliverables:
- Provide 5 hours/week administrative support to Community Development Coordinator for the New Westminster Child Development Committee.
- Embed administrative support hours into existing FSGV admin position.
- Identify administrative tasks in collaboration with the Coordinator and the New Westminster Child Development Committee's Strategic Action Team.

These projects are designed to reflect the priorities identified in the Strategic Action Plan for ECD in New Westminster.

Reporting to be completed quarterly, using the form provided by the ECD Table.

2. *Schedule B – Payment and Financial Reporting* is amended as follows:

a) The Aggregate Maximum amount is increased by **$8,800.00** from $29,211.80 to **$38,011.80**.

b) The Province will make payments to the Contractor in the following amounts and manner:

Under 2.3 *One-Time Only Payments and Additional Costs*:

i) Effective July 1, 2013 we will pay you the amount of **$8,800.00** as specified:

Intervention – General	$8,800.00

c) Annual baseline funding remains as $29,211.80.

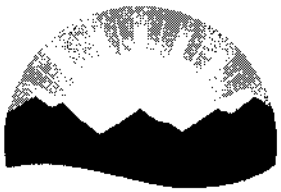
Additional Information

1. In all other respects, the Agreement is confirmed.

The parties have duly executed this modification agreement as of the 1st day of July, 2013.

SIGNED AND DELIVERED on the 22nd day of August, 2013 on behalf of the Province by its duly authorized representative	**SIGNED AND DELIVERED** on the 1 day of August, 2013 by or on behalf of the Contractor (or by its authorized signatory or signatories if the Contractor is a corporation)
Signature:	Signature: Caroline J Bonesky
Print Name: Jane Fong for Sue Hassard	Print Name: Caroline Bonesky Position: Chief Executive Officer
Position: Community Services Manager or Designate	Signature:
Responsibility Centre:	Print Name: Position:
	Signature:
	Print Name: Position:

SUBSIDIARY COMPONENT AGREEMENT (SCA)



BRITISH COLUMBIA

Ministry of Children and Family Development

BRITISH COLUMBIA — Ministry of Children and Family Development	**SUBSIDIARY COMPONENT AGREEMENT: FT08424004** **DOING BUSINESS AS: FAMILY SERVICES OF GREATER VANCOUVER** **Agreement Name:** Domestic Violence Response Team

HER MAJESTY THE QUEEN IN RIGHT OF THE PROVINCE OF BRITISH COLUMBIA, represented by The Minister of Children and Family Development (the "Province", "we", "us", or "our" as applicable) at the following address:	AND FAMILY SERVICES OF GREATER VANCOUVER (Legal Name) (the "Contractor", "you", or "your" as applicable) at the following address:
300 - 5172 Kingsway Burnaby, British Columbia Canada V5H 2E8 Fax Number: (604)775-0840	201-1638 BROADWAY E VANCOUVER, BC V5N 1W1 Fax Number: (604)733-7009

The term for the Subsidiary Component Agreement begins on: 01/04/2013 (Day/Month/Year) and ends on 31/03/2014 (Day/Month/Year)

THE PARTIES AGREE TO THE TERMS ON THE ATTACHED PAGES OF THIS DOCUMENT AND OUTLINED BELOW.
THIS SUBSIDIARY COMPONENT AGREEMENT IS PART OF THE THIRD PARTY SERVICE AGREEMENT FT08424000:

APPLICABLE SCHEDULES:

- **SCHEDULE A - SERVICES**
- **SCHEDULE B - PAYMENT & FINANCIAL REPORTING**
- **SCHEDULE C - APPROVED SUBCONTRACTOR(S)**
- **SCHEDULE D - RISK MANAGEMENT & CONFLICT RESOLUTION**
- **SCHEDULE E - AUTHORIZED PERSONS (FOR THE SUBSIDIARY COMPONENT AGREEMENT)**
- **SCHEDULE H - ADDITIONAL TERMS**

SIGNED AND DELIVERED on the 7th day of May, 2013 on behalf of the Province by its duly authorized representative	**SIGNED AND DELIVERED** on the 29 day of April, 2013 by or on behalf of the Contractor (or by its authorized signatory or signatories if the Contractor is a corporation)
Signature: Susan Goodman per	Signature: Caroline J Bonesky
Print Name: Sue Hassard	Print Name: Caroline Bonesky Position: Chief Executive Officer
Position: Community Services Manager or Designate	Signature:
Responsibility Centre: CSM - BURNABY/N WEST	Print Name: Position:
	Signature:
	Print Name: Position:

READ TERMS ON THE ATTACHED PAGES OF THIS DOCUMENT

SCHEDULE A – SERVICES
The Annual Baseline funding will be $29,211.80.

SUMMARY

Term **01/04/2013 to 31/03/2014** ***Total Amount of Component Agreement*** **$29,211.80**

Allocation by Programs and Services

Programs		
Services to Strengthen Families		
	Intervention - General	$29,211.80
	Sub-Total	**$29,211.80**
	Total	**$29,211.80**

Allocation by Community

Communities Served		
New Westminster		$29,211.80
	Total	**$29,211.80**

Allocation by Business Area

Core Business Area	**Business Area - Sub Business Area**	
Child and Family Development		
	Family Development/Service to Strengthen Families	$29,211.80
	Sub-Total	**$29,211.80**
	Total	**$29,211.80**

PROGRAMS

Services to Strengthen Families

TARGET POPULATION: Families who require additional support in order to manage parenting responsibilities, but who do not fall within the Ministry's protection mandate.

OUTCOME: Families have the capacity to care for their own children such that the children have healthy, non-violent role models that enable them to grow and develop to their full potential.

Domestic Violence Response Team (DVRT) (Services to Strengthen Families)

SERVICE: INTERVENTION - GENERAL **Total Amount** $29,211.80

Definitions	Activities provided to maintain or prompt a planned change in the behaviour, condition or functioning of children, youth, and/or families/caregivers.		
Project Code	18CN289		
Input	Qualified Staff		
Output Indicators	# Service Units	**Quantity**	476
Reporting Frequency	Semi-Annually		
Core Business Area	Child and Family Development		
Business Area	Family Development		
Sub Business Area	Service to Strengthen Families		
Communities Served			
New Westminster	**Recipient(s)** Family	**Amount**	$29,211.80

This allocation is provided as an estimate.

Additional Descriptions

TARGET POPULATION

The Domestic Violence Response Team (DVRT) reviews all cases of domestic violence reported to the New Westminster Police Service, and responds to the most severe, high-risk and chronic situations, depending upon capacity. The women served by the DVRT are at high risk by virtue of one or more of the following variables: offender history of violence; lethality of violence; pregnancy of woman or recent birth of child; children in the home; marginalization/isolation of victim due to gender, class, ethno-cultural background, sexual orientation, ability, age, language and/or previous unsatisfactory experiences with the police or legal system.

OUTCOMES

The overall goals of this program are to increase safety for women who experience domestic violence and their children and to reduce the harmful impact of domestic violence.

Additional goals include the following:

- to increase the rate of successful prosecutions of domestic violence offenders;
- to promote systemic change and reduce barriers to effective intervention through education and advocacy, within the justice system and the community;
- to provide a specialized, coordinated follow-up service to victims of domestic violence;
- to ensure consistent and appropriate response to domestic violence in accordance with New Westminster Police Service policy and Ministry of Attorney General policy on Violence Against Women in Relationships;
- to facilitate increased understanding, cooperation, and collaboration among team members, collateral agencies, institutions, and individuals, thereby improving overall system response; and
- to act as a resource by providing information, case consultation, and training to members of the New Westminster Police Service and other.

SERVICE DESCRIPTION
The DVRT is a partnership program between the Contractor and the New Westminster Police Service (NWPS), established in 1996 to address the needs of high risk victims of domestic violence in the New Westminster community. Service is delivered in a partnership model, with a Community Counsellor and a detective constable. The Community Counsellor works to improve victim safety through addressing the social and emotional challenges faced by the victim, while the detective constable works to improve victim safety by increasing offender's accountability in the criminal justice system.

While the DVRT is based at the New Westminster Police Station, service is delivered primarily on an outreach basis throughout New Westminster. Initial services provided by the Community Counsellor include assessment and case planning; depending upon the outcome of assessment, various services may be offered, such as emotional support, crisis intervention and counselling, advocacy with legal and social agencies, provision of information about legal system and community resources, referral and linkage with other services. The detective constable does investigative follow-up, liaising with Crown and Probation, and coordinating efforts between patrol and the DVRT.

Service is provided generally until the criminal case has been concluded and/or the victim no longer wishes service. Length of service can range from one call to several years. A key element of this program is collaboration between the Contractor and the New Westminster Police Service, with the NWPS providing resources such as secretarial and material support, information systems, computer systems and a vehicle to support the work of the team.

The program is jointly funded by the Ministry of Child and Family Development (MCFD) and the Fraser Health Authority (FHA) Mental Health Services.

INTAKE OR REFERRAL PROCESS
Open referral.

INPUTS
Staff Qualifications: The Community Counsellor must have a minimum of an undergraduate degree in Social Work or a related discipline, and specific training and expertise in addressing violence in relationships.

Supervision: Clinical and administrative supervision will be provided regularly and as required in accordance with Contractor's accreditation standards.

Service Delivery Model

0.40 FTE Community Counsellor (additional 0.57 FTE Community Counsellor funded by FHA)
0.03 FTE Supervisor

ACTIVITIES
Activities will include but not be limited to:

- risk/safety assessments;
- mental status assessments;
- outreach crisis intervention and brief counselling services for women victims and their children;
- provision of information, referral and linkage with appropriate community resources;
- provision of case management and bridging to the justice system;
- provision of ongoing support, advocacy and bridging to legal and social agencies;
- collaboration with collateral service providers, such as children who witness violence programs, women's support groups, and Ministry child protection staff;
- participation in the development of community strategies to stop violence against women including: monitoring of cases to identify and resolve service gaps, evaluating programs, and making recommendations.

OUTPUT INDICATORS

Service Units

The following service unit definition is applied:

Service Unit v.II is defined as "an hour of service provision to an identified Client, or group of Clients, and will include such activities as face to face contact, Client specific report writing, Client specific telephone calls, case management meetings, case consultation and case supervision, training where pre-approved by the MCFD as billable, and community meetings and travel directly related to contracted services. Activities that do not fall under the definition of Service Unit include program information inquiries of a general nature, statistical or data collection, team meetings, organization staff training, development and supervision."

The calculation submitted by the Contractor indicates that one (1.0) FTE converts to 1,191 service units per annum.

A total of 476 service units per annum will be provided by the Community Counsellor.

REPORTING

Outputs/Quantitative Data:

On a semi-annual basis, the Contractor will submit a report of the following outputs for the proceeding period:

- # of service units per month;
- # of direct client hours provided;
- # of individual families served; and
- # of aboriginal families served.

Outcomes/Qualitative Data:

On an annual basis, the Contractor will provide a report of the results of the client satisfaction and outcome surveys completed at service end.

Additional output and/or outcome indicator reporting may be negotiated between the Program Liaison and the Contractor.

Additional Descriptions

OUTCOMES

- Increased capacity to maintain children in the family/caregiver home.
- Improved level of personal functioning.
- Increased ability to form and maintain healthy relationships, including couple, parent/child, family and other significant relationships.
- Increased ability to cope with trauma and/or distress.
- Reduced isolation through increased connections to personal support system, community supports and resources, and/or employment where applicable.
- Increased personal safety.
- Increased level of child functioning.

BUSINESS AREA OUTCOMES

- Families have an enhanced capacity to care for their children
- Extended Families and communities are actively engaged and caring for children

- Children and youth are healthy and have a sense of well-being
- Children and youth are free from abuse, neglect and exploitation
- Children and youth experience stability and permanence in their family and alternative family environment
- Children in care are engaged and successful at school and experience positive outcomes
- Children in care transition successfully to adulthood through appropriate supports and supportive relationships

SCHEDULE B – PAYMENT & FINANCIAL REPORTING

Aggregate Maximum

1.1 Subject to the provisions of the Third Party Service Agreement and this Subsidiary Component Agreement, we will pay you an amount not exceeding $29,211.80, including GST, in the aggregate, for providing the Services set out in Schedule A, during the term of this Subsidiary Component Agreement.

Payments

2.1 **Monthly Recurring**

We will pay you on or about the 15th day of the month commencing on the 1st day of April, 2013 as provided in the following payment schedule:

From	To	Amount	GST	Total
April 1, 2013	April 30, 2013	$2,434.28	$0.00	$2,434.28
May 1, 2013	March 31, 2014	$2,434.32	$0.00	$26,777.52
				$29,211.80

2.2 **Payment Address**

201-1638 BROADWAY E VANCOUVER, BC V5N 1W1

Goods and Services Tax (GST)

Financial Reports

2.3 In addition to the financial statements referred to in the Audit and Service Evaluation section of FT08424000 any financial reports should, at a minimum, relate costs to service outputs. The following additional financial reports are required:

Name	Description
9-Month Service Cost Report	Report that outlines the costs associated with a service every 9 months.
Semi-annual Service Cost Report	Report that outlines the semi-annual costs associated with a service.

Transition to Unit Cost Based Payments

2.4 Not applicable

SCHEDULE C – APPROVED SUBCONTRACTOR(S)

Subcontractors

1.1 The following persons or organizations, are specified as Subcontractors under section 12 of the Third Party Service Agreement, for purposes of this Subsidiary Component Agreement:

None

SCHEDULE D – RISK MANAGEMENT & CONFLICT RESOLUTION

Criminal Record Check

1.1 In accordance with the Criminal Records Review Act, you must undertake a criminal record check of each staff member or other person who has, or potentially has, unsupervised access to children, or who has access to their records.

1.2 In addition to any criminal record checks required under the Criminal Records Review Act, you must undertake a criminal record check on volunteers or other individuals who have, or potentially have, unsupervised access to children or their records.

1.3 Upon our written request you must provide us written confirmation that:

(a) criminal record checks have been initiated;
(b) you have acted on instructions from the adjudicator or us; and
(c) all other related procedures have been followed.

Conflict Resolution Officials

2.1 The designated "Officials" of the parties for the purposes of the Conflict Resolution Protocol are:

	Province	**Contractor**
Stage One:	Community Services Manager or Designate	Executive Director or Designate
Stage Two:	Executive Director of Service	Executive Director or Designate
Stage Three:	Deputy Minister or Designate	Chair, Board of Directors or Designate

Permits and Licenses

3.1 You must obtain all the permits and licenses required to perform the Services, including, but not limited to:

(a) any permits or licenses required by municipal or health authorities for the operation of the Services delineated in Schedule A.

(b) any municipal, provincial, federal permits and licenses required to provide the Services including motor vehicle licenses of the appropriate class to provide transportation to clients.

Insurance and Indemnity

A. For all Contractor's activities under this Agreement to which the Master Insurance Program applies, as determined by the Province in its sole discretion:

4.1 The Province will purchase and maintain Comprehensive General Liability insurance in the amount of $2,000,000 inclusive per occurrence against bodily injury and property damage arising out of the Contractor's performance of the Services on behalf of the Province as outlined in this Agreement.

4.2 The Contractor shall be responsible for and pay any deductible under the policy.

4.3 The Contractor will be provided with a Certificate of Insurance and a copy of the insurance policy wording.

4.4 The Province will take reasonable steps to ensure the coverage specified in section 1 is continuous for the duration of this Agreement but the Province does not accept responsibility for providing coverage in the event the insurance is cancelled or reduced by the insurer.

4.5 The Province does not represent or warrant that the policy contains insurance for any and all losses. It is the Contractor's responsibility to ascertain the exact nature and extent of coverage of the policy as well as any and all terms and conditions of the policy.

4.6 The Contractor shall provide, maintain, and pay for, any additional insurance which the Contractor is required by law to carry, or which the Contractor considers necessary to cover risks not otherwise covered by insurance specified in section 1.

B. For all Contractor's activities to which the Master Insurance Program does not apply, the Contractor shall:

5.1 The Contractor must, without limiting its obligation or liabilities and at its own expense, purchase and maintain throughout the term of this Agreement the following insurances with insurers licensed in Canada in forms and amounts acceptable to the Province:

(a) Commercial General Liability in an amount not less than $2,000,000.00 inclusive per occurrence against bodily injury, personal injury and property damage and including liability assumed under this Agreement and this insurance must:

(i) include the Province as an additional insured;

(ii) be endorsed to provide the Province with 30 days advance written notice of cancellation or material change; and

(iii) include a cross liability clause.

5.2 All insurance described in paragraph 1 of this Schedule must:

(a) be primary; and

(b) not require the sharing of any loss by any insurer of the Province.

5.3 The Contractor must provide the Province with evidence of all required insurance:

(a) Within 10 working days of commencement of the Services, the Contractor must provide to the Province evidence of all required insurance in the form of a completed Province of British Columbia Certificate of Insurance.

(b) If the insurance policy(ies) expire before the end of the term of this Agreement, the Contractor must provide within 10 working days of expiration, evidence of new or renewal policy(ies) of all expired insurance in the form of a completed Province of British Columbia Certificate of Insurance.

(c) Notwithstanding paragraph 3(a) or (b) above, if requested by the Province at any time, the Contractor must provide to the Province certified copies of the required insurance policies.

5.4 The Contractor shall provide, maintain, and pay for, any additional insurance which it is required by law to carry, or which it considers necessary to cover risks not otherwise covered by insurance specified in this schedule in its sole discretion.

C. Whether A or B applies to the Services, for all Contractor activities under this Agreement:

6.1 The Contractor shall maintain Automobile Liability insurance on all vehicles owned, operated or licensed by the Contractor in an amount not less than $2,000,000 per occurrence, and where applicable the Contractor may show evidence of this insurance using an ICBC Confirmation of Insurance Coverage (APV-47) form in place of the requirement for the BC Certificate of Insurance.

6.2 Additional Insurance: Not applicable

SCHEDULE E – AUTHORIZED PERSONS (FOR THE SUBSIDIARY COMPONENT AGREEMENT)

Authorized Persons

1.1 The Contractor designates any of the following persons, (identified by name and/or position) to act for you in relation to this Subsidiary Component Agreement:

None

1.2 The Ministry designates any of the following persons (identify by name and/or position) to act for us in relation to this Subsidiary Component Agreement:

Community Services Manager or Designate

SCHEDULE H – ADDITIONAL TERMS

Other

1. Notwithstanding Clause 55 (b) of the Third Party Service Agreement, the termination notice period for this Subsidiary Component Agreement is 60 days.

BRITISH COLUMBIA	Ministry of Children and Family Development	**MODIFICATION AGREEMENT**

BETWEEN

HER MAJESTY THE QUEEN IN RIGHT OF THE PROVINCE OF BRITISH COLUMBIA,
represented by the Minister of Children and Family Development

AND

FAMILY SERVICES OF GREATER VANCOUVER
(Legal Name)

BACKGROUND
A. The parties entered into a Subsidiary Component Agreement FT08424004, beginning April 01, 2014.
B. The parties have agreed to modify the Agreement effective June 01, 2014.

AGREEMENT

1. *Schedule A – Services* is amended to increase the contract by **$4,000.00** from $29,211.84 to a new contract Aggregate amount of **$33,211.84**. This $4,000.00 increase reflects One-Time-Only funding for 2014/2015 Children First Funds for the New Westminster Early Childhood Development Table for services as described below:

   PLAY AND LEARN – Interactive Workshops for Parents, Grandparents, Caregivers and Young Children

   The Play and Learn project goal is to enhance caregivers' knowledge on the importance of play in children's development. The workshops focus on understanding how play helps children with physical, social and emotional development as well as with literacy skills such as reading and numeracy. Participants will learn how play connects to learning and will leave the workshop with ideas for engaging their children in further playing and learning.

   Program Model:

   - Deliver/facilitate 12 – 15 workshops with partner community organizations who serve the target population.
   - Goal of reaching 75 parents, grandparents, caregivers and 60 children including newcomers, parents, grandparents and children.
   - Three workshop models offered: parents only; parents and children together whole time; combination (parents and children separate for half and together for half).
   - Two hour workshops delivered on site.
   - To be offered at Strong Start sites, some SD40 sites, NWPL and Olivet program staff (ESL Parenting, Grandparents).

- Staffing: Workshop Developer/Facilitator and Coordinator. Family Services program staff with training/expertise in this area.
- Copy of Leap BC Family Resources "Move" and "Hop" donated to each workshop site for staff to use with parents and children to continue and reinforce learning. Simple handouts such as tip sheets for parents.
- This program is designed to reflect the priorities identified in the Strategic Action Plan for ECD in New Westminster.
- Budget: Staffing - $3,000.00; Resources - $700.00; Supports (transporation, admin) - $300.00.
- Reporting: To be completed quarterly, using the form provided.

2. *Schedule B -- Payment and Financial Reporting* is amended as follows:

a) The Aggregate Maximum amount is increased by **$4,000.00** from $29,211.84 to **$33,211.84**.

b) The Province will make payments to the Contractor in the following amounts and manner:

Under 2.3 *One-Time Only Payments and Additional Costs*:

i) Effective June 15, 2014 we will pay you the amount of **$4,000.00** as specified:
Intervention – General $4,000.00

c) Annual baseline funding remains as $29,211.84.

Additional Information

1. In all other respects, the Agreement is confirmed.

The parties have duly executed this modification agreement as of the 1st day of June, 2014.

SIGNED AND DELIVERED on the 31 day of July, 2014 on behalf of the Province by its duly authorized representative	**SIGNED AND DELIVERED** on the 30th day of July, 2014 by or on behalf of the Contractor (or by its authorized signatory or signatories if the Contractor is a corporation)
Signature: S Hassard	Signature: Caroline J Bonesky
Print Name: Sue Hassard	Print Name: Caroline Bonesky Position: Chief Executive Officer
Position: Community Services Manager or Designate	Signature:
Responsibility Centre:	Print Name: Position:
	Signature:
	Print Name: Position:

SUBSIDIARY COMPONENT AGREEMENT (SCA)

BRITISH COLUMBIA

Ministry of Children and Family Development

BRITISH COLUMBIA — Ministry of Children and Family Development	**SUBSIDIARY COMPONENT AGREEMENT: FT08424004** **DOING BUSINESS AS: FAMILY SERVICES OF GREATER VANCOUVER** **Agreement Name:** Domestic Violence Response Team

HER MAJESTY THE QUEEN IN RIGHT OF THE PROVINCE OF BRITISH COLUMBIA, represented by The Minister of Children and Family Development (the "Province", "we", "us", or "our" as applicable) at the following address:	AND FAMILY SERVICES OF GREATER VANCOUVER (Legal Name) (the "Contractor", "you", or "your" as applicable) at the following address:
300 - 5172 Kingsway Burnaby, British Columbia Canada V5H 2E8 Fax Number: (604)775-0840	201-1638 BROADWAY E VANCOUVER, BC V5N 1W1 Fax Number: (604)733-7009

The term for the Subsidiary Component Agreement begins on: 01/04/2014 (Day/Month/Year) and ends on 31/03/2015 (Day/Month/Year)

THE PARTIES AGREE TO THE TERMS ON THE ATTACHED PAGES OF THIS DOCUMENT AND OUTLINED BELOW.
THIS SUBSIDIARY COMPONENT AGREEMENT IS PART OF THE THIRD PARTY SERVICE AGREEMENT FT08424000.

APPLICABLE SCHEDULES:

- **SCHEDULE A - SERVICES**
- **SCHEDULE B - PAYMENT & FINANCIAL REPORTING**
- **SCHEDULE C - APPROVED SUBCONTRACTOR(S)**
- **SCHEDULE D - RISK MANAGEMENT & CONFLICT RESOLUTION**
- **SCHEDULE E - AUTHORIZED PERSONS (FOR THE SUBSIDIARY COMPONENT AGREEMENT)**
- **SCHEDULE F - INFORMATION MANAGEMENT & PRIVACY PROTECTION**
- **SCHEDULE H - ADDITIONAL TERMS**

SIGNED AND DELIVERED on the 23 day of April, 2014, on behalf of the Province by its duly authorized representative

Signature: [signature]

Print Name: Sue Hassard

Position: Community Services Manager or Designate

Responsibility Centre: CSM - BURNABY/N WEST

SIGNED AND DELIVERED on the 23rd day of April, 2014 by or on behalf of the Contractor (or by its authorized signatory or signatories if the Contractor is a corporation)

Signature: [signature]

Print Name: Caroline Bonesky Position: Chief Executive Officer

Signature: _____

Print Name: _____ Position: _____

Signature: _____

Print Name: _____ Position: _____

READ TERMS ON THE ATTACHED PAGES OF THIS DOCUMENT

SCHEDULE A – SERVICES

The Annualized Baseline funding will be $29,211.84.

SUMMARY

Term **01/04/2014 to 31/03/2015** ***Total Amount of Component Agreement*** **$29,211.84**

Allocation by Programs and Services

Programs			
Services to Strengthen Families			
	Intervention - General		$29,211.84
		Sub-Total	**$29,211.84**
		Total	**$29,211.84**

Allocation by Community

Communities Served		
New Westminster		$29,211.84
	Total	**$29,211.84**

Allocation by Business Area

Core Business Area	**Business Area - Sub Business Area**	
Child and Family Development		
	Family Development/Service to Strengthen Families	$29,211.84
	Sub-Total	**$29,211.84**
	Total	**$29,211.84**

PROGRAMS

Services to Strengthen Families

TARGET POPULATION:	Families who require additional support in order to manage parenting responsibilities, but who do not fall within the Ministry's protection mandate.
OUTCOME:	Families have the capacity to care for their own children such that the children have healthy, non-violent role models that enable them to grow and develop to their full potential.

Domestic Violence Response Team (DVRT) (Services to Strengthen Families)

SERVICE: INTERVENTION - GENERAL **Total Amount** $29,211.84

Definitions	Activities provided to maintain or prompt a planned change in the behaviour, condition or functioning of children, youth, and/or families/caregivers.		
Project Code	18CN289		
Input	Qualified Staff		
Output Indicators	# Service Units	**Quantity**	476
Reporting Frequency	Semi-Annually		
Core Business Area	Child and Family Development		
Business Area	Family Development		
Sub Business Area	Service to Strengthen Families		
Communities Served			
New Westminster	**Recipient(s)** Family	**Amount**	$29,211.84

Additional Descriptions

OUTCOMES

The overall goals of this program are to increase safety for women who experience domestic violence and their children and to reduce the harmful impact of domestic violence.

Additional goals include the following:

- to increase the rate of successful prosecutions of domestic violence offenders;
- to promote systemic change and reduce barriers to effective intervention through education and advocacy, within the justice system and the community;
- to provide a specialized, coordinated follow-up service to victims of domestic violence;
- to ensure consistent and appropriate response to domestic violence in accordance with New Westminster Police Service policy and Ministry of Attorney General policy on Violence Against Women in Relationships;
- to facilitate increased understanding, cooperation, and collaboration among team members, collateral agencies, institutions, and individuals, thereby improving overall system response; and
- to act as a resource by providing information, case consultation, and training to members of the New Westminster Police Service and other.

REPORTING

Outputs/Quantitative Data:

On a semi-annual basis, the Contractor will submit a report of the following outputs for the proceeding period:

- # of service units per month;
- # of direct client hours provided;
- # of individual families served; and
- # of aboriginal families served.

Outcomes/Qualitative Data:

On an annual basis, the Contractor will provide a report of the results of the client satisfaction and outcome surveys completed at service end.

Additional output and/or outcome indicator reporting may be negotiated between the Program Liaison and the Contractor.

TARGET POPULATION
The Domestic Violence Response Team (DVRT) reviews all cases of domestic violence reported to the New Westminster Police Service, and responds to the most severe, high-risk and chronic situations, depending upon capacity. The women served by the DVRT are at high risk by virtue of one or more of the following variables: offender history of violence; lethality of violence; pregnancy of woman or recent birth of child; children in the home; marginalization/isolation of victim due to gender, class, ethno-cultural background, sexual orientation, ability, age, language and/or previous unsatisfactory experiences with the police or legal system.

SERVICE DESCRIPTION
The DVRT is a partnership program between the Contractor and the New Westminster Police Service (NWPS), established in 1996 to address the needs of high risk victims of domestic violence in the New Westminster community. Service is delivered in a partnership model, with a Community Counsellor and a detective constable. The Community Counsellor works to improve victim safety through addressing the social and emotional challenges faced by the victim, while the detective constable works to improve victim safety by increasing offender's accountability in the criminal justice system.

While the DVRT is based at the New Westminster Police Station, service is delivered primarily on an outreach basis throughout New Westminster. Initial services provided by the Community Counsellor include assessment and case planning; depending upon the outcome of assessment, various services may be offered, such as emotional support, crisis intervention and counselling, advocacy with legal and social agencies, provision of information about legal system and community resources, referral and linkage with other services. The detective constable does investigative follow-up, liaising with Crown and Probation, and coordinating efforts between patrol and the DVRT.

Service is provided generally until the criminal case has been concluded and/or the victim no longer wishes service. Length of service can range from one call to several years. A key element of this program is collaboration between the Contractor and the New Westminster Police Service, with the NWPS providing resources such as secretarial and material support, information systems, computer systems and a vehicle to support the work of the team.

The program is jointly funded by the Ministry of Child and Family Development (MCFD) and the Fraser Health Authority (FHA) Mental Health Services.

INTAKE OR REFERRAL PROCESS
Open referral.

INPUTS
Staff Qualifications: The Community Counsellor must have a minimum of an undergraduate degree in Social Work or a related discipline, and specific training and expertise in addressing violence in relationships.

Supervision: Clinical and administrative supervision will be provided regularly and as required in accordance with Contractor's accreditation standards.

Service Delivery Model

0.40 FTE Community Counsellor (additional 0.57 FTE Community Counsellor funded by FHA)
0.03 FTE Supervisor

ACTIVITIES

Activities will include but not be limited to:

- risk/safety assessments;
- mental status assessments;
- outreach crisis intervention and brief counselling services for women victims and their children;
- provision of information, referral and linkage with appropriate community resources;
- provision of case management and bridging to the justice system;
- provision of ongoing support, advocacy and bridging to legal and social agencies;
- collaboration with collateral service providers, such as children who witness violence programs, women's support groups, and Ministry child protection staff;
- participation in the development of community strategies to stop violence against women including: monitoring of cases to identify and resolve service gaps, evaluating programs, and making recommendations.

OUTPUT INDICATORS

Service Units

The following service unit definition is applied:

Service Unit v.II is defined as "an hour of service provision to an identified Client, or group of Clients, and will include such activities as face to face contact, Client specific report writing, Client specific telephone calls, case management meetings, case consultation and case supervision, training where pre-approved by the MCFD as billable, and community meetings and travel directly related to contracted services. Activities that do not fall under the definition of Service Unit include program information inquiries of a general nature, statistical or data collection, team meetings, organization staff training, development and supervision."

The calculation submitted by the Contractor indicates that one (1.0) FTE converts to 1,191 service units per annum.

A total of 476 service units per annum will be provided by the Community Counsellor.

Additional Descriptions

OUTCOMES

- Increased capacity to maintain children in the family/caregiver home.
- Improved level of personal functioning.
- Increased ability to form and maintain healthy relationships, including couple, parent/child, family and other significant relationships.
- Increased ability to cope with trauma and/or distress.
- Reduced isolation through increased connections to personal support system, community supports and resources, and/or employment where applicable.
- Increased personal safety.
- Increased level of child functioning.

BUSINESS AREA OUTCOMES

- Families have an enhanced capacity to care for their children
- Extended Families and communities are actively engaged and caring for children
- Children and youth are healthy and have a sense of well-being
- Children and youth are free from abuse, neglect and exploitation
- Children and youth experience stability and permanence in their family and alternative family environment
- Children in care are engaged and successful at school and experience positive outcomes

- Children in care transition successfully to adulthood through appropriate supports and supportive relationships

SCHEDULE B – PAYMENT & FINANCIAL REPORTING

Aggregate Maximum

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Payments

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				$29,211.84

2.2 **Payment Address**

201-1638 BROADWAY E VANCOUVER, BC V5N 1W1

Goods and Services Tax (GST)

Financial Reports

2.3 In addition to the financial statements referred to in the Audit and Service Evaluation section of FT08424000 any financial reports should, at a minimum, relate costs to service outputs. The following additional financial reports are required:

Name	Description
9-Month Service Cost Report	Report that outlines the costs associated with a service every 9 months.
Semi-annual Service Cost Report	Report that outlines the semi-annual costs associated with a service.

Transition to Unit Cost Based Payments

2.4 Not applicable

SCHEDULE C – APPROVED SUBCONTRACTOR(S)

Subcontractors

1.1 The following persons or organizations, are specified as Subcontractors under section 12 of the Third Party Service Agreement, for purposes of this Subsidiary Component Agreement:

None

SCHEDULE D – RISK MANAGEMENT & CONFLICT RESOLUTION

Criminal Record Check

1.1 In accordance with the Criminal Records Review Act, you must undertake a criminal record check of each staff member or other person who has, or potentially has, unsupervised access to children, or who has access to their records.

1.2 In addition to any criminal record checks required under the Criminal Records Review Act, you must undertake a criminal record check on volunteers or other individuals who have, or potentially have, unsupervised access to children or their records.

1.3 Upon our written request you must provide us written confirmation that:

(a) criminal record checks have been initiated;

(b) you have acted on instructions from the adjudicator or us; and

(c) all other related procedures have been followed.

Conflict Resolution Officials

2.1 The designated "Officials" of the parties for the purposes of the Conflict Resolution Protocol are:

	Province	**Contractor**
Stage One:	Community Services Manager or Designate	Executive Director or Designate
Stage Two:	Executive Director of Service	Executive Director or Designate
Stage Three:	Deputy Minister or Designate	Chair, Board of Directors or Designate

Permits and Licenses

3.1 You must obtain all the permits and licenses required to perform the Services, including, but not limited to:

(a) any permits or licenses required by municipal or health authorities for the operation of the Services delineated in Schedule A.

(b) any municipal, provincial, federal permits and licenses required to provide the Services including motor vehicle licenses of the appropriate class to provide transportation to clients.

Insurance and Indemnity

A. For all Contractor's activities under this Agreement to which the Master Insurance Program applies, as determined by the Province in its sole discretion:

4.1 The Province will purchase and maintain Comprehensive General Liability insurance in the amount of $2,000,000 inclusive per occurrence against bodily injury and property damage arising out of the Contractor's performance of the Services on behalf of the Province as outlined in this Agreement.

4.2 The Contractor shall be responsible for and pay any deductible under the policy.

4.3 The Contractor will be provided with a Certificate of Insurance and a copy of the insurance policy wording.

4.4 The Province will take reasonable steps to ensure the coverage specified in section 1 is continuous for the duration of this Agreement but the Province does not accept responsibility for providing coverage in the event the insurance is cancelled or reduced by the insurer.

4.5 The Province does not represent or warrant that the policy contains insurance for any and all losses. It is the Contractor's responsibility to ascertain the exact nature and extent of coverage of the policy as well as any and all terms and conditions of the policy.

4.6 The Contractor shall provide, maintain, and pay for, any additional insurance which the Contractor is required by law to carry, or which the Contractor considers necessary to cover risks not otherwise covered by insurance specified in section 1.

B. For all Contractor's activities to which the Master Insurance Program does not apply, the Contractor shall:

5.1 The Contractor must, without limiting its obligation or liabilities and at its own expense, purchase and maintain throughout the term of this Agreement the following insurances with insurers licensed in Canada in forms and amounts acceptable to the Province:

(a) Commercial General Liability in an amount not less than $2,000,000.00 inclusive per occurrence against bodily injury, personal injury and property damage and including liability assumed under this Agreement and this insurance must:

(i) include the Province as an additional insured;

(ii) be endorsed to provide the Province with 30 days advance written notice of cancellation or material change; and

(iii) include a cross liability clause.

5.2 All insurance described in paragraph 1 of this Schedule must:

(a) be primary; and

(b) not require the sharing of any loss by any insurer of the Province.

5.3 The Contractor must provide the Province with evidence of all required insurance:

(a) Within 10 working days of commencement of the Services, the Contractor must provide to the Province evidence of all required insurance in the form of a completed Province of British Columbia Certificate of Insurance.

(b) If the insurance policy(ies) expire before the end of the term of this Agreement, the Contractor must provide within 10 working days of expiration, evidence of new or renewal policy(ies) of all expired insurance in the form of a completed Province of British Columbia Certificate of Insurance.

(c) Notwithstanding paragraph 3(a) or (b) above, if requested by the Province at any time, the Contractor must provide to the Province certified copies of the required insurance policies.

5.4 The Contractor shall provide, maintain, and pay for, any additional insurance which it is required by law to carry, or which it considers necessary to cover risks not otherwise covered by insurance specified in this schedule in its sole discretion.

C. Whether A or B applies to the Services, for all Contractor activities under this Agreement:

6.1 The Contractor shall maintain Automobile Liability insurance on all vehicles owned, operated or licensed by the Contractor in an amount not less than $2,000,000 per occurrence, and where applicable the Contractor may show evidence of this insurance using an ICBC Confirmation of Insurance Coverage (APV-47) form in place of the requirement for the BC Certificate of Insurance.

6.2 Additional Insurance: Not applicable

SCHEDULE E – AUTHORIZED PERSONS (FOR THE SUBSIDIARY COMPONENT AGREEMENT)

Authorized Persons

1.1 The Contractor designates any of the following persons, (identified by name and/or position) to act for you in relation to this Subsidiary Component Agreement:

None

1.2 The Ministry designates any of the following persons (identify by name and/or position) to act for us in relation to this Subsidiary Component Agreement:

Community Services Manager or Designate

SCHEDULE F1 – PRIVACY PROTECTION SCHEDULE

This Schedule forms part of the agreement between Her Majesty the Queen in right of the Province of British Columbia represented by

The Ministry of Children and Family Development (the "Province") and FAMILY SERVICES OF GREATER VANCOUVER (the "Contractor")

respecting Domestic Violence Response Team (the "Agreement")

Definitions

1. In this Schedule,
   (a) "access" means disclosure by the provision of access;
   (b) "Act" means the Freedom of Information and Protection of Privacy Act (British Columbia), as amended from time to time;
   (c) "contact information" means information to enable an individual at a place of business to be contacted and includes the name, position name or title, business telephone number, business address, business email or business fax number of the individual;
   (d) "personal information" means recorded information about an identifiable individual, other than contact information, collected or created by the Contractor as a result of the Agreement or any previous agreement between the Province and the Contractor dealing with the same subject matter as the Agreement but excluding any such information that, if this Schedule did not apply to it, would not be under the "control of a public body" within the meaning of the Act.

Purpose

2. The purpose of this Schedule is to:
   (a) enable the Province to comply with its statutory obligations under the Act with respect to personal information; and
   (b) ensure that, as a service provider, the Contractor is aware of and complies with its statutory obligations under the Act with respect to personal information.

Collection of personal information

3. Unless the Agreement otherwise specifies or the Province otherwise directs in writing, the Contractor may only collect or create personal information that is necessary for the performance of the Contractor's obligations, or the exercise of the Contractor's rights, under the Agreement.
4. Unless the Agreement otherwise specifies or the Province otherwise directs in writing, the Contractor must collect personal information directly from the individual the information is about.
5. Unless the Agreement otherwise specifies or the Province otherwise directs in writing, the Contractor must tell an individual from whom the Contractor collects personal information:
   (a) the purpose for collecting it;

(b) the legal authority for collecting it; and

(c) the title, business address and business telephone number of the person designated by the Province to answer questions about the Contractor's collection of personal information.

Accuracy of personal information

6. The Contractor must make every reasonable effort to ensure the accuracy and completeness of any personal information to be used by the Contractor or the Province to make a decision that directly affects the individual the information is about.

Requests for access to personal information

7. If the Contractor receives a request for access to personal information from a person other than the Province, the Contractor must promptly advise the person to make the request to the Province unless the Agreement expressly requires the Contractor to provide such access and, if the Province has advised the Contractor of the name or title and contact information of an official of the Province to whom such requests are to be made, the Contractor must also promptly provide that official's name or title and contact information to the person making the request.

Correction of personal information

8. Within 5 business days of receiving a written direction from the Province to correct or annotate any personal information, the Contractor must annotate or correct the information in accordance with the direction.

9. When issuing a written direction under section 8, the Province must advise the Contractor of the date the correction request to which the direction relates was received by the Province in order that the Contractor may comply with section 10.

10. Within 5 business days of correcting or annotating any personal information under section 8, the Contractor must provide the corrected or annotated information to any party to whom, within one year prior to the date the correction request was made to the Province, the Contractor disclosed the information being corrected or annotated.

11. If the Contractor receives a request for correction of personal information from a person other than the Province, the Contractor must promptly advise the person to make the request to the Province and, if the Province has advised the Contractor of the name or title and contact information of an official of the Province to whom such requests are to be made, the Contractor must also promptly provide that official's name or title and contact information to the person making the request.

Protection of personal information

12. The Contractor must protect personal information by making reasonable security arrangements against such risks as unauthorized access, collection, use, disclosure or disposal, including any expressly set out in the Agreement.

Storage and access to personal information

13. Unless the Province otherwise directs in writing, the Contractor must not store personal information outside Canada or permit access to personal information from outside Canada.

Retention of personal information

14. Unless the Agreement otherwise specifies, the Contractor must retain personal information until directed by the Province in writing to dispose of it or deliver it as specified in the direction.

Use of personal information

15. Unless the Province otherwise directs in writing, the Contractor may only use personal information if that use is:

(a) for the performance of the Contractor's obligations, or the exercise of the Contractor's rights, under the Agreement; and

(b) in accordance with section 13.

Disclosure of personal information

16. Unless the Province otherwise directs in writing, the Contractor may only disclose personal information inside Canada to any person other than the Province if the disclosure is for the performance of the Contractor's obligations, or the exercise of the Contractor's rights, under the Agreement.

17. Unless the Agreement otherwise specifies or the Province otherwise directs in writing, the Contractor must not disclose personal information outside Canada.

Inspection of personal information

18. In addition to any other rights of inspection the Province may have under the Agreement or under statute, the Province may, at any reasonable time and on reasonable notice to the Contractor, enter on the Contractor's premises to inspect any personal information in the possession of the Contractor or any of the Contractor's information management policies or practices relevant to its management of personal information or its compliance with this Schedule and the Contractor must permit, and provide reasonable assistance to, any such inspection.

Compliance with the Act and directions

19. The Contractor must in relation to personal information comply with:

    (a) the requirements of the Act applicable to the Contractor as a service provider, including any applicable order of the commissioner under the Act; and

    (b) any direction given by the Province under this Schedule.

20. The Contractor acknowledges that it is familiar with the requirements of the Act governing personal information that are applicable to it as a service provider.

Notice of non-compliance

21. If for any reason the Contractor does not comply, or anticipates that it will be unable to comply, with a provision in this Schedule in any respect, the Contractor must promptly notify the Province of the particulars of the non-compliance or anticipated non-compliance and what steps it proposes to take to address, or prevent recurrence of, the non-compliance or anticipated non-compliance.

Termination of Agreement

22. In addition to any other rights of termination which the Province may have under the Agreement or otherwise at law, the Province may, subject to any provisions in the Agreement establishing mandatory cure periods for defaults by the Contractor, terminate the Agreement by giving written notice of such termination to the Contractor, upon any failure of the Contractor to comply with this Schedule in a material respect.

Interpretation

23. In this Schedule, references to sections by number are to sections of this Schedule unless otherwise specified in this Schedule.

24. Any reference to the "Contractor" in this Schedule includes any subcontractor or agent retained by the Contractor to perform obligations under the Agreement and the Contractor must ensure that any such subcontractors and agents comply with this Schedule.

25. The obligations of the Contractor in this Schedule will survive the termination of the Agreement.

26. If a provision of the Agreement (including any direction given by the Province under this Schedule) conflicts with a requirement of the Act or an applicable order of the commissioner under the Act, the conflicting provision of the Agreement (or direction) will be inoperative to the extent of the conflict.

27. The Contractor must comply with the provisions of this Schedule despite any conflicting provision of this Agreement or, subject to section 28, the law of any jurisdiction outside Canada.

28. Nothing in this Schedule requires the Contractor to contravene the law of any jurisdiction outside Canada unless such contravention is required to comply with the Act.

SCHEDULE H – ADDITIONAL TERMS

Other

1. Notwithstanding Clause 55 (b) of the Third Party Service Agreement, the termination notice period for this Subsidiary Component Agreement is 60 days.

BRITISH COLUMBIA | Ministry of Children and Family Development

MODIFICATION AGREEMENT

BETWEEN

HER MAJESTY THE QUEEN IN RIGHT OF THE PROVINCE OF BRITISH COLUMBIA,
represented by the Minister of Children and Family Development

AND

FAMILY SERVICES OF GREATER VANCOUVER
(Legal Name)

BACKGROUND
A. The parties entered into an Agreement FT08424004, beginning April 01, 2015.
B. The parties have agreed to modify the Agreement effective April 01, 2016.

AGREEMENT

1. *Schedule A – Services* is amended as follows:

   a) The Total Amount of Component Agreement is increased by **$726.44** from **$67,891.20** to **$68,617.64.**

   b) Annual baseline funding and aggregate increases related to Economic Stability Mandate are outlined in *Schedule B – Payment.*

2. Schedule B – Payment and Financial Reporting is amended as follows:

   a) The Aggregate Maximum amount is increased by **$726.44** from **$67,891.20** to **$68,617.64.**

   b) As a result of the compensation increases in the CSSEA Collective Agreement, the Ministry of Children and Family Development is increasing the funding for contract FT08424004.

   Effective February 1, 2016, the ministry is retroactively increasing your monthly payment by **$8.50** from **$2,453.80** to **$2,462.30** as a result of the 0.45% Economic Stability Dividend.

   Effective April 1, 2016, the ministry is retroactively increasing your monthly payment by **$47.40** from **$2,462.30** to **$2,509.70** as a result of the 2.5% Comparability Adjustment or 0.5% General Wage Increase equivalent.

   The ministry will provide you with a lump sum payment to cover the cost of the increases between their respective effective dates and the effective date of this modification agreement. All monthly payments after the execution of this modification agreement will contain the increases.

   Effective February 1, 2017, your monthly payment will increase by **$19.32**, from **$2,509.70** to **$2,529.02** as a result of a 1.0% General Wage Increase.

   As a result of the Economic Stability Mandate, contract funding has increased by **$726.44,** and annualized baseline funding has increased by **$902.64**, from **$29,445.60** to **$30,348.24**.

Additional Information

1. In all other respects, the Agreement is confirmed.

The parties have duly executed this modification agreement as of the 1st day of April, 2016.

SIGNED AND DELIVERED on the 15th day of June, 2016 on behalf of the Province by its duly authorized representative	**SIGNED AND DELIVERED** on the 7 day of JUNE, 2016 by or on behalf of the Contractor (or by its authorized signatory or signatories if the Contractor is a corporation)
Signature: B Spencer	Signature: Jessica Denholm
Print Name: Bimala Spencer	Print Name: Jessica Denholm
Position: Community Services Manager or Designate	Position: Chief Executive Officer
Responsibility Centre: CSM - New West	Signature:
	Print Name:
	Position

BRITISH COLUMBIA	Ministry of Children and Family Development	**MODIFICATION AGREEMENT**

BETWEEN

HER MAJESTY THE QUEEN IN RIGHT OF THE PROVINCE OF BRITISH COLUMBIA,
represented by the Minister of Children and Family Development

AND

FAMILY SERVICES OF GREATER VANCOUVER
(Legal Name)

BACKGROUND
A. The parties entered into an Agreement FT08424004, beginning April 01, 2015.
B. The parties have agreed to modify the Agreement effective April 01, 2015.

AGREEMENT

1. **SCHEDULE A – SERVICES** is amended to increase the contract by $9,000.00, from $58,891.20 to $67,891.20. This $9,000.00 increase reflects one-time-only Children First Funding for 2015-16, for the New Westminster Early Childhood Development Table for services as described below:

   Changes, Transitions and Belonging
   (5-session program for newcomer parents and their young children)

   Description

   This program will enhance newcomer parents' and children's understanding of, and capacity to cope with changes and transitions while strengthening their sense of belonging. As the sense of belonging increases, participation in the community also increases.

   Changes and transitions are at the centre of the life of newcomer families for both parents and children – changing and adapting to new country, city, culture, language, community. Often, newcomer families find themselves living with a low income. Parents will learn strategies to ease the stress of transitions for themselves and their children while cultivating and strengthening their sense of belonging to the neighbourhood and community. At the same time, children will be engaged in activities that parallel the themes their parents will be discussing – self, family, neighbourhood and community.

   This program is designed with a deep understanding of the stages of immigration and the impact this has on both adults and children. Parents will learn and/or strengthen the skills they need to cope with and manage change, which is turn, will affect the children's ability to adapt to new settings such as daycare and school. An increased knowledge of and connection to neighbourhood and community resources and services also positively impacts a sense of belonging.

   Evaluation will be an important piece of the program. We will measure the degree to which skills are learned and practised; community resources are understood and connections are made. Participants will be invited to self-assess and to provide feedback and suggestions for improvements.
   Program Model

   - Five 2-hours sessions (10 hours) in various neighbourhoods with a focus on Sapperton/East end. E.g. Knox Presbyterian or Sapperton Pensioners' Hall.

- 3 cohorts with the goal of reaching 30 - 40 parents and 20 - 30 children
- Parents and children will participate in activities related to the same theme. Program staff prepare together to ensure connection of theme and topics.
- Cohorts to be delivered in NW neighbourhoods (e.g. Kelvin Hub, Qayqayt Neighbourhood Learning Centre, Olivet Church)
- Volunteer Parent Connector from the neighbourhood to participate in sessions and share knowledge of resources would be welcome

Session Topics

1. Introductions, Orientation, Expectations, Stages of Change and Transitions
2. Self – identity, dreams, goals, talents, naming feelings
3. Family – roles, joys, challenges and stresses, coping, thriving
4. Neighbourhood and/or School – ways to connect, Community Resource Panel (eg. from PAC, Family Programs in the area etc.)
5. Community – next steps, participation, display of resources, celebration

Budget

Staffing (including workshop development)	$5500
Resources/ snacks	600
Rental	1000
Outreach and printing	600
Supports (transportation, admin)	1300
	$9000

This program is designed to reflect the priorities identified in the Strategic Action Plan for ECD in New Westminster.

Reporting: To be completed quarterly, using the form provided.

2. **SCHEDULE B – PAYMENT** is amended as follows:

a) The Aggregate Maximum is increased by **$9,000.00**, from $58,891.20 to $67,891.20.

b) Annual baseline funding remains at $29,445.60.

Additional Information

1. In all other respects, the Agreement is confirmed.

The parties have duly executed this modification agreement as of the 1st day of April, 2015.

SIGNED AND DELIVERED on the 2nd day of February, 2016 on behalf of the Province by its duly authorized representative	**SIGNED AND DELIVERED** on the 26th day of January, 2016 by or on behalf of the Contractor (or by its authorized signatory or signatories if the Contractor is a corporation)
Signature:	Signature: Caroline J Bonesky
Print Name: Sue Hassard	Print Name: Caroline Bonesky
Position: Community Services Manager or Designate	Position: Chief Executive Officer
Responsibility Centre:	Signature:
	Print Name:
	Position

SERVICE AGREEMENT

BRITISH COLUMBIA

Ministry of Children and Family Development

MINISTRY OF CHILDREN AND FAMILY DEVELOPMENT

BRITISH COLUMBIA — Ministry of Children and Family Development	**MINISTRY SERVICE AGREEMENT: FT08424004** **DOING BUSINESS AS: FAMILY SERVICES OF GREATER VANCOUVER** **Agreement Name:** Domestic Violence Response Team

HER MAJESTY THE QUEEN IN RIGHT OF THE PROVINCE OF BRITISH COLUMBIA, represented by The Minister of Children and Family Development (the "Province", "we", "us", or "our" as applicable) at the following address:	AND FAMILY SERVICES OF GREATER VANCOUVER (Legal Name) (the "Contractor", "you", or "your" as applicable) at the following address:
300 - 5172 Kingsway Burnaby, British Columbia Canada V5H 2E8 Fax Number: (604)775-0840	201-1638 BROADWAY E VANCOUVER, BC V5N 1W1 Fax Number: (604)733-7009

The term for the Service Agreement begins on: 01/04/2015 (Day/Month/Year) and ends on 31/03/2017 (Day/Month/Year)

THE PARTIES AGREE TO THE TERMS AND CONDITIONS OF THE SERVICE AGREEMENT LOCATED ON THE MINISTRY OF CHILDREN AND FAMILY DEVELOPMENT'S WEBSITE, VERSION 1.1 DATED JANUARY 13, 2015, AND AGREE TO BE BOUND BY THE SCHEDULES LISTED BELOW AND ATTACHED TO THIS AGREEMENT:

SCHEDULE A	-	SERVICES
SCHEDULE B	-	PAYMENT
SCHEDULE C	-	APPROVED SUBCONTRACTOR(S)
SCHEDULE D	-	INSURANCE
SCHEDULE E	-	AUTHORIZED PERSONS
SCHEDULE F	-	INFORMATION MANAGEMENT (RECORDS, PRIVACY AND SECURITY)
SCHEDULE H	-	ADDITIONAL TERMS

(collectively, the "Agreement")

SIGNED AND DELIVERED on the 3 day of June 2015 on behalf of the Province by its duly authorized representative

Signature: Sue Hassard

Print Name: Sue Hassard

Position: Community Services Manager or Designate

Responsibility Centre: CSM - BURNABY/N WEST

SIGNED AND DELIVERED on the 23rd day of April, 2015 by or on behalf of the Contractor (or by its authorized signatory or signatories if the Contractor is a corporation)

Signature: Caroline J Bonesky

Print Name: Caroline Bonesky Position: Chief Executive Officer

Signature:

Print Name: Position:

Signature:

Print Name: Position:

Contractor: By signing above you agree that you have read, understand, and agree to be bound by, the Terms and Conditions and the Schedules for the Service Agreement

SCHEDULE A – SERVICES

The Annual Baseline funding is increased by $233.76 from $29,211.84 to **$29,445.60**, to include $233.76 for a general wage increase of 1% under the *Economic Stability Mandate*.

The Aggregate Maximum is **$58,891.20**. The aggregate includes annual funding of $233.76 for a general wage increase of 1% under the *Economic Stability Mandate*.

SUMMARY

Term **01/04/2015 to 31/03/2017** ***Total Amount of Agreement*** **$58,891.20**

Allocation by Programs and Services

Programs		
Services to Strengthen Families		
Intervention - General		$58,891.20
	Sub-Total	**$58,891.20**
	Total	**$58,891.20**

Allocation by Community

Communities Served		
New Westminster		$58,891.20
	Total	**$58,891.20**

Allocation by Business Area

Core Business Area	**Business Area - Sub Business Area**	
Child and Family Development		
	Family Development/Service to Strengthen Families	$58,891.20
	Sub-Total	**$58,891.20**
	Total	**$58,891.20**

PROGRAMS

Services to Strengthen Families

TARGET POPULATION:	Families who require additional support in order to manage parenting responsibilities, but who do not fall within the Ministry's protection mandate.
OUTCOME:	Families have the capacity to care for their own children such that the children have healthy, non-violent role models that enable them to grow and develop to their full potential.

Domestic Violence Response Team (DVRT) (Services to Strengthen Families)

SERVICE: INTERVENTION - GENERAL — **Total Amount** $58,891.20

Definitions	Activities provided to maintain or prompt a planned change in the behaviour, condition or functioning of children, youth, and/or families/caregivers.		
Project Code	18CN289		
Input	Qualified Staff		
Output Indicators	# Service Units	**Quantity**	952
Reporting Frequency	Semi-Annually		
Core Business Area	Child and Family Development		
Business Area	Family Development		
Sub Business Area	Service to Strengthen Families		
Communities Served			
New Westminster	**Recipient(s)** Family	**Amount**	$58,891.20

Additional Descriptions

OUTCOMES

The overall goals of this program are to increase safety for women who experience domestic violence and their children and to reduce the harmful impact of domestic violence.

Additional goals include the following:

- to increase the rate of successful prosecutions of domestic violence offenders;
- to promote systemic change and reduce barriers to effective intervention through education and advocacy, within the justice system and the community;
- to provide a specialized, coordinated follow-up service to victims of domestic violence;
- to ensure consistent and appropriate response to domestic violence in accordance with New Westminster Police Service policy and Ministry of Attorney General policy on Violence Against Women in Relationships;
- to facilitate increased understanding, cooperation, and collaboration among team members, collateral agencies, institutions, and individuals, thereby improving overall system response; and
- to act as a resource by providing information, case consultation, and training to members of the New Westminster Police Service and other.

REPORTING

Outputs/Quantitative Data:

On a semi-annual basis, the Contractor will submit a report of the following outputs for the proceeding period:

- # of service units per month;
- # of direct client hours provided;
- # of individual families served; and
- # of aboriginal families served.

Outcomes/Qualitative Data:

On an annual basis, the Contractor will provide a report of the results of the client satisfaction and outcome surveys completed at service end.

Additional output and/or outcome indicator reporting may be negotiated between the Program Liaison and the Contractor.

TARGET POPULATION

The Domestic Violence Response Team (DVRT) reviews all cases of domestic violence reported to the New Westminster Police Service, and responds to the most severe, high-risk and chronic situations, depending upon capacity. The women served by the DVRT are at high risk by virtue of one or more of the following variables: offender history of violence; lethality of violence; pregnancy of woman or recent birth of child; children in the home; marginalization/isolation of victim due to gender, class, ethno-cultural background, sexual orientation, ability, age, language and/or previous unsatisfactory experiences with the police or legal system.

SERVICE DESCRIPTION

The DVRT is a partnership program between the Contractor and the New Westminster Police Service (NWPS), established in 1996 to address the needs of high risk victims of domestic violence in the New Westminster community. Service is delivered in a partnership model, with a Community Counsellor and a detective constable. The Community Counsellor works to improve victim safety through addressing the social and emotional challenges faced by the victim, while the detective constable works to improve victim safety by increasing offender's accountability in the criminal justice system.

While the DVRT is based at the New Westminster Police Station, service is delivered primarily on an outreach basis throughout New Westminster. Initial services provided by the Community Counsellor include assessment and case planning; depending upon the outcome of assessment, various services may be offered, such as emotional support, crisis intervention and counselling, advocacy with legal and social agencies, provision of information about legal system and community resources, referral and linkage with other services. The detective constable does investigative follow-up, liaising with Crown and Probation, and coordinating efforts between patrol and the DVRT.

Service is provided generally until the criminal case has been concluded and/or the victim no longer wishes service. Length of service can range from one call to several years. A key element of this program is collaboration between the Contractor and the New Westminster Police Service, with the NWPS providing resources such as secretarial and material support, information systems, computer systems and a vehicle to support the work of the team.

The program is jointly funded by the Ministry of Child and Family Development (MCFD) and the Fraser Health Authority (FHA) Mental Health Services.

INTAKE OR REFERRAL PROCESS

Open referral.

INPUTS

Staff Qualifications: The Community Counsellor must have a minimum of an undergraduate degree in Social Work or a related discipline, and specific training and expertise in addressing violence in relationships.

Supervision: Clinical and administrative supervision will be provided regularly and as required in accordance with Contractor's accreditation standards.

Service Delivery Model

0.40 FTE Community Counsellor (additional 0.57 FTE Community Counsellor funded by FHA)
0.03 FTE Supervisor

ACTIVITIES

Activities will include but not be limited to:

- risk/safety assessments;
- mental status assessments;
- outreach crisis intervention and brief counselling services for women victims and their children;
- provision of information, referral and linkage with appropriate community resources;
- provision of case management and bridging to the justice system;
- provision of ongoing support, advocacy and bridging to legal and social agencies;
- collaboration with collateral service providers, such as children who witness violence programs, women's support groups, and Ministry child protection staff;
- participation in the development of community strategies to stop violence against women including: monitoring of cases to identify and resolve service gaps, evaluating programs, and making recommendations.

OUTPUT INDICATORS

Service Units

The following service unit definition is applied:

Service Unit v.II is defined as "an hour of service provision to an identified Client, or group of Clients, and will include such activities as face to face contact, Client specific report writing, Client specific telephone calls, case management meetings, case consultation and case supervision, training where pre-approved by the MCFD as billable, and community meetings and travel directly related to contracted services. Activities that do not fall under the definition of Service Unit include program information inquiries of a general nature, statistical or data collection, team meetings, organization staff training, development and supervision."

The calculation submitted by the Contractor indicates that one (1.0) FTE converts to 1,191 service units per annum.

A total of 476 service units per annum will be provided by the Community Counsellor.

Additional Descriptions

OUTCOMES

- Increased capacity to maintain children in the family/caregiver home.
- Improved level of personal functioning.
- Increased ability to form and maintain healthy relationships, including couple, parent/child, family and other significant relationships.
- Increased ability to cope with trauma and/or distress.
- Reduced isolation through increased connections to personal support system, community supports and resources, and/or employment where applicable.
- Increased personal safety.
- Increased level of child functioning.

BUSINESS AREA OUTCOMES

- Families have an enhanced capacity to care for their children
- Extended Families and communities are actively engaged and caring for children
- Children and youth are healthy and have a sense of well-being
- Children and youth are free from abuse, neglect and exploitation
- Children and youth experience stability and permanence in their family and alternative family environment
- Children in care are engaged and successful at school and experience positive outcomes

- Children in care transition successfully to adulthood through appropriate supports and supportive relationships

SCHEDULE B – PAYMENT

Aggregate Maximum

1.1 Subject to the provisions of this Agreement, we will pay you an amount not exceeding $58,891.20, including GST, in the aggregate, for providing the Services set out in Schedule A, during the term of this Agreement.

Payments

2.1 Monthly Recurring

We will pay you on or about the 15th day of the month commencing on the 1st day of April, 2015 as provided in the following payment schedule:

From	To	Amount	GST	Total
April 1, 2015	March 31, 2017	$2,453.80	$0.00	$58,891.20
				$58,891.20

2.2 Payment Address

201-1638 BROADWAY E VANCOUVER, BC V5N 1W1

Goods and Services Tax (GST)

Financial Reports

2.3 In addition to the financial statements referred to in the Audit and Service Evaluation section of FT08424000 any financial reports should, at a minimum, relate costs to service outputs. The following additional financial reports are required:

Name	Description
Semi-annual Service Cost Report	Report that outlines the semi-annual costs associated with a service.
Annual Service Cost Report	Report that outlines the annual costs associated with a service.

Transition to Unit Cost Based Payments

2.4 Not applicable

SCHEDULE C – APPROVED SUBCONTRACTOR(S)

Subcontractors

1.1 The following persons, groups of persons, or organizations, are specified as Subcontractors under section 12 of the Agreement:

None

SCHEDULE D – INSURANCE

Conflict Resolution Officials

1.1 The designated "Officials" of the parties for the purposes of the Conflict Resolution Protocol are:

	Province	**Contractor**
Stage One:	Community Services Manager or Designate	Executive Director or Designate
Stage Two:	Executive Director of Service	Executive Director or Designate
Stage Three:	Assistant Deputy Minister	Chair, Board of Directors or Designate

Insurance and Indemnity

A. For all Contractor's activities under this Agreement to which the Master Insurance Program applies, as determined by the Province in its sole discretion:

2.1 The Province will purchase and maintain Comprehensive General Liability insurance in the amount of $2,000,000 inclusive per occurrence against bodily injury and property damage arising out of the Contractor's performance of the Services on behalf of the Province as outlined in this Agreement.

2.2 The Contractor shall be responsible for and pay any deductible under the policy.

2.3 The Contractor will be provided with a Certificate of Insurance and a copy of the insurance policy wording.

2.4 The Province will take reasonable steps to ensure the coverage specified in section 1 is continuous for the duration of this Agreement but the Province does not accept responsibility for providing coverage in the event the insurance is cancelled or reduced by the insurer.

2.5 The Province does not represent or warrant that the policy contains insurance for any and all losses. It is the Contractor's responsibility to ascertain the exact nature and extent of coverage of the policy as well as any and all terms and conditions of the policy.

2.6 The Contractor shall provide, maintain, and pay for, any additional insurance which the Contractor is required by law to carry, or which the Contractor considers necessary to cover risks not otherwise covered by insurance specified in section 1.

B. For all Contractor's activities to which the Master Insurance Program does not apply, the Contractor shall:

3.1 The Contractor must, without limiting its obligation or liabilities and at its own expense, purchase and maintain throughout the term of this Agreement the following insurances with insurers licensed in Canada in forms and amounts acceptable to the Province:

(a) Commercial General Liability in an amount not less than $2,000,000.00 inclusive per occurrence against bodily injury, personal injury and property damage and including liability assumed under this Agreement and this insurance must:

(i) include the Province as an additional insured;

(ii) be endorsed to provide the Province with 30 days advance written notice of cancellation or material change; and

(iii) include a cross liability clause.

3.2 All insurance described in paragraph 1 of this Schedule must:

(a) be primary; and

(b) not require the sharing of any loss by any insurer of the Province.

3.3 The Contractor must provide the Province with evidence of all required insurance:

(a) Within 10 working days of commencement of the Services, the Contractor must provide to the Province evidence of all required insurance in the form of a completed Province of British Columbia Certificate of Insurance.

(b) If the insurance policy(ies) expire before the end of the term of this Agreement, the Contractor must provide within 10 working days of expiration, evidence of new or renewal policy(ies) of all expired insurance in the form of a completed Province of British Columbia Certificate of Insurance.

(c) Notwithstanding paragraph 3(a) or (b) above, if requested by the Province at any time, the Contractor must provide to the Province certified copies of the required insurance policies.

3.4 The Contractor shall provide, maintain, and pay for, any additional insurance which it is required by law to carry, or which it considers necessary to cover risks not otherwise covered by insurance specified in this schedule in its sole discretion.

C. Whether A or B applies to the Services, for all Contractor activities under this Agreement:

4.1 The Contractor shall maintain Automobile Liability insurance on all vehicles owned, operated or licensed by the Contractor in an amount not less than $2,000,000 per occurrence, and where applicable the Contractor may show evidence of this insurance using an ICBC Confirmation of Insurance Coverage (APV-47) form in place of the requirement for the BC Certificate of Insurance.

4.2 Additional Insurance: Not applicable

SCHEDULE E – AUTHORIZED PERSONS

Authorized Persons

1.1 The Contractor designates any of the following persons, (identified by name and/or position) to act for you in relation to this Agreement:

None

1.2 The Ministry designates any of the following persons (identify by name and/or position) to act for us in relation to this Agreement:

Community Services Manager or Designate

SCHEDULE F – INFORMATION MANAGEMENT (RECORDS, PRIVACY AND SECURITY)

Purpose

The purpose of this Schedule is to:

(a) enable the Province to comply with the Province's obligations with respect to:
  (i) creation, maintenance, retention and final disposition of the Province's Records, and
  (ii) protection of Personal Information collected under this Agreement and pursuant to *FOIPPA*.

(b) ensure that, as a service provider, the Contractor is aware of, and complies with, the Contractor's information management and protection (records, privacy and security) obligations with respect to:
  (i) the Province's Records, and
  (ii) the Personal Information collected or created under this Agreement.

Applicability

This Schedule applies to the management of the Province's Records and to the management of Personal Information contained in the Province's Records.

The Contractor must manage the Province's Records in accordance with this Schedule and in accordance with MCFD Contractor's Information Management Guidelines, which provide directions and standards to assist the Contractor in complying with this Schedule.

Definitions

1. In this Schedule:
  a) "**access**" means the ability or opportunity of a person to view, study, or obtain a copy of records;
  b) "***FOIPPA***" means the *Freedom of Information and Protection of Privacy Act* (British Columbia);
  c) "**contact information**" means information to enable an individual at a place of business to be contacted and includes the name, position name or title, business telephone number, business address, business email or business fax number of the individual;
  d) "**control**" (of a record) means the power or authority to manage the record throughout its life cycle, including restricting, regulating and administering its use and disclosure;
  e) **"custody"**(of a record) means having physical possession of a record, regardless of the format (e.g.. paper or electronic).
  f) "**Personal Information**" means recorded information about an identifiable individual, other than contact information, collected or created by the Contractor as a result of the Agreement or any previous agreement between the Province or the Contractor dealing with the same subject matter as the Agreement, but excluding any information that, if this Schedule did not apply to it, would not be under the control of a public body as interpreted under the FOIPPA;
  g) "**Services Worker**" means an individual involved in providing the Services for or on behalf of the Contractor and, for greater certainty, may include the Contractor or a subcontractor of an individual, or an employee or volunteer of the Contractor or of a subcontractor.

RECORDS MANAGEMENT

Records Retention and Disposition

2. The Contractor must return the Province's Records regardless of format to the Province within the following time frames:

   (a) within 30 calendar days of expiry or termination of the Agreement;
   (b) within 7 calendar days of the Contractor receiving a request for return from the Province;
   (c) when closed records volume is identified by the Contractor as warranting the transfer and the Province has provided written approval; or
   (d) immediately when a Contractor advises the Province that they are no longer providing services or when the Province is concerned about the management of the Province's Records following a breach of security or privacy, including an unauthorized disclosure.

PRIVACY PROTECTION

Collection of Personal Information

3. The Contractor may only collect or create Personal Information that is necessary for the performance of the Contractor's obligations, or the exercise of the Contractor's rights, under the Agreement.

4. Unless the Agreement otherwise specifies or the Province otherwise directs in writing, the Contractor must collect Personal Information directly from the individual the Personal Information is about.

5. Except as otherwise permitted by FOIPPA, the Contractor must tell an individual from whom the Contractor collects Personal Information:

   (a) the purpose for collecting it,

   (b) the legal authority for collecting it, and

   (c) the title, business address and business telephone number of the person designated by the Province to answer questions about the Contractor's collection of Personal Information.

Accuracy of Personal Information

6. The Contractor must make every reasonable effort to ensure the accuracy and completeness of any Personal Information to be used by the Contractor or the Province to make a decision that directly affects the individual the Personal Information is about.

Requests for access to Personal Information

7. If the Contractor receives a request for access to Personal Information from a person other than the Province, the Contractor must promptly advise the person to make the request to Information Access Operations with the Ministry of Technology, Innovation and Citizens' Services or successor.

Correction of Personal Information

8. Within 5 business days of receiving a written direction from the Province to correct or annotate any Personal Information, the Contractor must correct or annotate the information in accordance with the direction.

9. When issuing a written direction under section 8 of this Schedule, the Province must advise the Contractor of the date the correction request to which the direction relates was received by the Province in order that the Contractor may comply with section 10 of this Schedule.

10. Within 5 business days of correcting or annotating any Personal Information under section 8 of this Schedule, the Contractor must provide the corrected or annotated information to any party to

whom, within one year prior to the date the correction request was made to the Province, the Contractor disclosed the information being corrected or annotated.

11. If the Contractor receives a request for correction of Personal Information from a person other than the Province, the Contractor must promptly advise the person to make the request to the Province and provide the Provincial official's name or title and contact information to the person making the request.

Protection of Personal Information

12. The Contractor must protect Personal Information by making reasonable security arrangements against such risks as unauthorized access, collection, use, disclosure or disposal, including any security arrangements expressly set out in the Security section of this Schedule.

Storage and access to Personal Information

13. Unless the Province otherwise directs in writing, the Contractor must not store Personal Information outside Canada or permit access to the Personal Information from outside Canada.

Retention of Personal Information

14. Unless the Agreement otherwise specifies, the Contractor must retain Personal Information until directed by the Province in writing to dispose of it or deliver it as specified in the direction.

Use of Personal Information

15. Unless the Province otherwise directs in writing, the Contractor may only use Personal Information if that use is for the performance of the Contractor's obligations, or the exercise of the Contractor's rights, under the Agreement.

Disclosure of Personal Information

16. Unless the Province otherwise directs in writing, the Contractor may only disclose Personal Information inside Canada to any person other than the Province if the disclosure is for the performance of the Contractor's obligations, or the exercise of the Contractor's rights, under the Agreement.

17. Unless the Agreement otherwise specifies or the Province otherwise directs in writing, the Contractor must not disclose Personal Information outside Canada.

SECURITY

Services Worker confidentiality agreements

18. The contractor must immediately provide notice to the contract manager of any suspected information incident that threatens privacy or information security.

19. The Contractor must not permit a Services Worker who is an employee or volunteer of the Contractor to have access to Personal Information unless the Services Worker has first entered into a confidentiality agreement with the Contractor to keep Personal Information confidential on substantially similar terms as those that apply to the Contractor under the Agreement.

Services Worker security screening

20. The Contractor may only permit a Services Worker who is an employee or a volunteer of the Contractor to collect or have access to Personal Information, or otherwise be involved in providing the Services if, after having subjected the Services Worker to personnel security screening requirements as outlined in Appendix F1 to this Schedule, the Contractor is satisfied that the Services Worker does not constitute an unreasonable security risk.

Services Worker activity logging

21. The Contractor must create and maintain detailed Contractor's Records logging the activities of all Service Workers in relation to:

(a) their access to Personal Information; and

(b) any other matters specified by the Province in writing for the purposes of this section.

Facilities and Equipment protection and access

22. The Contractor must create, maintain and follow a documented process to:

(a) protect Facilities and Equipment of the Contractor required by the Contractor to provide the Services from loss, damage or any other occurrence that may result in any of those Facilities and Equipment being unavailable when required to provide the Services; and,

(b) limit access to Facilities and Equipment of the Contractor:

i. being used by the Contractor to provide the Services; or
ii. that may be used by someone to access information,

to those persons who are authorized to have that access and for the purposes for which they are authorized, which process must include measures to verify the identity of those persons.

23. If the Province makes available to the Contractor any Facilities or Equipment of the Province for the use of the Contractor in providing the Services, the Contractor must comply with any policies and procedures provided to it by the Province on acceptable use, protection of, and access to, such Facilities or Equipment.

Integrity of Information

24. The Contractor must create, maintain and follow a documented process for maintaining the integrity of information while in the custody of or accessed by the Contractor.

25. For the purposes of section 24 of this Schedule, maintaining the integrity of information means that, except to the extent expressly authorized by the Agreement or approved in writing by the Province, the information has:

(a) remained as complete as when it was acquired or accessed by the Contractor; and

(b) not been altered in any material respect.

Documentation of changes to processes

26. The Contractor must create and maintain detailed Records logging any changes it makes to the processes described in sections 21 and 22of this Schedule.

Secure Storage

27. The Contractor must securely store the Province's Records in the Contractor's custody.

GENERAL

Notice

28. The Contractor must immediately provide notice to the Province of

(a) a possible or confirmed foreign demand or request for disclosure, including the information required by section 30.2(3) of FOIPPA or

(b) anticipated or actual non-compliance with this Schedule, unauthorized access, collection, use, disclosure, storage, alteration or disposal of information or Records containing information; or

(c) unauthorized access to Facilities or Equipment.

In this provision, "foreign demand for disclosure" and "unauthorized disclosure of personal information" bear the same meanings as in section 30.2 of FOIPPA.

29. The Contractor must immediately provide notice to the Province of any non-compliance, or anticipated inability to comply, with a provision in this Schedule in any respect.

Compliance, Audit and Review

30. The Contractor must, in relation to the Province's Records, comply with:

    (a) the requirements of *FOIPPA* applicable to the Contractor as a service provider, including any applicable order of the commissioner under *FOIPPA,* and

    (b) any direction given by the Province under this Schedule.

31. The Contractor acknowledges that it is familiar with the requirements of FOIPPA governing Personal Information that are applicable to it as a service provider.

32. In addition to any other rights of inspection the Province may have under the Agreement or under statute, the Province may, at any reasonable time and on reasonable notice to the Contractor, enter on the Contractor's premises to inspect, and at the Province's discretion, copy, any of the Province's Records, or any of the Contractor's information management policies or practices or Records relevant to the Contractor's management of the Province's Records or the Contractor's compliance with this Schedule. The Contractor must permit and provide reasonable assistance to any such inspection.

33. If the Province conducts a review of a matter described in section 28 or 29 of this Schedule (whether or not the matter came to the attention of the Province as a result of a notification under section 28 or 29 of this Schedule), the Contractor must, on the request of the Province, participate in the review to the extent that it is reasonably practicable for the Contractor to do so.

Interpretation

34. Any reference to the "Contractor" in this Schedule includes any subcontractor, agent, or volunteer retained by the Contractor to perform obligations under the Agreement and the Contractor must ensure that any such subcontractors, agents, and volunteers comply with this Schedule.

35. If a direction or provision of the Agreement or any Schedule conflicts with a requirement of FOIPPA or an applicable order of the commissioner under FOIPPA, the conflicting provision of the Agreement or Schedule will be inoperative to the extent of the conflict.

    (a) If there is a conflict between a documented process required by this Schedule to be created or maintained by the Contractor and this Schedule, the provision of this Schedule will prevail to the extent of the conflict.

36. The obligations of the Contractor in this Schedule will survive the termination of the Agreement.

37. The Contractor must comply with the provisions of this Schedule despite any conflicting provision of this Agreement or, subject to section 38 of this Schedule, the law of any jurisdiction outside Canada.

38. Nothing in this Schedule requires the Contractor to contravene the law of any jurisdiction outside Canada unless such contravention is required to comply with FOIPPA.

SCHEDULE F – Appendix F1 – Security screening requirements

The personnel security screening requirements set out in this Appendix F1 are for the purpose of assisting the Contractor to determine whether or not a Services Worker constitutes an unreasonable security risk.

Verification of name, date of birth and address

1. The Contractor must verify the name, date of birth and current address of a Services Worker by viewing at least one piece of "primary identification" of the Services Worker and at least one piece of "secondary identification" of the Services Worker,* as described in the table following this section. The Contractor must obtain or create, as applicable, Records of all such verifications and retain a copy of those Records. For a Services Worker from another province or jurisdiction, reasonably equivalent identification documents are acceptable.

Primary Identification	Secondary Identification
Issued by ICBC: • B.C. driver's licence or learner's licence (must have photo) • B.C. Identification (BCID) card **Issued by provincial or territorial government:** • Canadian birth certificate **Issued by Government of Canada:** • Canadian Citizenship Card • Permanent Resident Card • Canadian Record of Landing/Canadian Immigration Identification Record	• School ID card (student card) • Bank card (only if holder's name is on card) • Credit card (only if holder's name is on card) • Passport • Foreign birth certificate (a baptismal certificate is not acceptable) • Canadian or U.S. driver's licence • Naturalization certificate • Canadian Forces identification • Police identification • Foreign Affairs Canada or consular identification • Vehicle registration (only if owner's signature is shown) • Picture employee ID card • Firearms Acquisition Certificate • Social Insurance Card (only if has signature strip) • B.C. CareCard • Native Status Card • Parole Certificate ID • Correctional Service Conditional Release Card

*It is not necessary that each piece of identification viewed by the Contractor contains the name, date of birth and current address of the Services Worker. It is sufficient that, in combination, the identification viewed contains that information.

Verification of education and professional qualifications

2. The Contractor must verify, by reasonable means, any relevant education and professional qualifications of a Services Worker, obtain or create, as applicable, Records of all such verifications, and retain a copy of those Records.

Verification of employment history and reference checks

3. The Contractor must verify, by reasonable means, any relevant employment history of a Services Worker, which will generally consist of the Contractor requesting that a Services Worker provide employment references and the Contractor contacting those references. If a Services Worker has no relevant employment history, the Contractor must seek to verify the character or other relevant personal characteristics of the Services Worker by requesting the Services Worker to provide one or more personal references and contacting those references. The Contractor must obtain or create, as applicable, Records of all such verifications and retain a copy of those Records.

Security interview

4. The Contractor must allow the Province to conduct a security-focused interview with a Services Worker if the Province identifies a reasonable security concern and notifies the Contractor it wishes to do so.

SCHEDULE H – ADDITIONAL TERMS

Notwithstanding section 47(b) of the Terms and Conditions of the Services Agreement, the termination notice period for this Service Agreement is 60 days.

BRITISH COLUMBIA	Ministry of Children and Family Development	**MODIFICATION AGREEMENT** Youth Services – Safe House Program

BETWEEN

HER MAJESTY THE QUEEN IN RIGHT OF THE PROVINCE OF BRITISH COLUMBIA,
represented by the Minister of Children and Family Development

AND

FAMILY SERVICES OF GREATER VANCOUVER
(Legal Name)

BACKGROUND
A. The parties entered into a Subsidiary Component Agreement FT08424005, beginning April 01, 2009.
B. The parties have agreed to modify the Agreement effective April 01, 2010 ,

AGREEMENT

1. *Schedule A – Services* is amended as follows:

a) The Total Amount of the Subsidiary Component Agreement is reduced by $84,091.54 from $2,026,301.19 to $1,942,209.65, reflecting Contracted Services (STOB 80) Budget Management adjustments commencing April 1, 2010.

Agreed upon adjustments are outlined in the proposal attached to this Modification Agreement.

2. *Schedule B – Payment and Financial Reporting* is amended as follows:

(a) Section 1.1. *Aggregate Maximum* is amended to decrease the Aggregate Maximum by **$84,091.54** from $2,026,301.19 to **$1,942,209.65** effective April 1, 2010.

(b) Section 2.1 *Monthly Recurring* is amended to decrease monthly payments by **$3,503.81 from** $56,286.14 to **$52,782.33** effective April 1, 2010.

The July, 2010 payment is decreased by an additional $10,511.43 from $52,782.33 to $42,270.90 to recover payments made from April to June, 2010.

(c) Additional Payment Information:

To balance contract funding in the three fiscal years of the term, an adjustment will be applied to the July 2010 payment to match the annualized baseline level.

3. *Schedule II – Additional Terms* is amended as follows:

The Aggregate Maximum (Section 1.1) is decreased by $84,091.54 from $2,026,301.19 to $1,942,209.65.

Annual baseline funding is decreased by $42,045.77 from $675,433.73 to $633,387.96.

Additional Information

1. In all other respects, the Agreement is confirmed.

Modifications have been made to the following attachments:

- Schedule A

Additional Information

1. In all other respects, the Agreement is confirmed.

The parties have duly executed this modification agreement as of the 1st day of April, 2010.

SIGNED AND DELIVERED on the 15th day of July, 2010 on behalf of the Province by its duly authorized representative	**SIGNED AND DELIVERED** on the 12 day of July 2010 by or on behalf of the Contractor (or by its authorized signatory or signatories if the Contractor is a corporation)
Signature: Teresa Goodman	Signature: Teri Nicholas
Print Name: Teresa Goodman	Print Name: Teri Nicholas Position: Chief Executive Officer
Position: Contract Manager or Designate	Signature:
Responsibility Centre:	Print Name: Position:
	Signature:
	Print Name: Position:

SCHEDULE A – SERVICES

SUMMARY

Term **01/04/2009 to 31/03/2012** ***Total Amount of Component Agreement*** **$1,942,209.65**

Allocation by Programs and Services

Grouped Services		
Youth Services		
	Bed - Safe Housing	$1,942,209.65
Non-Program Services		
	Sub-Total	**$0.00**
	Total	**$1,942,209.65**

Allocation by Community

Communities Served		
Pemberton		$5,438.11
Powell River		$25,248.78
Squamish		$33,988.70
Vancouver North		$567,707.84
Bella Bella		$2,719.06
North Vancouver		$165,087.88
Sechelt		$22,917.95
Central Coast		$2,136.44
Richmond (38)		$211,118.29
Bella Coola		$1,359.65
Gibsons		$11,847.54
Vancouver South		$829,906.08
West Vancouver-Bowen Island		$62,733.33
	Total	**$1,942,209.65**

Allocation by Business Area

Core Business Area	**Business Area - Sub Business Area**	
Child and Family Development		
	Youth Services	$1,942,209.65
	Sub-Total	**$1,942,209.65**
	Total	**$1,942,209.65**

Youth Services

SERVICE: BED - SAFE HOUSING — **Total Amount** $1,942,209.65

Definitions	Open access beds for children and youth in crisis			
Project Code	18CN056			
Input	Qualified Staff			
Output Indicators	# Bed Days	**Quantity**	8871	
Reporting Frequency	Monthly			
Core Business Area	Child and Family Development			
Business Area	Youth Services			
Communities Served				
Bella Bella	**Recipient(s)**	13 to 18 years	**Amount**	$1,773.39
Bella Coola	**Recipient(s)**	13 to 18 years	**Amount**	$886.70
Central Coast	**Recipient(s)**	13 to 18 years	**Amount**	$1,393.38
Gibsons	**Recipient(s)**	13 to 18 years	**Amount**	$7,726.93
North Vancouver	**Recipient(s)**	13 to 18 years	**Amount**	$107,670.28
Pemberton	**Recipient(s)**	13 to 18 years	**Amount**	$3,546.79
Powell River	**Recipient(s)**	13 to 18 years	**Amount**	$16,467.22
Richmond (38)	**Recipient(s)**	13 to 18 years	**Amount**	$137,691.28
Sechelt	**Recipient(s)**	13 to 18 years	**Amount**	$14,947.17
Squamish	**Recipient(s)**	13 to 18 years	**Amount**	$22,167.41
Vancouver North	**Recipient(s)**	13 to 18 years	**Amount**	$370,259.08
Vancouver South	**Recipient(s)**	13 to 18 years	**Amount**	$1,216,765.31
West Vancouver-Bowen Island	**Recipient(s)**	13 to 18 years	**Amount**	$40,914.71

BUSINESS AREA OUTCOMES

- Youth participate in identifying their short and longer term needs and in developing plans to address them
- Youth experiencing high levels of risk to their health and safety have the levels of risk reduced
- Youth have immediate basic needs met including shelter, food and clothing
- Youth establish connections with community resources to address needs such as physical health, mental health, addictions and/or sexual exploitation
- Youth have improved connections to positive community supports including family/extended family, peers, education, employment, and/or housing
- Youth acquire skills and knowledge necessary to keep themselves safe, achieve identified goals, and successfully transition to adulthood

Family Services Of Greater Vancouver MCFD contract reduction Plan May 17 2010

Name of Contract	Current $ Value	% cut	$ amount cut	New contract value	Impact to Service
Youth Services	$ 1,178,458.00	6.225%	$ 73,359.01	$ 1,105,098.99	contract total for info purpose only
TTI			$ 55,563.37		1FTE as of Sept 30, 2010
Housing			$ 17,795.64		.4 FTE
Safehouse	$ 675,434.00	6.225%	$ 42,045.77	$ 633,388.23	As noted in meeting, this cut is diifcult to reduce staffing - to explore options.
Richmond					
TTI	$ 229,833.00	6.225%	$ 14,307.10	$ 215,525.90	No service reduction
TASA	$ 117,446.00	0.000%		$ 117,446.00	No service reduction
Foster Family Support	196426	0.06225	12227.5185	184198.4815	No service reduction due to utilization
SAIP	334,404.00		28,127.36	306,276.64	contract total for info purpose only
Vancouver	$ 228,947.00		$ 8,670.00	$ 220,277.00	reduce by .1FTE/2less child/yr July 10
Richmond	$ 105,457.00	18.451%	$ 19,457.36	$ 85,999.64	$55,845 in Richmond - No reduction in service due to utilization (to balance 0% in TASA). Outreach position - reduce by .1FTE as of July 1, 2010 serving approximately 2 less children/yr.

Van Fam	$ 5,567,258.00	6.225%	$ 346,561.81	$ 5,220,696.19	contract total for info purpose only
FP-IFP-FSGV	$ 4,067,860.00	2.617%	$ 106,437.46	$ 3,961,422.54	
FP-GPTE	$ 266,462.00	0.000%	$ -	$ 266,462.00	
FP- C&CYI	$ 339,100.00	22.888%	$ 77,611.69	$ 261,488.31	6800 to 5100 direct service units
FP-SH/MA	$ 49,906.00	80.265%	$ 40,056.87	$ 9,849.13	
FP-VM	$ 52,494.00	22.367%	$ 11,741.15	$ 40,752.85	
FP-SV	$ 411,098.00	9.602%	$ 39,472.52	$ 371,625.48	8000 to 7000 direct service units
FP-I.H.S.	$ 164,358.00	13.169%	$ 21,644.93	$ 142,713.07	5050 to 4000 direct service units
FP-Spec	$ 215,980.00	22.964%	$ 49,597.19	$ 166,382.81	2025 to 1500 direct service units
Adoption Homestudies	$ 49,100.00	6.225%	$ 3,056.48	$ 46,043.53	Reduced by 1 homestudy
			$ 519,685.04	$ 7,828,673.96	New contract value total
Total	$ 8,348,359.00	6.225%	$ 519,685.35	$ 7,828,673.65	New contract value total

SUBSIDIARY COMPONENT AGREEMENT (SCA)

BRITISH COLUMBIA

Ministry of Children and Family Development

Version: 1.0
Printed::2009.03.05 10.45

FT08424005
FAMILY SERVICES OF GREATER VANCOUVER

BRITISH COLUMBIA — Ministry of Children and Family Development	**SUBSIDIARY COMPONENT AGREEMENT: FT08424005** **Agreement Name: Youth Services - Safe House Program**

HER MAJESTY THE QUEEN IN RIGHT OF THE PROVINCE OF BRITISH COLUMBIA, represented by The Minister of Children and Family Development (the "Province", "we", "us", or "our" as applicable) at the following address:	AND FAMILY SERVICES OF GREATER VANCOUVER (Legal Name) (the "Contractor", "you", or "your" as applicable) at the following address:
SUITE 900 - 865 HORNBY S VANCOUVER, B.C. CANADA V6Z 2G3 Fax Number: (604)660-4005	1616 7TH AVE W VANCOUVER, BC V6J 1S5 Fax Number: (604)733-7009

The term for the Subsidiary Component Agreement begins on: 01/04/2009 (Day/Month/Year) and ends on 31/03/2012 (Day/Month/Year)

THE PARTIES AGREE TO THE TERMS ON THE ATTACHED PAGES OF THIS DOCUMENT AND OUTLINED BELOW.
THIS SUBSIDIARY COMPONENT AGREEMENT IS PART OF THE THIRD PARTY SERVICE AGREEMENT FT08424000:

APPLICABLE SCHEDULES:

SCHEDULE A	-	**SERVICES**
SCHEDULE B	-	**PAYMENT & FINANCIAL REPORTING**
SCHEDULE C	-	**APPROVED SUBCONTRACTOR(S)**
SCHEDULE D	-	**RISK MANAGEMENT & CONFLICT RESOLUTION**
SCHEDULE E	-	AUTHORIZED PERSONS (FOR THE SUBSIDIARY COMPONENT AGREEMENT)
SCHEDULE H	-	ADDITIONAL TERMS

SIGNED AND DELIVERED on the 31st day of March, 2009 on behalf of the Province by its duly authorized representative	**SIGNED AND DELIVERED** on the 24 day of MARCH, 2009 by or on behalf of the Contractor (or by its authorized signatory or signatories if the Contractor is a corporation)
Signature: Teresa Goodman	Signature: Teri Nicholas
Print Name: Teresa Goodman	Print Name: Teri Nicholas
Position: Contract Manager or Designate	Position: Executive Director or Designate
Responsibility Centre: CONTRACT MGMT OFFICE	Signature:
	Print Name:
	Position:

READ TERMS ON THE ATTACHED PAGES OF THIS DOCUMENT

SCHEDULE A – Services
General

The Contractor will provide all necessary components for delivery of the programs delineated below, including sufficient qualified program staff, administrative support, premises, materials and equipment.

The Province will appoint a contract supervisor for the Contractor's services funded under this Agreement. The Parties agree to conduct contract reviews during the Funding Period to review the ***Service Deliverables*** and any other issues of mutual concern, including the following:

- statements and reports;
- program elements, including hours of operation;
- access and admission criteria;
- intake and referral processes;
- frequency, content and format of progress and Court Ready reports;
- wait list management;
- exceptions to normal practice;
- critical incident reporting procedures;
- issue management;
- program liaison.

Services have been restructured based on a comprehensive system of care model, supported by accreditation and enhanced reporting requirements. The Province and the Contractor are using a collaborative approach to the continuing development of output-based contracts and measurable client outcomes. Both parties agree to work together to achieve these objectives. Data collected during the term of this agreement will be reviewed by both parties and then used to establish baseline targets for future contracts.

As part of the Vancouver Coastal Region multiyear contracting initiative, this Agreement is subject to a three year term and will be in effect from April 1, 2009 to March 31, 2012 subject to Sections 55 to 58 of the *Third Party Service Agreement*. The Agreement may, from time to time and as necessary, be modified to represent changes in service deliverables, or in financial or other clauses.

As per the *Financial Administration Act*, our obligation to provide payments on this three year Agreement is subject to an appropriation being available in the fiscal year of the Province in which payment becomes due.

SUMMARY

Term **01/04/2009 to 31/03/2012** ***Total Amount of Component Agreement*** **$2,026,301.19**

Allocation by Programs and Services

Grouped Services			
Youth Services			
	Bed - Safe Housing		$2,026,301.19
Non-Program Services			
		Sub-Total	**$0.00**
		Total	**$2,026,301.19**

Allocation by Community

Communities Served		
Pemberton		$8,702.11
Powell River		$40,346.33
Squamish		$54,374.09
Vancouver North		$908,092.40
Bella Bella		$4,283.88
North Vancouver		$264,036.77
Sechelt		$36,804.35
Central Coast		$3,333.64
Richmond (38)		$337,705.83
Bella Coola		$2,324.98
Gibsons		$18,802.33
Vancouver South		$247,138.81
West Vancouver-Bowen Island		$100,355.67
	Total	**$2,026,301.19**

Allocation by Business Area

Core Business Area	**Business Area - Sub Business Area**		
Child and Family Development			
	Youth Services		$2,026,301.19
		Sub-Total	**$2,026,301.19**
		Total	**$2,026,301.19**

Youth Services

SERVICE: BED - SAFE HOUSING — **Total Amount** $2,026,301.19

Definitions	Open access beds for children and youth in crisis
Project Code	18CN056
Input	Qualified Staff
Output Indicators	# Bed Days — **Quantity** 8871
Reporting Frequency	Monthly
Core Business Area	Child and Family Development
Business Area	Youth Services
Communities Served	

Bella Bella	**Recipient(s)**	13 to 18 years	**Amount**	$4,255.23
Bella Coola	**Recipient(s)**	13 to 18 years	**Amount**	$2,228.93
Central Coast	**Recipient(s)**	13 to 18 years	**Amount**	$3,242.08
Gibsons	**Recipient(s)**	13 to 18 years	**Amount**	$18,844.60
North Vancouver	**Recipient(s)**	13 to 18 years	**Amount**	$264,027.05
Pemberton	**Recipient(s)**	13 to 18 years	**Amount**	$8,713.10
Powell River	**Recipient(s)**	13 to 18 years	**Amount**	$40,323.39
Richmond (38)	**Recipient(s)**	13 to 18 years	**Amount**	$337,784.41
Sechelt	**Recipient(s)**	13 to 18 years	**Amount**	$36,878.68
Squamish	**Recipient(s)**	13 to 18 years	**Amount**	$54,304.87
Vancouver North	**Recipient(s)**	13 to 18 years	**Amount**	$908,188.19
Vancouver South	**Recipient(s)**	13 to 18 years	**Amount**	$247,208.75
West Vancouver-Bowen Island	**Recipient(s)**	13 to 18 years	**Amount**	$100,301.91

BUSINESS AREA OUTCOMES

- ☐ Youth participate in identifying their short and longer term needs and in developing plans to address them
- ☐ Youth experiencing high levels of risk to their health and safety have the levels of risk reduced
- ☐ Youth have immediate basic needs met including shelter, food and clothing
- ☐ Youth establish connections with community resources to address needs such as physical health, mental health, addictions and/or sexual exploitation
- ☐ Youth have improved connections to positive community supports including family/extended family, peers, education, employment, and/or housing
- ☐ Youth acquire skills and knowledge necessary to keep themselves safe, achieve identified goals, and successfully transition to adulthood

Attachments

Name	Attachment 1.1 - Service Overview	*Attachment 1.1 Service Overview.doc*

BRITISH COLUMBIA	Ministry of Children and Family Development	**SUBSIDIARY COMPONENT AGREEMENT: FT08424005** **SCHEDULE B**

SCHEDULE B – PAYMENT & FINANCIAL REPORTING

Aggregate Maximum

1.1 Subject to the provisions of the Third Party Service Agreement and this Subsidiary Component Agreement, we will pay you an amount not exceeding $2,026,301.19 in the aggregate, for providing the Services set out in Schedule A, during the term of this Subsidiary Component Agreement.

Payments

2.1 **Monthly Recurring**

We will pay you on or about the 15th day of the month commencing on the 1st day of April, 2009 as provided in the following payment schedule:

From	To	Amount	Total
April 1, 2009	April 30, 2009	$56,326.19	$56,326.19
May 1, 2009	March 31, 2012	$56,285.00	$1,969,975.00
			$2,026,301.19

2.2 **Variable**

Not applicable

2.3 **One-Time-Only Payments and Additional Costs**

Not applicable

2.4 **Payment Address**

1616 7TH AVE W VANCOUVER, BC V6J 1S5

Financial Reports

2.5 In addition to the financial statements referred to in the Audit and Service Evaluation section of FT08424000 any financial reports should, at a minimum, relate costs to service outputs. The following additional financial reports are required.

Name	Description
9-Month Service Cost Report	Report that outlines the costs associated with a service every 9 months.
Semi-annual Service Cost Report	Report that outlines the semi-annual costs associated with a service.

Transition to Unit Cost Based Payments

2.6 Not applicable

Attachments

Name	Attachment 2.1 - Financial Report	*Attachment 2.1 Financial Report.doc*

SCHEDULE C – APPROVED SUBCONTRACTOR(S)

Subcontractors

1.1 The following persons or organizations, are specified as Subcontractors under section 12 of the Third Party Service Agreement, for purposes of this Subsidiary Component Agreement:

None

SCHEDULE D – RISK MANAGEMENT & CONFLICT RESOLUTION

Criminal Record Check

1.1 In accordance with the Criminal Records Review Act, you must undertake a criminal record check of each staff member or other person who has, or potentially has, unsupervised access to children, or who has access to their records.

1.2 In addition to any criminal record checks required under the Criminal Records Review Act, you must undertake a criminal record check on volunteers or other individuals who have, or potentially have, unsupervised access to children or their records.

1.3 Upon our written request you must provide us written confirmation that:

(a) criminal record checks have been initiated;
(b) you have acted on instructions from the adjudicator or us; and
(c) all other related procedures have been followed.

Conflict Resolution Officials

2.1 The designated "Officials" of the parties for the purposes of the Conflict Resolution Protocol are:

	Province	**Contractor**
Stage One:	Director or Designate	Executive Director or Designate
Stage Two:	Regional Executive Director	Executive Director or Designate
Stage Three:	Deputy Minister or Designate	Chair, Board of Directors or Designate

Permits and Licenses

3.1 You must obtain all the permits and licenses required to perform the Services, including, but not limited to:

(a) any permits or licenses required by municipal or health authorities for the operation of the Services delineated in Schedule A.

(b) any municipal, provincial, federal permits and licenses required to provide the Services including motor vehicle licenses of the appropriate class to provide transportation to clients.

Insurance and Indemnity

4.1 If eligible, you will be enrolled for insurance coverage under our Master Insurance Program (MIP).

4.2 In the event that you are deemed ineligible for coverage under the Master Insurance Program (MIP), you must, without limiting your obligations or liabilities and at your own expense, provide and maintain throughout the Term, Comprehensive General Liability in an amount not less than $2,000,000 inclusive per occurrence insuring against bodily injury, personal injury and property damage and including liability assumed under contract with insurers licensed in the province of British Columbia and in the forms and amounts acceptable to us.

4.3 You must ensure all required insurance is endorsed to provide us with 30 days advance written notice of cancellation or material change.

4.4 You must provide us with evidence of the required insurance, in the form of a completed Province of British Columbia Certificate of Insurance, immediately following execution and delivery of the Agreement.

4.5 You must maintain a minimum of $2,000,000.00 automobile third party insurance on any vehicle used to provide Services to the public.

4.6 Additional Insurance: Not applicable

SCHEDULE E – AUTHORIZED PERSONS (FOR THE SUBSIDIARY COMPONENT AGREEMENT)

Authorized Persons

1.1 The Contractor designates any of the following persons, (identified by name and/or position) to act for you in relation to this Subsidiary Component Agreement:

None

1.2 The Ministry designates any of the following persons (identify by name and/or position) to act for us in relation to this Subsidiary Component Agreement:

Dawn Schneider, Procurement Specialist

SCHEDULE H – ADDITIONAL TERMS

Other

PAYMENT AND FINANCIAL REPORTING

1.1 **Aggregate Maximum**

The aggregate includes $10,036.73 representing 2009/2010 funding increase to assist in maintaining service levels, service quality and service continuity.

1.2 Annual baseline funding for this Agreement is **$675,433.73**.

1.3 **Financial Reports**

Whether or not an annual financial statement (or review or audit of the same) is required and submitted under section 40 of the Third Party Service Agreement, the Contractor will, for the purposes of negotiation of any future agreement, submit to the Province, within 30 business days of the end of the 2nd and 3rd quarters of the Fiscal Year, a Financial Report (unaudited) showing revenues and expenditures for each service area. A sample of the Financial Report (unaudited) is included as Attachment 2.1 to this Subsidiary Component Agreement.

ADDITIONAL REPORTING REQUIREMENTS

2.1 **Monthly Indicator Reports**

The reports referred to in Schedule A will be submitted within 15 business days of the end of the period specified, commencing with a first report for the period ending April 30, 2009. For the purpose of this section and section 1.3, a "business day" is any day that is not a Saturday, a Sunday or a statutory holiday in British Columbia.

2.2 **Annual Report on Outcomes**

The parties agree to work collaboratively in the development and implementation of outcome measurement tools that may be considered during the current funding period.

2.3 Other information as may be requested by the Province.

Attachment 1.1 – to Subsidiary Component Agreement No. FT08424005
Family Services of Greater Vancouver – Safe House -- Service Overview

The Contractor will provide or deliver, or will cause to be provided or delivered, the following:

THE SAFE HOUSE DEFINED
(Standards for Safe House Services in British Columbia)

Safe House services that include youth first-stage emergency housing are provided
through "Support Services to Youth" under Section 12.1 of the *Child, Family, and Community Services Act ("CF&CSA").*

A Safe House is a voluntary youth-centered service intended to provide short-term protective accommodation on an emergency crisis-intervention basis to primarily high-risk youth. The Ministry of Children and Family Development's (MCFD) *Guidelines for Provision of Youth Services* define high-risk youth as those surrounded by negative environmental factors and demonstrating high personal vulnerability. Safe Houses serve runaway, homeless and street-associated youth; sexually assaulted and exploited youth; youth with mental health and addictions issues; and youth escaping gangs, pimps or anyone who would exploit and/or harm them. Youth who access services must want protection, and must not threaten the safety of others in the Safe House.

A Safe House is a safe and supportive environment where youth can meet their basic physical needs (e.g., food, warmth, shelter, hygiene), and address their social needs to effectively make positive changes in their lives. The purpose of a Safe House is to:

- Protect youth from imminent harm;
- Assist youth to identify immediate and longer term safety, care and support needs; and,
- Connect youth to professionals, agencies and organizations that can assist them with issues and needs such as justice, violence, victim services, mental and physical health, homelessness, poverty, sexual abuse/exploitation, substance dependence, employment, education, and income assistance.

Staff encourage and help youth to connect to the community and promote involvement,
integration, connection, and peer support in the Safe House. Given the social network
required to meet the wide ranging needs of high-risk youth, the Safe House utilizes and supports an Integrated Case Management approach to service delivery.

"Youth" are defined in the *CF&CSA* as a person who is 16 years of age or over but is under 19 years of age. However, services may also be provided to at-risk and high-risk adolescents under 16 years of age with involvement of parents or Ministry social workers.

This may include children-in-care (CIC) or adolescents involved with Youth Justice.
However, Safe House services are not intended to be placement resources for CIC or holding facilities for Youth Justice. All youth and adolescents enter services voluntarily and should understand that the Safe House has no mandate or authority to detain them or enforce orders of any kind.

General

The Contractor will provide all necessary components for delivery of the program delineated below, including sufficient qualified program staff, administrative support, materials and equipment. The premises will be provided by MCFD through BC Housing Commission's Provincial Residential Housing Corporation.

The Province will appoint a ministry contract supervisor for the Contractor's services funded under this Component Schedule. The Parties agree to meet during the Funding Period to review the ***Service Deliverables*** and any other issues of mutual concern, including the following:

- program elements;
- access criteria;
- intake and referral processes;
- exceptions to normal practice;
- critical incident reporting procedures;
- issue management;
- program liaison.

s.15

The program will provide a short-term residential program primarily for youth aged sixteen (16) to eighteen (18) years who need a voluntary alternative to remaining on the "street" and a safe place to stay in the City of Vancouver. Services may also be provided to at-risk and high-risk adolescents under 16 years of age with involvement of parents or Ministry social workers. Access will be by self-referral or by referral from the Ministry of Children and Family Development.

The Safehouse is currently a nine (9) bed residence bed residence available twenty-four (24) hours a day, seven (7) days a week. It will be staffed by a minimum of two (2) program staff at all times. It will provide three (3) meals a day and other amenities to meet the basic needs of homeless youth. Services will include: crisis intervention, stabilization, assessment, and individualized case

planing. The normal stay will be a maximum of seven (7) days with opportunity for extension on the basis of demonstrated need.

The program will maintain a ninety percent (90%) occupancy rate.

Attachment 2.1 to Subsidiary Component Agreement No. FT08424005
Safe House – Financial Report

Family Services of Greater Vancouver – Safe House
Semi-Annual Financial Report

Semi-Annual Financial Report **Sample Report**

Name of Organization: **Family Services of Greater Vancouver**

Contract No.: **FT08424005**

Period Covered:

Detail		Safe House	
Total Operational Revenue			
Operational Expenses:			
Total Wages and Benefits			
Total Client Support Costs			
Total Transportation			
Total Program Support			
Total Program Admin. Support			
Total Facilities Expenses			
Total Operational Pre. Admin			
Total Admin. & Gen. Exp.*			
Total Operational Expenses			
Number of Units			
Unit Cost			
Total Surplus/(deficit)	$	$	$

* Definitions from the Specified Audit Procedures, Core Policy and Procedures Manual, 6.3.2(d) Continuing Service Agreements, Policy 1, Appendix F.

Comments regarding variances:

This report has been prepared from the books and records of the Contractor for the funding period ended _____. I hereby confirm to the best of my knowledge and belief, that the information contained herein, was compiled in accordance with generally accepted accounting principles and in compliance with the Province's Core Policy and Procedures Manual. There is nothing to my knowledge that has not been disclosed in this report which would affect the accuracy and completeness of the financial information.

Signature: Date

Print Name: Print Title: Executive Director

SUBSIDIARY COMPONENT AGREEMENT (SCA)

BRITISH COLUMBIA

Ministry of Children and Family Development

BRITISH COLUMBIA — Ministry of Children and Family Development	**SUBSIDIARY COMPONENT AGREEMENT: FT08424005** **DOING BUSINESS AS: FAMILY SERVICES OF GREATER VANCOUVER** **Agreement Name:** Youth Services - Safe House Program

HER MAJESTY THE QUEEN IN RIGHT OF THE PROVINCE OF BRITISH COLUMBIA, represented by The Minister of Children and Family Development (the "Province", "we", "us", or "our" as applicable) at the following address:	AND FAMILY SERVICES OF GREATER VANCOUVER (Legal Name) (the "Contractor", "you", or "your" as applicable) at the following address:
SUITE 900-865 HORNBY ST VANCOUVER, B.C. CANADA V6Z 2G3 Fax Number: (604)660-4005	1616 7TH AVE W VANCOUVER, BC V6J 1S5 Authorized Email: cbonesky@fsgv.ca Fax Number: (604)733-7009

The term for the Subsidiary Component Agreement begins on: 01/04/2012 (Day/Month/Year) and ends on 31/03/2013 (Day/Month/Year)

THE PARTIES AGREE TO THE TERMS ON THE ATTACHED PAGES OF THIS DOCUMENT AND OUTLINED BELOW. THIS SUBSIDIARY COMPONENT AGREEMENT IS PART OF THE THIRD PARTY SERVICE AGREEMENT FT08424000:

APPLICABLE SCHEDULES:

- **SCHEDULE A - SERVICES**
- **SCHEDULE B - PAYMENT & FINANCIAL REPORTING**
- **SCHEDULE C - APPROVED SUBCONTRACTOR(S)**
- **SCHEDULE D - RISK MANAGEMENT & CONFLICT RESOLUTION**
- **SCHEDULE E - AUTHORIZED PERSONS (FOR THE SUBSIDIARY COMPONENT AGREEMENT)**
- **SCHEDULE H - ADDITIONAL TERMS**

SIGNED AND DELIVERED on the 2nd day of May, 2012 on behalf of the Province by its duly authorized representative

Signature: Teresa Goodman

Print Name: Teresa Goodman

Position: Contract Manager or Designate

Responsibility Centre: CONTRACT MGMT OFFICE

SIGNED AND DELIVERED on the 1 day of May 2012 by or on behalf of the Contractor (or by its authorized signatory or signatories if the Contractor is a corporation)

Signature: Caroline Bonesky

Print Name: Caroline Bonesky Position: Chief Executive Officer

Signature:

Print Name: Position:

Signature:

Print Name: Position:

READ TERMS ON THE ATTACHED PAGES OF THIS DOCUMENT

SCHEDULE A – SERVICES
General

The Contractor will provide all necessary components for delivery of the programs delineated below, including sufficient qualified program staff, administrative support, premises, materials and equipment.

The Province will appoint a contract supervisor for the Contractor's services funded under this Agreement. The Parties agree to conduct contract reviews during the Funding Period to review the ***Service Deliverables*** and any other issues of mutual concern, including the following:

- statements and reports;
- program elements, including hours of operation;
- access and admission criteria;
- intake and referral processes;
- numbers of clients to be served;
- hours of direct client service;
- frequency, content and format of progress and Court Ready reports;
- wait list management;
- exceptions to normal practice;
- critical incident reporting procedures;
- issue management;
- program liaison.

Services have been restructured based on a comprehensive system of care model, supported by accreditation and enhanced reporting requirements. The Province and the Contractor are using a collaborative approach to the continuing development of output-based contracts and measurable client outcomes. Both parties agree to work together to achieve these objectives. Data collected during the term of this agreement will be reviewed by both parties and then used to establish baseline targets for future contracts.

SUMMARY

Term **01/04/2012 to 31/03/2013** ***Total Amount of Component Agreement*** **$633,387.96**

Allocation by Programs and Services

Grouped Services			
Youth Services			
	Bed - Safe Housing		$633,387.96
Non-Program Services			
		Sub-Total	**$0.00**
		Total	**$633,387.96**

Allocation by Community

Communities Served		
Powell River		$12,611.59
Pemberton		$2,720.14
Vancouver North		$283,854.54
Squamish		$16,996.43
Sechelt		$11,504.42
North Vancouver		$82,533.49
Bella Bella		$1,339.07
Richmond (38)		$105,561.21
Central Coast		$1,042.04
Vancouver South		$77,251.48
Gibsons		$5,877.29
Bella Coola		$726.75
West Vancouver-Bowen Island		$31,369.51
	Total	**$633,387.96**

Allocation by Business Area

Core Business Area	**Business Area - Sub Business Area**		
Child and Family Development			
	Youth Services		$633,387.96
		Sub-Total	**$633,387.96**
		Total	**$633,387.96**

Youth Services

SERVICE: BED - SAFE HOUSING					
	Total Amount				$633,387.96
Definitions	Open access beds for children and youth in crisis				
Project Code	18CN056				
Input	Qualified Staff				
Output Indicators	# Bed Days	**Quantity**	2957		
Reporting Frequency	Monthly				
Core Business Area	Child and Family Development				
Business Area	Youth Services				
Communities Served					
Bella Bella	**Recipient(s)**	13 to 18 years	**Amount**		$1,339.07
Bella Coola	**Recipient(s)**	13 to 18 years	**Amount**		$726.75
Central Coast	**Recipient(s)**	13 to 18 years	**Amount**		$1,042.04
Gibsons	**Recipient(s)**	13 to 18 years	**Amount**		$5,877.29
North Vancouver	**Recipient(s)**	13 to 18 years	**Amount**		$82,533.49
Pemberton	**Recipient(s)**	13 to 18 years	**Amount**		$2,720.14
Powell River	**Recipient(s)**	13 to 18 years	**Amount**		$12,611.59
Richmond (38)	**Recipient(s)**	13 to 18 years	**Amount**		$105,561.21
Sechelt	**Recipient(s)**	13 to 18 years	**Amount**		$11,504.42
Squamish	**Recipient(s)**	13 to 18 years	**Amount**		$16,996.43
Vancouver North	**Recipient(s)**	13 to 18 years	**Amount**		$283,854.54
Vancouver South	**Recipient(s)**	13 to 18 years	**Amount**		$77,251.48
West Vancouver-Bowen Island	**Recipient(s)**	13 to 18 years	**Amount**		$31,369.51

BUSINESS AREA OUTCOMES

- Youth participate in identifying their short and longer term needs and in developing plans to address them
- Youth experiencing high levels of risk to their health and safety have the levels of risk reduced
- Youth have immediate basic needs met including shelter, food and clothing
- Youth establish connections with community resources to address needs such as physical health, mental health, addictions and/or sexual exploitation
- Youth have improved connections to positive community supports including family/extended family, peers, education, employment, and/or housing
- Youth acquire skills and knowledge necessary to keep themselves safe, achieve identified goals, and successfully transition to adulthood

Attachments

Name	Attachment 1.1 Service Overview	*Attachment 1.1 Service Overview.doc*

SCHEDULE B – PAYMENT & FINANCIAL REPORTING

Aggregate Maximum

1.1 Subject to the provisions of the Third Party Service Agreement and this Subsidiary Component Agreement, we will pay you an amount not exceeding $633,387.96, including HST, in the aggregate, for providing the Services set out in Schedule A, during the term of this Subsidiary Component Agreement.

Payments

2.1 **Monthly Recurring**

We will pay you on or about the 15th day of the month commencing on the 1st day of April, 2012 as provided in the following payment schedule:

From	To	Amount	HST	Total
April 1, 2012	April 30, 2012	$52,782.33	$0.00	$52,782.33
May 1, 2012	March 31, 2013	$52,782.33	$0.00	$580,605.63
				$633,387.96

2.2 **Payment Address**

1616 7TH AVE W VANCOUVER, BC V6J 1S5

Harmonized Sales Tax (HST)

Financial Reports

2.3 In addition to the financial statements referred to in the Audit and Service Evaluation section of FT08424000 any financial reports should, at a minimum, relate costs to service outputs. The following additional financial reports are required:

Name	Description
Semi-annual Service Cost Report	Report that outlines the semi-annual costs associated with a service.
9-Month Service Cost Report	Report that outlines the costs associated with a service every 9 months.

2.4 Not applicable

Attachments

Name	Attachment 2.1 Financial Report	*Attachment 2.1 Financial Report.doc*

SCHEDULE C – APPROVED SUBCONTRACTOR(S)

Subcontractors

1.1 The following persons or organizations, are specified as Subcontractors under section 12 of the Third Party Service Agreement, for purposes of this Subsidiary Component Agreement:

None

SCHEDULE D – RISK MANAGEMENT & CONFLICT RESOLUTION

Criminal Record Check

1.1 In accordance with the Criminal Records Review Act, you must undertake a criminal record check of each staff member or other person who has, or potentially has, unsupervised access to children, or who has access to their records.

1.2 In addition to any criminal record checks required under the Criminal Records Review Act, you must undertake a criminal record check on volunteers or other individuals who have, or potentially have, unsupervised access to children or their records.

1.3 Upon our written request you must provide us written confirmation that:

(a) criminal record checks have been initiated;
(b) you have acted on instructions from the adjudicator or us; and
(c) all other related procedures have been followed.

Conflict Resolution Officials

2.1 The designated "Officials" of the parties for the purposes of the Conflict Resolution Protocol are:

	Province	**Contractor**
Stage One:	Director or Designate	Executive Director or Designate
Stage Two:	Executive Director of Service	Executive Director or Designate
Stage Three:	Deputy Minister or Designate	Chair, Board of Directors or Designate

Permits and Licenses

3.1 You must obtain all the permits and licenses required to perform the Services, including, but not limited to:

(a) any permits or licenses required by municipal or health authorities for the operation of the Services delineated in Schedule A.

(b) any municipal, provincial, federal permits and licenses required to provide the Services including motor vehicle licenses of the appropriate class to provide transportation to clients.

Insurance and Indemnity

A. For all Contractor's activities under this Agreement to which the Master Insurance Program applies, as determined by the Province in its sole discretion:

4.1 The Province will purchase and maintain Comprehensive General Liability insurance in the amount of $2,000,000 inclusive per occurrence against bodily injury and property damage arising out of the Contractor's performance of the Services on behalf of the Province as outlined in this Agreement.

4.2 The Contractor shall be responsible for and pay any deductible under the policy.

4.3 The Contractor will be provided with a Certificate of Insurance and a copy of the insurance policy wording.

4.4 The Province will take reasonable steps to ensure the coverage specified in section 1 is continuous for the duration of this Agreement but the Province does not accept responsibility for providing coverage in the event the insurance is cancelled or reduced by the insurer.

4.5 The Province does not represent or warrant that the policy contains insurance for any and all losses. It is the Contractor's responsibility to ascertain the exact nature and extent of coverage of the policy as well as any and all terms and conditions of the policy.

4.6 The Contractor shall provide, maintain, and pay for, any additional insurance which the Contractor is required by law to carry, or which the Contractor considers necessary to cover risks not otherwise covered by insurance specified in section 1.

B. For all Contractor's activities to which the Master Insurance Program does not apply, the Contractor shall:

5.1 The Contractor must, without limiting its obligation or liabilities and at its own expense, purchase and maintain throughout the term of this Agreement the following insurances with insurers licensed in Canada in forms and amounts acceptable to the Province:

(a) Commercial General Liability in an amount not less than $2,000,000.00 inclusive per occurrence against bodily injury, personal injury and property damage and including liability assumed under this Agreement and this insurance must:

(i) include the Province as an additional insured;

(ii) be endorsed to provide the Province with 30 days advance written notice of cancellation or material change; and

(iii) include a cross liability clause.

5.2 All insurance described in paragraph 1 of this Schedule must:

(a) be primary; and

(b) not require the sharing of any loss by any insurer of the Province.

5.3 The Contractor must provide the Province with evidence of all required insurance:

(a) Within 10 working days of commencement of the Services, the Contractor must provide to the Province evidence of all required insurance in the form of a completed Province of British Columbia Certificate of Insurance.

(b) If the insurance policy(ies) expire before the end of the term of this Agreement, the Contractor must provide within 10 working days of expiration, evidence of new or renewal policy(ies) of all expired insurance in the form of a completed Province of British Columbia Certificate of Insurance.

(c) Notwithstanding paragraph 3(a) or (b) above, if requested by the Province at any time, the Contractor must provide to the Province certified copies of the required insurance policies.

5.4 The Contractor shall provide, maintain, and pay for, any additional insurance which it is required by law to carry, or which it considers necessary to cover risks not otherwise covered by insurance specified in this schedule in its sole discretion.

C. Whether A or B applies to the Services, for all Contractor activities under this Agreement:

6.1 The Contractor shall maintain Automobile Liability insurance on all vehicles owned, operated or licensed by the Contractor in an amount not less than $2,000,000 per occurrence, and where applicable the Contractor may show evidence of this insurance using an ICBC Confirmation of Insurance Coverage (APV-47) form in place of the requirement for the BC Certificate of Insurance.

6.2 Additional Insurance: Not applicable

SCHEDULE E – AUTHORIZED PERSONS (FOR THE SUBSIDIARY COMPONENT AGREEMENT)

Authorized Persons

1.1 The Contractor designates any of the following persons, (identified by name and/or position) to act for you in relation to this Subsidiary Component Agreement:

Caroline Bonesky, Chief Executive Officer

1.2 The Ministry designates any of the following persons (identify by name and/or position) to act for us in relation to this Subsidiary Component Agreement:

Procurement Specialist

SCHEDULE H – ADDITIONAL TERMS

Other

1. Notwithstanding Clause 55 (b) of the Third Party Service Agreement, the termination notice period for this Subsidiary Component Agreement is 90 days.

PAYMENT AND FINANCIAL INFORMATION

Aggregate Maximum

Subject to the provisions of this Agreement, the Province will pay to the Contractor an amount not exceeding **$633,387.96** in the aggregate for providing the Component Services during the Funding Period.

Annual baseline funding is **$633,387.96**.

STATEMENTS AND REPORTS

The Contractor will submit to the Province reports, in form and content acceptable to the Province, relating to the services and programs outlined in this Agreement. The required reports include, but are not limited to, the following:

(a) Monthly Indicator Reports – Indicators and Definitions are outlined in Attachment 1.2 to this Agreement

(b) Annual Report on Outcomes

(c) Other information as may be requested by the Province

The parties agree to work collaboratively in the development and implementation of outcome measurement tools that may be considered during the Funding Period.

Required reports will be submitted within 15 business days of the end of the period specified, commencing with a first report for the period ending April 30, 2012. For the purpose of this section and section 1.3, a "business day" is any day that is not a Saturday, a Sunday or a statutory holiday in British Columbia.

Financial Reports

Whether or not an annual financial statement (or review or audit of the same) is required and submitted under section 40 of the Third Party Service Agreement, the Contractor will, for the purposes of negotiation of any future agreement, submit to the Province, within 30 business days of the end of the 2nd and 3rd quarters of the Funding Period, a Financial Report (unaudited) showing revenues and expenditures for each service area. A sample of the Financial Report (unaudited) is included as Attachment 2.1 to this Agreement.

Attachment 1.1 - Service Overview

Family Services of Greater Vancouver No. FT08424005 – Safe House

THE SAFE HOUSE DEFINED
(Standards for Safe House Services in British Columbia)

Safe House services that include youth first-stage emergency housing are provided through "Support Services to Youth" under Section 12.1 of the *Child, Family, and Community Services Act ("CF&CSA").*

A Safe House is a voluntary youth-centered service intended to provide short-term protective accommodation on an emergency crisis-intervention basis to primarily high-risk youth. The Ministry of Children and Family Development's (MCFD) *Guidelines for Provision of Youth Services* define high-risk youth as those surrounded by negative environmental factors and demonstrating high personal vulnerability. Safe Houses serve runaway, homeless and street-associated youth; sexually assaulted and exploited youth; youth with mental health and addictions issues; and youth escaping gangs, pimps or anyone who would exploit and/or harm them. Youth who access services must want protection, and must not threaten the safety of others in the Safe House.

A Safe House is a safe and supportive environment where youth can meet their basic physical needs (e.g., food, warmth, shelter, hygiene), and address their social needs to effectively make positive changes in their lives. The purpose of a Safe House is to:

- Protect youth from imminent harm;
- Assist youth to identify immediate and longer term safety, care and support needs; and,
- Connect youth to professionals, agencies and organizations that can assist them with issues and needs such as justice, violence, victim services, mental and physical health, homelessness, poverty, sexual abuse/exploitation, substance dependence, employment, education, and income assistance.

Staff encourage and help youth to connect to the community and promote involvement, integration, connection, and peer support in the Safe House. Given the social network required to meet the wide ranging needs of high-risk youth, the Safe House utilizes and supports an Integrated Case Management approach to service delivery.

"Youth" are defined in the *CF&CSA* as a person who is 16 years of age or over but is under 19 years of age. However, services may also be provided to at-risk and high-risk adolescents under 16 years of age with involvement of parents or Ministry social workers.

This may include children-in-care (CIC) or adolescents involved with Youth Justice.
However, Safe House services are not intended to be placement resources for CIC or holding facilities for Youth Justice. All youth and adolescents enter services voluntarily and should understand that the Safe House has no mandate or authority to detain them or enforce orders of any kind.

General

The Contractor will provide all necessary components for delivery of the program delineated below, including sufficient qualified program staff, administrative support, materials and equipment. The premises will be provided by MCFD through BC Housing Commission's Provincial Residential Housing Corporation.

The Province will appoint a ministry contract supervisor for the Contractor's services funded under this Component Schedule. The Parties agree to meet during the Funding Period to review the ***Service Deliverables*** and any other issues of mutual concern, including the following:

- program elements;
- access criteria;
- intake and referral processes;
- exceptions to normal practice;
- critical incident reporting procedures;
- issue management;
- program liaison.

s.15

The program will provide a short-term residential program primarily for youth aged sixteen (16) to eighteen (18) years who need a voluntary alternative to remaining on the "street" and a safe place to stay in the City of Vancouver. Services may also be provided to at-risk and high-risk adolescents under 16 years of age with involvement of parents or Ministry social workers. Access will be by self-referral or by referral from the Ministry of Children and Family Development.

The Safehouse is currently a nine (9) bed residence bed residence available twenty-four (24) hours a day, seven (7) days a week. It will be staffed by a minimum of two (2) program staff at all times. It will provide three (3) meals a day and other amenities to meet the basic needs of homeless youth. Services will include: crisis intervention, stabilization, assessment, and individualized case planing. The normal stay will be a maximum of seven (7) days with opportunity for extension on the basis of demonstrated need.

The program will maintain a ninety percent (90%) occupancy rate.

ATTACHMENT 1 – Semi-Annual Financial Report

Name of Organization: Family Services of Greater Vancouver
Contract No.: FT08424005
Period Covered:

Subsidiary Component Agreement No. FT08424005 Detail		Safe House	
Total Operational Revenue			
Operational Expenses:			
Total Wages and Benefits			
Total Client Support Costs			
Total Transportation			
Total Program Support			
Total Program Admin. Support			
Total Facilities Expenses			
Total Operational Pre. Admin			
Total Admin. & Gen. Exp.*			
Total Operational Expenses			
Number of Units			
Unit Cost			
Total Surplus/(deficit)	$	$	$

* Definitions from the Specified Audit Procedures, Core Policy and Procedures Manual, 6.3.2(d) Continuing Service Agreements, Policy 1, Appendix F.

Comments regarding variances:

This report has been prepared from the books and records of the Contractor for the funding period ended _____. I hereby confirm to the best of my knowledge and belief, that the information contained herein, was compiled in accordance with generally accepted accounting principles and in compliance with the Province's Core Policy and Procedures Manual. There is nothing to my knowledge that has not been disclosed in this report which would affect the accuracy and completeness of the financial information.

Signature: Date

Print Name: Print Title: Executive Director

SUBSIDIARY COMPONENT AGREEMENT (SCA)

BRITISH COLUMBIA

Ministry of Children and Family Development

BRITISH COLUMBIA — Ministry of Children and Family Development	**SUBSIDIARY COMPONENT AGREEMENT: FT08424005** **DOING BUSINESS AS: FAMILY SERVICES OF GREATER VANCOUVER** **Agreement Name:** Youth Services - Safe House Program

HER MAJESTY THE QUEEN IN RIGHT OF THE PROVINCE OF BRITISH COLUMBIA, represented by The Minister of Children and Family Development (the "Province", "we", "us", or "our" as applicable) at the following address:	AND FAMILY SERVICES OF GREATER VANCOUVER (Legal Name) (the "Contractor", "you", or "your" as applicable) at the following address:
SUITE 900-865 HORNBY ST VANCOUVER, B.C. CANADA V6Z 2G3 Fax Number: (604)660-4005	201-1638 BROADWAY E VANCOUVER, BC V5N 1W1 Authorized Email: cbonesky@fsgv.ca Fax Number: (604)733-7009

The term for the Subsidiary Component Agreement begins on: 01/04/2013 (Day/Month/Year) and ends on 31/03/2014 (Day/Month/Year)

THE PARTIES AGREE TO THE TERMS ON THE ATTACHED PAGES OF THIS DOCUMENT AND OUTLINED BELOW.
THIS SUBSIDIARY COMPONENT AGREEMENT IS PART OF THE THIRD PARTY SERVICE AGREEMENT FT08424000:

APPLICABLE SCHEDULES:

- **SCHEDULE A - SERVICES**
- **SCHEDULE B - PAYMENT & FINANCIAL REPORTING**
- **SCHEDULE C - APPROVED SUBCONTRACTOR(S)**
- **SCHEDULE D - RISK MANAGEMENT & CONFLICT RESOLUTION**
- **SCHEDULE E - AUTHORIZED PERSONS (FOR THE SUBSIDIARY COMPONENT AGREEMENT)**
- **SCHEDULE H - ADDITIONAL TERMS**

SIGNED AND DELIVERED on the 4th day of April, 2013 on behalf of the Province by its duly authorized representative	**SIGNED AND DELIVERED** on the 1st day of April, 2013 by or on behalf of the Contractor (or by its authorized signatory or signatories if the Contractor is a corporation)
Signature: Teresa Goodman	Signature: Caroline Bonesky
Print Name: Teresa Goodman	Print Name: Caroline Bonesky Position: Chief Executive Officer
Position: Contract Manager or Designate	Signature:
Responsibility Centre: CONTRACT MGMT OFFICE	Print Name: Position:
	Signature:
	Print Name: Position:

READ TERMS ON THE ATTACHED PAGES OF THIS DOCUMENT

SCHEDULE A – SERVICES

General

The Contractor will provide all necessary components for delivery of the programs delineated below, including sufficient qualified program staff, administrative support, premises, materials and equipment.

Family, child or youth specific progress reports and reports suitable for presentation in Court proceedings will be provided where required and in a mutually agreed upon format.

The Province will appoint a contract supervisor for the Contractor's services funded under this Agreement. The parties agree to conduct contract reviews during the Funding Period to review the ***Service Deliverables*** and any other issues of mutual concern, including the following:

- statements and reports required in Schedule H, *Statements and Reports*;
- program elements, including hours of operation;
- access and admission criteria;
- intake and referral processes;
- frequency, content and format of progress and Court ready reports
- wait list management;
- exceptions to normal practice;
- critical incident reporting procedures;
- issue management;
- program liaison.

Services have been restructured based on a comprehensive system of care model, supported by accreditation and enhanced reporting requirements. The Province and the Contractor are using a collaborative approach to the continuing development of output-based contracts and measurable client outcomes. Both parties agree to work together to achieve these objectives. Data collected during the term of this agreement will be reviewed by both parties and then used to establish baseline targets for future contracts.

SUMMARY

Term **01/04/2013 to 31/03/2014** ***Total Amount of Component Agreement*** **$673,387.96**

Allocation by Programs and Services

Grouped Services			
Walden Street Safe House			
	Bed - Safe Housing		$673,387.96
Non-Program Services			
		Sub-Total	**$0.00**
		Total	**$673,387.96**

Allocation by Community

Communities Served		
Powell River		$13,408.04
Pemberton		$2,891.92
Vancouver North		$301,780.65
Squamish		$18,069.80
Sechelt		$12,230.96
North Vancouver		$87,745.68
Bella Bella		$1,423.63
Richmond (38)		$112,227.66
Central Coast		$1,107.85
Vancouver South		$82,130.09
Gibsons		$6,248.46
Bella Coola		$772.65
West Vancouver-Bowen Island		$33,350.57
	Total	**$673,387.96**

Allocation by Business Area

Core Business Area	Business Area - Sub Business Area		
Child and Family Development			
	Youth Services		$673,387.96
		Sub-Total	**$673,387.96**
		Total	**$673,387.96**

Walden Street Safe House

SERVICE: BED - SAFE HOUSING			**Total Amount**	$673,387.96
Definitions	Open access beds for children and youth in crisis			
Project Code	18CN056			
Input	Qualified Staff			
Output Indicators	# Bed Days		**Quantity**	2957
Reporting Frequency	Monthly			
Core Business Area	Child and Family Development			
Business Area	Youth Services			
Communities Served				
Bella Bella	**Recipient(s)**	13 to 18 years	**Amount**	$1,423.63
Bella Coola	**Recipient(s)**	13 to 18 years	**Amount**	$772.65
Central Coast	**Recipient(s)**	13 to 18 years	**Amount**	$1,107.85
Gibsons	**Recipient(s)**	13 to 18 years	**Amount**	$6,248.46
North Vancouver	**Recipient(s)**	13 to 18 years	**Amount**	$87,745.68
Pemberton	**Recipient(s)**	13 to 18 years	**Amount**	$2,891.92
Powell River	**Recipient(s)**	13 to 18 years	**Amount**	$13,408.04
Richmond (38)	**Recipient(s)**	13 to 18 years	**Amount**	$112,227.66
Sechelt	**Recipient(s)**	13 to 18 years	**Amount**	$12,230.96
Squamish	**Recipient(s)**	13 to 18 years	**Amount**	$18,069.80
Vancouver North	**Recipient(s)**	13 to 18 years	**Amount**	$301,780.65
Vancouver South	**Recipient(s)**	13 to 18 years	**Amount**	$82,130.09
West Vancouver-Bowen Island	**Recipient(s)**	13 to 18 years	**Amount**	$33,350.57

Additional Descriptions

SERVICE DESCRIPTION

THE SAFE HOUSE DEFINED

(Standards for Safe House Services in British Columbia)

Safe House services that include youth first-stage emergency housing are provided through "Support Services to Youth" under Section 12.1 of the *Child, Family, and Community Services Act ("CF&CSA").*

A Safe House is a voluntary youth-centered service intended to provide short-term protective accommodation on an emergency crisis-intervention basis to primarily high-risk youth. The Ministry of Children and Family Development (the Ministry) *Guidelines for Provision of Youth Services* define high-risk youth as those surrounded by negative environmental factors and demonstrating high personal vulnerability. Safe Houses serve runaway, homeless and street-associated youth; sexually assaulted and exploited youth; youth with mental health and addictions issues; and youth escaping gangs, pimps or anyone who would exploit and/or harm them. Youth who access services must want protection, and must not threaten the safety of others in the Safe House.

A Safe House is a safe and supportive environment where youth can meet their basic physical needs (e.g. food, warmth, shelter, hygiene), and address their social needs to effectively make positive changes in their lives. The purpose of a Safe House is to:

- Protect youth from imminent harm;
- Assist youth to identify immediate and longer term safety, care and support needs; and
- Connect youth to professionals, agencies and organizations that can assist them with issues and needs such as justice, violence, victim services, mental and physical health, homelessness, poverty, sexual abuse/exploitation, substance dependence, employment, education, and income assistance.

Staff encourage and help youth to connect to the community and promote involvement, integration,

connection, and peer support in the Safe House. Given the social network required to meet the wide ranging needs of high-risk youth, the Safe House utilizes and supports an Integrated Case Management approach to service delivery.

"Youth" are defined in the *CF&CSA* as a person who is 16 years of age or over but is under 19 years of age. However, services may also be provided to at-risk and high-risk adolescents under 16 years of age with involvement of parents or Ministry social workers.

This may include children-in-care or adolescents involved with Youth Justice. However, Safe House services are not intended to be placement resources for children in care or holding facilities for Youth Justice. All youth and adolescents enter services voluntarily and should understand that the Safe House has no mandate or authority to detain them or enforce orders of any kind.

s.15

The program will provide a short-term residential program primarily for youth aged sixteen (16) to eighteen (18) years who need a voluntary alternative to remaining on the "street" and a safe place to stay in the City of Vancouver. Services may also be provided to at-risk and high-risk adolescents under 16 years of age with involvement of parents or Ministry social workers. Access will be by self-referral or by referral from the Ministry.

The Safe House is currently a nine (9) bed residence bed residence available twenty-four (24) hours a day, seven (7) days a week. It will be staffed by a minimum of two (2) program staff at all times. It will provide three (3) meals a day and other amenities to meet the basic needs of homeless youth. Services will include: crisis intervention, stabilization, assessment, and individualized case planning. The normal stay will be a maximum of seven (7) days with opportunity for extension on the basis of demonstrated need.

The program will maintain a ninety percent (90%) occupancy rate.

BUSINESS AREA OUTCOMES

- Youth participate in identifying their short and longer term needs and in developing plans to address them
- Youth experiencing high levels of risk to their health and safety have the levels of risk reduced
- Youth have immediate basic needs met including shelter, food and clothing
- Youth establish connections with community resources to address needs such as physical health, mental health, addictions and/or sexual exploitation
- Youth have improved connections to positive community supports including family/extended family, peers, education, employment, and/or housing
- Youth acquire skills and knowledge necessary to keep themselves safe, achieve identified goals, and successfully transition to adulthood

SCHEDULE B – PAYMENT & FINANCIAL REPORTING

Aggregate Maximum

1.1 Subject to the provisions of the Third Party Service Agreement and this Subsidiary Component Agreement, we will pay you an amount not exceeding $673,387.96, including GST, in the aggregate, for providing the Services set out in Schedule A, during the term of this Subsidiary Component Agreement.

Payments

2.1 **Monthly Recurring**

We will pay you on or about the 15th day of the month commencing on the 1st day of April, 2013 as provided in the following payment schedule:

From	To	Amount	GST	Total
April 1, 2013	April 30, 2013	$56,115.70	$0.00	$56,115.70
May 1, 2013	March 31, 2014	$56,115.66	$0.00	$617,272.26
				$673,387.96

2.2 **Payment Address**

201-1638 BROADWAY E VANCOUVER, BC V5N 1W1

Goods and Services Tax (GST)

Financial Reports

2.3 In addition to the financial statements referred to in the Audit and Service Evaluation section of FT08424000 any financial reports should, at a minimum, relate costs to service outputs. The following additional financial reports are required:

Name	Description
Semi-annual Service Cost Report	Report that outlines the semi-annual costs associated with a service.
9-Month Service Cost Report	Report that outlines the costs associated with a service every 9 months.

Transition to Unit Cost Based Payments

2.4 Not applicable

Attachments

Name	Attachment 2.1 Financial Report	*Attachment 2.1 Financial Report.docx*

SCHEDULE C – APPROVED SUBCONTRACTOR(S)

Subcontractors

1.1 The following persons or organizations, are specified as Subcontractors under section 12 of the Third Party Service Agreement, for purposes of this Subsidiary Component Agreement:

None

SCHEDULE D – RISK MANAGEMENT & CONFLICT RESOLUTION

Criminal Record Check

1.1 In accordance with the Criminal Records Review Act, you must undertake a criminal record check of each staff member or other person who has, or potentially has, unsupervised access to children, or who has access to their records.

1.2 In addition to any criminal record checks required under the Criminal Records Review Act, you must undertake a criminal record check on volunteers or other individuals who have, or potentially have, unsupervised access to children or their records.

1.3 Upon our written request you must provide us written confirmation that:

(a) criminal record checks have been initiated;
(b) you have acted on instructions from the adjudicator or us; and
(c) all other related procedures have been followed.

Conflict Resolution Officials

2.1 The designated "Officials" of the parties for the purposes of the Conflict Resolution Protocol are:

	Province	**Contractor**
Stage One:	Contract Manager	Executive Director or Designate
Stage Two:	Executive Director of Service	Executive Director or Designate
Stage Three:	Deputy Minister or Designate	Chair, Board of Directors or Designate

Permits and Licenses

3.1 You must obtain all the permits and licenses required to perform the Services, including, but not limited to:

(a) any permits or licenses required by municipal or health authorities for the operation of the Services delineated in Schedule A.

(b) any municipal, provincial, federal permits and licenses required to provide the Services including motor vehicle licenses of the appropriate class to provide transportation to clients.

Insurance and Indemnity

A. For all Contractor's activities under this Agreement to which the Master Insurance Program applies, as determined by the Province in its sole discretion:

4.1 The Province will purchase and maintain Comprehensive General Liability insurance in the amount of $2,000,000 inclusive per occurrence against bodily injury and property damage arising out of the Contractor's performance of the Services on behalf of the Province as outlined in this Agreement.

4.2 The Contractor shall be responsible for and pay any deductible under the policy.

4.3 The Contractor will be provided with a Certificate of Insurance and a copy of the insurance policy wording.

4.4 The Province will take reasonable steps to ensure the coverage specified in section 1 is continuous for the duration of this Agreement but the Province does not accept responsibility for providing coverage in the event the insurance is cancelled or reduced by the insurer.

4.5 The Province does not represent or warrant that the policy contains insurance for any and all losses. It is the Contractor's responsibility to ascertain the exact nature and extent of coverage of the policy as well as any and all terms and conditions of the policy.

4.6 The Contractor shall provide, maintain, and pay for, any additional insurance which the Contractor is required by law to carry, or which the Contractor considers necessary to cover risks not otherwise covered by insurance specified in section 1.

B. For all Contractor's activities to which the Master Insurance Program does not apply, the Contractor shall:

5.1 The Contractor must, without limiting its obligation or liabilities and at its own expense, purchase and maintain throughout the term of this Agreement the following insurances with insurers licensed in Canada in forms and amounts acceptable to the Province:

(a) Commercial General Liability in an amount not less than $2,000,000.00 inclusive per occurrence against bodily injury, personal injury and property damage and including liability assumed under this Agreement and this insurance must:

(i) include the Province as an additional insured;

(ii) be endorsed to provide the Province with 30 days advance written notice of cancellation or material change; and

(iii) include a cross liability clause.

5.2 All insurance described in paragraph 1 of this Schedule must:

(a) be primary; and

(b) not require the sharing of any loss by any insurer of the Province.

5.3 The Contractor must provide the Province with evidence of all required insurance:

(a) Within 10 working days of commencement of the Services, the Contractor must provide to the Province evidence of all required insurance in the form of a completed Province of British Columbia Certificate of Insurance.

(b) If the insurance policy(ies) expire before the end of the term of this Agreement, the Contractor must provide within 10 working days of expiration, evidence of new or renewal policy(ies) of all expired insurance in the form of a completed Province of British Columbia Certificate of Insurance.

(c) Notwithstanding paragraph 3(a) or (b) above, if requested by the Province at any time, the Contractor must provide to the Province certified copies of the required insurance policies.

5.4 The Contractor shall provide, maintain, and pay for, any additional insurance which it is required by law to carry, or which it considers necessary to cover risks not otherwise covered by insurance specified in this schedule in its sole discretion.

C. Whether A or B applies to the Services, for all Contractor activities under this Agreement:

6.1 The Contractor shall maintain Automobile Liability insurance on all vehicles owned, operated or licensed by the Contractor in an amount not less than $2,000,000 per occurrence, and where applicable the Contractor may show evidence of this insurance using an ICBC Confirmation of Insurance Coverage (APV-47) form in place of the requirement for the BC Certificate of Insurance.

6.2 Additional Insurance: Not applicable

SCHEDULE E – AUTHORIZED PERSONS (FOR THE SUBSIDIARY COMPONENT AGREEMENT)

Authorized Persons

1.1 The Contractor designates any of the following persons, (identified by name and/or position) to act for you in relation to this Subsidiary Component Agreement:

Caroline Bonesky, Chief Executive Officer

1.2 The Ministry designates any of the following persons (identify by name and/or position) to act for us in relation to this Subsidiary Component Agreement:

Procurement Specialist

SCHEDULE H – ADDITIONAL TERMS

Other

1. Notwithstanding Clause 55 (b) of the Third Party Service Agreement, the termination notice period for this Subsidiary Component Agreement is 90 days.

PAYMENT AND FINANCIAL INFORMATION

Aggregate Maximum

Subject to the provisions of this Agreement, the Province will pay to the Contractor an amount not exceeding **$673,387.96** in the aggregate for providing the Component Services during the Funding Period.

Aggregate and annual baseline funding has been increased by $40,000 from $633,387.96 to **$673,387.96** due to the transfer of $30,000.00 in baseline funding from Subsidiary Component Schedule FT08424008, Vancouver Family Preservation and Reunification Services; and $10,000.00 in baseline funding from Subsidiary Component Schedule FT08424013, SAIP. Funding has been transferred to address a structural deficit in the Safe House Agreement.

STATEMENTS AND REPORTS

The Contractor will submit to the Province reports, in form and content acceptable to the Province, relating to the services and programs outlined in this Agreement. The required reports include, but are not limited to, the following:

(a) Monthly Indicator Reports – Indicators and Definitions are outlined in Attachment 1.2 to this Agreement

(b) Annual Report on Outcomes

(c) Other information as may be requested by the Province

The parties agree to work collaboratively in the development and implementation of outcome measurement tools that may be considered during the Funding Period.

Required reports will be submitted within 15 business days of the end of the period specified, commencing with a first report for the period ending April 30, 2013. For the purpose of this section and section 1.3, a "business day" is any day that is not a Saturday, a Sunday or a statutory holiday in British Columbia.

Financial Reports

Whether or not an annual financial statement (or review or audit of the same) is required and submitted under section 40 of the Third Party Service Agreement, the Contractor will, for the purposes of negotiation of any future agreement, submit to the Province, within 30 business days of the end of the 2nd and 3rd quarters of the Funding Period, a Financial Report (unaudited) showing revenues and expenditures for each service area. A sample of the Financial Report (unaudited) is included as Attachment 2.1 to this Agreement.

ATTACHMENT 1 – Financial Report

Name of Organization: Family Services of Greater Vancouver
Contract No.: Safe House – FT08424005
Period Covered:

Subsidiary Component Agreement No. FT08424005 Detail	TOTALS
Total Operational Revenue	
Operational Expenses:	
Total Wages and Benefits	
Total Client Support Costs	
Total Transportation	
Total Program Support	
Total Program Admin. Support	
Total Facilities Expenses	
Total Operational Pre. Admin	
Total Admin. & Gen. Exp.*	
Total Operational Expenses	
Number of Units	
Unit Cost	
Total Surplus/(deficit)	$

* Definitions from the Specified Audit Procedures, Core Policy and Procedures Manual, 6.3.2(d) Continuing Service Agreements, Policy I, Appendix F.

Comments regarding variances:

This report has been prepared from the books and records of the Contractor for the funding period ended _____. I hereby confirm to the best of my knowledge and belief, that the information contained herein, was compiled in accordance with generally accepted accounting principles and in compliance with the Province's Core Policy and Procedures Manual. There is nothing to my knowledge that has not been disclosed in this report which would affect the accuracy and completeness of the financial information.

Signature: Date

Print Name: Print Title: Executive Director

BRITISH COLUMBIA | Ministry of Children and Family Development

MODIFICATION AGREEMENT

BETWEEN

HER MAJESTY THE QUEEN IN RIGHT OF THE PROVINCE OF BRITISH COLUMBIA,
represented by the Minister of Children and Family Development

AND

FAMILY SERVICES OF GREATER VANCOUVER
(Legal Name)

BACKGROUND
A. The parties entered into an Agreement FT08424005, beginning April 01, 2014.
B. The parties have agreed to modify the Agreement effective April 01, 2015.

AGREEMENT

The parties agree as follows:

1. *Schedule A – Services* is amended as follows:

   (a) The Total Amount of Component Agreement is increased by $5,387.16 from $1,346,776.08 to **$1,352,163.24** to reflect the following:

   New annual funding of $5,387.16 for a General Wage Increase of 1% under the Economic Stability Mandate.

   (b) Annual baseline funding is increased by $5,387.16 from $673,388.04 to **$678,775.20.**

2. *Schedule B – Payment and Financial Reporting* is amended as follows:

   (a) The Aggregate Maximum amount is increased by $5,387.16 from $1,346,776.08 to **$1,352,163.24.**

   (b) The Province will make payments to the Contractor in the following amounts and manner:

   i. The monthly payment effective April 1, 2015 is increased by $448.93 from $56,115.67 to **$56,564.60.**

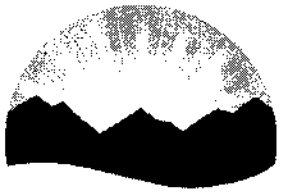
Additional Information

1. In all other respects, the Agreement is confirmed.

The parties have duly executed this modification agreement as of the 1st day of April, 2015.

SIGNED AND DELIVERED on the 18th day of Sept, 2015 on behalf of the Province by its duly authorized representative	**SIGNED AND DELIVERED** on the 2nd day of September, 2015 by or on behalf of the Contractor (or by its authorized signatory or signatories if the Contractor is a corporation)
Signature: [signature]	Signature: [signature]
Print Name: Michael White	Print Name: Caroline Bonesky
Position: Community Services Manager or Designate	Position: Chief Executive Officer
Responsibility Centre: RGA	Signature:
	Print Name:
	Position

SUBSIDIARY COMPONENT AGREEMENT (SCA)



BRITISH COLUMBIA

Ministry of Children and Family Development

BRITISH COLUMBIA | Ministry of Children and Family Development	**SUBSIDIARY COMPONENT AGREEMENT: FT08424005** **DOING BUSINESS AS: FAMILY SERVICES OF GREATER VANCOUVER** **Agreement Name:** Youth Services - Safe House Program

HER MAJESTY THE QUEEN IN RIGHT OF THE PROVINCE OF BRITISH COLUMBIA, represented by The Minister of Children and Family Development (the "Province", "we", "us", or "our" as applicable) at the following address:	AND FAMILY SERVICES OF GREATER VANCOUVER (Legal Name) (the "Contractor", "you", or "your" as applicable) at the following address:
105 5550 FRASER ST VANCOUVER, B.C. CANADA V5W 2Z4 Fax Number: (604)660-4005	201-1638 BROADWAY E VANCOUVER, BC V5N 1W1 Authorized Email: cbonesky@fsgv.ca Fax Number: (604)733-7009

The term for the Subsidiary Component Agreement begins on: 01/04/2014 (Day/Month/Year) and ends on 31/03/2016 (Day/Month/Year)

THE PARTIES AGREE TO THE TERMS ON THE ATTACHED PAGES OF THIS DOCUMENT AND OUTLINED BELOW.
THIS SUBSIDIARY COMPONENT AGREEMENT IS PART OF THE THIRD PARTY SERVICE AGREEMENT FT08424000:

APPLICABLE SCHEDULES:

- **SCHEDULE A - SERVICES**
- **SCHEDULE B - PAYMENT & FINANCIAL REPORTING**
- **SCHEDULE C - APPROVED SUBCONTRACTOR(S)**
- **SCHEDULE D - RISK MANAGEMENT & CONFLICT RESOLUTION**
- **SCHEDULE E - AUTHORIZED PERSONS (FOR THE SUBSIDIARY COMPONENT AGREEMENT)**
- **SCHEDULE H - ADDITIONAL TERMS**

SIGNED AND DELIVERED on the _____ day of _____, _____ on behalf of the Province by its duly authorized representative	**SIGNED AND DELIVERED** on the _____ day of _____, _____ by or on behalf of the Contractor (or by its authorized signatory or signatories if the Contractor is a corporation)
Signature: _____	Signature: _____
Print Name: Michael White	Print Name: Caroline Bonesky Position: Chief Executive Officer
Position: Community Services Manager or Designate	Signature: _____
Responsibility Centre: CONTRACT MGMT OFFICE	Print Name: _____ Position: _____
	Signature: _____
	Print Name: _____ Position: _____

READ TERMS ON THE ATTACHED PAGES OF THIS DOCUMENT

SCHEDULE A – SERVICES

General

The Contractor will provide all necessary components for delivery of the programs delineated below, including sufficient qualified program staff, administrative support, premises, materials and equipment.

Family, child or youth specific progress reports and reports suitable for presentation in Court proceedings will be provided where required and in a mutually agreed upon format.

The Province will appoint a contract supervisor for the Contractor's services funded under this Agreement. The parties agree to conduct contract reviews during the Funding Period to review the ***Service Deliverables*** and any other issues of mutual concern, including the following:

- statements and reports required in Schedule H, *Statements and Reports*;
- program elements, including hours of operation;
- access and admission criteria;
- intake and referral processes;
- frequency, content and format of progress and Court ready reports
- wait list management;
- exceptions to normal practice;
- critical incident reporting procedures;
- issue management;
- program liaison.

Services have been restructured based on a comprehensive system of care model, supported by accreditation and enhanced reporting requirements. The Province and the Contractor are using a collaborative approach to the continuing development of output-based contracts and measurable client outcomes. Both parties agree to work together to achieve these objectives. Data collected during the term of this agreement will be reviewed by both parties and then used to establish baseline targets for future contracts.

As part of a multiyear contracting initiative, this Agreement is subject to a two year term and will be in effect from April 1, 2014 to March 31, 2016 subject to Sections 55 to 58 of the Third Party Service Agreement. The Agreement may, from time to time and as necessary, be modified to represent changes in service deliverables, or in financial or other clauses.

As per the Financial Administration Act, our obligation to provide payments on this two year Agreement is subject to an appropriation being available in the fiscal year of the Province in which payment becomes due.

The parties agree to commence a review by June 30, 2014 of service deliverables; youth served and occupancy rates; reporting frequency, content and format; and the process for extending service.

SUMMARY

Term **01/04/2014 to 31/03/2016** ***Total Amount of Component Agreement*** **$1,346,776.08**

Allocation by Programs and Services

Grouped Services			
Walden Street Safe House			
	Bed - Safe Housing		$1,346,776.08
Non-Program Services			
		Sub-Total	**$0.00**
		Total	**$1,346,776.08**

Allocation by Community

Communities Served		
Vancouver North		$1,058,660.03
Vancouver South		$288,116.05
	Total	**$1,346,776.08**

Allocation by Business Area

Core Business Area	**Business Area - Sub Business Area**		
Child and Family Development			
	Youth Services		$1,346,776.08
		Sub-Total	**$1,346,776.08**
		Total	**$1,346,776.08**

s.15

SERVICE: BED - SAFE HOUSING			**Total Amount**		$1,346,776.08
Definitions	Open access beds for children and youth in crisis				
Project Code	18CN056				
Input	Qualified Staff				
Output Indicators	# Bed Days		**Quantity**	5914	
Reporting Frequency	Monthly				
Core Business Area	Child and Family Development				
Business Area	Youth Services				
Communities Served					
Vancouver North	**Recipient(s)**	13 to 18 years		**Amount**	$1,058,660.03
Vancouver South	**Recipient(s)**	13 to 18 years		**Amount**	$288,116.05

Additional Descriptions

SERVICE DESCRIPTION

THE SAFE HOUSE DEFINED

Standards for Safe House Services in British Columbia

Safe House services that include youth first-stage emergency housing are provided through "Support Services to Youth" under Section 12.1 of the *Child, Family, and Community Services Act ("CF&CSA").*

A Safe House is a voluntary youth-centered service intended to provide short-term protective accommodation on an emergency crisis-intervention basis to primarily high-risk youth. The Ministry of Children and Family Development (the Ministry) *Guidelines for Provision of Youth Services* define high-risk youth as those surrounded by negative environmental factors and demonstrating high personal vulnerability. Safe Houses serve runaway, homeless and street-associated youth; sexually assaulted and exploited youth; youth with mental health and addictions issues; and youth escaping gangs, pimps or anyone who would exploit and/or harm them. Youth who access services must want protection, and must not threaten the safety of others in the Safe House.

A Safe House is a safe and supportive environment where youth can meet their basic physical needs (e.g. food, warmth, shelter, hygiene), and address their social needs to effectively make positive changes in their lives. The purpose of a Safe House is to:

- Protect youth from imminent harm;
- Assist youth to identify immediate and longer term safety, care and support needs; and
- Connect youth to professionals, agencies and organizations that can assist them with issues and needs such as justice, violence, victim services, mental and physical health, homelessness, poverty, sexual abuse/ exploitation, substance dependence, employment, education, and income assistance.

Staff will encourage and help youth to connect to the community and promote involvement, integration, connection, and peer support in the Safe House. Given the social network required to meet the wide ranging needs of high-risk youth, the Safe House utilizes and supports an Integrated Case Management approach to service delivery.

"Youth" are defined in the *CF&CSA* as a person who is 16 years of age or over but is under 19 years of age. However, services may also be provided to at-risk and high-risk adolescents under 16 years of age with involvement of parents or Ministry social workers.

This may include children-in-care or adolescents involved with Youth Justice. However, Safe House services are not intended to be placement resources for children in care or holding facilities for Youth Justice. All youth and adolescents enter services voluntarily and should understand that the Safe House has no mandate or authority to detain them or enforce orders of any kind.

s.15

The program will provide a short-term residential program primarily for youth aged sixteen (16) to eighteen (18) years who need a voluntary alternative to remaining on the "street" and a safe place to stay in the City of Vancouver. Access will be by self-referral or by referral from the Ministry. Services may also be provided to at-risk and high-risk adolescents under 16 years of age on an exception basis and with the express written approval of the Ministry Community Service Manager.

The Safe House is currently a nine (9) bed residence bed residence available twenty-four (24) hours a day, seven (7) days a week. It will be staffed by a minimum of two (2) program staff at all times. It will provide three (3) meals a day and other amenities to meet the basic needs of homeless youth. Services will include: crisis intervention, stabilization, assessment, and individualized case planning. The normal stay will be a maximum of seven (7) days with opportunity for extension on the basis of demonstrated need.

The program will maintain a ninety percent (90%) occupancy rate.

BUSINESS AREA OUTCOMES

- Youth participate in identifying their short and longer term needs and in developing plans to address them
- Youth experiencing high levels of risk to their health and safety have the levels of risk reduced
- Youth have immediate basic needs met including shelter, food and clothing
- Youth establish connections with community resources to address needs such as physical health, mental health, addictions and/or sexual exploitation
- Youth have improved connections to positive community supports including family/extended family, peers, education, employment, and/or housing
- Youth acquire skills and knowledge necessary to keep themselves safe, achieve identified goals, and successfully transition to adulthood

SCHEDULE B – PAYMENT & FINANCIAL REPORTING

Aggregate Maximum

1.1 Subject to the provisions of the Third Party Service Agreement and this Subsidiary Component Agreement, we will pay you an amount not exceeding $1,346,776.08, including GST, in the aggregate, for providing the Services set out in Schedule A, during the term of this Subsidiary Component Agreement.

Payments

2.1 **Monthly Recurring**

We will pay you on or about the 15th day of the month commencing on the 1st day of April, 2014 as provided in the following payment schedule:

From	To	Amount	GST	Total
April 1, 2014	March 31, 2016	$56,115.67	$0.00	$1,346,776.08
				$1,346,776.08

2.2 **Payment Address**

201-1638 BROADWAY E VANCOUVER, BC V5N 1W1

Goods and Services Tax (GST)

Financial Reports

2.3 In addition to the financial statements referred to in the Audit and Service Evaluation section of FT08424000 any financial reports should, at a minimum, relate costs to service outputs. The following additional financial reports are required:

Name	Description
9-Month Service Cost Report	Report that outlines the costs associated with a service every 9 months.
Semi-annual Service Cost Report	Report that outlines the semi-annual costs associated with a service.

Transition to Unit Cost Based Payments

2.4 Not applicable

SCHEDULE C – APPROVED SUBCONTRACTOR(S)

Subcontractors

1.1 The following persons or organizations, are specified as Subcontractors under section 12 of the Third Party Service Agreement, for purposes of this Subsidiary Component Agreement:

None

SCHEDULE D – RISK MANAGEMENT & CONFLICT RESOLUTION

Criminal Record Check

1.1 In accordance with the Criminal Records Review Act, you must undertake a criminal record check of each staff member or other person who has, or potentially has, unsupervised access to children, or who has access to their records.

1.2 In addition to any criminal record checks required under the Criminal Records Review Act, you must undertake a criminal record check on volunteers or other individuals who have, or potentially have, unsupervised access to children or their records.

1.3 Upon our written request you must provide us written confirmation that:

(a) criminal record checks have been initiated;

(b) you have acted on instructions from the adjudicator or us; and

(c) all other related procedures have been followed.

Conflict Resolution Officials

2.1 The designated "Officials" of the parties for the purposes of the Conflict Resolution Protocol are:

	Province	**Contractor**
Stage One:	Community Services Manager or Designate	Executive Director or Designate
Stage Two:	Executive Director of Service	Executive Director or Designate
Stage Three:	Deputy Minister or Designate	Chair, Board of Directors or Designate

Permits and Licenses

3.1 You must obtain all the permits and licenses required to perform the Services, including, but not limited to:

(a) any permits or licenses required by municipal or health authorities for the operation of the Services delineated in Schedule A.

(b) any municipal, provincial, federal permits and licenses required to provide the Services including motor vehicle licenses of the appropriate class to provide transportation to clients.

Insurance and Indemnity

A. For all Contractor's activities under this Agreement to which the Master Insurance Program applies, as determined by the Province in its sole discretion:

4.1 The Province will purchase and maintain Comprehensive General Liability insurance in the amount of $2,000,000 inclusive per occurrence against bodily injury and property damage arising out of the Contractor's performance of the Services on behalf of the Province as outlined in this Agreement.

4.2 The Contractor shall be responsible for and pay any deductible under the policy.

4.3 The Contractor will be provided with a Certificate of Insurance and a copy of the insurance policy wording.

4.4 The Province will take reasonable steps to ensure the coverage specified in section 1 is continuous for the duration of this Agreement but the Province does not accept responsibility for providing coverage in the event the insurance is cancelled or reduced by the insurer.

4.5 The Province does not represent or warrant that the policy contains insurance for any and all losses. It is the Contractor's responsibility to ascertain the exact nature and extent of coverage of the policy as well as any and all terms and conditions of the policy.

4.6 The Contractor shall provide, maintain, and pay for, any additional insurance which the Contractor is required by law to carry, or which the Contractor considers necessary to cover risks not otherwise covered by insurance specified in section 1.

B. For all Contractor's activities to which the Master Insurance Program does not apply, the Contractor shall:

5.1 The Contractor must, without limiting its obligation or liabilities and at its own expense, purchase and maintain throughout the term of this Agreement the following insurances with insurers licensed in Canada in forms and amounts acceptable to the Province:

(a) Commercial General Liability in an amount not less than $2,000,000.00 inclusive per occurrence against bodily injury, personal injury and property damage and including liability assumed under this Agreement and this insurance must:

(i) include the Province as an additional insured;

(ii) be endorsed to provide the Province with 30 days advance written notice of cancellation or material change; and

(iii) include a cross liability clause.

5.2 All insurance described in paragraph 1 of this Schedule must:

(a) be primary; and

(b) not require the sharing of any loss by any insurer of the Province.

5.3 The Contractor must provide the Province with evidence of all required insurance:

(a) Within 10 working days of commencement of the Services, the Contractor must provide to the Province evidence of all required insurance in the form of a completed Province of British Columbia Certificate of Insurance.

(b) If the insurance policy(ies) expire before the end of the term of this Agreement, the Contractor must provide within 10 working days of expiration, evidence of new or renewal policy(ies) of all expired insurance in the form of a completed Province of British Columbia Certificate of Insurance.

(c) Notwithstanding paragraph 3(a) or (b) above, if requested by the Province at any time, the Contractor must provide to the Province certified copies of the required insurance policies.

5.4 The Contractor shall provide, maintain, and pay for, any additional insurance which it is required by law to carry, or which it considers necessary to cover risks not otherwise covered by insurance specified in this schedule in its sole discretion.

C. Whether A or B applies to the Services, for all Contractor activities under this Agreement:

6.1 The Contractor shall maintain Automobile Liability insurance on all vehicles owned, operated or licensed by the Contractor in an amount not less than $2,000,000 per occurrence, and where applicable the Contractor may show evidence of this insurance using an ICBC Confirmation of Insurance Coverage (APV-47) form in place of the requirement for the BC Certificate of Insurance.

6.2 Additional Insurance: Not applicable

SCHEDULE E – AUTHORIZED PERSONS (FOR THE SUBSIDIARY COMPONENT AGREEMENT)

Authorized Persons

1.1 The Contractor designates any of the following persons, (identified by name and/or position) to act for you in relation to this Subsidiary Component Agreement:

Caroline Bonesky, Chief Executive Officer

1.2 The Ministry designates any of the following persons (identify by name and/or position) to act for us in relation to this Subsidiary Component Agreement:

Michael White, Community Services Manager or Designate

SCHEDULE F1 – PRIVACY PROTECTION SCHEDULE

This Schedule forms part of the agreement between Her Majesty the Queen in right of the Province of British Columbia represented by

The Ministry of Children and Family Development (the "Province") and FAMILY SERVICES OF GREATER VANCOUVER (the "Contractor")

respecting Youth Services - Safe House Program (the "Agreement")

Definitions

1. In this Schedule,

   (a) "access" means disclosure by the provision of access;

   (b) "Act" means the Freedom of Information and Protection of Privacy Act (British Columbia), as amended from time to time;

   (c) "contact information" means information to enable an individual at a place of business to be contacted and includes the name, position name or title, business telephone number, business address, business email or business fax number of the individual;

   (d) "personal information" means recorded information about an identifiable individual, other than contact information, collected or created by the Contractor as a result of the Agreement or any previous agreement between the Province and the Contractor dealing with the same subject matter as the Agreement but excluding any such information that, if this Schedule did not apply to it, would not be under the "control of a public body" within the meaning of the Act.

Purpose

2. The purpose of this Schedule is to:

   (a) enable the Province to comply with its statutory obligations under the Act with respect to personal information; and

   (b) ensure that, as a service provider, the Contractor is aware of and complies with its statutory obligations under the Act with respect to personal information.

Collection of personal information

3. Unless the Agreement otherwise specifies or the Province otherwise directs in writing, the Contractor may only collect or create personal information that is necessary for the performance of the Contractor's obligations, or the exercise of the Contractor's rights, under the Agreement.

4. Unless the Agreement otherwise specifies or the Province otherwise directs in writing, the Contractor must collect personal information directly from the individual the information is about.

5. Unless the Agreement otherwise specifies or the Province otherwise directs in writing, the Contractor must tell an individual from whom the Contractor collects personal information:

   (a) the purpose for collecting it;

(b) the legal authority for collecting it; and

(c) the title, business address and business telephone number of the person designated by the Province to answer questions about the Contractor's collection of personal information.

Accuracy of personal information

6. The Contractor must make every reasonable effort to ensure the accuracy and completeness of any personal information to be used by the Contractor or the Province to make a decision that directly affects the individual the information is about.

Requests for access to personal information

7. If the Contractor receives a request for access to personal information from a person other than the Province, the Contractor must promptly advise the person to make the request to the Province unless the Agreement expressly requires the Contractor to provide such access and, if the Province has advised the Contractor of the name or title and contact information of an official of the Province to whom such requests are to be made, the Contractor must also promptly provide that official's name or title and contact information to the person making the request.

Correction of personal information

8. Within 5 business days of receiving a written direction from the Province to correct or annotate any personal information, the Contractor must annotate or correct the information in accordance with the direction.

9. When issuing a written direction under section 8, the Province must advise the Contractor of the date the correction request to which the direction relates was received by the Province in order that the Contractor may comply with section 10.

10. Within 5 business days of correcting or annotating any personal information under section 8, the Contractor must provide the corrected or annotated information to any party to whom, within one year prior to the date the correction request was made to the Province, the Contractor disclosed the information being corrected or annotated.

11. If the Contractor receives a request for correction of personal information from a person other than the Province, the Contractor must promptly advise the person to make the request to the Province and, if the Province has advised the Contractor of the name or title and contact information of an official of the Province to whom such requests are to be made, the Contractor must also promptly provide that official's name or title and contact information to the person making the request.

Protection of personal information

12. The Contractor must protect personal information by making reasonable security arrangements against such risks as unauthorized access, collection, use, disclosure or disposal, including any expressly set out in the Agreement.

Storage and access to personal information

13. Unless the Province otherwise directs in writing, the Contractor must not store personal information outside Canada or permit access to personal information from outside Canada.

Retention of personal information

14. Unless the Agreement otherwise specifies, the Contractor must retain personal information until directed by the Province in writing to dispose of it or deliver it as specified in the direction.

Use of personal information

15. Unless the Province otherwise directs in writing, the Contractor may only use personal information if that use is:

(a) for the performance of the Contractor's obligations, or the exercise of the Contractor's rights, under the Agreement; and

(b) in accordance with section 13.

Disclosure of personal information

16. Unless the Province otherwise directs in writing, the Contractor may only disclose personal information inside Canada to any person other than the Province if the disclosure is for the performance of the Contractor's obligations, or the exercise of the Contractor's rights, under the Agreement.

17. Unless the Agreement otherwise specifies or the Province otherwise directs in writing, the Contractor must not disclose personal information outside Canada.

Inspection of personal information

18. In addition to any other rights of inspection the Province may have under the Agreement or under statute, the Province may, at any reasonable time and on reasonable notice to the Contractor, enter on the Contractor's premises to inspect any personal information in the possession of the Contractor or any of the Contractor's information management policies or practices relevant to its management of personal information or its compliance with this Schedule and the Contractor must permit, and provide reasonable assistance to, any such inspection.

Compliance with the Act and directions

19. The Contractor must in relation to personal information comply with:

    (a) the requirements of the Act applicable to the Contractor as a service provider, including any applicable order of the commissioner under the Act; and

    (b) any direction given by the Province under this Schedule.

20. The Contractor acknowledges that it is familiar with the requirements of the Act governing personal information that are applicable to it as a service provider.

Notice of non-compliance

21. If for any reason the Contractor does not comply, or anticipates that it will be unable to comply, with a provision in this Schedule in any respect, the Contractor must promptly notify the Province of the particulars of the non-compliance or anticipated non-compliance and what steps it proposes to take to address, or prevent recurrence of, the non-compliance or anticipated non-compliance.

Termination of Agreement

22. In addition to any other rights of termination which the Province may have under the Agreement or otherwise at law, the Province may, subject to any provisions in the Agreement establishing mandatory cure periods for defaults by the Contractor, terminate the Agreement by giving written notice of such termination to the Contractor, upon any failure of the Contractor to comply with this Schedule in a material respect.

Interpretation

23. In this Schedule, references to sections by number are to sections of this Schedule unless otherwise specified in this Schedule.

24. Any reference to the "Contractor" in this Schedule includes any subcontractor or agent retained by the Contractor to perform obligations under the Agreement and the Contractor must ensure that any such subcontractors and agents comply with this Schedule.

25. The obligations of the Contractor in this Schedule will survive the termination of the Agreement.

26. If a provision of the Agreement (including any direction given by the Province under this Schedule) conflicts with a requirement of the Act or an applicable order of the commissioner under the Act, the conflicting provision of the Agreement (or direction) will be inoperative to the extent of the conflict.

27. The Contractor must comply with the provisions of this Schedule despite any conflicting provision of this Agreement or, subject to section 28, the law of any jurisdiction outside Canada.

28. Nothing in this Schedule requires the Contractor to contravene the law of any jurisdiction outside Canada unless such contravention is required to comply with the Act.

SCHEDULE H – ADDITIONAL TERMS

Other

1. Notwithstanding Clause 55 (b) of the Third Party Service Agreement, the termination notice period for this Subsidiary Component Agreement is 90 days.

PAYMENT AND FINANCIAL INFORMATION

Aggregate Maximum

Subject to the provisions of this Agreement, the Province will pay to the Contractor an amount not exceeding **$1,346,776.08** in the Aggregate for providing the Services during the two year Funding Period.

Annual baseline funding is $673,388.04. Annual funding has been increased by $.08 for rounding purposes.

STATEMENTS AND REPORTS

The Contractor will submit to the Province reports, in form and content acceptable to the Province, relating to the services and programs outlined in this Agreement. The required reports include, but are not limited to, the following:

(a) Monthly and Quarterly Reports

(b) Annual Report on Outcomes

(c) Other information as may be requested by the Province

The parties agree to work collaboratively in the development and implementation of outcome measurement tools that may be considered during the Funding Period.

Required reports will be submitted within 15 business days of the end of the period specified, commencing with a first report for the period ending April 30th. For the purpose of this section and section 1.3, a "business day" is any day that is not a Saturday, a Sunday or a statutory holiday in British Columbia.

Financial Reports

Whether or not an annual financial statement (or review or audit of the same) is required and submitted under section 40 of the Third Party Service Agreement, the Contractor will, for the purposes of negotiation of any future agreement, submit to the Province, within 30 business days of the end of the 2nd and 3rd quarters of each year of the Funding Period, a Financial Report (unaudited) showing revenues and expenditures for each service area. A sample of the Financial Report (unaudited) is included as Attachment 2.1 to this Agreement.

SERVICE AGREEMENT

MINISTRY OF CHILDREN AND FAMILY DEVELOPMENT

BRITISH COLUMBIA — Ministry of Children and Family Development	**MINISTRY SERVICE AGREEMENT: FT08424005** **DOING BUSINESS AS: FAMILY SERVICES OF GREATER VANCOUVER** **Agreement Name:** Youth Services - Safe House Program

HER MAJESTY THE QUEEN IN RIGHT OF THE PROVINCE OF BRITISH COLUMBIA, represented by The Minister of Children and Family Development (the "Province", "we", "us", or "our" as applicable) at the following address:	AND FAMILY SERVICES OF GREATER VANCOUVER (Legal Name) (the "Contractor", "you", or "your" as applicable) at the following address:
105 5550 FRASER ST VANCOUVER, B.C. CANADA V5W 2Z4 Fax Number: (604)660-4005 Email: Mike.White@gov.bc.ca	201-1638 BROADWAY E VANCOUVER, BC V5N 1W1 Authorized Email: cbonesky@fsgv.ca Fax Number: (604)733-7009 Email: cbonesky@fsgv.ca

The term for the Service Agreement begins on: 01/04/2016 (Day/Month/Year) and ends on 31/03/2018 (Day/Month/Year)

THE PARTIES AGREE TO THE TERMS AND CONDITIONS OF THE SERVICE AGREEMENT LOCATED ON THE MINISTRY OF CHILDREN AND FAMILY DEVELOPMENT'S WEBSITE, VERSION 1.1 DATED JANUARY 13, 2015, AND AGREE TO BE BOUND BY THE SCHEDULES LISTED BELOW AND ATTACHED TO THIS AGREEMENT:

SCHEDULE A	-	SERVICES
SCHEDULE B	-	PAYMENT
SCHEDULE C	-	APPROVED SUBCONTRACTOR(S)
SCHEDULE D	-	INSURANCE
SCHEDULE E	-	AUTHORIZED PERSON
SCHEDULE F	-	INFORMATION MANAGEMENT (RECORDS, PRIVACY AND SECURITY)
SCHEDULE G	-	ASSETS
SCHEDULE H	-	ADDITIONAL TERMS
SCHEDULE I	-	REPORTING REQUIREMENTS

(collectively, the "Agreement")

SIGNED AND DELIVERED on the 31st day of March, 2016 on behalf of the Province by its duly authorized representative

Signature: [signature]

Print Name: Michael White

Position: Community Services Manager or Designate

Responsibility Centre: CONTRACT MGMT OFFICE

SIGNED AND DELIVERED on the 24 day of March 2016 by or on behalf of the Contractor (or by its authorized signatory or signatories if the Contractor is a corporation)

Signature: [signature]

Print Name: Caroline Bonesky

Position: Chief Executive Officer

Signature:

Print Name:

Position:

Contractor: By signing above you agree that you have read, understand, and agree to be bound by, the Terms and Conditions and the Schedules for the Service Agreement

SUMMARY

Term **01/04/2016 to 31/03/2018**

Total Amount of Agreement (not including any applicable taxes) **$1,409,488.42**

Allocation by Programs and Services

Grouped Services			
Directions Youth Safe House			
	Bed - Safe Housing		$1,388,477.76
		Sub-Total	**$1,388,477.76**
Economic Stability Mandate Increases			
	Additional Cost - Service Providers		$21,010.66
Non-Program Services			
		Sub-Total	**$0.00**
		Total	**$1,409,488.42**

Allocation by Community

Communities Served		
Vancouver North		$1,107,956.31
Vancouver South		$301,532.11
	Total	**$1,409,488.42**

Allocation by Business Area

Core Business Area	**Business Area - Sub Business Area**		
Child and Family Development			
	Youth Services		$1,409,488.42
		Sub-Total	**$1,409,488.42**
		Total	**$1,409,488.42**

SCHEDULE A - SERVICES

Annual baseline funding and aggregate increases related to the Economic Stability Mandate are outlined in *Schedule B – Payment*.

General

The Contractor will provide all necessary components for delivery of the programs delineated below, including sufficient qualified program staff, administrative support, premises, materials and equipment.

Youth specific progress reports and reports suitable for presentation in Court proceedings will be provided where required and in a mutually agreed upon format.

The Province will appoint a contract supervisor for the Contractor's services funded under this Agreement. The parties agree to conduct contract reviews during the Funding Period to review the ***Service Deliverables*** and any other issues of mutual concern, including the following:

- statements and reports required;
- program elements, including hours of operation;
- access and admission criteria;
- intake and referral processes;
- frequency, content and format of progress and Court ready reports;
- wait list management;
- exceptions to normal practice;
- critical incident reporting procedures;
- issue management;
- program liaison.

Services have been restructured based on a comprehensive system of care model, supported by accreditation and enhanced reporting requirements. The Province and the Contractor are using a collaborative approach to the continuing development of output-based contracts and measurable client outcomes. Both parties agree to work together to achieve these objectives. Data collected during the term of this agreement will be reviewed by both parties and then used to establish baseline targets for future contracts.

The parties agree to review service deliverables, staffing model, and reporting requirements during the term of this Agreement. The parties specifically agree to review the following by June 30, 2016: occupancy rates across Safe House programs in the City of Vancouver, including the Directions Youth Safe House described in this Agreement; and the format and content of quarterly reports to be provided.

The parties agree to work collaboratively in the development and implementation of outcome measurement tools that may be considered during the Funding Period.

SERVICE OVERVIEW

The Safe House Defined

Standards for Safe House Services in British Columbia

Safe House services that include youth first-stage emergency housing are provided through "Support Services to Youth" under Section 12.1 of the *Child, Family, and Community Services Act ("CF&CSA").*

A Safe House is a voluntary youth-centered service intended to provide short-term protective accommodation on an emergency crisis-intervention basis to primarily high-risk youth. The Ministry of Children and Family Development (the Ministry) *Guidelines for Provision of Youth Services* define high-risk youth as those surrounded by negative environmental factors and demonstrating high personal vulnerability. Safe Houses serve runaway, homeless and street-associated youth; sexually assaulted and exploited youth; youth with mental health and addictions issues; and

youth escaping gangs, pimps or anyone who would exploit and/or harm them. Youth who access services must want protection, and must not threaten the safety of others in the Safe House.

A Safe House is a safe and supportive environment where youth can meet their basic physical needs (e.g. food, warmth, shelter, hygiene), and address their social needs to effectively make positive changes in their lives. The purpose of a Safe House is to:

- Protect youth from imminent harm;
- Assist youth to identify immediate and longer term safety, care and support needs; and
- Connect youth to professionals, agencies and organizations that can assist them with issues and needs such as justice, violence, victim services, mental and physical health, homelessness, poverty, sexual abuse/ exploitation, substance dependence, employment, education, and income assistance.

Staff will encourage and help youth to connect to the community and promote involvement, integration, connection, and peer support in the Safe House. Given the social network required to meet the wide ranging needs of high-risk youth, the Safe House utilizes and supports an Integrated Case Management approach to service delivery.

"Youth" are defined in the *CF&CSA* as a person who is 16 years of age or over but is under 19 years of age. However, services may also be provided to at-risk and high-risk adolescents under 16 years of age with involvement of parents or Ministry social workers.

This may include children-in-care or adolescents involved with Youth Justice. However, Safe House services are not intended to be placement resources for children in care or holding facilities for Youth Justice. All youth and adolescents enter services voluntarily and should understand that the Safe House has no mandate or authority to detain them or enforce orders of any kind.

Directions Youth Safe House

The Direction Youth Safe House will provide a short-term residential program primarily for youth aged sixteen (16) to eighteen (18) years who need a voluntary alternative to remaining on the "street" and a safe place to stay in the City of Vancouver.

Access will be by self-referral or by referral from the Ministry. Services may also be provided to at-risk and high-risk adolescents under 16 years of age on an exception basis and with the express written approval of the Ministry Community Service Manager.

In exceptional circumstances and with Ministry approval, the Contractor may also offer temporary services to youth who are awaiting foster care or other placement arrangements, or who are being released from youth justice custody or other settings.

Inputs and Staffing Model

The Safe House is currently a nine (9) bed residence bed residence available twenty-four (24) hours a day, seven (7) days a week. It will be staffed by a minimum of two (2) program staff at all times. It will provide three (3) meals a day and other amenities to meet the basic needs of homeless youth. The normal stay will be seven (7) days with opportunity for extension on the basis of demonstrated need.

Outputs

The number of available bed days annually is 3,285 based on 9 beds and 365 days per year.

The expected number of bed days occupied is calculated as follows: no. of beds x days per year x occupancy rate percentage. The annual number of bed days anticipated for this Agreement based on a 90% occupancy rate is 2,956.

Services to be Provided

Safe house services will include but are not limited to: crisis intervention, stabilization, assessment, individualized case planning, provision of life skills, and links to community resources. Life skills based on the youth's plan may include cooking and kitchen skills, computer and resume writing skills, and assistance to complete forms or provision of other supports to meet goals established.

Reporting Requirements

The Contractor will submit to the Province reports, in form and content acceptable to the Province, relating to the services and programs outlined in this Agreement. The required reports include, but are not limited to, the following:

(a) Quarterly Reports

(b) Annual Report on Outcomes

(c) Other information as may be requested by the Province

Financial reporting requirements are outlined in *Schedule I – Reporting Requirements.*

Economic Stability Mandate Increases

_____	**ADDITIONAL COST - SERVICE PROVIDERS**			**Total Amount**	$21,010.66
	Definitions				
	Project Code	4450			
	Name	Economic Stability Mandate Increases			
	Reporting Frequency				
	Core Business Area	Child and Family Development			
	Business Area	Youth Services			
	One Time Only	Yes			
	Communities Served				
	Vancouver North	**Recipient(s)**	Service Providers	**Amount**	$16,515.85
	Vancouver South	**Recipient(s)**	Service Providers	**Amount**	$4,494.81

BUSINESS AREA OUTCOMES

- Youth participate in identifying their short and longer term needs and in developing plans to address them
- Youth experiencing high levels of risk to their health and safety have the levels of risk reduced
- Youth have immediate basic needs met including shelter, food and clothing
- Youth establish connections with community resources to address needs such as physical health, mental health, addictions and/or sexual exploitation
- Youth have improved connections to positive community supports including family/extended family, peers, education, employment, and/or housing
- Youth acquire skills and knowledge necessary to keep themselves safe, achieve identified goals, and successfully transition to adulthood

Directions Youth Safe House

SERVICE: BED - SAFE HOUSING				**Total Amount**	$1,388,477.76
	Definitions	Open access beds for children and youth in crisis			
	Project Code	18CN056			
	Input	Qualified Staff			
	Output Indicators	# Bed Days	**Quantity**	5914	
	Reporting Frequency	Monthly			
	Core Business Area	Child and Family Development			
	Business Area	Youth Services			
	Communities Served				
	Vancouver North	**Recipient(s)**	13 to 18 years	**Amount**	$1,091,440.46
	Vancouver South	**Recipient(s)**	13 to 18 years	**Amount**	$297,037.30

BUSINESS AREA OUTCOMES

- Youth participate in identifying their short and longer term needs and in developing plans to address them
- Youth experiencing high levels of risk to their health and safety have the levels of risk reduced
- Youth have immediate basic needs met including shelter, food and clothing
- Youth establish connections with community resources to address needs such as physical health, mental health, addictions and/or sexual exploitation
- Youth have improved connections to positive community supports including family/extended family, peers, education, employment, and/or housing
- Youth acquire skills and knowledge necessary to keep themselves safe, achieve identified goals, and successfully transition to adulthood

SCHEDULE B – PAYMENT

Aggregate Maximum and Taxes

1.1 Subject to the provisions of the Agreement, we will pay you an amount not exceeding $1,409,488.42 (not including any applicable taxes), in the aggregate, for providing the Services set out in Schedule A, during the term of this Agreement.

1.2 In addition, we will pay you any applicable taxes payable by the Province under law or agreement with the relevant taxation authority in relation to amounts payable under this schedule.

Payments

2.1 Monthly Recurring

We will pay you on or about the 15th day of the month commencing on the 1st day of April, 2016 as provided in the following payment schedule:

From	To	Amount	Total
April 1, 2016	March 31, 2018	$57,853.24	$1,388,477.76
			$1,388,477.76

2.2 One-Time-Only Payments and Additional Costs

We will pay you the amount of $21,010.66 as specified:

Additional Cost - Service Providers	$21,010.66

Additional Costs

ADDITIONAL COSTS DESCRIPTION

From	To	Increase to Monthly Payment Amount	Total
Lump Sum Payment (ESD Feb/Mar 2016)			**$392.00**
February 1, 2017	March 31, 2018	**$445.47**	**$6,236.58**
April 1, 2017	March 31, 2018	**$1,122.25**	**$13,467.00**
February 1, 2018	March 31, 2018	**$457.54**	**$915.08**
			$21,010.66

A lump sum payment in the amount of **$392.00** is to cover the Economic Stability Dividend between the dates of February 1, 2016 and March 31, 2016.

Effective April 1, 2016, your monthly payment will increase by **$1,288.64** (**$196.00** from the February 1, 2016 0.45 % Economic Stability Dividend, and **$1,092.64** from the April 1, 2016 2.5% Comparability Adjustment or 0.5% General Wage Increase equivalent), from **$56,564.60** to **$57,853.24**

Effective February 1, 2017, your monthly payment will increase by **$445.47**, from **$57,853.24** to **$58,298.71** as a result of a 1.0% General Wage Increase.

As a result of the Economic Stability Mandate, fiscal year 2016/2017 contract funding has increased by **$16,354.62** and annualized baseline funding has increased by **$20,809.32**, from **$678,775.20** to **$699,584.52** .

Effective April 1, 2017, your monthly payment will increase by **$1,122.25**, from **$58,298.71** to **$59,420.96** as a result of a 2.5% Comparability Adjustment or 0.5% General Wage Increase equivalent.

Effective February 1, 2018, your monthly payment will increase by **$457.54** from **$59,420.96** to **$59,878.50** as a

result of a 1.0% General Wage Increase.

As a result of the Economic Stability Mandate, fiscal year 2017/2018 contract funding has increased by **$14,382.08**, and annualized baseline funding has increased by **$18,957.48**, from **$699,584.52** to **$718,542.00** .

SCHEDULE C – APPROVED SUBCONTRACTOR(S)

Subcontractors

1.1 The following persons, groups of persons, or organizations, are specified as Subcontractors under section 12 of the Service Agreement:

None

SCHEDULE D – INSURANCE

A. On behalf of the Contractor, the Province will purchase and maintain Commercial General Liability insurance (Master Insurance Program) in the amount of $2,000,000 inclusive per occurrence against personal injury (including bodily injury), third party property damage arising out of the Contractor's performance of the Services set out in this Agreement.

B. The Contractor is responsible for and will pay any deductible under the Master Insurance Program.

C. The Province will obligate the Master Insurance Program's managing broker to provide the Contractor with a Certificate of Insurance and a copy of the Master Insurance Program policy wording.

D. The Province will take reasonable steps to ensure the coverage specified in section A is continuous for the duration of this Agreement. The Province will not be responsible for providing coverage in the event the insurance is cancelled or reduced by the insurer.

E. The Province does not represent or warrant that the Master Insurance Program covers any and all losses. The Contractor is responsible for ascertaining the exact nature and extent of coverage of the Master Insurance Program as well as the terms and conditions of the Master Insurance Program policy wording. No term or condition of this Agreement amends, extends or alters the coverage afforded by the Master Insurance Program policy wordings.

F. Where the contractor uses a vehicle to perform the services as described in Schedule A the Contractor shall maintain Automobile Liability insurance on all vehicles owned, operated or licensed by the Contractor in an amount not less than $2,000,000 per occurrence, and where applicable the Contractor may show evidence of this insurance using an ICBC Confirmation of Insurance Coverage (APV-47) form.

G. The Contractor will provide, maintain, and pay for, any additional insurance which the Contractor is required by law to carry, or which the Contractor considers necessary to cover risks not otherwise covered by insurance specified in section A.

SCHEDULE E – AUTHORIZED PERSONS

Authorized Persons

1.1 The Contractor designates any of the following persons, (identified by name and/or position) to act for you in relation to this Service Agreement:

Caroline Bonesky, Chief Executive Officer

1.2 The Ministry designates any of the following persons (identify by name and/or position) to act for us in relation to this Service Agreement:

Michael White, Community Services Manager or Designate

Conflict Resolution Officials

1.1 The designated "Officials" of the parties for the purposes of the Conflict Resolution Protocol are:

	Province	**Contractor**
Stage One:	Community Services Manager or Designate	Executive Director or Designate
Stage Two:	Executive Director of Service	Executive Director or Designate
Stage Three:	Assistant Deputy Minister	Chair, Board of Directors or Designate

SCHEDULE F – INFORMATION MANAGEMENT (RECORDS, PRIVACY AND SECURITY)

Purpose

The purpose of this Schedule is to:

(a) enable the Province to comply with the Province's obligations with respect to:
  (i) creation, maintenance, retention and final disposition of the Province's Records, and
  (ii) protection of Personal Information collected under this Agreement and pursuant to *FOIPPA*.

(b) ensure that, as a service provider, the Contractor is aware of, and complies with, the Contractor's information management and protection (records, privacy and security) obligations with respect to:
  (i) the Province's Records, and
  (ii) the Personal Information collected or created under this Agreement.

Applicability

This Schedule applies to the management of the Province's Records and to the management of Personal Information contained in the Province's Records.

The Contractor must manage the Province's Records in accordance with this Schedule and in accordance with MCFD Contractor's Information Management Guidelines, which provide directions and standards to assist the Contractor in complying with this Schedule.

Definitions

1. In this Schedule:
  a) "**access**" means the ability or opportunity of a person to view, study, or obtain a copy of records;
  b) "***FOIPPA***" means the *Freedom of Information and Protection of Privacy Act* (British Columbia);
  c) "**contact information**" means information to enable an individual at a place of business to be contacted and includes the name, position name or title, business telephone number, business address, business email or business fax number of the individual;
  d) "**control**" (of a record) means the power or authority to manage the record throughout its life cycle, including restricting, regulating and administering its use and disclosure;
  e) "**custody**"(of a record) means having physical possession of a record, regardless of the format (e.g., paper or electronic).
  f) "**Personal Information**" means recorded information about an identifiable individual, other than contact information, collected or created by the Contractor as a result of the Agreement or any previous agreement between the Province or the Contractor dealing with the same subject matter as the Agreement, but excluding any information that, if this Schedule did not apply to it, would not be under the control of a public body as interpreted under the FOIPPA;
  g) "**Services Worker**" means an individual involved in providing the Services for or on behalf of the Contractor and, for greater certainty, may include the Contractor or a subcontractor of an individual, or an employee or volunteer of the Contractor or of a subcontractor.

RECORDS MANAGEMENT

Records Retention and Disposition

2. The Contractor must return the Province's Records regardless of format to the Province within the following time frames:

   (a) within 30 calendar days of expiry or termination of the Agreement;
   (b) within 7 calendar days of the Contractor receiving a request for return from the Province;
   (c) when closed records volume is identified by the Contractor as warranting the transfer and the Province has provided written approval; or
   (d) immediately when a Contractor advises the Province that they are no longer providing services or when the Province is concerned about the management of the Province's Records following a breach of security or privacy, including an unauthorized disclosure.

PRIVACY PROTECTION

Collection of Personal Information

3. The Contractor may only collect or create Personal Information that is necessary for the performance of the Contractor's obligations, or the exercise of the Contractor's rights, under the Agreement.

4. Unless the Agreement otherwise specifies or the Province otherwise directs in writing, the Contractor must collect Personal Information directly from the individual the Personal Information is about.

5. Except as otherwise permitted by FOIPPA, the Contractor must tell an individual from whom the Contractor collects Personal Information:

   (a) the purpose for collecting it,
   (b) the legal authority for collecting it, and
   (c) the title, business address and business telephone number of the person designated by the Province to answer questions about the Contractor's collection of Personal Information.

Accuracy of Personal Information

6. The Contractor must make every reasonable effort to ensure the accuracy and completeness of any Personal Information to be used by the Contractor or the Province to make a decision that directly affects the individual the Personal Information is about.

Requests for access to Personal Information

7. If the Contractor receives a request for access to Personal Information from a person other than the Province, the Contractor must promptly advise the person to make the request to Information Access Operations with the Ministry of Technology, Innovation and Citizens' Services or successor.

Correction of Personal Information

8. Within 5 business days of receiving a written direction from the Province to correct or annotate any Personal Information, the Contractor must correct or annotate the information in accordance with the direction.

9. When issuing a written direction under section 8 of this Schedule, the Province must advise the Contractor of the date the correction request to which the direction relates was received by the Province in order that the Contractor may comply with section 10 of this Schedule.

10. Within 5 business days of correcting or annotating any Personal Information under section 8 of this Schedule, the Contractor must provide the corrected or annotated information to any party to whom, within one year prior to the date the correction request was made to the Province, the Contractor disclosed the information being corrected or annotated.

11. If the Contractor receives a request for correction of Personal Information from a person other than the Province, the Contractor must promptly advise the person to make the request to the Province and provide the Provincial official's name or title and contact information to the person making the request.

Protection of Personal Information

12. The Contractor must protect Personal Information by making reasonable security arrangements against such risks as unauthorized access, collection, use, disclosure or disposal, including any security arrangements expressly set out in the Security section of this Schedule.

Storage and access to Personal Information

13. Unless the Province otherwise directs in writing, the Contractor must not store Personal Information outside Canada or permit access to the Personal Information from outside Canada.

Retention of Personal Information

14. Unless the Agreement otherwise specifies, the Contractor must retain Personal Information until directed by the Province in writing to dispose of it or deliver it as specified in the direction.

Use of Personal Information

15. Unless the Province otherwise directs in writing, the Contractor may only use Personal Information if that use is for the performance of the Contractor's obligations, or the exercise of the Contractor's rights, under the Agreement.

Disclosure of Personal Information

16. Unless the Province otherwise directs in writing, the Contractor may only disclose Personal Information inside Canada to any person other than the Province if the disclosure is for the performance of the Contractor's obligations, or the exercise of the Contractor's rights, under the Agreement.

17. Unless the Agreement otherwise specifies or the Province otherwise directs in writing, the Contractor must not disclose Personal Information outside Canada.

SECURITY

Services Worker confidentiality agreements

18. The contractor must immediately provide notice to the contract manager of any suspected information incident that threatens privacy or information security.

19. The Contractor must not permit a Services Worker who is an employee or volunteer of the Contractor to have access to Personal Information unless the Services Worker has first entered into a confidentiality agreement with the Contractor to keep Personal Information confidential on substantially similar terms as those that apply to the Contractor under the Agreement.

Services Worker security screening

20. The Contractor may only permit a Services Worker who is an employee or a volunteer of the Contractor to collect or have access to Personal Information, or otherwise be involved in providing the Services if, after having subjected the Services Worker to personnel security screening requirements as outlined in Appendix F1 to this Schedule, the Contractor is satisfied that the Services Worker does not constitute an unreasonable security risk.

Services Worker activity logging

21. The Contractor must create and maintain detailed Contractor's Records logging the activities of all Service Workers in relation to:

    (a) their access to Personal Information; and

    (b) any other matters specified by the Province in writing for the purposes of this section.

Facilities and Equipment protection and access

22. The Contractor must create, maintain and follow a documented process to:

    (a) protect Facilities and Equipment of the Contractor required by the Contractor to provide the Services from loss, damage or any other occurrence that may result in any of those Facilities and Equipment being unavailable when required to provide the Services; and,

(b) limit access to Facilities and Equipment of the Contractor:

i. being used by the Contractor to provide the Services; or
ii. that may be used by someone to access information,

to those persons who are authorized to have that access and for the purposes for which they are authorized, which process must include measures to verify the identity of those persons.

23. If the Province makes available to the Contractor any Facilities or Equipment of the Province for the use of the Contractor in providing the Services, the Contractor must comply with any policies and procedures provided to it by the Province on acceptable use, protection of, and access to, such Facilities or Equipment.

Integrity of Information

24. The Contractor must create, maintain and follow a documented process for maintaining the integrity of information while in the custody of or accessed by the Contractor.

25. For the purposes of section 24 of this Schedule, maintaining the integrity of information means that, except to the extent expressly authorized by the Agreement or approved in writing by the Province, the information has:

(a) remained as complete as when it was acquired or accessed by the Contractor; and

(b) not been altered in any material respect.

Documentation of changes to processes

26. The Contractor must create and maintain detailed Records logging any changes it makes to the processes described in sections 21 and 22of this Schedule.

Secure Storage

27. The Contractor must securely store the Province's Records in the Contractor's custody.

GENERAL

Notice

28. The Contractor must immediately provide notice to the Province of

(a) a possible or confirmed foreign demand or request for disclosure, including the information required by section 30.2(3) of FOIPPA or

(b) anticipated or actual non-compliance with this Schedule, unauthorized access, collection, use, disclosure, storage, alteration or disposal of information or Records containing information; or

(c) unauthorized access to Facilities or Equipment.

In this provision, "foreign demand for disclosure" and "unauthorized disclosure of personal information" bear the same meanings as in section 30.2 of FOIPPA.

29. The Contractor must immediately provide notice to the Province of any non-compliance, or anticipated inability to comply, with a provision in this Schedule in any respect.

Compliance, Audit and Review

30. The Contractor must, in relation to the Province's Records, comply with:

(a) the requirements of *FOIPPA* applicable to the Contractor as a service provider, including any applicable order of the commissioner under *FOIPPA,* and

(b) any direction given by the Province under this Schedule.

31. The Contractor acknowledges that it is familiar with the requirements of FOIPPA governing Personal Information that are applicable to it as a service provider.

32. In addition to any other rights of inspection the Province may have under the Agreement or under statute, the Province may, at any reasonable time and on reasonable notice to the Contractor, enter on the Contractor's premises to inspect, and at the Province's discretion, copy, any of the Province's Records, or any of the Contractor's information management policies or practices or Records relevant to the Contractor's management

of the Province's Records or the Contractor's compliance with this Schedule. The Contractor must permit and provide reasonable assistance to any such inspection.

33. If the Province conducts a review of a matter described in section 28 or 29 of this Schedule (whether or not the matter came to the attention of the Province as a result of a notification under section 28 or 29 of this Schedule), the Contractor must, on the request of the Province, participate in the review to the extent that it is reasonably practicable for the Contractor to do so.

Interpretation

34. Any reference to the "Contractor" in this Schedule includes any subcontractor, agent, or volunteer retained by the Contractor to perform obligations under the Agreement and the Contractor must ensure that any such subcontractors, agents, and volunteers comply with this Schedule.

35. If a direction or provision of the Agreement or any Schedule conflicts with a requirement of FOIPPA or an applicable order of the commissioner under FOIPPA, the conflicting provision of the Agreement or Schedule will be inoperative to the extent of the conflict.

    (a) If there is a conflict between a documented process required by this Schedule to be created or maintained by the Contractor and this Schedule, the provision of this Schedule will prevail to the extent of the conflict.

36. The obligations of the Contractor in this Schedule will survive the termination of the Agreement.

37. The Contractor must comply with the provisions of this Schedule despite any conflicting provision of this Agreement or, subject to section 38 of this Schedule, the law of any jurisdiction outside Canada.

38. Nothing in this Schedule requires the Contractor to contravene the law of any jurisdiction outside Canada unless such contravention is required to comply with FOIPPA.

SCHEDULE F – Appendix F1 – Security screening requirements

The personnel security screening requirements set out in this Appendix F1 are for the purpose of assisting the Contractor to determine whether or not a Services Worker constitutes an unreasonable security risk.

Verification of name, date of birth and address

1. The Contractor must verify the name, date of birth and current address of a Services Worker by viewing at least one piece of "primary identification" of the Services Worker and at least one piece of "secondary identification" of the Services Worker,* as described in the table following this section. The Contractor must obtain or create, as applicable, Records of all such verifications and retain a copy of those Records. For a Services Worker from another province or jurisdiction, reasonably equivalent identification documents are acceptable.

Primary Identification	Secondary Identification
Issued by ICBC: • B.C. driver's licence or learner's licence (must have photo) • B.C. Identification (BCID) card **Issued by provincial or territorial government:** • Canadian birth certificate **Issued by Government of Canada:** • Canadian Citizenship Card • Permanent Resident Card • Canadian Record of Landing/Canadian Immigration Identification Record	• School ID card (student card) • Bank card (only if holder's name is on card) • Credit card (only if holder's name is on card) • Passport • Foreign birth certificate (a baptismal certificate is not acceptable) • Canadian or U.S. driver's licence • Naturalization certificate • Canadian Forces identification • Police identification • Foreign Affairs Canada or consular identification • Vehicle registration (only if owner's signature is shown) • Picture employee ID card • Firearms Acquisition Certificate • Social Insurance Card (only if has signature strip) • B.C. CareCard • Native Status Card • Parole Certificate ID • Correctional Service Conditional Release Card

*It is not necessary that each piece of identification viewed by the Contractor contains the name, date of birth and current address of the Services Worker. It is sufficient that, in combination, the identification viewed contains that information.

Verification of education and professional qualifications

2. The Contractor must verify, by reasonable means, any relevant education and professional qualifications of a Services Worker, obtain or create, as applicable, Records of all such verifications, and retain a copy of those Records.

Verification of employment history and reference checks

3. The Contractor must verify, by reasonable means, any relevant employment history of a Services Worker, which will generally consist of the Contractor requesting that a Services Worker provide employment references and the Contractor contacting those references. If a Services Worker has no relevant employment history, the Contractor must seek to verify the character or other relevant personal characteristics of the Services Worker by requesting the Services Worker to provide one or more personal references and contacting those references. The Contractor must obtain or create, as applicable, Records of all such verifications and retain a copy of those Records.

Security interview

4. The Contractor must allow the Province to conduct a security-focused interview with a Services Worker if the Province identifies a reasonable security concern and notifies the Contractor it wishes to do so.

SCHEDULE G – ASSETS

Property

1.1 The following property to be acquired by you with funds to be paid by us under this Service Agreement is specified in this Service Agreement as property to be owned by us:

None

1.2 The following property provided by us to you or a subcontractor for the purposes of this Service Agreement is to be owned by you or subcontractor as indicated:

None

SCHEDULE H – ADDITIONAL TERMS

Notwithstanding section 47(b) of the Terms and Conditions of the Services Agreement, the termination notice period for this Service Agreement is 90 days.

SCHEDULE I – REPORTING REQUIREMENTS

Service Delivery Reports

1.1 The reports referred to in schedule A will be submitted within 30 days of the end of the period specified in form and content as determined by the Province.

Financial Reports

1.2 In addition to the financial statements requirements referred to in the Audit and Service Evaluation section of the Agreement, any financial reports should relate to service outputs at a minimum. The following additional financial reports are required:

i.

Name	Description
Semi-annual Service Cost Report	Report that outlines the semi-annual costs associated with a service.
Annual Service Cost Report	Report that outlines the annual costs associated with a service.

Additional Reporting Requirements

1.3 Other information as requested by the Province.

SUBSIDIARY COMPONENT AGREEMENT (SCA)

Ministry of Children
and Family Development

BRITISH COLUMBIA — Ministry of Children and Family Development	**SUBSIDIARY COMPONENT AGREEMENT: FT08424006** **DOING BUSINESS AS: FAMILY SERVICES OF GREATER VANCOUVER** **Agreement Name:** Foster Parent Support and Education

HER MAJESTY THE QUEEN IN RIGHT OF THE PROVINCE OF BRITISH COLUMBIA, represented by The Minister of Children and Family Development (the "Province", "we", "us", or "our" as applicable) at the following address:	AND FAMILY SERVICES OF GREATER VANCOUVER (Legal Name) (the "Contractor", "you", or "your" as applicable) at the following address:
Suite 900 865 Hornby St. Vancouver, British Columbia Canada V6Z 2G3 Fax Number: (604)660-4005	1616 7th Ave W Vancouver, British Columbia Canada V6J 1S5 Fax Number: (604)733-7009

The term for the Subsidiary Component Agreement begins on: 01/04/2011 (Day/Month/Year) and ends on 31/03/2012 (Day/Month/Year)

THE PARTIES AGREE TO THE TERMS ON THE ATTACHED PAGES OF THIS DOCUMENT AND OUTLINED BELOW.
THIS SUBSIDIARY COMPONENT AGREEMENT IS PART OF THE THIRD PARTY SERVICE AGREEMENT FT08424000:

APPLICABLE SCHEDULES:

- **SCHEDULE A - SERVICES**
- **SCHEDULE B - PAYMENT & FINANCIAL REPORTING**
- **SCHEDULE C - APPROVED SUBCONTRACTOR(S)**
- **SCHEDULE D - RISK MANAGEMENT & CONFLICT RESOLUTION**
- **SCHEDULE E - AUTHORIZED PERSONS (FOR THE SUBSIDIARY COMPONENT AGREEMENT)**
- **SCHEDULE H - ADDITIONAL TERMS**

SIGNED AND DELIVERED on the 6th day of April, 2011 on behalf of the Province by its duly authorized representative

Signature: Teresa Goodman

Print Name: Teresa Goodman

Position: Contract Manager or Designate

Responsibility Centre: CONTRACT MGMT OFFICE

SIGNED AND DELIVERED on the 21 day of March, 2011 by or on behalf of the Contractor (or by its authorized signatory or signatories if the Contractor is a corporation)

Signature: [signature]

Print Name: Lyn Martens Position: Chief Executive Officer

Signature:

Print Name: Position:

Signature:

Print Name: Position:

READ TERMS ON THE ATTACHED PAGES OF THIS DOCUMENT

SCHEDULE A – SERVICES
General

The Contractor will provide all necessary components for delivery of the programs delineated below, including sufficient qualified program staff, administrative support, premises, materials and equipment.

The Province will appoint a contract supervisor for the Contractor's services funded under this Agreement. The Parties agree to conduct contract reviews during the Funding Period to review the ***Service Deliverables*** and any other issues of mutual concern, including the following:

- statements and reports;
- program elements, including hours of operation;
- access and admission criteria;
- intake and referral processes;
- numbers of clients to be served;
- hours of direct client service;
- frequency, content and format of progress and Court Ready reports;
- wait list management;
- exceptions to normal practice;
- critical incident reporting procedures;
- issue management;
- program liaison.

Services have been restructured based on a comprehensive system of care model, supported by accreditation and enhanced reporting requirements. The Province and the Contractor are using a collaborative approach to the continuing development of output-based contracts and measurable client outcomes. Both parties agree to work together to achieve these objectives. Data collected during the term of this agreement will be reviewed by both parties and then used to establish baseline targets for future contracts.

The parties agree to meet prior to **June 30, 2011** to review the following: service deliverables, output, outcome and financial reporting, geographic areas served and funding allocation by geographic area.

SUMMARY

Term **01/04/2011 to 31/03/2012** ***Total Amount of Component Agreement*** **$184,198.48**

Allocation by Programs and Services

Grouped Services
Foster Parent Support and Education

Grouped Services			
	Intervention - General		$159,198.48
		Sub-Total	**$159,198.48**
Out of Care Options Worker			
	Intervention - General		$25,000.00
Non-Program Services			
		Sub-Total	**$0.00**
		Total	**$184,198.48**

Allocation by Community

Communities Served		
Vancouver North		$61,399.49
Richmond (38)		$61,399.49
Vancouver South		$61,399.50
	Total	**$184,198.48**

Allocation by Business Area

Core Business Area	**Business Area - Sub Business Area**	
Child and Family Development		
	Permanency Planning for Children and Youth/Children in Care	$184,198.48
	Sub-Total	**$184,198.48**
	Total	**$184,198.48**

Foster Parent Support and Education

SERVICE: INTERVENTION - GENERAL **Total Amount** $159,198.48

Definitions	Activities provided to maintain or prompt a planned change in the behaviour, condition or functioning of children, youth, and/or families/caregivers.			
Project Code	18CN289			
Input	Qualified Staff			
Output Indicators	# Recipients	**Quantity**	18	
	# Direct Hours		1033	
Reporting Frequency	Monthly			
Core Business Area	Child and Family Development			
Business Area	Permanency Planning for Children and Youth			
Sub Business Area	Children in Care			
Communities Served				
Richmond (38)	**Recipient(s)**	Family	**Amount**	$53,066.16
Vancouver North	**Recipient(s)**	Family	**Amount**	$53,066.16
Vancouver South	**Recipient(s)**	Family	**Amount**	$53,066.16

BUSINESS AREA OUTCOMES

- Families have an enhanced capacity to care for their children
- Extended Families and communities are actively engaged and caring for children
- Children and youth are healthy and have a sense of well-being
- Children and youth are free from abuse, neglect and exploitation
- Children and youth experience stability and permanence in their family and alternative family environment
- Children in care are engaged and successful at school and experience positive outcomes
- Children in care transition successfully to adulthood through appropriate supports and supportive relationships

Out of Care Options Worker

SERVICE: INTERVENTION - GENERAL **Total Amount** $25,000.00

Definitions	Activities provided to maintain or prompt a planned change in the behaviour, condition or functioning of children, youth, and/or families/caregivers.			
Project Code	18CN289			
Input	Qualified Staff			
Output Indicators	# Direct One to One Hours	**Quantity**		
Reporting Frequency	Monthly			
Core Business Area	Child and Family Development			
Business Area	Permanency Planning for Children and Youth			
Sub Business Area	Children in Care			
Communities Served				
Richmond (38)	**Recipient(s)**	Family	**Amount**	$8,333.33
Vancouver North	**Recipient(s)**	Family	**Amount**	$8,333.33
Vancouver South	**Recipient(s)**	Family	**Amount**	$8,333.34

This allocation is provided as an estimate.

BUSINESS AREA OUTCOMES

- Families have an enhanced capacity to care for their children
- Extended Families and communities are actively engaged and caring for children
- Children and youth are healthy and have a sense of well-being
- Children and youth are free from abuse, neglect and exploitation

- Children and youth experience stability and permanence in their family and alternative family environment
- Children in care are engaged and successful at school and experience positive outcomes
- Children in care transition successfully to adulthood through appropriate supports and supportive relationships

Attachments

Name	Attachment 1.1 Service Overview	*Att 1.1 - Services Overview.doc*
Name	Attachment 1.2 Indicator Descriptions	*Att. 1.2 - Indicators.doc*

SCHEDULE B – PAYMENT & FINANCIAL REPORTING

Aggregate Maximum

1.1 Subject to the provisions of the Third Party Service Agreement and this Subsidiary Component Agreement, we will pay you an amount not exceeding $184,198.48, including HST, in the aggregate, for providing the Services set out in Schedule A, during the term of this Subsidiary Component Agreement.

Payments

2.1 **Monthly Recurring**

We will pay you on or about the 15th day of the month commencing on the 1st day of April, 2011 as provided in the following payment schedule:

From	To	Amount	HST	Total
April 1, 2011	April 30, 2011	$15,349.91	$0.00	$15,349.91
May 1, 2011	March 31, 2012	$15,349.87	$0.00	$168,848.57
				$184,198.48

2.2 **Payment Address**

1616 7TH AVE W VANCOUVER, BC V6J 1S5

Harmonized Sales Tax (HST)

Financial Reports

2.3 In addition to the financial statements referred to in the Audit and Service Evaluation section of FT08424000 any financial reports should, at a minimum, relate costs to service outputs. The following additional financial reports are required:

Name	Description
Semi-annual Service Cost Report	Report that outlines the semi-annual costs associated with a service.
9-Month Service Cost Report	Report that outlines the costs associated with a service every 9 months.

Transition to Unit Cost Based Payments

2.4 Not applicable

Attachments

Name	Attachment 2.1 Financial Report	*Att 2.1 - Financial Report.doc*

SCHEDULE C – APPROVED SUBCONTRACTOR(S)

Subcontractors

1.1 The following persons or organizations, are specified as Subcontractors under section 12 of the Third Party Service Agreement, for purposes of this Subsidiary Component Agreement:

None

SCHEDULE D – RISK MANAGEMENT & CONFLICT RESOLUTION

Criminal Record Check

1.1 In accordance with the Criminal Records Review Act, you must undertake a criminal record check of each staff member or other person who has, or potentially has, unsupervised access to children, or who has access to their records.

1.2 In addition to any criminal record checks required under the Criminal Records Review Act, you must undertake a criminal record check on volunteers or other individuals who have, or potentially have, unsupervised access to children or their records.

1.3 Upon our written request you must provide us written confirmation that:

(a) criminal record checks have been initiated;
(b) you have acted on instructions from the adjudicator or us; and
(c) all other related procedures have been followed.

Conflict Resolution Officials

2.1 The designated "Officials" of the parties for the purposes of the Conflict Resolution Protocol are:

	Province	**Contractor**
Stage One:	Contract Manager	Executive Director or Designate
Stage Two:	Regional Executive Director	Executive Director or Designate
Stage Three:	Deputy Minister or Designate	Chair, Board of Directors or Designate

Permits and Licenses

3.1 You must obtain all the permits and licenses required to perform the Services, including, but not limited to:

(a) any permits or licenses required by municipal or health authorities for the operation of the Services delineated in Schedule A.

(b) any municipal, provincial, federal permits and licenses required to provide the Services including motor vehicle licenses of the appropriate class to provide transportation to clients.

Insurance and Indemnity

4.1 If eligible, you will be enrolled for insurance coverage under our Master Insurance Program (MIP).

4.2 In the event that you are deemed ineligible for coverage under the Master Insurance Program (MIP), you must, without limiting your obligations or liabilities and at your own expense, provide and maintain throughout the Term, Comprehensive General Liability in an amount not less than $2,000,000 inclusive per occurrence insuring against bodily injury, personal injury and property damage and including liability assumed under contract with insurers licensed in the province of British Columbia and in the forms and amounts acceptable to us.

4.3 You must ensure all required insurance is endorsed to provide us with 30 days advance written notice of cancellation or material change.

4.4 You must provide us with evidence of the required insurance, in the form of a completed Province of British Columbia Certificate of Insurance, immediately following execution and delivery of the Agreement.

4.5 You must maintain a minimum of $2,000,000.00 automobile third party insurance on any vehicle used to provide Services to the public.

4.6 Additional Insurance: Not applicable

SCHEDULE E – AUTHORIZED PERSONS (FOR THE SUBSIDIARY COMPONENT AGREEMENT)

Authorized Persons

1.1 The Contractor designates any of the following persons, (identified by name and/or position) to act for you in relation to this Subsidiary Component Agreement:

.None Cheryl Miller, VP Programs and Services

1.2 The Ministry designates any of the following persons (identify by name and/or position) to act for us in relation to this Subsidiary Component Agreement:

Kimberly Krafte, Procurement Specialist

SCHEDULE H – ADDITIONAL TERMS

Other

1. Notwithstanding Clause 55 (b) of the Third Party Service Agreement, the termination notice period for this Subsidiary Component Agreement is 90 days.

PAYMENT AND FINANCIAL REPORTING

1.1 Aggregate Maximum

The total aggregate for this contract for the term April 1, 2011 to March 31, 2012 is $**184,198.48**.

1.2 Annual baseline funding for this Agreement for 2011/2012 is $184,198.48.

1.3 Financial Reports

Whether or not an annual financial statement (or review or audit of the same) is required and submitted under section 40 of the Third Party Service Agreement, the Contractor will, for the purposes of negotiation of any future agreement, submit to the Province, within 30 business days of the end of the 2nd and 3rd quarters of the Fiscal Year, a Financial Report (unaudited) showing revenues and expenditures for each service area. A sample of the Financial Report (unaudited) is included as Attachment 2.1 to this Subsidiary Component Agreement.

1.4 Price Structure Chart

ADDITIONAL REPORTING REQUIREMENTS

2.1 **Monthly Indicator Reports**

The reports referred to in Schedule A will be submitted within 15 business days of the end of the period specified, commencing with a first report for the period ending April 30, 2011. For the purpose of this section and section 1.3, a "business day" is any day that is not a Saturday, a Sunday or a statutory holiday in British Columbia.

2.2 **Annual Report on Outcomes**

The parties agree to work collaboratively in the development and implementation of outcome measurement tools that may be considered during the current funding period.

2.3 Other information as may be requested by the Province.

POLICIES AND STANDARDS

3.1 The Contractor will, with respect to the service deliverables of the Subsidiary Component Agreement, comply with the policies set out in the following:

(a) Protocols for Foster Homes available on the Internet at the following URL:
www.mcf.gov.bc.ca/foster/pdf/FHProtocols.pdf

(b) Reportable Circumstances policy, available upon request

3.2 The Contractor will ensure that its organization and activities comply with the following Organizational Standards of the Government of British Columbia and the following Program Standards:

(a) Standards for Foster Homes available on the Internet at the following URL:
www.mcf.gov.bc.ca/foster/pdf/standards_foster_homes.pdf

(b) Caregiver Support Standards, available upon request

(c) Child and Family Development Service Standards available on the Internet at the following URL:
www.mcf.gov.bc.ca/child_protection/pdf/cfd_ss_may08.pdf

(d) Standards for Staffed Children's Residential Services available on the Internet at the following URL:
www.mcf.gov.bc.ca/child_protection/pdf/standards_residential_services.pdf

Attachment 1.1 to Subsidiary Component Agreement No. FT08424006 - Family Services of Greater Vancouver - Foster Parent Support and Education Services - Service Description

Background

In 2003, the Vancouver Coastal Region undertook a redesign focused on consolidating internal and contracted services into an accessible, coherent, integrated, community-based, culturally responsive service delivery system. The system redesign was based on both research and community consultation. The objective of the new service delivery framework is to provide evidence and outcome-based services that improve outcomes and promote safety, well being, resilience, development and permanence for vulnerable children within their families and communities.

The Ministry has been refocusing its child and family services to emphasize permanency for children and youth in care, as outlined in *Achieving Out of Care Permanency for Children and Youth in Care, Permanency Planning Model for British Columbia,* prepared by the Permanency for Children and Youth Unit, March 2003. Permanency planning is used to describe a number of services and programs delivered on behalf of children and youth who are either at risk of being removed from their families, or who are in the care of the Director, with the goal of *securing a safe, caring, legally recognized and continuous family outside government care.* Residential services, including foster homes, family care group homes, and specialized residential group homes are integral to the Ministry's role and mandate to advance the safety and well being of vulnerable children and youth, and to meet the goal of permanency.

An extensive range of residential services are supported by Ministry Resource staff through contract management, support to caregivers and monitoring of homes, matching and placement of children and youth, liaison to Ministry teams, and recruitment and retention of homes. Contracted agencies support foster homes and other residential placements through an array of services, including support, training, education, and specialized support. Both Resource and contracted service staff work with protection and guardianship social workers to best meet the needs of children and youth who require out-of-home placements.

In provision of the range of service in this Agreement, the Contractor will work collaboratively with Hollyburn Family Services and Connexus Family and Children Services, both current providers of services to foster families in this region. These service providers have collaborated in the development of a model of service delivery that will consolidate existing services and programs into a comprehensive and integrated approach.

Principles of Service Provision

The services outlined in this Agreement are designed to increase the resiliency of foster parents through support and education; to increase the foster parents' confidence in his or her ability to provide quality care; and to increase both family and community capacity. Well supported foster parents will contribute to the establishment of permanency plans for children and youth; will promote attachment, resiliency, safety, and placement stability for children and youth in the community; and will work toward the successful reintegration of children and youth into their permanent homes. As team members, foster parents will be supported to be equal partners in the development of a service plan that includes services for the child and the child's biological/ adoptive parents, and supervision and support for the foster parents.

Services will be provided in the home and community where possible and indicated. The Contractor will support foster parents to build linkages with their communities through the use of both formal and

informal supports. Services provided will be integrated, comprehensive, flexible, and responsive to the needs of foster parents.

Support programs will be designed to provide effective services that are fiscally accountable, and evidence and outcome based. Ongoing efforts will be made to incorporate emerging and relevant research and best practice recommendations.

Overall goals of service include an increase in foster parent knowledge, skill and capacity to manage behaviour and provide effective care to the children and youth in their care, an increase in foster parent retention, and a decrease in the frequency of placement breakdown.

Service Integration

These services are intended to maintain child and youth placements in foster homes and to support permanency efforts. The Contractor will ensure that links are established and maintained with involved Ministry and Aboriginal delegated agency Resource and District Office Social Workers. Foster parents will be encouraged and supported to be included in planning and decision-making, and to take an active role in family reunification efforts. Foster parents will be trained and supported to work directly with families where indicated, and will be assisted to link with the range of services necessary.

To ensure that services provided are integrated and culturally appropriate, the Contractor will work where indicated with Vancouver Aboriginal Child and Family Services Society (VACFSS) and other delegated Aboriginal agencies, the Federation of Aboriginal Foster Parents (FAFP), and other organizations providing support services to Aboriginal caregivers. Knowledge of the three cultural constituent groups with the Vancouver Coastal Region will be demonstrated and promising practices will be incorporated wherever possible.

The Vancouver Coastal Region is also working to incorporate eighteen promising practices identified for services provided to Aboriginal children, youth, families and foster families. Services will be designed to be culture-based and to incorporate Aboriginal values, traditions, resources and practices. Following are the eighteen promising practices:

- Use of extended family and extended family concept (context);
- Use of traditional teachings that describe wellness, balance, and harmony or provide a mental framework or provide a mental framework for wellness and use these as objectives for the families (spirit, mind);
- Use of specific cultural approaches such as storytelling, talking circles, ceremonies, sweat lodges, feasts, etc. (mind, spirit, body);
- Use of cultural adaptations to mainstream system of care practices such as wraparound, respite, crisis intervention, collaboration (mind, context);
- Use of cultural restoration, via mentors, groups, crafts, (context, body);
- Use of methods to promote healing of Indian identity and development of positive cultural self-esteem (mind);
- Use of methods that build connection to community, culture, group, clan, extended family (context);
- Use of methods that build up the sense of dignity and strength (mind);
- Use of methods that invoke the positive effects of spiritual belief or tap into spiritual strengths or support (spirit);
- Use of elders or intergenerational approaches (context);
- Use of methods that prepare children to live in two cultures and to cope with racism, prejudice (mind, context);
- Use of helping values from traditional teaching, such as 24-hour care and self-care (context);

- Use of conventional and cultural methods to recognize and treat historic cultural, intergenerational and personal trauma (mind, body, context, spirit);
- Use of approaches that strengthen or heal the community
- Use of the native language (mind);
- Maintaining an alcohol and drug free event policy, deal with substance abuse (mind, body);
- Incorporation of a value of respect for in-group diversity and exercising that value in services (context); and
- Use of all of the above alongside of conventional services such as counselling, therapy, and health care (mind).

The Contractor will work toward incorporating the guiding principles and recommendations arising from the Vancouver Aboriginal Child and Family Services Society document *Towards Inclusive Foster Care: A Policy Handbook (2003).*

The Contractor will work with other contracted Ministry service providers to support integrated service, and will work with the Ministry and Aboriginal delegated agencies to promote mutually beneficial links with academic and research bodies regarding issues related in children and youth in foster care. The Contractor will build on existing organizations related to children and youth in foster care, and work collaboratively with Resource liaisons to promote effective, efficient and integrated service.

Services will build capacity by assisting foster parents to establish and maintain links to formal and informal supports, including those specific to educational, mental health and youth justice services for children and youth in foster care. Group-based services will be delivered in neighbourhood sites that are accessible to and comfortable for foster parents.

The Contractor will promote the long-term stability of foster placements by anticipating problems and preparing the care giving context to respond to challenges before they become crises. The Contractor will assist in the development of a care giving context that understands and responds to the needs of children and youth. Education, support, and consultation services will be tailored to provide and promote a holistic approach that respects the complex and interactive nature of child and caregiver needs.

Centralized Referral Table

A centralized referral table will consist of representatives from each of the partnering service providers, and Ministry Resource liaisons. The referral table will meet bi-weekly for the purpose of screening and initial assessment of referrals, facilitation of service provision, and review of services being provided. This table will ensure that the range of services being provided are coordinated and integrated, that Aboriginal values, traditions, resources and practices are incorporated wherever possible, and that services are provided in an efficient, effective and seamless manner to foster parents.

This table will also provide a collaborative forum in which to review overall services provided, identify gaps or duplication in service, plan for changes in service levels, review program development, collaborate in training and education efforts, review current and emerging best practices, and ensure that linkages are made with related bodies and key partners.

Overall Target Population

The target population for these services will be Ministry and Aboriginal delegated agency foster parents and respite caregivers caring for both non-Aboriginal and Aboriginal children and youth in foster care in

Richmond, and to other foster families in the Vancouver Coastal Region as determined by the Centralized Referral Table.

Program Description and Delivery

The Contractor will provide the following services:

Foster Parent Support Services (Tier One)
- Screening, Information and Referral Services
- Protocol Training and Support
- Foster Parent Self Help/Mutual Aid
- Foster Parent Volunteer Mentoring
- Support to Foster Parent Recruitment
- Relief Services to Foster Parents

In-Home Foster Parent Support Services (Tier Two)
- Assessment and Integrated Service Planning
- Behavioural Consultation and Support
- Counseling Intervention

Out of Care Options Worker
- Intervention
- Linkage and Brokerage
- Training and Education

Annualized baseline funding for Tier 1 and Tier 2: $159,198.48, as of April 1, 2011.
Target hours for Intervention (general): 1033

Annualized baseline for Out of Care Options Worker is $25,000, as of April 1, 2011.

Description of Services
Foster Parent Support Services (Tier One)

a) Screening, Information and Referral Services (Information and Referral)

Service Description
The Contractor will provide the following services to foster parents in the Vancouver Coastal Region:

- Tele-support system (1-800 telephone consultation/fax information exchange/e-mail notification, exchange, update/email consultations) to deliver information regarding services available to foster parents throughout the Region. Direct tele-support through this system will be made available during regular business hours, five days per week
- Provide qualified foster support workers to service the tele-support system
- Screen calls received and provide information and referral as required, including information regarding Ministry services, professional services, and community services
- Compile literature addressing common areas such as child developmental transitions, communication strategies, conflict resolution skills and stress management strategies, and make this available to caregivers through the tele-support system

- Establish a foster parent website and newsletter to communicate pertinent information regarding regional or other events or initiatives, and to provide parenting information, and research and best practice information

Information and education provided through this support service will be integrated with specialized training and education modules, and with professional development opportunities provided through self-help/mutual aid, in order to maximize expertise and provide the best, most relevant information to the widest range of foster parents.

b) Protocol Training and Support (Intervention)

Service Description
The Contractor will organize, train and supervise volunteer support workers, or will provide local foster parent support workers, foster parents mentors, or professionals as needed, specifically to provide a range of services to foster parents involved with protocol processes. Services provided to foster parents will include:

- Education and information regarding Ministry and Aboriginal delegated agency protocol processes
- Critical incident stress debriefing or support services
- Crisis intervention, stabilization and follow up services where indicated
- Documentation of crisis responses and service plans
- Connecting foster parents to self help/mutual aid or other volunteer mentoring services
- In consultation with the Ministry or Aboriginal delegated agency, provide timely referrals to counsellors or other professionals

c) Foster Parent Self Help/Mutual Aid (Mutual Aid)

Service Description
The Contractor will provide a range of strategies that connect foster parents so that they provide mutual emotional support; learn new ways to cope; determine ways to improve their practice; and help others while helping themselves. Service provision will be flexible: one-on-one, group, phone, or on-line.

The Contractor will organize, schedule and facilitate regular monthly meetings for foster parents, supplemented by additional professional expertise and building on identified needs in the foster parent group. Meetings will be organized based on existing foster parent groups or community-based chapters, and will focus on similar needs in the groups to provide educational and other professional development opportunities. Opportunities will include visiting professionals to address issues such as fostering Aboriginal children and youth, inclusive foster care, separation and loss, attachment issues, conflict resolution and mediation, FASD, strategies to cope with aggressive or non-compliant behaviour, issues specific to youth such as substance use, high risk behaviour, and mental health issues such as depression, anxiety, and conduct and attachment disorders.

The Contractor will be responsible for encouraging and providing concrete and other incentives to foster parents to facilitate and maximize participation.

These support and professional development opportunities will build on and integrate with core and other foster parent training and support services. The Contractor will link to existing partnerships and groups in the foster parent and adoptive parent community, and will work with Ministry and Aboriginal delegated agency Resource liaisons to ensure that services are efficient and effective, and are integrated with the wider range of service outlined in this document, as well as with Ministry and Aboriginal delegated agency residential and non-residential services. Linkages with Health and Child and Youth Mental

Health services will be particularly important in developing and maximizing opportunities for training and professional development opportunities for foster parents.

Services provided will include but not be limited to:
- Organization, scheduling and facilitating of regular monthly meetings for foster parents
- Establishment of an electronic, shared registry that identifies the expertise of foster parents
- Organization and maintenance of a Training Advisory Committee comprised of service providers and key partners
- Development and implementation of data collection strategies to enable timely identification of common concerns and areas of interest; and to monitor the effectiveness of services provided
- Identification of a representative to participate in a provincial Ministry family care reference group
- Organization of and participation in community forums to identify foster parent support and solutions

d) Foster Parent Volunteer Mentoring (Volunteer Mentoring)

Service Description
A mentoring relationship is one in which a foster parent voluntarily gives support, assistance, advocacy or guidance to another foster parent who has less experience. Commitment, effective matching and recognition are crucial. The Contractor will develop a foster parent mentor program that is purposeful and planned, and will include orientation, training, and ongoing support and supervision of foster parent mentors.

An orientation package will be developed for use by foster parent mentors that will include information regarding Ministry services and systems; confidentiality requirements; child, youth and foster parent rights; reportable incidents, and complaint/resolution processes.

e) Support to Foster Parent Recruitment (Recruitment)

Service Description
The focus of this service is to support Ministry and Aboriginal delegated agency recruitment efforts by working cooperatively and actively with Ministry and Aboriginal delegated agency staff and the community to develop and implement innovative strategies to attract, recruit, and provide orientation for prospective foster and adoptive families. Strategies include but are not limited to the following:
- Participation in resource fairs, recruitment drives and focus groups to attract and recruit prospective caregivers
- Participation in foster parent recognition events
- Provision of information regarding the foster parent process on the organization's website and in local community publications
- Provision of community organizations and the general public with information regarding the recruitment process
- Referral of potential foster parents to recruitment teams and promotion of fostering in the community

f) Relief Services to Foster Parents

Service Description – Caregiver Registry
A caregiver registry will be developed to provide foster parents with a range of alternate childcare through their group of foster parents, and through community caregivers. The Contractor will work with Ministry and Aboriginal delegated agency Resource liaisons to build on existing foster parent groups to establish coordinate and maintain childcare exchange between foster parents that is easily accessible and flexible.

In addition, the Contractor will develop and maintain a registry of trained community caregivers to provide relief services. The range of community caregivers will include those available on a flexible basis and for hours that include evenings and weekends. The range of trained relief caregivers can include paid staff, contracted professional child and youth care services, and volunteers, and will include community caregivers with the skill and expertise to work with high needs children and youth. The qualifications and capabilities of each community caregiver will be identified in the registry to assist in appropriate matching, and feedback will be sought from foster parents regarding the quality of service provided.

The registry will be accessed electronically as well as directly through the service.

Services will include but not be limited to:
- Recruitment and screening of community caregivers on an ongoing basis
- Establishment and maintenance of a foster parent and community caregiver registry
- Provision of ongoing support and monitoring of services provided

IN-HOME FOSTER PARENT SUPPORT SERVICES (Tier Two)

Service Description
In-home services are provided to foster parents with children or youth in their homes that require a high level of care due to significant behavioural, emotional, mental health or medical conditions. Specialized services will also be provided to foster parents experiencing family crises or significant therapeutic issues that negatively affect their ability to provide effective care. Services focus on building foster parent skill and ability.

Access
In-home services will be accessed through Ministry and Aboriginal delegated agency Resource staff in Vancouver, Richmond and North Shore communities, in consultation with the Centralized Referral Table. Consultation and support will be provided to coastal communities by telephone.

Response Time and Length of Involvement
Services will be available on an emergency basis where required and on an intensive basis where indicated. Services will be provided for a maximum of three months. Requests for extension of service will be referred to the Ministry or Aboriginal delegated agency for consideration.

Flexibility of response is required to provide in-home service to foster parents in the following circumstances:
- on an emergency basis
- on a crisis basis within 24 hours of referral
- on an intensive basis for up to three weeks
- on a planned, short-term basis for up to three months
- on an intermittent basis to respond to child or youth developmental or other transitions

Service providers will use a crisis intervention approach where indicated, within the range of specialized services outlined below. A crisis response will normally include crisis assessment, engagement and relationship building where required, identification of major problems, dealing with emotional responses, generating and exploring alternatives, developing a plan, establishing agreement, and providing follow up.

Crisis intervention will be available to foster parents 24/7 both by telephone or in-home if indicated. These responses will be integrated into the overall service plan, with clear lines of communication

established to inform Resource social workers. Protocols will be developed to ensure that adequate consultation and decision-making authority is accessible 24 hours per day, seven days per week. This service will be linked to a staffed, residential setting.

Transitional Services
In consultation with the foster parent, the Ministry or Aboriginal delegated agency social worker, and the Resource social worker, transitional services may be provided for up to three months to assist a foster parent or caregiver in the child or youth's next placement, whether that placement be with family or in a Ministry or Aboriginal delegated agency foster home or other residential resource. This planning will occur within the context of integrated case management provided through the Resource and District Office teams, including other service providers as required. Service can be provided from the range of services outlined below.

Overall Staffing
Children and youth in care may have a history of abuse and neglect, have been pre-natally exposed to substances, have experienced significant disruption in placement continuity, and have significant difficulty forming positive attachments. These children and youth may demonstrate significant to severe behavioural difficulties, exhibit cognitive and developmental challenges, and have complex health and mental health diagnoses.

All staff providing specialized services will require knowledge and expertise in a wide range of issues affecting children and youth in care, and will be experienced in working in a multidisciplinary and multi-system environment.

Seriously non-compliant, disruptive, aggressive, abusive or violent behaviours can be significant contributors to placement disruption. Service providers will incorporate an understanding of the underlying etiology of this and other behaviours, the outcomes anticipated, and the interventions required that will best meet the needs of foster parents caring for the child or youth.

a) Assessment and Integrated Service Planning (Individual Intervention)

Service Description
One primary service provider will be assigned to work with each foster family referred to ensure continuity. The primary provider will support foster parents in their role as members of an integrated case management team that includes the Resource Social Worker and the Ministry or Aboriginal delegated agency Social Worker with guardianship responsibilities. The primary provider will work with the foster parent and the Resource Social Worker to develop a foster parent service plan that builds on the integrated service plan for children in care, identifies which services and which service providers are required, and outlines how service will be delivered. The *Child and Adolescent Functional Assessment Scale (CAFAS)* will be utilized to provide child-specific information to assist in the development of the foster parent service plan. Planning where indicated will also build on additional tools utilized through the Resource teams, including the *Nipissing* developmental screening tool.

Assessment and integrated service planning will build on and coordinate with other Ministry and Aboriginal delegated agency planning processes where indicated, to efficiently and effectively integrate service and service provision. Other Ministry planning processes include:
- Integrated Case Management (ICM)
- Comprehensive Risk Assessment (CRA) and Risk Reduction Plan (RRP) development
- Comprehensive Plan of Care (CPOC) or Looking After Children (LAC) development; and
- Family Group Decision-Making (FGDM)

The primary provider will ensure that the foster parent service plan is implemented and will assist the foster parent in coordinating services between Resource and child or youth social workers. The focus of the service will be to build foster parent capacity to effectively care for the children and youth in their home, including coordination of other involved professionals or community service providers.

Where indicated, the primary provider, in consultation with their clinical team, the foster parent and the Resource social worker, will ensure that additional specialized assessment and treatment services are accessed, including Child and Youth Mental Health services, British Columbia Children's Hospital, and Alderwood Family Development Centre. The primary provider will also facilitate access to additional psycho educational, psychological or other specialized assessments.

b) Behavioural Consultation and Support (Individual Intervention)

Service Description
This service will provide specific recommendations, education and training regarding behaviour problems in children and youth. Based on assessment information and observation, the consultant will provide a functional assessment of behaviour patterns and will recommend and model strategies to modify these patterns. This service will be provided in the foster home wherever possible by a clinician or a behavioural specialist with expertise in disordered behaviour in children and youth. The consultant will develop a written plan outlining the recommended strategies, and will work directly with foster parents to implement those strategies.

Staffing
Consultants providing this service will require a bachelor or graduate degree in social work, child and youth care, or a related human services field, with a minimum of three years' related experience, or a diploma in child and youth care and a minimum of three years' experience working with children and youth exhibiting disordered behaviour.

c) Counselling Intervention (Individual Intervention)

Service Description
This is a short-term, targeted intervention aimed at resolving issues in the foster family which negatively affect their ability to provide effective parenting to children and youth in their care. Where indicated, this service will be coordinated with family preservation and reunification service providers. Counselling services support personal growth and development and situation change by helping families cope with the stresses of daily living and manage psycho-social adjustments related to normal life cycle issues. Where specialized therapeutic intervention is required, the Contractor will facilitate the provision of services through the Centralized Referral Table.

Staffing
Counsellors providing this service will require a bachelor or graduate degree in social work, child and youth care, or a related human services field, with a minimum of three years' related experience, or a diploma in child and youth care and a minimum of three years' experience working with families.

Out of Care Services

The contractor will enhance existing Foster Support and Education Services by expanding support services to include In-home support for Out of Care placements.

The purpose of the Out of Care Worker is to provide support to extended family in raising children who can no longer live with their parents. These arrangements are referred to as Out of Care Option placements or Kinship Care placements. Kinship care agreements temporarily provide a child with a safe environment with a familiar person while maintaining a strong connection to his/her family and supporting reunification.

The Contractor will collaborate and consult with the MCFD Out of Care Options Resource Worker, and child protection social worker to monitor and support Kinship placements, including reunification efforts.

The Contract will provide the following services: Intervention, Linkage and Brokerage and Training and Education

a) Intervention: activities provided to maintain or prompt a planned change in the behavior, condition or functioning of children, youth, and or families/caregivers. Including guidance provided to a child, youth, and family/caregivers to support personal growth, development, or situational change.

Components of Intervention will include, but are not limited to:

- provide in-home support to Out of Care placements.
- provide parenting and behavioural strategies for effective parenting
- provide information regarding ages and stages of development
- support reunification plans by supporting child, youth, family and or caregivers

b) Linkage and Brokerage: activities to connect a family, child, or youth to a formal support/resource, or to facilitate the formal support's direct connection to a child, youth or family.

Components of Linkage and Brokerage will include, but are not limited to:

- The Contractor will establish linkages to existing community support groups depending on needs of care providers and make referrals to existing Foster Parent Support and Education Programs and the Mental Health Residential Consultation Program.
- Assist Out of Care Placements in accessing daycare, medical services, and baby-sitting.

c) Training and Education: range of strategies for imparting knowledge, improving skills a building awareness of resources.

Components of Training and Education will include, but are not limited to:

- The contractor will assist in developing and delivering training for Out of Care providers, in consultation with the MCFD Resource Team.

Staffing

Staff providing this service will require a bachelor degree in social work, child and youth care or related human services field, with a minimum of 2 years' related experience , or a diploma in child and youth care and a minimum of three years' experience working with children, youth, family and caregivers.

The geographic service area includes Caregivers living in; Vancouver, Richmond and the North Shore, but may also include Out of Care service providers located within the Lower Mainland.

Attachment 1.2 to Subsidiary Component Agreement No. FT08424006 -
Family Services of Greater Vancouver - Foster Parent Support and Education Services –
Program Indicators

Program Indicators 2011 - 2012

FPS Foster Parent Support

No	Service	Indicator	Definition
101	GENERAL	GEN: # intakes	Number of families deemed eligible to receive Foster Parent Support this month for the first time. Includes families who have previously accessed Foster Parent Support but who were discharged and have returned to address a new or changed situation. Excludes families for whom service was extended.
102	GENERAL	GEN: # intakes who identify as aboriginal	Number of families deemed eligible to receive Foster Parent Support this month for the first time whose child is identified by his'her guardian as being of Aboriginal heritage. This number is a sub-set of the total number of families accessing Foster Parent Support for the first time and therefore cannot exceed that number.
103	**GENERAL**	**GEN:% intakes who identify as aboriginal**	**# intakes who identify as Aboriginal / # intakes**
121	INFORMATION & REFERRAL	IFR: # inquiries	Number of times this month that staff provided information about Foster Parent Support or other programs to individuals not currently engaged in Foster Parent Support. (If the recipient is already engaged in Foster Parent Support, the inquiry counts as individual intervention.) Information may be provided in person or over the phone.
131	INTERVENTION	INT: # hours individual intervention provided	Number of hours this month that staff provided individual intervention to foster families. Individual intervention may be provided in person or over the phone with one or more family members. Hours should be reported to the nearest quarter hour e.g. 0.25, 0.5, 0.75,1, 1.25 etc.
132	INTERVENTION	INT: # foster families receiving individual intervention	Number of foster families to whom staff provided individual intervention this month.
133	**INTERVENTION**	**INT: Average hours individual intervention per foster family**	**# hours / # families**
134	INTERVENTION	INT: # hours protocol support provided	Number of hours staff provided protocol support this month.
135	INTERVENTION	INT: # foster families receiving protocol support	Number of foster families who received protocol support this month.
136	**INTERVENTION**	**INT: Average hours protocol support per foster family**	**# hours / # families**
151	MENTORING	VME: # volunteer mentor matches made	Number of volunteer mentor matches that met for the first time this month.
152	MENTORING	VME: Total # of matches that met	Number of volunteer mentor matches that met this month whether for the first or subsequent time.
153	MENTORING	VME: # hours that matches met	Number of hours this month that volunteer mentor matches met. Meetings must take place in person and should be reported to the nearest quarter hour e.g. 0.25, 0.5, 0.75, 1, 1.25 etc.

Program Indicators 2011 - 2012

FPS Foster Parent Support

No	Service	Indicator	Definition
154	**MENTORING**	**VME: Average # hours that matches met**	**# hours / # matches that met**
161	MUTUAL AID	MTA: # sessions of mutual aid	Number of times this month that staff facilitated mutual aid sessions
162	MUTUAL AID	MTA: # hours mutual aid sessions	Number of hours this month that staff facilitated mutual aid sessions. Mutual aid sessions are designed to enable caregivers to connect for the purpose of supporting each other.The number of hours should be reported to the nearest quarter hour e.g. 0.25, 0.5, 0.75, 1, 1.25 etc.
163	MUTUAL AID	MTA: # attendances at mutual aid sessions	Total number of attendances by members of foster families at mutual aid sessions this month. Each member of a family attending a mutual aid session counts separately for the purposes of this indicator.
164	**MUTUAL AID**	**MTA: Average # attendances per mutual aid session**	**# attendances / # sessions**
171	RECRUITMENT	RCT: # hours of recruitment activities	Number of hours staff provided support to recruitment of caregivers this month. Includes activities to attract, screen or orient families prior to their becoming foster families.
172	RETENTION	RET: # hours of retention activities	Number of hours staff provided retention activities this month. Retention includes those activities intended to maintain active relationships between current foster families and MCFD, such as recognition events.
999	**GENERAL**	**GEN: # unique clients YTD**	**# active client units as of April 1, plus # intakes May - March**

Attachment 2.1 to Subsidiary Component Agreement No. FT08424006 - Family Services of Greater Vancouver – Foster Parent Support and Education Services – Financial Report

Financial Report **Sample Report**

Name of Organization: Family Services of Greater Vancouver – Richmond

Contract No.: FT08424006 – Foster Parent Support and Education Services

Period Covered:

SCA No. FT08424006 Detail	Tier 1 Foster Parent Support Services	Tier 2 In-Home Support Services	Out of Care Worker	TOTALS
Total Operational Revenue				
Operational Expenses:				
Total Wages and Benefits				
Total Client Support Costs				
Total Transportation				
Total Program Support				
Total Program Admin. Support				
Total Facilities Expenses				
Total Operational Pre. Admin				
Total Admin. & Gen. Exp.*				
Total Operational Expenses				
Number of Units				
Unit Cost				
Total Surplus/(deficit)	$	$	$	$

* Definitions from the Specified Audit Procedures, Core Policy and Procedures Manual, 6.3.2(d) Continuing Service Agreements, Policy I, Appendix F.

Comments regarding variances:
!!!!!

This report has been prepared from the books and records of the Contractor for the funding period ended _____. I hereby confirm to the best of my knowledge and belief, that the information contained herein, was compiled in accordance with generally accepted accounting principles and in compliance with the Province's Core Policy and Procedures Manual. There is nothing to my knowledge that has not been disclosed in this report which would affect the accuracy and completeness of the financial information.

Signature:
!!!!!

Date
!!!!!

Print Name:

Print Title: Executive Director

SUBSIDIARY COMPONENT AGREEMENT (SCA)

Ministry of Children
and Family Development

BRITISH COLUMBIA | Ministry of Children and Family Development	**SUBSIDIARY COMPONENT AGREEMENT: FT08424006** **DOING BUSINESS AS: FAMILY SERVICES OF GREATER VANCOUVER** **Agreement Name:** Foster Parent Support and Education

HER MAJESTY THE QUEEN IN RIGHT OF THE PROVINCE OF BRITISH COLUMBIA, represented by The Minister of Children and Family Development (the "Province", "we", "us", or "our" as applicable) at the following address:	AND FAMILY SERVICES OF GREATER VANCOUVER (Legal Name) (the "Contractor", "you", or "your" as applicable) at the following address:
SUITE 900-865 HORNBY ST VANCOUVER, B.C. CANADA V6Z 2G3 Fax Number: (604)660-4005	1616 7th Ave W Vancouver, British Columbia Canada V6J 1S5 Authorized Email: cbonesky@fsgv.ca Fax Number: (604)733-7009

The term for the Subsidiary Component Agreement begins on: 01/04/2012 (Day/Month/Year) and ends on 31/03/2013 (Day/Month/Year)

THE PARTIES AGREE TO THE TERMS ON THE ATTACHED PAGES OF THIS DOCUMENT AND OUTLINED BELOW.
THIS SUBSIDIARY COMPONENT AGREEMENT IS PART OF THE THIRD PARTY SERVICE AGREEMENT FT08424000:

APPLICABLE SCHEDULES:

- **SCHEDULE A - SERVICES**
- **SCHEDULE B - PAYMENT & FINANCIAL REPORTING**
- **SCHEDULE C - APPROVED SUBCONTRACTOR(S)**
- **SCHEDULE D - RISK MANAGEMENT & CONFLICT RESOLUTION**
- **SCHEDULE E - AUTHORIZED PERSONS (FOR THE SUBSIDIARY COMPONENT AGREEMENT)**
- **SCHEDULE H - ADDITIONAL TERMS**

SIGNED AND DELIVERED on the 22nd day of May, 2012 on behalf of the Province by its duly authorized representative

Signature: Teresa Goodman

Print Name: Teresa Goodman

Position: Contract Manager or Designate

Responsibility Centre: CONTRACT MGMT OFFICE

SIGNED AND DELIVERED on the 8 day of May, 2012 by or on behalf of the Contractor (or by its authorized signatory or signatories if the Contractor is a corporation)

Signature: Caroline Bonesky

Print Name: Caroline Bonesky Position: Chief Executive Officer

Signature:

Print Name: Position:

Signature:

Print Name: Position:

READ TERMS ON THE ATTACHED PAGES OF THIS DOCUMENT

SCHEDULE A – SERVICES

Preamble

General

The Contractor will provide all necessary components for delivery of the programs delineated below, including sufficient qualified program staff, administrative support, premises, materials and equipment.

The Province will appoint a contract supervisor for the Contractor's services funded under this Agreement. The Parties agree to conduct contract reviews during the Funding Period to review the ***Service Deliverables*** and any other issues of mutual concern, including the following:

- statements and reports;
- program elements, including hours of operation;
- access and admission criteria;
- intake and referral processes;
- numbers of clients to be served;
- hours of direct client service;
- frequency, content and format of progress and Court Ready reports;
- wait list management;
- exceptions to normal practice;
- critical incident reporting procedures;
- issue management;
- program liaison.

Services have been restructured based on a comprehensive system of care model, supported by accreditation and enhanced reporting requirements. The Province and the Contractor are using a collaborative approach to the continuing development of output-based contracts and measurable client outcomes. Both parties agree to work together to achieve these objectives. Data collected during the term of this agreement will be reviewed by both parties and then used to establish baseline targets for future contracts.

The parties agree to meet prior to **June 30, 2012** to review the following: service deliverables, output, outcome and financial reporting, geographic areas served and funding allocation by geographic area.

SUMMARY

Term **01/04/2012 to 31/03/2013** ***Total Amount of Component Agreement*** **$184,198.48**

Allocation by Programs and Services

Grouped Services
Foster Parent Support and Education

Grouped Services			
	Intervention - General		$159,198.48
		Sub-Total	**$159,198.48**
Out of Care Options Worker			
	Intervention - General		$25,000.00
Non-Program Services			
		Sub-Total	**$0.00**
		Total	**$184,198.48**

Allocation by Community

Communities Served		
Vancouver North		$61,399.49
Richmond (38)		$61,399.49
Vancouver South		$61,399.50
	Total	**$184,198.48**

Allocation by Business Area

Core Business Area	**Business Area - Sub Business Area**	
Child and Family Development		
	Permanency Planning for Children and Youth/Children in Care	$184,198.48
	Sub-Total	**$184,198.48**
	Total	**$184,198.48**

Foster Parent Support and Education

SERVICE: INTERVENTION - GENERAL **Total Amount** $159,198.48

Definitions	Activities provided to maintain or prompt a planned change in the behaviour, condition or functioning of children, youth, and/or families/caregivers.			
Project Code	18CN289			
Input	Qualified Staff			
Output Indicators	# Recipients	**Quantity**	18	
	# Direct Hours		1033	
Reporting Frequency	Monthly			
Core Business Area	Child and Family Development			
Business Area	Permanency Planning for Children and Youth			
Sub Business Area	Children in Care			
Communities Served				
Richmond (38)	**Recipient(s)**	Family	**Amount**	$53,066.16
Vancouver North	**Recipient(s)**	Family	**Amount**	$53,066.16
Vancouver South	**Recipient(s)**	Family	**Amount**	$53,066.16

BUSINESS AREA OUTCOMES

- Families have an enhanced capacity to care for their children
- Extended Families and communities are actively engaged and caring for children
- Children and youth are healthy and have a sense of well-being
- Children and youth are free from abuse, neglect and exploitation
- Children and youth experience stability and permanence in their family and alternative family environment
- Children in care are engaged and successful at school and experience positive outcomes
- Children in care transition successfully to adulthood through appropriate supports and supportive relationships

Out of Care Options Worker

SERVICE: INTERVENTION - GENERAL **Total Amount** $25,000.00

Definitions	Activities provided to maintain or prompt a planned change in the behaviour, condition or functioning of children, youth, and/or families/caregivers.			
Project Code	18CN289			
Input	Qualified Staff			
Output Indicators	# Direct One to One Hours	**Quantity**		
Reporting Frequency	Monthly			
Core Business Area	Child and Family Development			
Business Area	Permanency Planning for Children and Youth			
Sub Business Area	Children in Care			
Communities Served				
Richmond (38)	**Recipient(s)**	Family	**Amount**	$8,333.33
Vancouver North	**Recipient(s)**	Family	**Amount**	$8,333.33
Vancouver South	**Recipient(s)**	Family	**Amount**	$8,333.34

This allocation is provided as an estimate.

BUSINESS AREA OUTCOMES

- Families have an enhanced capacity to care for their children
- Extended Families and communities are actively engaged and caring for children
- Children and youth are healthy and have a sense of well-being
- Children and youth are free from abuse, neglect and exploitation

- Children and youth experience stability and permanence in their family and alternative family environment
- Children in care are engaged and successful at school and experience positive outcomes
- Children in care transition successfully to adulthood through appropriate supports and supportive relationships

Attachments

Name	Attachment 1.1 Services Overview	*Attachment 1.1 - Services Overview.doc*
Name	Attachment 1.2 Indicators	*Attachment 1.2 - Indicators.doc*

SCHEDULE B – PAYMENT & FINANCIAL REPORTING

Aggregate Maximum

1.1 Subject to the provisions of the Third Party Service Agreement and this Subsidiary Component Agreement, we will pay you an amount not exceeding $184,198.48, including HST, in the aggregate, for providing the Services set out in Schedule A, during the term of this Subsidiary Component Agreement.

Payments

2.1 **Monthly Recurring**

We will pay you on or about the 15th day of the month commencing on the 1st day of April, 2012 as provided in the following payment schedule:

From	To	Amount	HST	Total
April 1, 2012	April 30, 2012	$15,349.91	$0.00	$15,349.91
May 1, 2012	March 31, 2013	$15,349.87	$0.00	$168,848.57
				$184,198.48

2.2 **Payment Address**

1616 7TH AVE W VANCOUVER, BC V6J 1S5

Harmonized Sales Tax (HST)

Financial Reports

2.3 In addition to the financial statements referred to in the Audit and Service Evaluation section of FT08424000 any financial reports should, at a minimum, relate costs to service outputs. The following additional financial reports are required:

Name	Description
Semi-annual Service Cost Report	Report that outlines the semi-annual costs associated with a service.
9-Month Service Cost Report	Report that outlines the costs associated with a service every 9 months.

Transition to Unit Cost Based Payments

2.4 Not applicable

Attachments

Name	Attachment 2.1 Financial Report	*Attachment 2.1 - Financial Report.doc*

SCHEDULE C – APPROVED SUBCONTRACTOR(S)

Subcontractors

1.1 The following persons or organizations, are specified as Subcontractors under section 12 of the Third Party Service Agreement, for purposes of this Subsidiary Component Agreement:

None

SCHEDULE D – RISK MANAGEMENT & CONFLICT RESOLUTION

Criminal Record Check

1.1 In accordance with the Criminal Records Review Act, you must undertake a criminal record check of each staff member or other person who has, or potentially has, unsupervised access to children, or who has access to their records.

1.2 In addition to any criminal record checks required under the Criminal Records Review Act, you must undertake a criminal record check on volunteers or other individuals who have, or potentially have, unsupervised access to children or their records.

1.3 Upon our written request you must provide us written confirmation that:

(a) criminal record checks have been initiated;
(b) you have acted on instructions from the adjudicator or us; and
(c) all other related procedures have been followed.

Conflict Resolution Officials

2.1 The designated "Officials" of the parties for the purposes of the Conflict Resolution Protocol are:

	Province	**Contractor**
Stage One:	Contract Manager	Executive Director or Designate
Stage Two:	Executive Director of Service	Executive Director or Designate
Stage Three:	Deputy Minister or Designate	Chair, Board of Directors or Designate

Permits and Licenses

3.1 You must obtain all the permits and licenses required to perform the Services, including, but not limited to:

(a) any permits or licenses required by municipal or health authorities for the operation of the Services delineated in Schedule A.

(b) any municipal, provincial, federal permits and licenses required to provide the Services including motor vehicle licenses of the appropriate class to provide transportation to clients.

Insurance and Indemnity

A. For all Contractor's activities under this Agreement to which the Master Insurance Program applies, as determined by the Province in its sole discretion:

4.1 The Province will purchase and maintain Comprehensive General Liability insurance in the amount of $2,000,000 inclusive per occurrence against bodily injury and property damage arising out of the Contractor's performance of the Services on behalf of the Province as outlined in this Agreement.

4.2 The Contractor shall be responsible for and pay any deductible under the policy.

4.3 The Contractor will be provided with a Certificate of Insurance and a copy of the insurance policy wording.

4.4 The Province will take reasonable steps to ensure the coverage specified in section 1 is continuous for the duration of this Agreement but the Province does not accept responsibility for providing coverage in the event the insurance is cancelled or reduced by the insurer.

4.5 The Province does not represent or warrant that the policy contains insurance for any and all losses. It is the Contractor's responsibility to ascertain the exact nature and extent of coverage of the policy as well as any and all terms and conditions of the policy.

4.6 The Contractor shall provide, maintain, and pay for, any additional insurance which the Contractor is required by law to carry, or which the Contractor considers necessary to cover risks not otherwise covered by insurance specified in section 1.

B. For all Contractor's activities to which the Master Insurance Program does not apply, the Contractor shall:

5.1 The Contractor must, without limiting its obligation or liabilities and at its own expense, purchase and maintain throughout the term of this Agreement the following insurances with insurers licensed in Canada in forms and amounts acceptable to the Province:

(a) Commercial General Liability in an amount not less than $2,000,000.00 inclusive per occurrence against bodily injury, personal injury and property damage and including liability assumed under this Agreement and this insurance must:

(i) include the Province as an additional insured;

(ii) be endorsed to provide the Province with 30 days advance written notice of cancellation or material change; and

(iii) include a cross liability clause.

5.2 All insurance described in paragraph 1 of this Schedule must:

(a) be primary; and

(b) not require the sharing of any loss by any insurer of the Province.

5.3 The Contractor must provide the Province with evidence of all required insurance:

(a) Within 10 working days of commencement of the Services, the Contractor must provide to the Province evidence of all required insurance in the form of a completed Province of British Columbia Certificate of Insurance.

(b) If the insurance policy(ies) expire before the end of the term of this Agreement, the Contractor must provide within 10 working days of expiration, evidence of new or renewal policy(ies) of all expired insurance in the form of a completed Province of British Columbia Certificate of Insurance.

(c) Notwithstanding paragraph 3(a) or (b) above, if requested by the Province at any time, the Contractor must provide to the Province certified copies of the required insurance policies.

5.4 The Contractor shall provide, maintain, and pay for, any additional insurance which it is required by law to carry, or which it considers necessary to cover risks not otherwise covered by insurance specified in this schedule in its sole discretion.

C. Whether A or B applies to the Services, for all Contractor activities under this Agreement:

6.1 The Contractor shall maintain Automobile Liability insurance on all vehicles owned, operated or licensed by the Contractor in an amount not less than $2,000,000 per occurrence, and where applicable the Contractor may show evidence of this insurance using an ICBC Confirmation of Insurance Coverage (APV-47) form in place of the requirement for the BC Certificate of Insurance.

6.2 Additional Insurance: Not applicable

SCHEDULE E – AUTHORIZED PERSONS (FOR THE SUBSIDIARY COMPONENT AGREEMENT)

Authorized Persons

1.1 The Contractor designates any of the following persons, (identified by name and/or position) to act for you in relation to this Subsidiary Component Agreement:

Caroline Bonesky, Chief Executive Officer

1.2 The Ministry designates any of the following persons (identify by name and/or position) to act for us in relation to this Subsidiary Component Agreement:

Procurement Specialist

SCHEDULE H – ADDITIONAL TERMS

Other

1. Notwithstanding Clause 55 (b) of the Third Party Service Agreement, the termination notice period for this Subsidiary Component Agreement is 90 days.

PAYMENT AND FINANCIAL REPORTING

1.1 Aggregate Maximum

The total aggregate for this contract for the term April 1, 2011 to March 31, 2012 is $**184,198.48**.

1.2 Annual baseline funding for this Agreement for 2011/2012 is $184,198.48.

1.3 Financial Reports

Whether or not an annual financial statement (or review or audit of the same) is required and submitted under section 40 of the Third Party Service Agreement, the Contractor will, for the purposes of negotiation of any future agreement, submit to the Province, within 30 business days of the end of the 2nd and 3rd quarters of the Fiscal Year, a Financial Report (unaudited) showing revenues and expenditures for each service area. A sample of the Financial Report (unaudited) is included as Attachment 2.1 to this Subsidiary Component Agreement.

1.4 Price Structure Chart

ADDITIONAL REPORTING REQUIREMENTS

2.1 **Monthly Indicator Reports**

The reports referred to in Schedule A will be submitted within 15 business days of the end of the period specified, commencing with a first report for the period ending April 30, 2011. For the purpose of this section and section 1.3, a "business day" is any day that is not a Saturday, a Sunday or a statutory holiday in British Columbia.

2.2 **Annual Report on Outcomes**

The parties agree to work collaboratively in the development and implementation of outcome measurement tools that may be considered during the current funding period.

2.3 Other information as may be requested by the Province.

POLICIES AND STANDARDS

3.1 The Contractor will, with respect to the service deliverables of the Subsidiary Component Agreement, comply with the policies set out in the following:

(a) Protocols for Foster Homes available on the Internet at the following URL: www.mcf.gov.bc.ca/foster/pdf/FHProtocols.pdf

(b) Reportable Circumstances policy, available upon request

3.2 The Contractor will ensure that its organization and activities comply with the following Organizational Standards of the Government of British Columbia and the following Program Standards:

(a) Standards for Foster Homes available on the Internet at the following URL: www.mcf.gov.bc.ca/foster/pdf/standards_foster_homes.pdf

(b) Caregiver Support Standards, available upon request

(c) Child and Family Development Service Standards available on the Internet at the following URL: www.mcf.gov.bc.ca/child_protection/pdf/cfd_ss_may08.pdf

(d) Standards for Staffed Children's Residential Services available on the Internet at the following URL: www.mcf.gov.bc.ca/child_protection/pdf/standards_residential_services.pdf

Attachment 1.1 to Subsidiary Component Agreement No. FT08424006 - Family Services of Greater Vancouver - Foster Parent Support and Education Services - Service Description

Background

In 2003, the Vancouver Coastal Region undertook a redesign focused on consolidating internal and contracted services into an accessible, coherent, integrated, community-based, culturally responsive service delivery system. The system redesign was based on both research and community consultation. The objective of the new service delivery framework is to provide evidence and outcome-based services that improve outcomes and promote safety, well being, resilience, development and permanence for vulnerable children within their families and communities.

The Ministry has been refocusing its child and family services to emphasize permanency for children and youth in care, as outlined in *Achieving Out of Care Permanency for Children and Youth in Care, Permanency Planning Model for British Columbia,* prepared by the Permanency for Children and Youth Unit, March 2003. Permanency planning is used to describe a number of services and programs delivered on behalf of children and youth who are either at risk of being removed from their families, or who are in the care of the Director, with the goal of *securing a safe, caring, legally recognized and continuous family outside government care.* Residential services, including foster homes, family care group homes, and specialized residential group homes are integral to the Ministry's role and mandate to advance the safety and well being of vulnerable children and youth, and to meet the goal of permanency.

An extensive range of residential services are supported by Ministry Resource staff through contract management, support to caregivers and monitoring of homes, matching and placement of children and youth, liaison to Ministry teams, and recruitment and retention of homes. Contracted agencies support foster homes and other residential placements through an array of services, including support, training, education, and specialized support. Both Resource and contracted service staff work with protection and guardianship social workers to best meet the needs of children and youth who require out-of-home placements.

In provision of the range of service in this Agreement, the Contractor will work collaboratively with Hollyburn Family Services and Connexus Family and Children Services, both current providers of services to foster families in this region. These service providers have collaborated in the development of a model of service delivery that will consolidate existing services and programs into a comprehensive and integrated approach.

Principles of Service Provision

The services outlined in this Agreement are designed to increase the resiliency of foster parents through support and education; to increase the foster parents' confidence in his or her ability to provide quality care; and to increase both family and community capacity. Well supported foster parents will contribute to the establishment of permanency plans for children and youth; will promote attachment, resiliency, safety, and placement stability for children and youth in the community; and will work toward the successful reintegration of children and youth into their permanent homes. As team members, foster parents will be supported to be equal partners in the development of a service plan that includes services for the child and the child's biological/ adoptive parents, and supervision and support for the foster parents.

Services will be provided in the home and community where possible and indicated. The Contractor will support foster parents to build linkages with their communities through the use of both formal and

informal supports. Services provided will be integrated, comprehensive, flexible, and responsive to the needs of foster parents.

Support programs will be designed to provide effective services that are fiscally accountable, and evidence and outcome based. Ongoing efforts will be made to incorporate emerging and relevant research and best practice recommendations.

Overall goals of service include an increase in foster parent knowledge, skill and capacity to manage behaviour and provide effective care to the children and youth in their care, an increase in foster parent retention, and a decrease in the frequency of placement breakdown.

Service Integration

These services are intended to maintain child and youth placements in foster homes and to support permanency efforts. The Contractor will ensure that links are established and maintained with involved Ministry and Aboriginal delegated agency Resource and District Office Social Workers. Foster parents will be encouraged and supported to be included in planning and decision-making, and to take an active role in family reunification efforts. Foster parents will be trained and supported to work directly with families where indicated, and will be assisted to link with the range of services necessary.

To ensure that services provided are integrated and culturally appropriate, the Contractor will work where indicated with Vancouver Aboriginal Child and Family Services Society (VACFSS) and other delegated Aboriginal agencies, the Federation of Aboriginal Foster Parents (FAFP), and other organizations providing support services to Aboriginal caregivers. Knowledge of the three cultural constituent groups with the Vancouver Coastal Region will be demonstrated and promising practices will be incorporated wherever possible.

The Vancouver Coastal Region is also working to incorporate eighteen promising practices identified for services provided to Aboriginal children, youth, families and foster families. Services will be designed to be culture-based and to incorporate Aboriginal values, traditions, resources and practices. Following are the eighteen promising practices:

- Use of extended family and extended family concept (context);
- Use of traditional teachings that describe wellness, balance, and harmony or provide a mental framework or provide a mental framework for wellness and use these as objectives for the families (spirit, mind);
- Use of specific cultural approaches such as storytelling, talking circles, ceremonies, sweat lodges, feasts, etc. (mind, spirit, body);
- Use of cultural adaptations to mainstream system of care practices such as wraparound, respite, crisis intervention, collaboration (mind, context);
- Use of cultural restoration, via mentors, groups, crafts, (context, body);
- Use of methods to promote healing of Indian identity and development of positive cultural self-esteem (mind);
- Use of methods that build connection to community, culture, group, clan, extended family (context);
- Use of methods that build up the sense of dignity and strength (mind);
- Use of methods that invoke the positive effects of spiritual belief or tap into spiritual strengths or support (spirit);
- Use of elders or intergenerational approaches (context);
- Use of methods that prepare children to live in two cultures and to cope with racism, prejudice (mind, context);
- Use of helping values from traditional teaching, such as 24-hour care and self-care (context);

- Use of conventional and cultural methods to recognize and treat historic cultural, intergenerational and personal trauma (mind, body, context, spirit);
- Use of approaches that strengthen or heal the community
- Use of the native language (mind);
- Maintaining an alcohol and drug free event policy, deal with substance abuse (mind, body);
- Incorporation of a value of respect for in-group diversity and exercising that value in services (context); and
- Use of all of the above alongside of conventional services such as counselling, therapy, and health care (mind).

The Contractor will work toward incorporating the guiding principles and recommendations arising from the Vancouver Aboriginal Child and Family Services Society document *Towards Inclusive Foster Care: A Policy Handbook (2003).*

The Contractor will work with other contracted Ministry service providers to support integrated service, and will work with the Ministry and Aboriginal delegated agencies to promote mutually beneficial links with academic and research bodies regarding issues related in children and youth in foster care. The Contractor will build on existing organizations related to children and youth in foster care, and work collaboratively with Resource liaisons to promote effective, efficient and integrated service.

Services will build capacity by assisting foster parents to establish and maintain links to formal and informal supports, including those specific to educational, mental health and youth justice services for children and youth in foster care. Group-based services will be delivered in neighbourhood sites that are accessible to and comfortable for foster parents.

The Contractor will promote the long-term stability of foster placements by anticipating problems and preparing the care giving context to respond to challenges before they become crises. The Contractor will assist in the development of a care giving context that understands and responds to the needs of children and youth. Education, support, and consultation services will be tailored to provide and promote a holistic approach that respects the complex and interactive nature of child and caregiver needs.

Centralized Referral Table

A centralized referral table will consist of representatives from each of the partnering service providers, and Ministry Resource liaisons. The referral table will meet bi-weekly for the purpose of screening and initial assessment of referrals, facilitation of service provision, and review of services being provided. This table will ensure that the range of services being provided are coordinated and integrated, that Aboriginal values, traditions, resources and practices are incorporated wherever possible, and that services are provided in an efficient, effective and seamless manner to foster parents.

This table will also provide a collaborative forum in which to review overall services provided, identify gaps or duplication in service, plan for changes in service levels, review program development, collaborate in training and education efforts, review current and emerging best practices, and ensure that linkages are made with related bodies and key partners.

Overall Target Population

The target population for these services will be Ministry and Aboriginal delegated agency foster parents and respite caregivers caring for both non-Aboriginal and Aboriginal children and youth in foster care in

Richmond, and to other foster families in the Vancouver Coastal Region as determined by the Centralized Referral Table.

Program Description and Delivery

The Contractor will provide the following services:

Foster Parent Support Services (Tier One)
- Screening, Information and Referral Services
- Protocol Training and Support
- Foster Parent Self Help/Mutual Aid
- Foster Parent Volunteer Mentoring
- Support to Foster Parent Recruitment
- Relief Services to Foster Parents

In-Home Foster Parent Support Services (Tier Two)
- Assessment and Integrated Service Planning
- Behavioural Consultation and Support
- Counseling Intervention

Out of Care Options Worker
- Intervention
- Linkage and Brokerage
- Training and Education

Annualized baseline funding for Tier 1 and Tier 2: $159,198.48, as of April 1, 2012.
Target hours for Intervention (general): 1033

Annualized baseline for Out of Care Options Worker is $25,000, as of April 1, 2012.

Description of Services
Foster Parent Support Services (Tier One)

a) Screening, Information and Referral Services (Information and Referral)

Service Description
The Contractor will provide the following services to foster parents in the Vancouver Coastal Region:

- Tele-support system (1-800 telephone consultation/fax information exchange/e-mail notification, exchange, update/email consultations) to deliver information regarding services available to foster parents throughout the Region. Direct tele-support through this system will be made available during regular business hours, five days per week
- Provide qualified foster support workers to service the tele-support system
- Screen calls received and provide information and referral as required, including information regarding Ministry services, professional services, and community services
- Compile literature addressing common areas such as child developmental transitions, communication strategies, conflict resolution skills and stress management strategies, and make this available to caregivers through the tele-support system

- Establish a foster parent website and newsletter to communicate pertinent information regarding regional or other events or initiatives, and to provide parenting information, and research and best practice information

Information and education provided through this support service will be integrated with specialized training and education modules, and with professional development opportunities provided through self-help/mutual aid, in order to maximize expertise and provide the best, most relevant information to the widest range of foster parents.

b) Protocol Training and Support (Intervention)

Service Description
The Contractor will organize, train and supervise volunteer support workers, or will provide local foster parent support workers, foster parents mentors, or professionals as needed, specifically to provide a range of services to foster parents involved with protocol processes. Services provided to foster parents will include:

- Education and information regarding Ministry and Aboriginal delegated agency protocol processes
- Critical incident stress debriefing or support services
- Crisis intervention, stabilization and follow up services where indicated
- Documentation of crisis responses and service plans
- Connecting foster parents to self help/mutual aid or other volunteer mentoring services
- In consultation with the Ministry or Aboriginal delegated agency, provide timely referrals to counsellors or other professionals

c) Foster Parent Self Help/Mutual Aid (Mutual Aid)

Service Description
The Contractor will provide a range of strategies that connect foster parents so that they provide mutual emotional support; learn new ways to cope; determine ways to improve their practice; and help others while helping themselves. Service provision will be flexible: one-on-one, group, phone, or on-line.

The Contractor will organize, schedule and facilitate regular monthly meetings for foster parents, supplemented by additional professional expertise and building on identified needs in the foster parent group. Meetings will be organized based on existing foster parent groups or community-based chapters, and will focus on similar needs in the groups to provide educational and other professional development opportunities. Opportunities will include visiting professionals to address issues such as fostering Aboriginal children and youth, inclusive foster care, separation and loss, attachment issues, conflict resolution and mediation, FASD, strategies to cope with aggressive or non-compliant behaviour, issues specific to youth such as substance use, high risk behaviour, and mental health issues such as depression, anxiety, and conduct and attachment disorders.

The Contractor will be responsible for encouraging and providing concrete and other incentives to foster parents to facilitate and maximize participation.

These support and professional development opportunities will build on and integrate with core and other foster parent training and support services. The Contractor will link to existing partnerships and groups in the foster parent and adoptive parent community, and will work with Ministry and Aboriginal delegated agency Resource liaisons to ensure that services are efficient and effective, and are integrated with the wider range of service outlined in this document, as well as with Ministry and Aboriginal delegated agency residential and non-residential services. Linkages with Health and Child and Youth Mental

Health services will be particularly important in developing and maximizing opportunities for training and professional development opportunities for foster parents.

Services provided will include but not be limited to:
- Organization, scheduling and facilitating of regular monthly meetings for foster parents
- Establishment of an electronic, shared registry that identifies the expertise of foster parents
- Organization and maintenance of a Training Advisory Committee comprised of service providers and key partners
- Development and implementation of data collection strategies to enable timely identification of common concerns and areas of interest; and to monitor the effectiveness of services provided
- Identification of a representative to participate in a provincial Ministry family care reference group
- Organization of and participation in community forums to identify foster parent support and solutions

d) Foster Parent Volunteer Mentoring (Volunteer Mentoring)

Service Description
A mentoring relationship is one in which a foster parent voluntarily gives support, assistance, advocacy or guidance to another foster parent who has less experience. Commitment, effective matching and recognition are crucial. The Contractor will develop a foster parent mentor program that is purposeful and planned, and will include orientation, training, and ongoing support and supervision of foster parent mentors.

An orientation package will be developed for use by foster parent mentors that will include information regarding Ministry services and systems; confidentiality requirements; child, youth and foster parent rights; reportable incidents, and complaint/resolution processes.

e) Support to Foster Parent Recruitment (Recruitment)

Service Description
The focus of this service is to support Ministry and Aboriginal delegated agency recruitment efforts by working cooperatively and actively with Ministry and Aboriginal delegated agency staff and the community to develop and implement innovative strategies to attract, recruit, and provide orientation for prospective foster and adoptive families. Strategies include but are not limited to the following:
- Participation in resource fairs, recruitment drives and focus groups to attract and recruit prospective caregivers
- Participation in foster parent recognition events
- Provision of information regarding the foster parent process on the organization's website and in local community publications
- Provision of community organizations and the general public with information regarding the recruitment process
- Referral of potential foster parents to recruitment teams and promotion of fostering in the community

f) Relief Services to Foster Parents

Service Description – Caregiver Registry
A caregiver registry will be developed to provide foster parents with a range of alternate childcare through their group of foster parents, and through community caregivers. The Contractor will work with Ministry and Aboriginal delegated agency Resource liaisons to build on existing foster parent groups to establish coordinate and maintain childcare exchange between foster parents that is easily accessible and flexible.

In addition, the Contractor will develop and maintain a registry of trained community caregivers to provide relief services. The range of community caregivers will include those available on a flexible basis and for hours that include evenings and weekends. The range of trained relief caregivers can include paid staff, contracted professional child and youth care services, and volunteers, and will include community caregivers with the skill and expertise to work with high needs children and youth. The qualifications and capabilities of each community caregiver will be identified in the registry to assist in appropriate matching, and feedback will be sought from foster parents regarding the quality of service provided.

The registry will be accessed electronically as well as directly through the service.

Services will include but not be limited to:
- Recruitment and screening of community caregivers on an ongoing basis
- Establishment and maintenance of a foster parent and community caregiver registry
- Provision of ongoing support and monitoring of services provided

IN-HOME FOSTER PARENT SUPPORT SERVICES (Tier Two)

Service Description
In-home services are provided to foster parents with children or youth in their homes that require a high level of care due to significant behavioural, emotional, mental health or medical conditions. Specialized services will also be provided to foster parents experiencing family crises or significant therapeutic issues that negatively affect their ability to provide effective care. Services focus on building foster parent skill and ability.

Access
In-home services will be accessed through Ministry and Aboriginal delegated agency Resource staff in Vancouver, Richmond and North Shore communities, in consultation with the Centralized Referral Table. Consultation and support will be provided to coastal communities by telephone.

Response Time and Length of Involvement
Services will be available on an emergency basis where required and on an intensive basis where indicated. Services will be provided for a maximum of three months. Requests for extension of service will be referred to the Ministry or Aboriginal delegated agency for consideration.

Flexibility of response is required to provide in-home service to foster parents in the following circumstances:
- on an emergency basis
- on a crisis basis within 24 hours of referral
- on an intensive basis for up to three weeks
- on a planned, short-term basis for up to three months
- on an intermittent basis to respond to child or youth developmental or other transitions

Service providers will use a crisis intervention approach where indicated, within the range of specialized services outlined below. A crisis response will normally include crisis assessment, engagement and relationship building where required, identification of major problems, dealing with emotional responses, generating and exploring alternatives, developing a plan, establishing agreement, and providing follow up.

Crisis intervention will be available to foster parents 24/7 both by telephone or in-home if indicated. These responses will be integrated into the overall service plan, with clear lines of communication

established to inform Resource social workers. Protocols will be developed to ensure that adequate consultation and decision-making authority is accessible 24 hours per day, seven days per week. This service will be linked to a staffed, residential setting.

Transitional Services
In consultation with the foster parent, the Ministry or Aboriginal delegated agency social worker, and the Resource social worker, transitional services may be provided for up to three months to assist a foster parent or caregiver in the child or youth's next placement, whether that placement be with family or in a Ministry or Aboriginal delegated agency foster home or other residential resource. This planning will occur within the context of integrated case management provided through the Resource and District Office teams, including other service providers as required. Service can be provided from the range of services outlined below.

Overall Staffing
Children and youth in care may have a history of abuse and neglect, have been pre-natally exposed to substances, have experienced significant disruption in placement continuity, and have significant difficulty forming positive attachments. These children and youth may demonstrate significant to severe behavioural difficulties, exhibit cognitive and developmental challenges, and have complex health and mental health diagnoses.

All staff providing specialized services will require knowledge and expertise in a wide range of issues affecting children and youth in care, and will be experienced in working in a multidisciplinary and multi-system environment.

Seriously non-compliant, disruptive, aggressive, abusive or violent behaviours can be significant contributors to placement disruption. Service providers will incorporate an understanding of the underlying etiology of this and other behaviours, the outcomes anticipated, and the interventions required that will best meet the needs of foster parents caring for the child or youth.

a) Assessment and Integrated Service Planning (Individual Intervention)

Service Description
One primary service provider will be assigned to work with each foster family referred to ensure continuity. The primary provider will support foster parents in their role as members of an integrated case management team that includes the Resource Social Worker and the Ministry or Aboriginal delegated agency Social Worker with guardianship responsibilities. The primary provider will work with the foster parent and the Resource Social Worker to develop a foster parent service plan that builds on the integrated service plan for children in care, identifies which services and which service providers are required, and outlines how service will be delivered. The *Child and Adolescent Functional Assessment Scale (CAFAS)* will be utilized to provide child-specific information to assist in the development of the foster parent service plan. Planning where indicated will also build on additional tools utilized through the Resource teams, including the *Nipissing* developmental screening tool.

Assessment and integrated service planning will build on and coordinate with other Ministry and Aboriginal delegated agency planning processes where indicated, to efficiently and effectively integrate service and service provision. Other Ministry planning processes include:
- Integrated Case Management (ICM)
- Comprehensive Risk Assessment (CRA) and Risk Reduction Plan (RRP) development
- Comprehensive Plan of Care (CPOC) or Looking After Children (LAC) development; and
- Family Group Decision-Making (FGDM)

The primary provider will ensure that the foster parent service plan is implemented and will assist the foster parent in coordinating services between Resource and child or youth social workers. The focus of the service will be to build foster parent capacity to effectively care for the children and youth in their home, including coordination of other involved professionals or community service providers.

Where indicated, the primary provider, in consultation with their clinical team, the foster parent and the Resource social worker, will ensure that additional specialized assessment and treatment services are accessed, including Child and Youth Mental Health services, British Columbia Children's Hospital, and Alderwood Family Development Centre. The primary provider will also facilitate access to additional psycho educational, psychological or other specialized assessments.

b) Behavioural Consultation and Support (Individual Intervention)

Service Description
This service will provide specific recommendations, education and training regarding behaviour problems in children and youth. Based on assessment information and observation, the consultant will provide a functional assessment of behaviour patterns and will recommend and model strategies to modify these patterns. This service will be provided in the foster home wherever possible by a clinician or a behavioural specialist with expertise in disordered behaviour in children and youth. The consultant will develop a written plan outlining the recommended strategies, and will work directly with foster parents to implement those strategies.

Staffing
Consultants providing this service will require a bachelor or graduate degree in social work, child and youth care, or a related human services field, with a minimum of three years' related experience, or a diploma in child and youth care and a minimum of three years' experience working with children and youth exhibiting disordered behaviour.

c) Counselling Intervention (Individual Intervention)

Service Description
This is a short-term, targeted intervention aimed at resolving issues in the foster family which negatively affect their ability to provide effective parenting to children and youth in their care. Where indicated, this service will be coordinated with family preservation and reunification service providers. Counselling services support personal growth and development and situation change by helping families cope with the stresses of daily living and manage psycho-social adjustments related to normal life cycle issues. Where specialized therapeutic intervention is required, the Contractor will facilitate the provision of services through the Centralized Referral Table.

Staffing
Counsellors providing this service will require a bachelor or graduate degree in social work, child and youth care, or a related human services field, with a minimum of three years' related experience, or a diploma in child and youth care and a minimum of three years' experience working with families.

Out of Care Services

The contractor will enhance existing Foster Support and Education Services by expanding support services to include In-home support for Out of Care placements.

The purpose of the Out of Care Worker is to provide support to extended family in raising children who can no longer live with their parents. These arrangements are referred to as Out of Care Option placements or Kinship Care placements. Kinship care agreements temporarily provide a child with a safe environment with a familiar person while maintaining a strong connection to his/her family and supporting reunification.

The Contractor will collaborate and consult with the MCFD Out of Care Options Resource Worker, and child protection social worker to monitor and support Kinship placements, including reunification efforts.

The Contract will provide the following services: Intervention, Linkage and Brokerage and Training and Education

a) Intervention: activities provided to maintain or prompt a planned change in the behavior, condition or functioning of children, youth, and or families/caregivers. Including guidance provided to a child, youth, and family/caregivers to support personal growth, development, or situational change.

Components of Intervention will include, but are not limited to:

- provide in-home support to Out of Care placements.
- provide parenting and behavioural strategies for effective parenting
- provide information regarding ages and stages of development
- support reunification plans by supporting child, youth, family and or caregivers

b) Linkage and Brokerage: activities to connect a family, child, or youth to a formal support/resource, or to facilitate the formal support's direct connection to a child, youth or family.

Components of Linkage and Brokerage will include, but are not limited to:

- The Contractor will establish linkages to existing community support groups depending on needs of care providers and make referrals to existing Foster Parent Support and Education Programs and the Mental Health Residential Consultation Program.
- Assist Out of Care Placements in accessing daycare, medical services, and baby-sitting.

c) Training and Education: range of strategies for imparting knowledge, improving skills a building awareness of resources.

Components of Training and Education will include, but are not limited to:

- The contractor will assist in developing and delivering training for Out of Care providers, in consultation with the MCFD Resource Team.

Staffing

Staff providing this service will require a bachelor degree in social work, child and youth care or related human services field, with a minimum of 2 years' related experience , or a diploma in child and youth care and a minimum of three years' experience working with children, youth, family and caregivers.

The geographic service area includes Caregivers living in; Vancouver, Richmond and the North Shore, but may also include Out of Care service providers located within the Lower Mainland.

Attachment 1.2 to Subsidiary Component Agreement No. FT08424006 - Family Services of Greater Vancouver - Foster Parent Support and Education Services – Program Indicators

Program Indicators 2012 - 2013

FPS Foster Parent Support

No	Service	Indicator	Definition
101	GENERAL	GEN: # intakes	Number of families deemed eligible to receive Foster Parent Support this month for the first time. Includes families who have previously accessed Foster Parent Support but who were discharged and have returned to address a new or changed situation. Excludes families for whom service was extended.
102	GENERAL	GEN: # intakes who identify as aboriginal	Number of families deemed eligible to receive Foster Parent Support this month for the first time whose child is identified by his/her guardian as being of Aboriginal heritage. This number is a sub-set of the total number of families accessing Foster Parent Support for the first time and therefore cannot exceed that number.
103	**GENERAL**	**GEN:% intakes who identify as aboriginal**	**# intakes who identify as Aboriginal / # intakes**
121	INFORMATION & REFERRAL	IFR: # inquiries	Number of times this month that staff provided information about Foster Parent Support or other programs to individuals not currently engaged in Foster Parent Support. (If the recipient is already engaged in Foster Parent Support, the inquiry counts as individual intervention.) Information may be provided in person or over the phone.
131	INTERVENTION	INT: # hours individual intervention provided	Number of hours this month that staff provided individual intervention to foster families. Individual intervention may be provided in person or over the phone with one or more family members. Hours should be reported to the nearest quarter hour e.g. 0.25, 0.5, 0.75,1, 1.25 etc.
132	INTERVENTION	INT: # foster families receiving individual intervention	Number of foster families to whom staff provided individual intervention this month.
133	**INTERVENTION**	**INT: Average hours individual intervention per foster family**	**# hours / # families**
134	INTERVENTION	INT: # hours protocol support provided	Number of hours staff provided protocol support this month.
135	INTERVENTION	INT: # foster families receiving protocol support	Number of foster families who received protocol support this month.
136	**INTERVENTION**	**INT: Average hours protocol support per foster family**	**# hours / # families**
151	MENTORING	VME: # volunteer mentor matches made	Number of volunteer mentor matches that met for the first time this month.
152	MENTORING	VME: Total # of matches that met	Number of volunteer mentor matches that met this month whether for the first or subsequent time.
153	MENTORING	VME: # hours that matches met	Number of hours this month that volunteer mentor matches met. Meetings must take place in person and should be reported to the nearest quarter hour e.g. 0.25, 0.5, 0.75, 1, 1.25 etc.

Program Indicators 2012 - 2013

FPS Foster Parent Support

No	Service	Indicator	Definition
154	**MENTORING**	**VME: Average # hours that matches met**	**# hours / # matches that met**
161	MUTUAL AID	MTA: # sessions of mutual aid	Number of times this month that staff facilitated mutual aid sessions
162	MUTUAL AID	MTA: # hours mutual aid sessions	Number of hours this month that staff facilitated mutual aid sessions. Mutual aid sessions are designed to enable caregivers to connect for the purpose of supporting each other.The number of hours should be reported to the nearest quarter hour e.g. 0.25, 0.5, 0.75, 1, 1.25 etc.
163	MUTUAL AID	MTA: # attendances at mutual aid sessions	Total number of attendances by members of foster families at mutual aid sessions this month. Each member of a family attending a mutual aid session counts separately for the purposes of this indicator.
164	**MUTUAL AID**	**MTA: Average # attendances per mutual aid session**	**# attendances / # sessions**
171	RECRUITMENT	RCT: # hours of recruitment activities	Number of hours staff provided support to recruitment of caregivers this month. Includes activities to attract, screen or orient families prior to their becoming foster families.
172	RETENTION	RET: # hours of retention activities	Number of hours staff provided retention activities this month. Retention includes those activities intended to maintain active relationships between current foster families and MCFD, such as recognition events.
999	**GENERAL**	**GEN: # unique clients YTD**	**# active client units as of April 1, plus # intakes May - March**

Attachment 2.1 to Subsidiary Component Agreement No. FT08424006 -
Family Services of Greater Vancouver – Foster Parent Support and Education Services – Financial Report

Financial Report **Sample Report**

Name of Organization: Family Services of Greater Vancouver – Richmond

Contract No.: FT08424006 – Foster Parent Support and Education Services

Period Covered:

SCA No. FT08424006 Detail	Tier 1 Foster Parent Support Services	Tier 2 In-Home Support Services	Out of Care Worker	TOTALS
Total Operational Revenue				
Operational Expenses:				
Total Wages and Benefits				
Total Client Support Costs				
Total Transportation				
Total Program Support				
Total Program Admin. Support				
Total Facilities Expenses				
Total Operational Pro. Admin				
Total Admin. & Gen. Exp.*				
Total Operational Expenses				
Number of Units				
Unit Cost				
Total Surplus/(deficit)	$	$	$	$

* Definitions from the Specified Audit Procedures, Core Policy and Procedures Manual, 6.3.2(d) Continuing Service Agreements, Policy 1, Appendix F.

Comments regarding variances:
!!!!!

This report has been prepared from the books and records of the Contractor for the funding period ended _____. I hereby confirm to the best of my knowledge and belief, that the information contained herein, was compiled in accordance with generally accepted accounting principles and in compliance with the Province's Core Policy and Procedures Manual. There is nothing to my knowledge that has not been disclosed in this report which would affect the accuracy and completeness of the financial information.

Signature:	Date
!!!!!	!!!!!
Print Name:	Print Title: Executive Director

SUBSIDIARY COMPONENT AGREEMENT (SCA)

BRITISH COLUMBIA

Ministry of Children and Family Development

BRITISH COLUMBIA — Ministry of Children and Family Development	**SUBSIDIARY COMPONENT AGREEMENT: FT08424006** **DOING BUSINESS AS: FAMILY SERVICES OF GREATER VANCOUVER** **Agreement Name:** Foster Parent Support and Education

HER MAJESTY THE QUEEN IN RIGHT OF THE PROVINCE OF BRITISH COLUMBIA, represented by The Minister of Children and Family Development (the "Province", "we", "us", or "our" as applicable) at the following address:	AND FAMILY SERVICES OF GREATER VANCOUVER (Legal Name) (the "Contractor", "you", or "your" as applicable) at the following address:
SUITE 900-865 HORNBY ST VANCOUVER, B.C. CANADA V6Z 2G3 Fax Number: (604)660-4005	201-1638 BROADWAY E VANCOUVER, BC V5N 1W1 Authorized Email: cbonesky@fsgv.ca Fax Number: (604)733-7009

The term for the Subsidiary Component Agreement begins on: 01/04/2013 (Day/Month/Year) and ends on 31/03/2014 (Day/Month/Year)

THE PARTIES AGREE TO THE TERMS ON THE ATTACHED PAGES OF THIS DOCUMENT AND OUTLINED BELOW.
THIS SUBSIDIARY COMPONENT AGREEMENT IS PART OF THE THIRD PARTY SERVICE AGREEMENT FT08424000:

APPLICABLE SCHEDULES:

- **SCHEDULE A - SERVICES**
- **SCHEDULE B - PAYMENT & FINANCIAL REPORTING**
- **SCHEDULE C - APPROVED SUBCONTRACTOR(S)**
- **SCHEDULE D - RISK MANAGEMENT & CONFLICT RESOLUTION**
- **SCHEDULE E - AUTHORIZED PERSONS (FOR THE SUBSIDIARY COMPONENT AGREEMENT)**
- **SCHEDULE H - ADDITIONAL TERMS**

SIGNED AND DELIVERED on the 4th day of April, 2013 on behalf of the Province by its duly authorized representative

Signature: Teresa Goodman

Print Name: Teresa Goodman

Position: Contract Manager or Designate

Responsibility Centre: CONTRACT MGMT OFFICE

SIGNED AND DELIVERED on the 2 day of April, 2013 by or on behalf of the Contractor (or by its authorized signatory or signatories if the Contractor is a corporation)

Signature: Caroline Bonesky

Print Name: Caroline Bonesky Position: Chief Executive Officer

Signature: _____

Print Name: _____ Position: _____

Signature: _____

Print Name: _____ Position: _____

READ TERMS ON THE ATTACHED PAGES OF THIS DOCUMENT

SCHEDULE A – SERVICES

General

The Contractor will provide all necessary components for delivery of the programs delineated below, including sufficient qualified program staff, administrative support, premises, materials and equipment.

Family, child or youth specific progress reports and reports suitable for presentation in Court proceedings will be provided where required and in a mutually agreed upon format.

The Province will appoint a contract supervisor for the Contractor's services funded under this Agreement. The parties agree to conduct contract reviews during the Funding Period to review the ***Service Deliverables*** and any other issues of mutual concern, including the following:

- statements and reports required in Schedule H, *Statements and Reports*;
- program elements, including hours of operation;
- access and admission criteria;
- intake and referral processes;
- frequency, content and format of progress and Court ready reports
- wait list management;
- exceptions to normal practice;
- critical incident reporting procedures;
- issue management;
- program liaison.

Services have been restructured based on a comprehensive system of care model, supported by accreditation and enhanced reporting requirements. The Province and the Contractor are using a collaborative approach to the continuing development of output-based contracts and measurable client outcomes. Both parties agree to work together to achieve these objectives. Data collected during the term of this agreement will be reviewed by both parties and then used to establish baseline targets for future contracts.

The parties agree to meet during the term of the Agreement to review service deliverables; output, outcome and financial reporting; geographic areas served and funding allocation by geographic area.

SUMMARY

Term **01/04/2013 to 31/03/2014** ***Total Amount of Component Agreement*** **$184,198.48**

Allocation by Programs and Services

Grouped Services		
Foster Parent Support and Education		
Intervention - General		$159,198.48
	Sub-Total	**$159,198.48**
Out of Care Options Worker		

Grouped Services		
	Intervention - General	$25,000.00
Non-Program Services		
	Sub-Total	**$0.00**
	Total	**$184,198.48**

Allocation by Community

Communities Served	
Vancouver North	$61,399.49
Richmond (38)	$61,399.49
Vancouver South	$61,399.50
Total	**$184,198.48**

Allocation by Business Area

Core Business Area	**Business Area - Sub Business Area**	
Child and Family Development		
	Permanency Planning for Children and Youth/Children in Care	$184,198.48
	Sub-Total	**$184,198.48**
	Total	**$184,198.48**

Foster Parent Support and Education

SERVICE: INTERVENTION - GENERAL **Total Amount** $159,198.48

Definitions	Activities provided to maintain or prompt a planned change in the behaviour, condition or functioning of children, youth, and/or families/caregivers.
Project Code	18CN289
Input	Qualified Staff
Output Indicators	# Direct Hours **Quantity** 1033
	# Recipients 18
Reporting Frequency	Monthly
Core Business Area	Child and Family Development
Business Area	Permanency Planning for Children and Youth
Sub Business Area	Children in Care
Communities Served	

Richmond (38)	**Recipient(s)**	Family	**Amount**	$53,066.16
Vancouver North	**Recipient(s)**	Family	**Amount**	$53,066.16
Vancouver South	**Recipient(s)**	Family	**Amount**	$53,066.16

This allocation is provided as an estimate.

BUSINESS AREA OUTCOMES

- Families have an enhanced capacity to care for their children
- Extended Families and communities are actively engaged and caring for children
- Children and youth are healthy and have a sense of well-being
- Children and youth are free from abuse, neglect and exploitation
- Children and youth experience stability and permanence in their family and alternative family environment
- Children in care are engaged and successful at school and experience positive outcomes
- Children in care transition successfully to adulthood through appropriate supports and supportive relationships

Out of Care Options Worker

SERVICE: INTERVENTION - GENERAL **Total Amount** $25,000.00

Definitions	Activities provided to maintain or prompt a planned change in the behaviour, condition or functioning of children, youth, and/or families/caregivers.
Project Code	18CN289
Input	Qualified Staff
Output Indicators	# Direct One to One Hours **Quantity**
Reporting Frequency	Monthly
Core Business Area	Child and Family Development
Business Area	Permanency Planning for Children and Youth
Sub Business Area	Children in Care
Communities Served	

Richmond (38)	**Recipient(s)**	Family	**Amount**	$8,333.33
Vancouver North	**Recipient(s)**	Family	**Amount**	$8,333.33
Vancouver South	**Recipient(s)**	Family	**Amount**	$8,333.34

This allocation is provided as an estimate.

BUSINESS AREA OUTCOMES

- Families have an enhanced capacity to care for their children
- Extended Families and communities are actively engaged and caring for children
- Children and youth are healthy and have a sense of well-being

- Children and youth are free from abuse, neglect and exploitation
- Children and youth experience stability and permanence in their family and alternative family environment
- Children in care are engaged and successful at school and experience positive outcomes
- Children in care transition successfully to adulthood through appropriate supports and supportive relationships

Attachments

Name	Attachment 1.1 - Service Overview	*Attachment 1.1 Service Overview.doc*
Name	Attachment 1.2 Indicators and Definitions	*Attachment 1.2 Indicators.doc*

SCHEDULE B – PAYMENT & FINANCIAL REPORTING

Aggregate Maximum

1.1 Subject to the provisions of the Third Party Service Agreement and this Subsidiary Component Agreement, we will pay you an amount not exceeding $184,198.48, including GST, in the aggregate, for providing the Services set out in Schedule A, during the term of this Subsidiary Component Agreement.

Payments

2.1 **Monthly Recurring**

We will pay you on or about the 15th day of the month commencing on the 1st day of April, 2013 as provided in the following payment schedule:

From	To	Amount	GST	Total
April 1, 2013	April 30, 2013	$15,349.91	$0.00	$15,349.91
May 1, 2013	March 31, 2014	$15,349.87	$0.00	$168,848.57
				$184,198.48

2.2 **Payment Address**

201-1638 BROADWAY E VANCOUVER, BC V5N 1W1

Goods and Services Tax (GST)

Financial Reports

2.3 In addition to the financial statements referred to in the Audit and Service Evaluation section of FT08424000 any financial reports should, at a minimum, relate costs to service outputs. The following additional financial reports are required:

Name	Description
Semi-annual Service Cost Report	Report that outlines the semi-annual costs associated with a service.
9-Month Service Cost Report	Report that outlines the costs associated with a service every 9 months.

Transition to Unit Cost Based Payments

2.4 Not applicable

Attachments

Name	Attachment 2.1 Financial Report	*Attachment 2.1 Financial Report.doc*

SCHEDULE C – APPROVED SUBCONTRACTOR(S)

Subcontractors

1.1 The following persons or organizations, are specified as Subcontractors under section 12 of the Third Party Service Agreement, for purposes of this Subsidiary Component Agreement:

None

SCHEDULE D – RISK MANAGEMENT & CONFLICT RESOLUTION

Criminal Record Check

1.1 In accordance with the Criminal Records Review Act, you must undertake a criminal record check of each staff member or other person who has, or potentially has, unsupervised access to children, or who has access to their records.

1.2 In addition to any criminal record checks required under the Criminal Records Review Act, you must undertake a criminal record check on volunteers or other individuals who have, or potentially have, unsupervised access to children or their records.

1.3 Upon our written request you must provide us written confirmation that:

(a) criminal record checks have been initiated;
(b) you have acted on instructions from the adjudicator or us; and
(c) all other related procedures have been followed.

Conflict Resolution Officials

2.1 The designated "Officials" of the parties for the purposes of the Conflict Resolution Protocol are:

	Province	**Contractor**
Stage One:	Contract Manager	Executive Director or Designate
Stage Two:	Executive Director of Service	Executive Director or Designate
Stage Three:	Deputy Minister or Designate	Chair, Board of Directors or Designate

Permits and Licenses

3.1 You must obtain all the permits and licenses required to perform the Services, including, but not limited to:

(a) any permits or licenses required by municipal or health authorities for the operation of the Services delineated in Schedule A.

(b) any municipal, provincial, federal permits and licenses required to provide the Services including motor vehicle licenses of the appropriate class to provide transportation to clients.

Insurance and Indemnity

A. For all Contractor's activities under this Agreement to which the Master Insurance Program applies, as determined by the Province in its sole discretion:

4.1 The Province will purchase and maintain Comprehensive General Liability insurance in the amount of $2,000,000 inclusive per occurrence against bodily injury and property damage arising out of the Contractor's performance of the Services on behalf of the Province as outlined in this Agreement.

4.2 The Contractor shall be responsible for and pay any deductible under the policy.

4.3 The Contractor will be provided with a Certificate of Insurance and a copy of the insurance policy wording.

4.4 The Province will take reasonable steps to ensure the coverage specified in section 1 is continuous for the duration of this Agreement but the Province does not accept responsibility for providing coverage in the event the insurance is cancelled or reduced by the insurer.

4.5 The Province does not represent or warrant that the policy contains insurance for any and all losses. It is the Contractor's responsibility to ascertain the exact nature and extent of coverage of the policy as well as any and all terms and conditions of the policy.

4.6 The Contractor shall provide, maintain, and pay for, any additional insurance which the Contractor is required by law to carry, or which the Contractor considers necessary to cover risks not otherwise covered by insurance specified in section 1.

B. For all Contractor's activities to which the Master Insurance Program does not apply, the Contractor shall:

5.1 The Contractor must, without limiting its obligation or liabilities and at its own expense, purchase and maintain throughout the term of this Agreement the following insurances with insurers licensed in Canada in forms and amounts acceptable to the Province:

(a) Commercial General Liability in an amount not less than $2,000,000.00 inclusive per occurrence against bodily injury, personal injury and property damage and including liability assumed under this Agreement and this insurance must:

(i) include the Province as an additional insured;

(ii) be endorsed to provide the Province with 30 days advance written notice of cancellation or material change; and

(iii) include a cross liability clause.

5.2 All insurance described in paragraph 1 of this Schedule must:

(a) be primary; and

(b) not require the sharing of any loss by any insurer of the Province.

5.3 The Contractor must provide the Province with evidence of all required insurance:

(a) Within 10 working days of commencement of the Services, the Contractor must provide to the Province evidence of all required insurance in the form of a completed Province of British Columbia Certificate of Insurance.

(b) If the insurance policy(ies) expire before the end of the term of this Agreement, the Contractor must provide within 10 working days of expiration, evidence of new or renewal policy(ies) of all expired insurance in the form of a completed Province of British Columbia Certificate of Insurance.

(c) Notwithstanding paragraph 3(a) or (b) above, if requested by the Province at any time, the Contractor must provide to the Province certified copies of the required insurance policies.

5.4 The Contractor shall provide, maintain, and pay for, any additional insurance which it is required by law to carry, or which it considers necessary to cover risks not otherwise covered by insurance specified in this schedule in its sole discretion.

C. Whether A or B applies to the Services, for all Contractor activities under this Agreement:

6.1 The Contractor shall maintain Automobile Liability insurance on all vehicles owned, operated or licensed by the Contractor in an amount not less than $2,000,000 per occurrence, and where applicable the Contractor may show evidence of this insurance using an ICBC Confirmation of Insurance Coverage (APV-47) form in place of the requirement for the BC Certificate of Insurance.

6.2 Additional Insurance: Not applicable

SCHEDULE E – AUTHORIZED PERSONS (FOR THE SUBSIDIARY COMPONENT AGREEMENT)

Authorized Persons

1.1 The Contractor designates any of the following persons, (identified by name and/or position) to act for you in relation to this Subsidiary Component Agreement:

Caroline Bonesky, Chief Executive Officer

1.2 The Ministry designates any of the following persons (identify by name and/or position) to act for us in relation to this Subsidiary Component Agreement:

Procurement Specialist

SCHEDULE H – ADDITIONAL TERMS

Other

1. Notwithstanding Clause 55 (b) of the Third Party Service Agreement, the termination notice period for this Subsidiary Component Agreement is 90 days.

PAYMENT AND FINANCIAL INFORMATION

Aggregate Maximum

Subject to the provisions of this Agreement, the Province will pay to the Contractor an amount not exceeding **$184,198.48** in the aggregate for providing the Component Services during the Funding Period.

Annual baseline funding for this Agreement is **$184,198.48**.

STATEMENTS AND REPORTS

The Contractor will submit to the Province reports, in form and content acceptable to the Province, relating to the services and programs outlined in this Agreement. The required reports include, but are not limited to, the following:

(a) Monthly Indicator Reports – Indicators and Definitions are outlined in Attachment 1.2 to this Agreement

(b) Annual Report on Outcomes

(c) Other information as may be requested by the Province

Required reports will be submitted within 15 business days of the end of the period specified, commencing with a first report for the period ending April 30, 2013. For the purpose of this section and section 1.3, a "business day" is any day that is not a Saturday, a Sunday or a statutory holiday in British Columbia.

Financial Reports

Whether or not an annual financial statement (or review or audit of the same) is required and submitted under section 40 of the Third Party Service Agreement, the Contractor will, for the purposes of negotiation of any future agreement, submit to the Province, within 30 business days of the end of the 2nd and 3rd quarters of the Funding Period, a Financial Report (unaudited) showing revenues and expenditures for each service area. A sample of the Financial Report (unaudited) is included as Attachment 2.1 to this Agreement.

Attachment 1.1 to Subsidiary Component Agreement No. FT08424006
Family Services of Greater Vancouver
Foster Parent Support and Education Services - Service Description

Background

In 2003, the Vancouver Coastal Region undertook a redesign focused on consolidating internal and contracted services into an accessible, coherent, integrated, community-based, culturally responsive service delivery system. The system redesign was based on both research and community consultation. The objective of the new service delivery framework is to provide evidence and outcome-based services that improve outcomes and promote safety, well being, resilience, development and permanence for vulnerable children within their families and communities.

The Ministry has been refocusing its child and family services to emphasize permanency for children and youth in care, as outlined in *Achieving Out of Care Permanency for Children and Youth in Care, Permanency Planning Model for British Columbia,* prepared by the Permanency for Children and Youth Unit, March 2003. Permanency planning is used to describe a number of services and programs delivered on behalf of children and youth who are either at risk of being removed from their families, or who are in the care of the Director, with the goal of *securing a safe, caring, legally recognized and continuous family outside government care.* Residential services, including foster homes, family care group homes, and specialized residential group homes are integral to the Ministry's role and mandate to advance the safety and well being of vulnerable children and youth, and to meet the goal of permanency.

An extensive range of residential services are supported by Ministry Resource staff through contract management, support to caregivers and monitoring of homes, matching and placement of children and youth, liaison to Ministry teams, and recruitment and retention of homes. Contracted agencies support foster homes and other residential placements through an array of services, including support, training, education, and specialized support. Both Resource and contracted service staff work with protection and guardianship social workers to best meet the needs of children and youth who require out-of-home placements.

In provision of the range of service in this Agreement, the Contractor will work collaboratively with Hollyburn Family Services and Connexus Family and Children Services, both current providers of services to foster families in this region. These service providers have collaborated in the development of a model of service delivery that will consolidate existing services and programs into a comprehensive and integrated approach.

Principles of Service Provision

The services outlined in this Agreement are designed to increase the resiliency of foster parents through support and education; to increase the foster parents' confidence in his or her ability to provide quality care; and to increase both family and community capacity. Well supported foster parents will contribute to the establishment of permanency plans for children and youth; will promote attachment, resiliency, safety, and placement stability for children and youth in the community; and will work toward the successful reintegration of children and youth into their permanent homes. As team members, foster parents will be supported to be equal partners in the development of a service plan that includes services for the child and the child's biological/ adoptive parents, and supervision and support for the foster parents.

Services will be provided in the home and community where possible and indicated. The Contractor will support foster parents to build linkages with their communities through the use of both formal and informal supports. Services provided will be integrated, comprehensive, flexible, and responsive to the needs of foster parents.

Support programs will be designed to provide effective services that are fiscally accountable, and evidence and outcome based. Ongoing efforts will be made to incorporate emerging and relevant research and best practice recommendations.

Overall goals of service include an increase in foster parent knowledge, skill and capacity to manage behaviour and provide effective care to the children and youth in their care, an increase in foster parent retention, and a decrease in the frequency of placement breakdown.

Service Integration

These services are intended to maintain child and youth placements in foster homes and to support permanency efforts. The Contractor will ensure that links are established and maintained with involved Ministry and Aboriginal delegated agency Resource and District Office Social Workers. Foster parents will be encouraged and supported to be included in planning and decision-making, and to take an active role in family reunification efforts. Foster parents will be trained and supported to work directly with families where indicated, and will be assisted to link with the range of services necessary.

To ensure that services provided are integrated and culturally appropriate, the Contractor will work where indicated with Vancouver Aboriginal Child and Family Services Society (VACFSS) and other delegated Aboriginal agencies, the Federation of Aboriginal Foster Parents (FAFP), and other organizations providing support services to Aboriginal caregivers. Knowledge of the three cultural constituent groups with the Vancouver Coastal Region will be demonstrated and promising practices will be incorporated wherever possible.

The Vancouver Coastal Region is also working to incorporate eighteen promising practices identified for services provided to Aboriginal children, youth, families and foster families. Services will be designed to be culture-based and to incorporate Aboriginal values, traditions, resources and practices. Following are the eighteen promising practices:

- Use of extended family and extended family concept (context);
- Use of traditional teachings that describe wellness, balance, and harmony or provide a mental framework or provide a mental framework for wellness and use these as objectives for the families (spirit, mind);
- Use of specific cultural approaches such as storytelling, talking circles, ceremonies, sweat lodges, feasts, etc. (mind, spirit, body);
- Use of cultural adaptations to mainstream system of care practices such as wraparound, respite, crisis intervention, collaboration (mind, context);
- Use of cultural restoration, via mentors, groups, crafts, (context, body);
- Use of methods to promote healing of Indian identity and development of positive cultural self-esteem (mind);
- Use of methods that build connection to community, culture, group, clan, extended family (context);
- Use of methods that build up the sense of dignity and strength (mind);
- Use of methods that invoke the positive effects of spiritual belief or tap into spiritual strengths or support (spirit);
- Use of elders or intergenerational approaches (context);
- Use of methods that prepare children to live in two cultures and to cope with racism, prejudice (mind, context);
- Use of helping values from traditional teaching, such as 24-hour care and self-care (context);
- Use of conventional and cultural methods to recognize and treat historic cultural, intergenerational and personal trauma (mind, body, context, spirit);
- Use of approaches that strengthen or heal the community
- Use of the native language (mind);
- Maintaining an alcohol and drug free event policy, deal with substance abuse (mind, body);
- Incorporation of a value of respect for in-group diversity and exercising that value in services (context); and
- Use of all of the above alongside of conventional services such as counselling, therapy, and health care (mind).

The Contractor will work toward incorporating the guiding principles and recommendations arising from the Vancouver Aboriginal Child and Family Services Society document *Towards Inclusive Foster Care: A Policy Handbook (2003).*

The Contractor will work with other contracted Ministry service providers to support integrated service, and will work with the Ministry and Aboriginal delegated agencies to promote mutually beneficial links with academic and research bodies regarding issues related in children and youth in foster care. The Contractor will build on existing organizations related to children and youth in foster care, and work collaboratively with Resource liaisons to promote effective, efficient and integrated service.

Services will build capacity by assisting foster parents to establish and maintain links to formal and informal supports, including those specific to educational, mental health and youth justice services for children and youth in foster care. Group-based services will be delivered in neighbourhood sites that are accessible to and comfortable for foster parents.

The Contractor will promote the long-term stability of foster placements by anticipating problems and preparing the care giving context to respond to challenges before they become crises. The Contractor will assist in the development of a care giving context that understands and responds to the needs of children and youth. Education, support, and consultation services will be tailored to provide and promote a holistic approach that respects the complex and interactive nature of child and caregiver needs.

Centralized Referral Table

A centralized referral table will consist of representatives from each of the partnering service providers, and Ministry Resource liaisons. The referral table will meet bi-weekly for the purpose of screening and initial assessment of referrals, facilitation of service provision, and review of services being provided. This table will ensure that the range of services being provided are coordinated and integrated, that Aboriginal values, traditions, resources and practices are incorporated wherever possible, and that services are provided in an efficient, effective and seamless manner to foster parents.

This table will also provide a collaborative forum in which to review overall services provided, identify gaps or duplication in service, plan for changes in service levels, review program development, collaborate in training and education efforts, review current and emerging best practices, and ensure that linkages are made with related bodies and key partners.

Overall Target Population

The target population for these services will be Ministry and Aboriginal delegated agency foster parents and respite caregivers caring for both non-Aboriginal and Aboriginal children and youth in foster care in Richmond, and to other foster families in the Vancouver Coastal Region as determined by the Centralized Referral Table.

Program Description and Delivery

The Contractor will provide the following services:

Foster Parent Support Services (Tier One)
a) Screening, Information and Referral Services
b) Protocol Training and Support
c) Foster Parent Self Help/Mutual Aid
d) Foster Parent Volunteer Mentoring
e) Support to Foster Parent Recruitment
f) Relief Services to Foster Parents

In-Home Foster Parent Support Services (Tier Two)
a) Assessment and Integrated Service Planning
b) Behavioural Consultation and Support
c) Counselling Intervention

Out of Care Options
a) Intervention

b) Linkage and Brokerage
c) Training and Education

Annualized baseline funding for Tier 1 and Tier 2: $159,198.48, as of April 1, 2012.
Target hours for Intervention (general): 1033

Annualized baseline for Out of Care Options Worker is $25,000, as of April 1, 2012.

DESCRIPTION OF SERVICES

FOSTER PARENT SUPPORT SERVICES

a) Screening, Information and Referral Services (Information and Referral)

Service Description
The Contractor will provide the following services to foster parents in the Vancouver Coastal Region:

- Tele-support system (1-800 telephone consultation/fax information exchange/e-mail notification, exchange, update/email consultations) to deliver information regarding services available to foster parents throughout the Region. Direct tele-support through this system will be made available during regular business hours, five days per week
- Provide qualified foster support workers to service the tele-support system
- Screen calls received and provide information and referral as required, including information regarding Ministry services, professional services, and community services
- Compile literature addressing common areas such as child developmental transitions, communication strategies, conflict resolution skills and stress management strategies, and make this available to caregivers through the tele-support system
- Establish a foster parent website and newsletter to communicate pertinent information regarding regional or other events or initiatives, and to provide parenting information, and research and best practice information

Information and education provided through this support service will be integrated with specialized training and education modules, and with professional development opportunities provided through self-help/mutual aid, in order to maximize expertise and provide the best, most relevant information to the widest range of foster parents.

b) Protocol Training and Support (Intervention)

Service Description
The Contractor will organize, train and supervise volunteer support workers, or will provide local foster parent support workers, foster parents mentors, or professionals as needed, specifically to provide a range of services to foster parents involved with protocol processes. Services provided to foster parents will include:

- Education and information regarding Ministry and Aboriginal delegated agency protocol processes
- Critical incident stress debriefing or support services
- Crisis intervention, stabilization and follow up services where indicated
- Documentation of crisis responses and service plans
- Connecting foster parents to self help/mutual aid or other volunteer mentoring services
- In consultation with the Ministry or Aboriginal delegated agency, provide timely referrals to counsellors or other professionals

c) Foster Parent Self Help/Mutual Aid (Mutual Aid)

Service Description
The Contractor will provide a range of strategies that connect foster parents so that they provide mutual emotional support; learn new ways to cope; determine ways to improve their practice; and help others while helping themselves. Service provision will be flexible: one-on-one, group, phone, or on-line.

The Contractor will organize, schedule and facilitate regular monthly meetings for foster parents, supplemented by additional professional expertise and building on identified needs in the foster parent group. Meetings will be organized based on existing foster parent groups or community-based chapters, and will focus on similar needs in the groups to provide educational and other professional development opportunities. Opportunities will include visiting professionals to address issues such as fostering Aboriginal children and youth, inclusive foster care, separation and loss, attachment issues, conflict resolution and mediation, FASD, strategies to cope with aggressive or non-compliant behaviour, issues specific to youth such as substance use, high risk behaviour, and mental health issues such as depression, anxiety, and conduct and attachment disorders.

The Contractor will be responsible for encouraging and providing concrete and other incentives to foster parents to facilitate and maximize participation.

These support and professional development opportunities will build on and integrate with core and other foster parent training and support services. The Contractor will link to existing partnerships and groups in the foster parent and adoptive parent community, and will work with Ministry and Aboriginal delegated agency Resource liaisons to ensure that services are efficient and effective, and are integrated with the wider range of service outlined in this document, as well as with Ministry and Aboriginal delegated agency residential and non-residential services. Linkages with Health and Child and Youth Mental Health services will be particularly important in developing and maximizing opportunities for training and professional development opportunities for foster parents.

Services provided will include but not be limited to:
- Organization, scheduling and facilitating of regular monthly meetings for foster parents
- Establishment of an electronic, shared registry that identifies the expertise of foster parents
- Organization and maintenance of a Training Advisory Committee comprised of service providers and key partners
- Development and implementation of data collection strategies to enable timely identification of common concerns and areas of interest; and to monitor the effectiveness of services provided
- Identification of a representative to participate in a provincial Ministry family care reference group
- Organization of and participation in community forums to identify foster parent support and solutions

d) Foster Parent Volunteer Mentoring (Volunteer Mentoring)

Service Description
A mentoring relationship is one in which a foster parent voluntarily gives support, assistance, advocacy or guidance to another foster parent who has less experience. Commitment, effective matching and recognition are crucial. The Contractor will develop a foster parent mentor program that is purposeful and planned, and will include orientation, training, and ongoing support and supervision of foster parent mentors.

An orientation package will be developed for use by foster parent mentors that will include information regarding Ministry services and systems; confidentiality requirements; child, youth and foster parent rights; reportable incidents, and complaint/resolution processes.

e) Support to Foster Parent Recruitment (Recruitment)

Service Description
The focus of this service is to support Ministry and Aboriginal delegated agency recruitment efforts by working cooperatively and actively with Ministry and Aboriginal delegated agency staff and the community to develop and implement innovative strategies to attract, recruit, and provide orientation for prospective foster and adoptive families. Strategies include but are not limited to the following:
- Participation in resource fairs, recruitment drives and focus groups to attract and recruit prospective caregivers
- Participation in foster parent recognition events
- Provision of information regarding the foster parent process on the organization's website and in local community publications
- Provision of community organizations and the general public with information regarding the recruitment process

- Referral of potential foster parents to recruitment teams and promotion of fostering in the community

f) Relief Services to Foster Parents

Service Description – Caregiver Registry
A caregiver registry will be developed to provide foster parents with a range of alternate childcare through their group of foster parents, and through community caregivers. The Contractor will work with Ministry and Aboriginal delegated agency Resource liaisons to build on existing foster parent groups to establish coordinate and maintain childcare exchange between foster parents that is easily accessible and flexible.

In addition, the Contractor will develop and maintain a registry of trained community caregivers to provide relief services. The range of community caregivers will include those available on a flexible basis and for hours that include evenings and weekends. The range of trained relief caregivers can include paid staff, contracted professional child and youth care services, and volunteers, and will include community caregivers with the skill and expertise to work with high needs children and youth. The qualifications and capabilities of each community caregiver will be identified in the registry to assist in appropriate matching, and feedback will be sought from foster parents regarding the quality of service provided.

The registry will be accessed electronically as well as directly through the service.

Services will include but not be limited to:
- Recruitment and screening of community caregivers on an ongoing basis
- Establishment and maintenance of a foster parent and community caregiver registry
- Provision of ongoing support and monitoring of services provided

IN-HOME FOSTER PARENT SUPPORT SERVICES

Service Description
In-home services are provided to foster parents with children or youth in their homes that require a high level of care due to significant behavioural, emotional, mental health or medical conditions. Specialized services will also be provided to foster parents experiencing family crises or significant therapeutic issues that negatively affect their ability to provide effective care. Services focus on building foster parent skill and ability.

Access
In-home services will be accessed through Ministry and Aboriginal delegated agency Resource staff in Vancouver, Richmond and North Shore communities, in consultation with the Centralized Referral Table. Consultation and support will be provided to coastal communities by telephone.

Response Time and Length of Involvement
Services will be available on an emergency basis where required and on an intensive basis where indicated. Services will be provided for a maximum of three months. Requests for extension of service will be referred to the Ministry or Aboriginal delegated agency for consideration.

Flexibility of response is required to provide in-home service to foster parents in the following circumstances:
- on an emergency basis
- on a crisis basis within 24 hours of referral
- on an intensive basis for up to three weeks
- on a planned, short-term basis for up to three months
- on an intermittent basis to respond to child or youth developmental or other transitions

Service providers will use a crisis intervention approach where indicated, within the range of specialized services outlined below. A crisis response will normally include crisis assessment, engagement and relationship building where required, identification of major problems, dealing with emotional responses, generating and exploring alternatives, developing a plan, establishing agreement, and providing follow up.

Crisis intervention will be available to foster parents 24/7 both by telephone or in-home if indicated. These responses will be integrated into the overall service plan, with clear lines of communication established to inform Resource social workers. Protocols will be developed to ensure that adequate consultation and decision-making authority is accessible 24 hours per day, seven days per week. This service will be linked to a staffed, residential setting.

Transitional Services
In consultation with the foster parent, the Ministry or Aboriginal delegated agency social worker, and the Resource social worker, transitional services may be provided for up to three months to assist a foster parent or caregiver in the child or youth's next placement, whether that placement be with family or in a Ministry or Aboriginal delegated agency foster home or other residential resource. This planning will occur within the context of integrated case management provided through the Resource and District Office teams, including other service providers as required. Service can be provided from the range of services outlined below.

Overall Staffing
Children and youth in care may have a history of abuse and neglect, have been pre-natally exposed to substances, have experienced significant disruption in placement continuity, and have significant difficulty forming positive attachments. These children and youth may demonstrate significant to severe behavioural difficulties, exhibit cognitive and developmental challenges, and have complex health and mental health diagnoses.

All staff providing specialized services will require knowledge and expertise in a wide range of issues affecting children and youth in care, and will be experienced in working in a multidisciplinary and multi-system environment.

Seriously non-compliant, disruptive, aggressive, abusive or violent behaviours can be significant contributors to placement disruption. Service providers will incorporate an understanding of the underlying etiology of this and other behaviours, the outcomes anticipated, and the interventions required that will best meet the needs of foster parents caring for the child or youth.

a) Assessment and Integrated Service Planning (Individual Intervention)

Service Description
One primary service provider will be assigned to work with each foster family referred to ensure continuity. The primary provider will support foster parents in their role as members of an integrated case management team that includes the Resource Social Worker and the Ministry or Aboriginal delegated agency Social Worker with guardianship responsibilities. The primary provider will work with the foster parent and the Resource Social Worker to develop a foster parent service plan that builds on the integrated service plan for children in care, identifies which services and which service providers are required, and outlines how service will be delivered. The *Child and Adolescent Functional Assessment Scale (CAFAS)* will be utilized to provide child-specific information to assist in the development of the foster parent service plan. Planning where indicated will also build on additional tools utilized through the Resource teams, including the *Nipissing* developmental screening tool.

Assessment and integrated service planning will build on and coordinate with other Ministry and Aboriginal delegated agency planning processes where indicated, to efficiently and effectively integrate service and service provision. Other Ministry planning processes include:
- Integrated Case Management (ICM)
- Comprehensive Risk Assessment (CRA) and Risk Reduction Plan (RRP) development
- Comprehensive Plan of Care (CPOC) or Looking After Children (LAC) development; and
- Family Group Decision-Making (FGDM)

The primary provider will ensure that the foster parent service plan is implemented and will assist the foster parent in coordinating services between Resource and child or youth social workers. The focus of the service will be to build foster parent capacity to effectively care for the children and youth in their home, including coordination of other involved professionals or community service providers.

Where indicated, the primary provider, in consultation with their clinical team, the foster parent and the Resource social worker, will ensure that additional specialized assessment and treatment services are accessed, including

Child and Youth Mental Health services, British Columbia Children's Hospital, and Alderwood Family Development Centre. The primary provider will also facilitate access to additional psycho educational, psychological or other specialized assessments.

b) Behavioural Consultation and Support (Individual Intervention)

Service Description
This service will provide specific recommendations, education and training regarding behaviour problems in children and youth. Based on assessment information and observation, the consultant will provide a functional assessment of behaviour patterns and will recommend and model strategies to modify these patterns. This service will be provided in the foster home wherever possible by a clinician or a behavioural specialist with expertise in disordered behaviour in children and youth. The consultant will develop a written plan outlining the recommended strategies, and will work directly with foster parents to implement those strategies.

Staffing
Consultants providing this service will require a bachelor or graduate degree in social work, child and youth care, or a related human services field, with a minimum of three years' related experience, or a diploma in child and youth care and a minimum of three years' experience working with children and youth exhibiting disordered behaviour.

c) Counselling Intervention (Individual Intervention)

Service Description
This is a short-term, targeted intervention aimed at resolving issues in the foster family which negatively affect their ability to provide effective parenting to children and youth in their care. Where indicated, this service will be coordinated with family preservation and reunification service providers. Counselling services support personal growth and development and situation change by helping families cope with the stresses of daily living and manage psycho-social adjustments related to normal life cycle issues. Where specialized therapeutic intervention is required, the Contractor will facilitate the provision of services through the Centralized Referral Table.

Staffing
Counsellors providing this service will require a bachelor or graduate degree in social work, child and youth care, or a related human services field, with a minimum of three years' related experience, or a diploma in child and youth care and a minimum of three years' experience working with families.

OUT OF CARE OPTIONS

The contractor will enhance existing Foster Support and Education Services by expanding support services to include In-home support for Out of Care placements.

The purpose of the Out of Care Worker is to provide support to extended family in raising children who can no longer live with their parents. These arrangements are referred to as Out of Care Option placements or Kinship Care placements. Kinship care agreements temporarily provide a child with a safe environment with a familiar person while maintaining a strong connection to his/her family and supporting reunification.
The Contractor will collaborate and consult with the MCFD Out of Care Options Resource Worker, and child protection social worker to monitor and support Kinship placements, including reunification efforts.
The Contract will provide the following services: Intervention, Linkage and Brokerage and Training and Education

a) Intervention: activities provided to maintain or prompt a planned change in the behavior, condition or functioning of children, youth, and or families/caregivers. Including guidance provided to a child, youth, and family/caregivers to support personal growth, development, or situational change.

Components of Intervention will include, but are not limited to:

- provide in-home support to Out of Care placements.
- provide parenting and behavioural strategies for effective parenting
- provide information regarding ages and stages of development
- support reunification plans by supporting child, youth, family and or caregivers

b) **Linkage and Brokerage**: activities to connect a family, child, or youth to a formal support/resource, or to facilitate the formal support's direct connection to a child, youth or family.

Components of Linkage and Brokerage will include, but are not limited to:

- The Contractor will establish linkages to existing community support groups depending on needs of care providers and make referrals to existing Foster Parent Support and Education Programs and the Mental Health Residential Consultation Program.
- Assist Out of Care Placements in accessing daycare, medical services, and baby-sitting.
-

c) Training and Education: range of strategies for imparting knowledge, improving skills a building awareness of resources.

Components of Training and Education will include, but are not limited to:

- The contractor will assist in developing and delivering training for Out of Care providers, in consultation with the MCFD Resource Team.

Staffing

Staff providing this service will require a bachelor degree in social work, child and youth care or related human services field, with a minimum of 2 years' related experience , or a diploma in child and youth care and a minimum of three years' experience working with children, youth, family and caregivers.

The geographic service area includes Caregivers living in; Vancouver, Richmond and the North Shore, but may also include Out of Care service providers located within the Lower Mainland.

Attachment 1.2 to Subsidiary Component Agreement No. FT08424006

Family Services of Greater Vancouver - Foster Parent Support and Education Services

Program Indicators

FPS Foster Parent Support

No	Service	Indicator	Definition
101	GENERAL	GEN: # intakes	Number of families deemed eligible to receive Foster Parent Support this month for the first time. Includes families who have previously accessed Foster Parent Support but who were discharged and have returned to address a new or changed situation. Excludes families for whom service was extended.
102	GENERAL	GEN: # intakes who identify as aboriginal	Number of families deemed eligible to receive Foster Parent Support this month for the first time whose child is identified by his/her guardian as being of Aboriginal heritage. This number is a sub-set of the total number of families accessing Foster Parent Support for the first time and therefore cannot exceed that number.
103	**GENERAL**	**GEN:% intakes who identify as aboriginal**	**# intakes who identify as Aboriginal / # intakes**
121	INFORMATION & REFERRAL	IFR: # inquiries	Number of times this month that staff provided information about Foster Parent Support or other programs to individuals not currently engaged in Foster Parent Support. (If the recipient is already engaged in Foster Parent Support, the inquiry counts as individual intervention.) Information may be provided in person or over the phone.
131	INTERVENTION	INT: # hours individual intervention provided	Number of hours this month that staff provided individual intervention to foster families. Individual intervention may be provided in person or over the phone with one or more family members. Hours should be reported to the nearest quarter hour e.g. 0.25, 0.5, 0.75,1, 1.25 etc.
132	INTERVENTION	INT: # foster families receiving individual intervention	Number of foster families to whom staff provided individual intervention this month.
133	**INTERVENTION**	**INT: Average hours individual intervention per foster family**	**# hours / # families**
134	INTERVENTION	INT: # hours protocol support provided	Number of hours staff provided protocol support this month.
135	INTERVENTION	INT: # foster families receiving protocol support	Number of foster families who received protocol support this month.
136	**INTERVENTION**	**INT: Average hours protocol support per foster family**	**# hours / # families**
151	MENTORING	VME: # volunteer mentor matches made	Number of volunteer mentor matches that met for the first time this month.
152	MENTORING	VME: Total # of matches that met	Number of volunteer mentor matches that met this month whether for the first or subsequent time.
153	MENTORING	VME: # hours that matches met	Number of hours this month that volunteer mentor matches met. Meetings must take place in person and should be reported to the nearest quarter hour e.g. 0.25, 0.5, 0.75, 1, 1.25 etc.

Program Indicators

FPS Foster Parent Support

No	Service	Indicator	Definition
154	**MENTORING**	**VME: Average # hours that matches met**	**# hours / # matches that met**
161	MUTUAL AID	MTA: # sessions of mutual aid	Number of times this month that staff facilitated mutual aid sessions
162	MUTUAL AID	MTA: # hours mutual aid sessions	Number of hours this month that staff facilitated mutual aid sessions. Mutual aid sessions are designed to enable caregivers to connect for the purpose of supporting each other.The number of hours should be reported to the nearest quarter hour e.g. 0.25, 0.5, 0.75, 1, 1.25 etc.
163	MUTUAL AID	MTA: # attendances at mutual aid sessions	Total number of attendances by members of foster families at mutual aid sessions this month. Each member of a family attending a mutual aid session counts separately for the purposes of this indicator.
164	**MUTUAL AID**	**MTA: Average # attendances per mutual aid session**	**# attendances / # sessions**
171	RECRUITMENT	RCT: # hours of recruitment activities	Number of hours staff provided support to recruitment of caregivers this month. Includes activities to attract, screen or orient families prior to their becoming foster families.
172	RETENTION	RET: # hours of retention activities	Number of hours staff provided retention activities this month. Retention includes those activities intended to maintain active relationships between current foster families and MCFD, such as recognition events.
999	**GENERAL**	**GEN: # unique clients YTD**	**# active client units as of April 1, plus # intakes May - March**

Attachment 2.1 to Subsidiary Component Agreement No. FT08424006
Family Services of Greater Vancouver – Foster Parent Support and Education Services
Financial Report

Financial Report **Sample Report**

Name of Organization: Family Services of Greater Vancouver

Contract No.: FT08424006 – Foster Parent Support and Education Services

Period Covered:

SCA No. FT08424006 Detail	Tier 1 Foster Parent Support Services	Tier 2 In-Home Support Services	Out of Care Worker	TOTALS
Total Operational Revenue				
Operational Expenses:				
Total Wages and Benefits				
Total Client Support Costs				
Total Transportation				
Total Program Support				
Total Program Admin. Support				
Total Facilities Expenses				
Total Operational Prg. Admin				
Total Admin. & Gen. Exp.*				
Total Operational Expenses				
Number of Units				
Unit Cost				
Total Surplus/(deficit)	$	$	$	$

* Definitions from the Specified Audit Procedures, Core Policy and Procedures Manual, 6.3.2(d) Continuing Service Agreements, Policy 1, Appendix F.

Comments regarding variances:

This report has been prepared from the books and records of the Contractor for the funding period ended _____. I hereby confirm to the best of my knowledge and belief, that the information contained herein, was compiled in accordance with generally accepted accounting principles and in compliance with the Province's Core Policy and Procedures Manual. There is nothing to my knowledge that has not been disclosed in this report which would affect the accuracy and completeness of the financial information.

Signature: Date

Print Name: Print Title: Executive Director

SUBSIDIARY COMPONENT AGREEMENT (SCA)

BRITISH COLUMBIA

Ministry of Children and Family Development

BRITISH COLUMBIA — Ministry of Children and Family Development	**SUBSIDIARY COMPONENT AGREEMENT: FT08424006** **DOING BUSINESS AS: FAMILY SERVICES OF GREATER VANCOUVER** **Agreement Name:** Foster Parent Support and Education

HER MAJESTY THE QUEEN IN RIGHT OF THE PROVINCE OF BRITISH COLUMBIA, represented by The Minister of Children and Family Development (the "Province", "we", "us", or "our" as applicable) at the following address:	AND FAMILY SERVICES OF GREATER VANCOUVER (Legal Name) (the "Contractor", "you", or "your" as applicable) at the following address:
9TH FLOOR 865 HORNBY ST VANCOUVER, B.C. CANADA V6Z 2G3 Fax Number: (604)660-4005	201-1638 BROADWAY E VANCOUVER, BC V5N 1W1 Authorized Email: cbonesky@fsgv.ca Fax Number: (604)733-7009

The term for the Subsidiary Component Agreement begins on: 01/04/2014 (Day/Month/Year) and ends on 31/03/2015 (Day/Month/Year)

THE PARTIES AGREE TO THE TERMS ON THE ATTACHED PAGES OF THIS DOCUMENT AND OUTLINED BELOW.
THIS SUBSIDIARY COMPONENT AGREEMENT IS PART OF THE THIRD PARTY SERVICE AGREEMENT FT08424000:

APPLICABLE SCHEDULES:

- **SCHEDULE A - SERVICES**
- **SCHEDULE B - PAYMENT & FINANCIAL REPORTING**
- **SCHEDULE C - APPROVED SUBCONTRACTOR(S)**
- **SCHEDULE D - RISK MANAGEMENT & CONFLICT RESOLUTION**
- **SCHEDULE E - AUTHORIZED PERSONS (FOR THE SUBSIDIARY COMPONENT AGREEMENT)**
- **SCHEDULE F - INFORMATION MANAGEMENT & PRIVACY PROTECTION**
- **SCHEDULE H - ADDITIONAL TERMS**

SIGNED AND DELIVERED on the 11th day of April, 2014 on behalf of the Province by its duly authorized representative

Signature: Teresa Goodman

Print Name: Teresa Goodman

Position: Contract Manager or Designate

Responsibility Centre: CONTRACT MGMT OFFICE

SIGNED AND DELIVERED on the 10 day of Apr. 1, 2014 by or on behalf of the Contractor (or by its authorized signatory or signatories if the Contractor is a corporation)

Signature: Caroline J Bonesky

Print Name: Caroline Bonesky Position: Chief Executive Officer

Signature:

Print Name: Position:

Signature:

Print Name: Position:

READ TERMS ON THE ATTACHED PAGES OF THIS DOCUMENT

SCHEDULE A – SERVICES

General

The Contractor will provide all necessary components for delivery of the programs delineated below, including sufficient qualified program staff, administrative support, premises, materials and equipment.

Family, child or youth specific progress reports and reports suitable for presentation in Court proceedings will be provided where required and in a mutually agreed upon format.

The Province will appoint a contract supervisor for the Contractor's services funded under this Agreement. The parties agree to conduct contract reviews during the Funding Period to review the ***Service Deliverables*** and any other issues of mutual concern, including the following:

- statements and reports required in Schedule H, *Statements and Reports*;
- program elements, including hours of operation;
- access and admission criteria;
- intake and referral processes;
- frequency, content and format of progress and Court ready reports
- wait list management;
- exceptions to normal practice;
- critical incident reporting procedures;
- issue management;
- program liaison.

Services have been restructured based on a comprehensive system of care model, supported by accreditation and enhanced reporting requirements. The Province and the Contractor are using a collaborative approach to the continuing development of output-based contracts and measurable client outcomes. Both parties agree to work together to achieve these objectives. Data collected during the term of this agreement will be reviewed by both parties and then used to establish baseline targets for future contracts.

The parties agree to meet during the term of the Agreement to review service deliverables; output, outcome and financial reporting; geographic areas served and funding allocation by geographic area.

SUMMARY

Term **01/04/2014 to 31/03/2015** ***Total Amount of Component Agreement*** **$184,198.56**

Allocation by Programs and Services

Grouped Services			
Foster Parent Support and Education			
	Intervention - General		$159,198.48
		Sub-Total	**$159,198.48**
Out of Care Options Worker			
	Intervention - General		$25,000.08
Non-Program Services			

Grouped Services		
	Sub-Total	**$0.00**
	Total	**$184,198.56**

Allocation by Community

Communities Served		
Vancouver North		$61,399.52
Richmond (38)		$61,399.52
Vancouver South		$61,399.52
	Total	**$184,198.56**

Allocation by Business Area

Core Business Area	Business Area - Sub Business Area	
Child and Family Development		
	Permanency Planning for Children and Youth/Children in Care	$184,198.56
	Sub-Total	**$184,198.56**
	Total	**$184,198.56**

Foster Parent Support and Education

SERVICE: INTERVENTION - GENERAL **Total Amount** $159,198.48

Definitions	Activities provided to maintain or prompt a planned change in the behaviour, condition or functioning of children, youth, and/or families/caregivers.		
Project Code	18CN289		
Input	Qualified Staff		
Output Indicators	# Direct Hours	**Quantity**	1033
	# Recipients		18
Reporting Frequency	Monthly		
Core Business Area	Child and Family Development		
Business Area	Permanency Planning for Children and Youth		
Sub Business Area	Children in Care		
Communities Served			

Richmond (38)	**Recipient(s)**	Family	**Amount**	$53,066.16
Vancouver North	**Recipient(s)**	Family	**Amount**	$53,066.16
Vancouver South	**Recipient(s)**	Family	**Amount**	$53,066.16

This allocation is provided as an estimate.

BUSINESS AREA OUTCOMES

- Families have an enhanced capacity to care for their children
- Extended Families and communities are actively engaged and caring for children
- Children and youth are healthy and have a sense of well-being
- Children and youth are free from abuse, neglect and exploitation
- Children and youth experience stability and permanence in their family and alternative family environment
- Children in care are engaged and successful at school and experience positive outcomes
- Children in care transition successfully to adulthood through appropriate supports and supportive relationships

Out of Care Options Worker

SERVICE: INTERVENTION - GENERAL **Total Amount** $25,000.08

Definitions	Activities provided to maintain or prompt a planned change in the behaviour, condition or functioning of children, youth, and/or families/caregivers.		
Project Code	18CN289		
Input	Qualified Staff		
Output Indicators	# Direct One to One Hours	**Quantity**	
Reporting Frequency	Monthly		
Core Business Area	Child and Family Development		
Business Area	Permanency Planning for Children and Youth		
Sub Business Area	Children in Care		
Communities Served			

Richmond (38)	**Recipient(s)**	Family	**Amount**	$8,333.36
Vancouver North	**Recipient(s)**	Family	**Amount**	$8,333.36
Vancouver South	**Recipient(s)**	Family	**Amount**	$8,333.36

This allocation is provided as an estimate.

BUSINESS AREA OUTCOMES

- Families have an enhanced capacity to care for their children
- Extended Families and communities are actively engaged and caring for children
- Children and youth are healthy and have a sense of well-being
- Children and youth are free from abuse, neglect and exploitation
- Children and youth experience stability and permanence in their family and alternative family

environment

- Children in care are engaged and successful at school and experience positive outcomes
- Children in care transition successfully to adulthood through appropriate supports and supportive relationships

Attachments

Name	Attachment 1.2 Indicators	*Attachment 1.2 Indicators.doc*
Name	Attachment 1.1 - Service Description	*Attachment 1.1 Service Overview.doc*

SCHEDULE B – PAYMENT & FINANCIAL REPORTING

Aggregate Maximum

1.1 Subject to the provisions of the Third Party Service Agreement and this Subsidiary Component Agreement, we will pay you an amount not exceeding $184,198.56, including GST, in the aggregate, for providing the Services set out in Schedule A, during the term of this Subsidiary Component Agreement.

Payments

2.1 **Monthly Recurring**

We will pay you on or about the 15th day of the month commencing on the 1st day of April, 2014 as provided in the following payment schedule:

From	To	Amount	GST	Total
April 1, 2014	March 31, 2015	$15,349.88	$0.00	$184,198.56
				$184,198.56

2.2 **Payment Address**

201-1638 BROADWAY E VANCOUVER, BC V5N 1W1

Goods and Services Tax (GST)

Financial Reports

2.3 In addition to the financial statements referred to in the Audit and Service Evaluation section of FT08424000 any financial reports should, at a minimum, relate costs to service outputs. The following additional financial reports are required:

Name	Description
9-Month Service Cost Report	Report that outlines the costs associated with a service every 9 months.
Semi-annual Service Cost Report	Report that outlines the semi-annual costs associated with a service.

Transition to Unit Cost Based Payments

2.4 Not applicable

Attachments

Name Attachment 2.1 Financial Report *Attachment 2.1 Financial Report.doc*

SCHEDULE C – APPROVED SUBCONTRACTOR(S)

Subcontractors

1.1 The following persons or organizations, are specified as Subcontractors under section 12 of the Third Party Service Agreement, for purposes of this Subsidiary Component Agreement:

None

SCHEDULE D – RISK MANAGEMENT & CONFLICT RESOLUTION

Criminal Record Check

1.1 In accordance with the Criminal Records Review Act, you must undertake a criminal record check of each staff member or other person who has, or potentially has, unsupervised access to children, or who has access to their records.

1.2 In addition to any criminal record checks required under the Criminal Records Review Act, you must undertake a criminal record check on volunteers or other individuals who have, or potentially have, unsupervised access to children or their records.

1.3 Upon our written request you must provide us written confirmation that:

(a) criminal record checks have been initiated;

(b) you have acted on instructions from the adjudicator or us; and

(c) all other related procedures have been followed.

Conflict Resolution Officials

2.1 The designated "Officials" of the parties for the purposes of the Conflict Resolution Protocol are:

	Province	**Contractor**
Stage One:	Community Services Manager or Designate	Executive Director or Designate
Stage Two:	Executive Director of Service	Executive Director or Designate
Stage Three:	Deputy Minister or Designate	Chair, Board of Directors or Designate

Permits and Licenses

3.1 You must obtain all the permits and licenses required to perform the Services, including, but not limited to:

(a) any permits or licenses required by municipal or health authorities for the operation of the Services delineated in Schedule A.

(b) any municipal, provincial, federal permits and licenses required to provide the Services including motor vehicle licenses of the appropriate class to provide transportation to clients.

Insurance and Indemnity

A. For all Contractor's activities under this Agreement to which the Master Insurance Program applies, as determined by the Province in its sole discretion:

4.1 The Province will purchase and maintain Comprehensive General Liability insurance in the amount of $2,000,000 inclusive per occurrence against bodily injury and property damage arising out of the Contractor's performance of the Services on behalf of the Province as outlined in this Agreement.

4.2 The Contractor shall be responsible for and pay any deductible under the policy.

4.3 The Contractor will be provided with a Certificate of Insurance and a copy of the insurance policy wording.

4.4 The Province will take reasonable steps to ensure the coverage specified in section 1 is continuous for the duration of this Agreement but the Province does not accept responsibility for providing coverage in the event the insurance is cancelled or reduced by the insurer.

4.5 The Province does not represent or warrant that the policy contains insurance for any and all losses. It is the Contractor's responsibility to ascertain the exact nature and extent of coverage of the policy as well as any and all terms and conditions of the policy.

4.6 The Contractor shall provide, maintain, and pay for, any additional insurance which the Contractor is required by law to carry, or which the Contractor considers necessary to cover risks not otherwise covered by insurance specified in section 1.

B. For all Contractor's activities to which the Master Insurance Program does not apply, the Contractor shall:

5.1 The Contractor must, without limiting its obligation or liabilities and at its own expense, purchase and maintain throughout the term of this Agreement the following insurances with insurers licensed in Canada in forms and amounts acceptable to the Province:

(a) Commercial General Liability in an amount not less than $2,000,000.00 inclusive per occurrence against bodily injury, personal injury and property damage and including liability assumed under this Agreement and this insurance must:

(i) include the Province as an additional insured;

(ii) be endorsed to provide the Province with 30 days advance written notice of cancellation or material change; and

(iii) include a cross liability clause.

5.2 All insurance described in paragraph 1 of this Schedule must:

(a) be primary; and

(b) not require the sharing of any loss by any insurer of the Province.

5.3 The Contractor must provide the Province with evidence of all required insurance:

(a) Within 10 working days of commencement of the Services, the Contractor must provide to the Province evidence of all required insurance in the form of a completed Province of British Columbia Certificate of Insurance.

(b) If the insurance policy(ies) expire before the end of the term of this Agreement, the Contractor must provide within 10 working days of expiration, evidence of new or renewal policy(ies) of all expired insurance in the form of a completed Province of British Columbia Certificate of Insurance.

(c) Notwithstanding paragraph 3(a) or (b) above, if requested by the Province at any time, the Contractor must provide to the Province certified copies of the required insurance policies.

5.4 The Contractor shall provide, maintain, and pay for, any additional insurance which it is required by law to carry, or which it considers necessary to cover risks not otherwise covered by insurance specified in this schedule in its sole discretion.

C. Whether A or B applies to the Services, for all Contractor activities under this Agreement:

6.1 The Contractor shall maintain Automobile Liability insurance on all vehicles owned, operated or licensed by the Contractor in an amount not less than $2,000,000 per occurrence, and where applicable the Contractor may show evidence of this insurance using an ICBC Confirmation of Insurance Coverage (APV-47) form in place of the requirement for the BC Certificate of Insurance.

6.2 Additional Insurance: Not applicable

SCHEDULE E – AUTHORIZED PERSONS (FOR THE SUBSIDIARY COMPONENT AGREEMENT)

Authorized Persons

1.1 The Contractor designates any of the following persons, (identified by name and/or position) to act for you in relation to this Subsidiary Component Agreement:

Caroline Bonesky, Chief Executive Officer

1.2 The Ministry designates any of the following persons (identify by name and/or position) to act for us in relation to this Subsidiary Component Agreement:

Kathy Pitlar, Procurement Specialist

Sharon Armstrong, Community Services Manager or Designate

SCHEDULE F1 – PRIVACY PROTECTION SCHEDULE

This Schedule forms part of the agreement between Her Majesty the Queen in right of the Province of British Columbia represented by

The Ministry of Children and Family Development (the "Province") and FAMILY SERVICES OF GREATER VANCOUVER (the "Contractor")

respecting Foster Parent Support and Education (the "Agreement")

Definitions

1. In this Schedule,

   (a) "access" means disclosure by the provision of access;

   (b) "Act" means the Freedom of Information and Protection of Privacy Act (British Columbia), as amended from time to time;

   (c) "contact information" means information to enable an individual at a place of business to be contacted and includes the name, position name or title, business telephone number, business address, business email or business fax number of the individual;

   (d) "personal information" means recorded information about an identifiable individual, other than contact information, collected or created by the Contractor as a result of the Agreement or any previous agreement between the Province and the Contractor dealing with the same subject matter as the Agreement but excluding any such information that, if this Schedule did not apply to it, would not be under the "control of a public body" within the meaning of the Act.

Purpose

2. The purpose of this Schedule is to:

   (a) enable the Province to comply with its statutory obligations under the Act with respect to personal information; and

   (b) ensure that, as a service provider, the Contractor is aware of and complies with its statutory obligations under the Act with respect to personal information.

Collection of personal information

3. Unless the Agreement otherwise specifies or the Province otherwise directs in writing, the Contractor may only collect or create personal information that is necessary for the performance of the Contractor's obligations, or the exercise of the Contractor's rights, under the Agreement.

4. Unless the Agreement otherwise specifies or the Province otherwise directs in writing, the Contractor must collect personal information directly from the individual the information is about.

5. Unless the Agreement otherwise specifies or the Province otherwise directs in writing, the Contractor must tell an individual from whom the Contractor collects personal information:

   (a) the purpose for collecting it;

(b) the legal authority for collecting it; and

(c) the title, business address and business telephone number of the person designated by the Province to answer questions about the Contractor's collection of personal information.

Accuracy of personal information

6. The Contractor must make every reasonable effort to ensure the accuracy and completeness of any personal information to be used by the Contractor or the Province to make a decision that directly affects the individual the information is about.

Requests for access to personal information

7. If the Contractor receives a request for access to personal information from a person other than the Province, the Contractor must promptly advise the person to make the request to the Province unless the Agreement expressly requires the Contractor to provide such access and, if the Province has advised the Contractor of the name or title and contact information of an official of the Province to whom such requests are to be made, the Contractor must also promptly provide that official's name or title and contact information to the person making the request.

Correction of personal information

8. Within 5 business days of receiving a written direction from the Province to correct or annotate any personal information, the Contractor must annotate or correct the information in accordance with the direction.

9. When issuing a written direction under section 8, the Province must advise the Contractor of the date the correction request to which the direction relates was received by the Province in order that the Contractor may comply with section 10.

10. Within 5 business days of correcting or annotating any personal information under section 8, the Contractor must provide the corrected or annotated information to any party to whom, within one year prior to the date the correction request was made to the Province, the Contractor disclosed the information being corrected or annotated.

11. If the Contractor receives a request for correction of personal information from a person other than the Province, the Contractor must promptly advise the person to make the request to the Province and, if the Province has advised the Contractor of the name or title and contact information of an official of the Province to whom such requests are to be made, the Contractor must also promptly provide that official's name or title and contact information to the person making the request.

Protection of personal information

12. The Contractor must protect personal information by making reasonable security arrangements against such risks as unauthorized access, collection, use, disclosure or disposal, including any expressly set out in the Agreement.

Storage and access to personal information

13. Unless the Province otherwise directs in writing, the Contractor must not store personal information outside Canada or permit access to personal information from outside Canada.

Retention of personal information

14. Unless the Agreement otherwise specifies, the Contractor must retain personal information until directed by the Province in writing to dispose of it or deliver it as specified in the direction.

Use of personal information

15. Unless the Province otherwise directs in writing, the Contractor may only use personal information if that use is:

(a) for the performance of the Contractor's obligations, or the exercise of the Contractor's rights, under the Agreement; and

(b) in accordance with section 13.

Disclosure of personal information

16. Unless the Province otherwise directs in writing, the Contractor may only disclose personal information inside Canada to any person other than the Province if the disclosure is for the performance of the Contractor's obligations, or the exercise of the Contractor's rights, under the Agreement.

17. Unless the Agreement otherwise specifies or the Province otherwise directs in writing, the Contractor must not disclose personal information outside Canada.

Inspection of personal information

18. In addition to any other rights of inspection the Province may have under the Agreement or under statute, the Province may, at any reasonable time and on reasonable notice to the Contractor, enter on the Contractor's premises to inspect any personal information in the possession of the Contractor or any of the Contractor's information management policies or practices relevant to its management of personal information or its compliance with this Schedule and the Contractor must permit, and provide reasonable assistance to, any such inspection.

Compliance with the Act and directions

19. The Contractor must in relation to personal information comply with:

    (a) the requirements of the Act applicable to the Contractor as a service provider, including any applicable order of the commissioner under the Act; and

    (b) any direction given by the Province under this Schedule.

20. The Contractor acknowledges that it is familiar with the requirements of the Act governing personal information that are applicable to it as a service provider.

Notice of non-compliance

21. If for any reason the Contractor does not comply, or anticipates that it will be unable to comply, with a provision in this Schedule in any respect, the Contractor must promptly notify the Province of the particulars of the non-compliance or anticipated non-compliance and what steps it proposes to take to address, or prevent recurrence of, the non-compliance or anticipated non-compliance.

Termination of Agreement

22. In addition to any other rights of termination which the Province may have under the Agreement or otherwise at law, the Province may, subject to any provisions in the Agreement establishing mandatory cure periods for defaults by the Contractor, terminate the Agreement by giving written notice of such termination to the Contractor, upon any failure of the Contractor to comply with this Schedule in a material respect.

Interpretation

23. In this Schedule, references to sections by number are to sections of this Schedule unless otherwise specified in this Schedule.

24. Any reference to the "Contractor" in this Schedule includes any subcontractor or agent retained by the Contractor to perform obligations under the Agreement and the Contractor must ensure that any such subcontractors and agents comply with this Schedule.

25. The obligations of the Contractor in this Schedule will survive the termination of the Agreement.

26. If a provision of the Agreement (including any direction given by the Province under this Schedule) conflicts with a requirement of the Act or an applicable order of the commissioner under the Act, the conflicting provision of the Agreement (or direction) will be inoperative to the extent of the conflict.

27. The Contractor must comply with the provisions of this Schedule despite any conflicting provision of this Agreement or, subject to section 28, the law of any jurisdiction outside Canada.

28. Nothing in this Schedule requires the Contractor to contravene the law of any jurisdiction outside Canada unless such contravention is required to comply with the Act.

SCHEDULE H – ADDITIONAL TERMS

Other

1. Notwithstanding Clause 55 (b) of the Third Party Service Agreement, the termination notice period for this Subsidiary Component Agreement is 90 days.

PAYMENT AND FINANCIAL INFORMATION

Aggregate Maximum

Subject to the provisions of this Agreement, the Province will pay to the Contractor an amount not exceeding **$184,198.56** in the aggregate for providing the Component Services during the Funding Period.

Annual baseline funding for this Agreement is **$184,198.56**.

STATEMENTS AND REPORTS

The Contractor will submit to the Province reports, in form and content acceptable to the Province, relating to the services and programs outlined in this Agreement. The required reports include, but are not limited to, the following:

(a) Monthly Indicator Reports – Indicators and Definitions are outlined in Attachment 1.2 to this Agreement

(b) Annual Report on Outcomes

(c) Other information as may be requested by the Province

Required reports will be submitted within 15 business days of the end of the period specified, commencing with a first report for the period ending April 30, 2014. For the purpose of this section and section 1.3, a "business day" is any day that is not a Saturday, a Sunday or a statutory holiday in British Columbia.

Financial Reports

Whether or not an annual financial statement (or review or audit of the same) is required and submitted under section 40 of the Third Party Service Agreement, the Contractor will, for the purposes of negotiation of any future agreement, submit to the Province, within 30 business days of the end of the 2nd and 3rd quarters of the Funding Period, a Financial Report (unaudited) showing revenues and expenditures for each service area. A sample of the Financial Report (unaudited) is included as Attachment 2.1 to this Agreement.

Attachment 1.1 to Subsidiary Component Agreement No. FT08424006
Family Services of Greater Vancouver
Foster Parent Support and Education Services - Service Description

Background

In 2003, the Vancouver Coastal Region undertook a redesign focused on consolidating internal and contracted services into an accessible, coherent, integrated, community-based, culturally responsive service delivery system. The system redesign was based on both research and community consultation. The objective of the new service delivery framework is to provide evidence and outcome-based services that improve outcomes and promote safety, well being, resilience, development and permanence for vulnerable children within their families and communities.

The Ministry has been refocusing its child and family services to emphasize permanency for children and youth in care, as outlined in *Achieving Out of Care Permanency for Children and Youth in Care, Permanency Planning Model for British Columbia,* prepared by the Permanency for Children and Youth Unit, March 2003. Permanency planning is used to describe a number of services and programs delivered on behalf of children and youth who are either at risk of being removed from their families, or who are in the care of the Director, with the goal of *securing a safe, caring, legally recognized and continuous family outside government care.* Residential services, including foster homes, family care group homes, and specialized residential group homes are integral to the Ministry's role and mandate to advance the safety and well being of vulnerable children and youth, and to meet the goal of permanency.

An extensive range of residential services are supported by Ministry Resource staff through contract management, support to caregivers and monitoring of homes, matching and placement of children and youth, liaison to Ministry teams, and recruitment and retention of homes. Contracted agencies support foster homes and other residential placements through an array of services, including support, training, education, and specialized support. Both Resource and contracted service staff work with protection and guardianship social workers to best meet the needs of children and youth who require out-of-home placements.

In provision of the range of service in this Agreement, the Contractor will work collaboratively with Hollyburn Family Services and Connexus Family and Children Services, both current providers of services to foster families in this region. These service providers have collaborated in the development of a model of service delivery that will consolidate existing services and programs into a comprehensive and integrated approach.

Principles of Service Provision

The services outlined in this Agreement are designed to increase the resiliency of foster parents through support and education; to increase the foster parents' confidence in his or her ability to provide quality care; and to increase both family and community capacity. Well supported foster parents will contribute to the establishment of permanency plans for children and youth; will promote attachment, resiliency, safety, and placement stability for children and youth in the community; and will work toward the successful reintegration of children and youth into their permanent homes. As team members, foster parents will be supported to be equal partners in the development of a service plan that includes services for the child and the child's biological/ adoptive parents, and supervision and support for the foster parents.

Services will be provided in the home and community where possible and indicated. The Contractor will support foster parents to build linkages with their communities through the use of both formal and informal supports. Services provided will be integrated, comprehensive, flexible, and responsive to the needs of foster parents.

Support programs will be designed to provide effective services that are fiscally accountable, and evidence and outcome based. Ongoing efforts will be made to incorporate emerging and relevant research and best practice recommendations.

Overall goals of service include an increase in foster parent knowledge, skill and capacity to manage behaviour and provide effective care to the children and youth in their care, an increase in foster parent retention, and a decrease in the frequency of placement breakdown.

Service Integration

These services are intended to maintain child and youth placements in foster homes and to support permanency efforts. The Contractor will ensure that links are established and maintained with involved Ministry and Aboriginal delegated agency Resource and District Office Social Workers. Foster parents will be encouraged and supported to be included in planning and decision-making, and to take an active role in family reunification efforts. Foster parents will be trained and supported to work directly with families where indicated, and will be assisted to link with the range of services necessary.

To ensure that services provided are integrated and culturally appropriate, the Contractor will work where indicated with Vancouver Aboriginal Child and Family Services Society (VACFSS) and other delegated Aboriginal agencies, the Federation of Aboriginal Foster Parents (FAFP), and other organizations providing support services to Aboriginal caregivers. Knowledge of the three cultural constituent groups with the Vancouver Coastal Region will be demonstrated and promising practices will be incorporated wherever possible.

The Vancouver Coastal Region is also working to incorporate eighteen promising practices identified for services provided to Aboriginal children, youth, families and foster families. Services will be designed to be culture-based and to incorporate Aboriginal values, traditions, resources and practices. Following are the eighteen promising practices:

- Use of extended family and extended family concept (context);
- Use of traditional teachings that describe wellness, balance, and harmony or provide a mental framework or provide a mental framework for wellness and use these as objectives for the families (spirit, mind);
- Use of specific cultural approaches such as storytelling, talking circles, ceremonies, sweat lodges, feasts, etc. (mind, spirit, body);
- Use of cultural adaptations to mainstream system of care practices such as wraparound, respite, crisis intervention, collaboration (mind, context);
- Use of cultural restoration, via mentors, groups, crafts, (context, body);
- Use of methods to promote healing of Indian identity and development of positive cultural self-esteem (mind);
- Use of methods that build connection to community, culture, group, clan, extended family (context);
- Use of methods that build up the sense of dignity and strength (mind);
- Use of methods that invoke the positive effects of spiritual belief or tap into spiritual strengths or support (spirit);
- Use of elders or intergenerational approaches (context);
- Use of methods that prepare children to live in two cultures and to cope with racism, prejudice (mind, context);
- Use of helping values from traditional teaching, such as 24-hour care and self-care (context);
- Use of conventional and cultural methods to recognize and treat historic cultural, intergenerational and personal trauma (mind, body, context, spirit);
- Use of approaches that strengthen or heal the community
- Use of the native language (mind);
- Maintaining an alcohol and drug free event policy, deal with substance abuse (mind, body);
- Incorporation of a value of respect for in-group diversity and exercising that value in services (context); and
- Use of all of the above alongside of conventional services such as counselling, therapy, and health care (mind).

The Contractor will work toward incorporating the guiding principles and recommendations arising from the Vancouver Aboriginal Child and Family Services Society document *Towards Inclusive Foster Care: A Policy Handbook (2003).*

The Contractor will work with other contracted Ministry service providers to support integrated service, and will work with the Ministry and Aboriginal delegated agencies to promote mutually beneficial links with academic and research bodies regarding issues related in children and youth in foster care. The Contractor will build on existing organizations related to children and youth in foster care, and work collaboratively with Resource liaisons to promote effective, efficient and integrated service.

Services will build capacity by assisting foster parents to establish and maintain links to formal and informal supports, including those specific to educational, mental health and youth justice services for children and youth in foster care. Group-based services will be delivered in neighbourhood sites that are accessible to and comfortable for foster parents.

The Contractor will promote the long-term stability of foster placements by anticipating problems and preparing the care giving context to respond to challenges before they become crises. The Contractor will assist in the development of a care giving context that understands and responds to the needs of children and youth. Education, support, and consultation services will be tailored to provide and promote a holistic approach that respects the complex and interactive nature of child and caregiver needs.

Centralized Referral Table

A centralized referral table will consist of representatives from each of the partnering service providers, and Ministry Resource liaisons. The referral table will meet bi-weekly for the purpose of screening and initial assessment of referrals, facilitation of service provision, and review of services being provided. This table will ensure that the range of services being provided are coordinated and integrated, that Aboriginal values, traditions, resources and practices are incorporated wherever possible, and that services are provided in an efficient, effective and seamless manner to foster parents.

This table will also provide a collaborative forum in which to review overall services provided, identify gaps or duplication in service, plan for changes in service levels, review program development, collaborate in training and education efforts, review current and emerging best practices, and ensure that linkages are made with related bodies and key partners.

Overall Target Population

The target population for these services will be Ministry and Aboriginal delegated agency foster parents and respite caregivers caring for both non-Aboriginal and Aboriginal children and youth in foster care in Richmond, and to other foster families in the Vancouver Coastal Region as determined by the Centralized Referral Table.

Program Description and Delivery

The Contractor will provide the following services:

Foster Parent Support Services (Tier One)
a) Screening, Information and Referral Services
b) Protocol Training and Support
c) Foster Parent Self Help/Mutual Aid
d) Foster Parent Volunteer Mentoring
e) Support to Foster Parent Recruitment
f) Relief Services to Foster Parents

In-Home Foster Parent Support Services (Tier Two)
a) Assessment and Integrated Service Planning
b) Behavioural Consultation and Support
c) Counselling Intervention

Out of Care Options
a) Intervention

b) Linkage and Brokerage
c) Training and Education

Annualized baseline funding for Tier 1 and Tier 2: $159,198.48, as of April 1, 2012.
Target hours for Intervention (general): 1033

Annualized baseline for Out of Care Options Worker is $25,000, as of April 1, 2012.

DESCRIPTION OF SERVICES

FOSTER PARENT SUPPORT SERVICES

a) Screening, Information and Referral Services (Information and Referral)

Service Description
The Contractor will provide the following services to foster parents in the Vancouver Coastal Region:

- Tele-support system (1-800 telephone consultation/fax information exchange/e-mail notification, exchange, update/email consultations) to deliver information regarding services available to foster parents throughout the Region. Direct tele-support through this system will be made available during regular business hours, five days per week
- Provide qualified foster support workers to service the tele-support system
- Screen calls received and provide information and referral as required, including information regarding Ministry services, professional services, and community services
- Compile literature addressing common areas such as child developmental transitions, communication strategies, conflict resolution skills and stress management strategies, and make this available to caregivers through the tele-support system
- Establish a foster parent website and newsletter to communicate pertinent information regarding regional or other events or initiatives, and to provide parenting information, and research and best practice information

Information and education provided through this support service will be integrated with specialized training and education modules, and with professional development opportunities provided through self-help/mutual aid, in order to maximize expertise and provide the best, most relevant information to the widest range of foster parents.

b) Protocol Training and Support (Intervention)

Service Description
The Contractor will organize, train and supervise volunteer support workers, or will provide local foster parent support workers, foster parents mentors, or professionals as needed, specifically to provide a range of services to foster parents involved with protocol processes. Services provided to foster parents will include:

- Education and information regarding Ministry and Aboriginal delegated agency protocol processes
- Critical incident stress debriefing or support services
- Crisis intervention, stabilization and follow up services where indicated
- Documentation of crisis responses and service plans
- Connecting foster parents to self help/mutual aid or other volunteer mentoring services
- In consultation with the Ministry or Aboriginal delegated agency, provide timely referrals to counsellors or other professionals

c) Foster Parent Self Help/Mutual Aid (Mutual Aid)

Service Description
The Contractor will provide a range of strategies that connect foster parents so that they provide mutual emotional support; learn new ways to cope; determine ways to improve their practice; and help others while helping themselves. Service provision will be flexible: one-on-one, group, phone, or on-line.

The Contractor will organize, schedule and facilitate regular monthly meetings for foster parents, supplemented by additional professional expertise and building on identified needs in the foster parent group. Meetings will be organized based on existing foster parent groups or community-based chapters, and will focus on similar needs in the groups to provide educational and other professional development opportunities. Opportunities will include visiting professionals to address issues such as fostering Aboriginal children and youth, inclusive foster care, separation and loss, attachment issues, conflict resolution and mediation, FASD, strategies to cope with aggressive or non-compliant behaviour, issues specific to youth such as substance use, high risk behaviour, and mental health issues such as depression, anxiety, and conduct and attachment disorders.

The Contractor will be responsible for encouraging and providing concrete and other incentives to foster parents to facilitate and maximize participation.

These support and professional development opportunities will build on and integrate with core and other foster parent training and support services. The Contractor will link to existing partnerships and groups in the foster parent and adoptive parent community, and will work with Ministry and Aboriginal delegated agency Resource liaisons to ensure that services are efficient and effective, and are integrated with the wider range of service outlined in this document, as well as with Ministry and Aboriginal delegated agency residential and non-residential services. Linkages with Health and Child and Youth Mental Health services will be particularly important in developing and maximizing opportunities for training and professional development opportunities for foster parents.

Services provided will include but not be limited to:
- Organization, scheduling and facilitating of regular monthly meetings for foster parents
- Establishment of an electronic, shared registry that identifies the expertise of foster parents
- Organization and maintenance of a Training Advisory Committee comprised of service providers and key partners
- Development and implementation of data collection strategies to enable timely identification of common concerns and areas of interest; and to monitor the effectiveness of services provided
- Identification of a representative to participate in a provincial Ministry family care reference group
- Organization of and participation in community forums to identify foster parent support and solutions

d) Foster Parent Volunteer Mentoring (Volunteer Mentoring)

Service Description
A mentoring relationship is one in which a foster parent voluntarily gives support, assistance, advocacy or guidance to another foster parent who has less experience. Commitment, effective matching and recognition are crucial. The Contractor will develop a foster parent mentor program that is purposeful and planned, and will include orientation, training, and ongoing support and supervision of foster parent mentors.

An orientation package will be developed for use by foster parent mentors that will include information regarding Ministry services and systems; confidentiality requirements; child, youth and foster parent rights; reportable incidents, and complaint/resolution processes.

e) Support to Foster Parent Recruitment (Recruitment)

Service Description
The focus of this service is to support Ministry and Aboriginal delegated agency recruitment efforts by working cooperatively and actively with Ministry and Aboriginal delegated agency staff and the community to develop and implement innovative strategies to attract, recruit, and provide orientation for prospective foster and adoptive families. Strategies include but are not limited to the following:
- Participation in resource fairs, recruitment drives and focus groups to attract and recruit prospective caregivers
- Participation in foster parent recognition events
- Provision of information regarding the foster parent process on the organization's website and in local community publications
- Provision of community organizations and the general public with information regarding the recruitment process

- Referral of potential foster parents to recruitment teams and promotion of fostering in the community

f) Relief Services to Foster Parents

Service Description – Caregiver Registry
A caregiver registry will be developed to provide foster parents with a range of alternate childcare through their group of foster parents, and through community caregivers. The Contractor will work with Ministry and Aboriginal delegated agency Resource liaisons to build on existing foster parent groups to establish coordinate and maintain childcare exchange between foster parents that is easily accessible and flexible.

In addition, the Contractor will develop and maintain a registry of trained community caregivers to provide relief services. The range of community caregivers will include those available on a flexible basis and for hours that include evenings and weekends. The range of trained relief caregivers can include paid staff, contracted professional child and youth care services, and volunteers, and will include community caregivers with the skill and expertise to work with high needs children and youth. The qualifications and capabilities of each community caregiver will be identified in the registry to assist in appropriate matching, and feedback will be sought from foster parents regarding the quality of service provided.

The registry will be accessed electronically as well as directly through the service.

Services will include but not be limited to:
- Recruitment and screening of community caregivers on an ongoing basis
- Establishment and maintenance of a foster parent and community caregiver registry
- Provision of ongoing support and monitoring of services provided

IN-HOME FOSTER PARENT SUPPORT SERVICES

Service Description
In-home services are provided to foster parents with children or youth in their homes that require a high level of care due to significant behavioural, emotional, mental health or medical conditions. Specialized services will also be provided to foster parents experiencing family crises or significant therapeutic issues that negatively affect their ability to provide effective care. Services focus on building foster parent skill and ability.

Access
In-home services will be accessed through Ministry and Aboriginal delegated agency Resource staff in Vancouver, Richmond and North Shore communities, in consultation with the Centralized Referral Table. Consultation and support will be provided to coastal communities by telephone.

Response Time and Length of Involvement
Services will be available on an emergency basis where required and on an intensive basis where indicated. Services will be provided for a maximum of three months. Requests for extension of service will be referred to the Ministry or Aboriginal delegated agency for consideration.

Flexibility of response is required to provide in-home service to foster parents in the following circumstances:
- on an emergency basis
- on a crisis basis within 24 hours of referral
- on an intensive basis for up to three weeks
- on a planned, short-term basis for up to three months
- on an intermittent basis to respond to child or youth developmental or other transitions

Service providers will use a crisis intervention approach where indicated, within the range of specialized services outlined below. A crisis response will normally include crisis assessment, engagement and relationship building where required, identification of major problems, dealing with emotional responses, generating and exploring alternatives, developing a plan, establishing agreement, and providing follow up.

Crisis intervention will be available to foster parents 24/7 both by telephone or in-home if indicated. These responses will be integrated into the overall service plan, with clear lines of communication established to inform Resource social workers. Protocols will be developed to ensure that adequate consultation and decision-making authority is accessible 24 hours per day, seven days per week. This service will be linked to a staffed, residential setting.

Transitional Services
In consultation with the foster parent, the Ministry or Aboriginal delegated agency social worker, and the Resource social worker, transitional services may be provided for up to three months to assist a foster parent or caregiver in the child or youth's next placement, whether that placement be with family or in a Ministry or Aboriginal delegated agency foster home or other residential resource. This planning will occur within the context of integrated case management provided through the Resource and District Office teams, including other service providers as required. Service can be provided from the range of services outlined below.

Overall Staffing
Children and youth in care may have a history of abuse and neglect, have been pre-natally exposed to substances, have experienced significant disruption in placement continuity, and have significant difficulty forming positive attachments. These children and youth may demonstrate significant to severe behavioural difficulties, exhibit cognitive and developmental challenges, and have complex health and mental health diagnoses.

All staff providing specialized services will require knowledge and expertise in a wide range of issues affecting children and youth in care, and will be experienced in working in a multidisciplinary and multi-system environment.

Seriously non-compliant, disruptive, aggressive, abusive or violent behaviours can be significant contributors to placement disruption. Service providers will incorporate an understanding of the underlying etiology of this and other behaviours, the outcomes anticipated, and the interventions required that will best meet the needs of foster parents caring for the child or youth.

a) Assessment and Integrated Service Planning (Individual Intervention)

Service Description
One primary service provider will be assigned to work with each foster family referred to ensure continuity. The primary provider will support foster parents in their role as members of an integrated case management team that includes the Resource Social Worker and the Ministry or Aboriginal delegated agency Social Worker with guardianship responsibilities. The primary provider will work with the foster parent and the Resource Social Worker to develop a foster parent service plan that builds on the integrated service plan for children in care, identifies which services and which service providers are required, and outlines how service will be delivered. The *Child and Adolescent Functional Assessment Scale (CAFAS)* will be utilized to provide child-specific information to assist in the development of the foster parent service plan. Planning where indicated will also build on additional tools utilized through the Resource teams, including the *Nipissing* developmental screening tool.

Assessment and integrated service planning will build on and coordinate with other Ministry and Aboriginal delegated agency planning processes where indicated, to efficiently and effectively integrate service and service provision. Other Ministry planning processes include:
- Integrated Case Management (ICM)
- Comprehensive Risk Assessment (CRA) and Risk Reduction Plan (RRP) development
- Comprehensive Plan of Care (CPOC) or Looking After Children (LAC) development; and
- Family Group Decision-Making (FGDM)

The primary provider will ensure that the foster parent service plan is implemented and will assist the foster parent in coordinating services between Resource and child or youth social workers. The focus of the service will be to build foster parent capacity to effectively care for the children and youth in their home, including coordination of other involved professionals or community service providers.

Where indicated, the primary provider, in consultation with their clinical team, the foster parent and the Resource social worker, will ensure that additional specialized assessment and treatment services are accessed, including

Child and Youth Mental Health services, British Columbia Children's Hospital, and Alderwood Family Development Centre. The primary provider will also facilitate access to additional psycho educational, psychological or other specialized assessments.

b) Behavioural Consultation and Support (Individual Intervention)

Service Description
This service will provide specific recommendations, education and training regarding behaviour problems in children and youth. Based on assessment information and observation, the consultant will provide a functional assessment of behaviour patterns and will recommend and model strategies to modify these patterns. This service will be provided in the foster home wherever possible by a clinician or a behavioural specialist with expertise in disordered behaviour in children and youth. The consultant will develop a written plan outlining the recommended strategies, and will work directly with foster parents to implement those strategies.

Staffing
Consultants providing this service will require a bachelor or graduate degree in social work, child and youth care, or a related human services field, with a minimum of three years' related experience, or a diploma in child and youth care and a minimum of three years' experience working with children and youth exhibiting disordered behaviour.

c) Counselling Intervention (Individual Intervention)

Service Description
This is a short-term, targeted intervention aimed at resolving issues in the foster family which negatively affect their ability to provide effective parenting to children and youth in their care. Where indicated, this service will be coordinated with family preservation and reunification service providers. Counselling services support personal growth and development and situation change by helping families cope with the stresses of daily living and manage psycho-social adjustments related to normal life cycle issues. Where specialized therapeutic intervention is required, the Contractor will facilitate the provision of services through the Centralized Referral Table.

Staffing
Counsellors providing this service will require a bachelor or graduate degree in social work, child and youth care, or a related human services field, with a minimum of three years' related experience, or a diploma in child and youth care and a minimum of three years' experience working with families.

OUT OF CARE OPTIONS

The contractor will enhance existing Foster Support and Education Services by expanding support services to include In-home support for Out of Care placements.

The purpose of the Out of Care Worker is to provide support to extended family in raising children who can no longer live with their parents. These arrangements are referred to as Out of Care Option placements or Kinship Care placements. Kinship care agreements temporarily provide a child with a safe environment with a familiar person while maintaining a strong connection to his/her family and supporting reunification.
The Contractor will collaborate and consult with the MCFD Out of Care Options Resource Worker, and child protection social worker to monitor and support Kinship placements, including reunification efforts.
The Contract will provide the following services: Intervention, Linkage and Brokerage and Training and Education

a) **Intervention:** activities provided to maintain or prompt a planned change in the behavior, condition or functioning of children, youth, and or families/caregivers. Including guidance provided to a child, youth, and family/caregivers to support personal growth, development, or situational change.

Components of Intervention will include, but are not limited to:
- provide in-home support to Out of Care placements.
- provide parenting and behavioural strategies for effective parenting
- provide information regarding ages and stages of development
- support reunification plans by supporting child, youth, family and or caregivers

b) Linkage and Brokerage: activities to connect a family, child, or youth to a formal support/resource, or to facilitate the formal support's direct connection to a child, youth or family.

Components of Linkage and Brokerage will include, but are not limited to:

- The Contractor will establish linkages to existing community support groups depending on needs of care providers and make referrals to existing Foster Parent Support and Education Programs and the Mental Health Residential Consultation Program.
- Assist Out of Care Placements in accessing daycare, medical services, and baby-sitting.
-

c) Training and Education: range of strategies for imparting knowledge, improving skills a building awareness of resources.

Components of Training and Education will include, but are not limited to:

- The contractor will assist in developing and delivering training for Out of Care providers, in consultation with the MCFD Resource Team.

Staffing

Staff providing this service will require a bachelor degree in social work, child and youth care or related human services field, with a minimum of 2 years' related experience , or a diploma in child and youth care and a minimum of three years' experience working with children, youth, family and caregivers.

The geographic service area includes Caregivers living in; Vancouver, Richmond and the North Shore, but may also include Out of Care service providers located within the Lower Mainland.

Attachment 1.2 to Subsidiary Component Agreement No. FT08424006

Family Services of Greater Vancouver - Foster Parent Support and Education Services

Program Indicators

FPS Foster Parent Support

No	Service	Indicator	Definition
101	GENERAL	GEN: # intakes	Number of families deemed eligible to receive Foster Parent Support this month for the first time. Includes families who have previously accessed Foster Parent Support but who were discharged and have returned to address a new or changed situation. Excludes families for whom service was extended.
102	GENERAL	GEN: # intakes who identify as aboriginal	Number of families deemed eligible to receive Foster Parent Support this month for the first time whose child is identified by his/her guardian as being of Aboriginal heritage. This number is a sub-set of the total number of families accessing Foster Parent Support for the first time and therefore cannot exceed that number.
103	**GENERAL**	**GEN:% intakes who identify as aboriginal**	**# intakes who identify as Aboriginal / # intakes**
121	INFORMATION & REFERRAL	IFR: # inquiries	Number of times this month that staff provided information about Foster Parent Support or other programs to individuals not currently engaged in Foster Parent Support. (If the recipient is already engaged in Foster Parent Support, the inquiry counts as individual intervention.) Information may be provided in person or over the phone.
131	INTERVENTION	INT: # hours individual intervention provided	Number of hours this month that staff provided individual intervention to foster families. Individual intervention may be provided in person or over the phone with one or more family members. Hours should be reported to the nearest quarter hour e.g. 0.25, 0.5, 0.75,1, 1.25 etc.
132	INTERVENTION	INT: # foster families receiving individual intervention	Number of foster families to whom staff provided individual intervention this month.
133	**INTERVENTION**	**INT: Average hours individual intervention per foster family**	**# hours / # families**
134	INTERVENTION	INT: # hours protocol support provided	Number of hours staff provided protocol support this month.
135	INTERVENTION	INT: # foster families receiving protocol support	Number of foster families who received protocol support this month.
136	**INTERVENTION**	**INT: Average hours protocol support per foster family**	**# hours / # families**
151	MENTORING	VME: # volunteer mentor matches made	Number of volunteer mentor matches that met for the first time this month.
152	MENTORING	VME: Total # of matches that met	Number of volunteer mentor matches that met this month whether for the first or subsequent time.
153	MENTORING	VME: # hours that matches met	Number of hours this month that volunteer mentor matches met. Meetings must take place in person and should be reported to the nearest quarter hour e.g. 0.25, 0.5, 0.75, 1, 1.25 etc.

Program Indicators

FPS Foster Parent Support

No	Service	Indicator	Definition
154	**MENTORING**	**VME: Average # hours that matches met**	**# hours / # matches that met**
161	MUTUAL AID	MTA: # sessions of mutual aid	Number of times this month that staff facilitated mutual aid sessions
162	MUTUAL AID	MTA: # hours mutual aid sessions	Number of hours this month that staff facilitated mutual aid sessions. Mutual aid sessions are designed to enable caregivers to connect for the purpose of supporting each other.The number of hours should be reported to the nearest quarter hour e.g. 0.25, 0.5, 0.75, 1, 1.25 etc.
163	MUTUAL AID	MTA: # attendances at mutual aid sessions	Total number of attendances by members of foster families at mutual aid sessions this month. Each member of a family attending a mutual aid session counts separately for the purposes of this indicator.
164	**MUTUAL AID**	**MTA: Average # attendances per mutual aid session**	**# attendances / # sessions**
171	RECRUITMENT	RCT: # hours of recruitment activities	Number of hours staff provided support to recruitment of caregivers this month. Includes activities to attract, screen or orient families prior to their becoming foster families.
172	RETENTION	RET: # hours of retention activities	Number of hours staff provided retention activities this month. Retention includes those activities intended to maintain active relationships between current foster families and MCFD, such as recognition events.
999	**GENERAL**	**GEN: # unique clients YTD**	**# active client units as of April 1, plus # intakes May - March**

Attachment 2.1 to Subsidiary Component Agreement No. FT08424006
Family Services of Greater Vancouver – Foster Parent Support and Education Services
Financial Report

Financial Report **Sample Report**

Name of Organization: Family Services of Greater Vancouver

Contract No.: FT08424006 – Foster Parent Support and Education Services

Period Covered:

SCA No. FT08424006 Detail	Tier 1 Foster Parent Support Services	Tier 2 In-Home Support Services	Out of Care Worker	TOTALS
Total Operational Revenue				
Operational Expenses:				
Total Wages and Benefits				
Total Client Support Costs				
Total Transportation				
Total Program Support				
Total Program Admin. Support				
Total Facilities Expenses				
Total Operational Pre. Admin				
Total Admin. & Gen. Exp.*				
Total Operational Expenses				
Number of Units				
Unit Cost				
Total Surplus/(deficit)	$	$	$	$

* Definitions from the Specified Audit Procedures, Core Policy and Procedures Manual, 6.3.2(d) Continuing Service Agreements, Policy 1, Appendix F.

Comments regarding variances:

This report has been prepared from the books and records of the Contractor for the funding period ended _____. I hereby confirm to the best of my knowledge and belief, that the information contained herein, was compiled in accordance with generally accepted accounting principles and in compliance with the Province's Core Policy and Procedures Manual. There is nothing to my knowledge that has not been disclosed in this report which would affect the accuracy and completeness of the financial information.

Signature: Date

Print Name: Print Title: Executive Director

BRITISH COLUMBIA	Ministry of Children and Family Development	**MODIFICATION AGREEMENT**

BETWEEN

HER MAJESTY THE QUEEN IN RIGHT OF THE PROVINCE OF BRITISH COLUMBIA,
represented by the Minister of Children and Family Development

AND

FAMILY SERVICES OF GREATER VANCOUVER
(Legal Name)

BACKGROUND
A. The parties entered into a Subsidiary Component Agreement FT08424007, beginning April 01, 2009.
B. The parties have agreed to modify the Agreement effective April 01, 2009,

AGREEMENT

1. **Schedule A - Services** is amended as follows (in the preamble preceding the Summary):

The first paragraph beginning "On December 24, 2002 . . . " with reference to a three year pilot project has been removed.

The remaining text has been re-ordered under the headings of **Underlying Principles of Service Provision**, followed by **General**.

Modifications have been made to the following attachments:

- Schedule A

Additional Information

1. In all other respects, the Agreement is confirmed.

The parties have duly executed this modification agreement as of the 1st day of April, 2009.

SIGNED AND DELIVERED on the 7th day of August, 2009 on behalf of the Province by its duly authorized representative	**SIGNED AND DELIVERED** on the 29 day of July, 2009 by or on behalf of the Contractor (or by its authorized signatory or signatories if the Contractor is a corporation)
Signature: Teresa Goodman	Signature: Teri Nicholas
Print Name: Teresa Goodman	Print Name: Teri Nicholas Position: Executive Director or Designate
Position: Contract Manager or Designate	Signature:
Responsibility Centre:	Print Name: Position:

SCHEDULE A – Services

Underlying Principles of Service Provision

Services will exemplify family centered practice and strength-based approaches consistent with the principles of wrap-around service and integrated case management. Services will promote attachment and placement stability for children within the community, and will contribute to the successful reintegration of children into their homes.

Services will be provided in the home and community where possible and must reflect the complex multicultural nature of the client population. Families and caregivers will play an integral role in assessment, planning, and provision of services.

Critical linkages between program areas will be established and maintained to support families and caregivers in caring for children, and to integrate interventions effectively. Collaboration with key partners will be developed and maintained, and services will strive to build linkages between families and their communities.

Programs will be designed to provide the most effective services that are evidence and outcome based, and a consistent clinical approach will be used across all program areas. Flexible service delivery and integration across all program areas is critical.

Access to psychological, psychiatric, or other specialized assessments will be critical to providing targeted and effective service, and to providing an integrated plan for each family. It is also critical to ensure that families are connected with needed mental health and substance misuse assessments and services.

Ongoing efforts will be made to incorporate emerging and relevant research and best practice recommendations.

General

The Contractor will provide all necessary components for delivery of the programs delineated below, including sufficient qualified program staff, administrative support, premises, materials and equipment.

Family, child or youth specific progress reports and reports suitable for presentation in Court proceedings will be provided where required and in a mutually agreed upon format.

The Province will appoint a Ministry contract supervisor for the Contractor's services funded under this Agreement. The parties agree to conduct quarterly contract reviews during the Funding Period to review the ***Service Deliverables*** and any other issues of mutual concern, including the following:

- statements and reports required in this Agreement
- program elements, including hours of operation;
- access and admission criteria;
- intake and referral processes
- frequency, content and format of progress and Court ready reports
- wait list management;
- exceptions to normal practice;
- critical incident reporting procedures;
- issue management;
- program liaison

Services have been restructured based on a comprehensive system of care model, supported by accreditation and enhanced reporting requirements. The Province and the Contractor are using a collaborative approach to the continuing development of output-based contracts and measurable client outcomes. Both parties agree to work together to achieve these objectives. Data collected during the term of this agreement will be reviewed by both parties and then used to establish baseline targets for future contracts.

As part of the Vancouver Coastal multi-year contracting initiative, this Agreement is subject to a three year term and will be in effect from April 1, 2009 to March 31, 2012 subject to Sections 55 to 58 of the Third Party Service Agreement. The agreement may, from time to time and as necessary, be modified to represent changes in service deliverables, or in financial or other clauses.

As per the Financial Administration Act, our obligation to provide payments on this three year Agreement is subject to an appropriation being available in the fiscal year of the Province in which payment becomes due.

SUMMARY

Term **01/04/2009 to 31/03/2012** ***Total Amount of Component Agreement*** **$1,049,335.20**

Allocation by Programs and Services

Programs
Family Preservation and Reunification

Programs			
	Intervention - General		$352,336.62
		Sub-Total	**$352,336.62**
Services to Strengthen Families			
	Intervention - General		$7,500.00
		Sub-Total	**$7,500.00**
Youth Transition Program			
	Intervention - General		$689,498.58
		Sub-Total	**$689,498.58**
		Total	**$1,049,335.20**

Allocation by Community

Communities Served		
Richmond (38)		$1,049,335.20
	Total	**$1,049,335.20**

Allocation by Business Area

Core Business Area	Business Area - Sub Business Area	
Child and Family Development		
	Family Development/Family Preservation and Reunification	$352,336.62
	Family Development/Service to Strengthen Families	$7,500.00
	Youth Services	$689,498.58
	Sub-Total	**$1,049,335.20**
	Total	**$1,049,335.20**

PROGRAMS

Family Preservation and Reunification

TARGET POPULATION:	Families involved with the ministry through its protection mandate. The focus is on families with children twelve years of age and under, but includes families with both children and youth.
OUTCOME:	Children, youth and their families are able to remain together or, if apart, are able to reunite, free from abuse and neglect.

SERVICE: INTERVENTION - GENERAL **Total Amount** $352,336.62

Definitions	Activities provided to maintain or prompt a planned change in the behaviour, condition or functioning of children, youth, and/or families/caregivers.		
Project Code	18CN289		
Input	Qualified Staff		
Output Indicators	# Direct One to One Hours	**Quantity**	575
	# Recipients of One to One Services		22
Reporting Frequency	Monthly		
Core Business Area	Child and Family Development		
Business Area	Family Development		
Sub Business Area	Family Preservation and Reunification		
Communities Served			
Richmond (38)	**Recipient(s)** Family	**Amount**	$352,336.62

Additional Descriptions

SERVICE DESCRIPTION

Specialized Therapeutic Intervention – TASA Counselling Centre

Intervention

Specialized therapeutic interventions comprise individual or family therapeutic interventions for children, adult survivors and non offending family members where there has been a disclosure of sexual or physical abuse or other trauma. Group therapeutic intervention may be offered to enhance individual interventions. The program will provide a high level of clinical expertise, supported by specialized facilities such as a playroom equipped for play, sand and art therapy and video equipment for interviewing, supervision and client resource purposes. Access will be limited to referrals from the Ministry of Children and Family Development. Exceptions to this access limitation must have the prior approval of the Ministry's program liaison officer.

Interventions are intended to be time limited, goal oriented and part of an integrated service plan. Length of service intervention will average six (6) months with individual treatment sessions averaging 1 to 1.25 hours in duration. The parties acknowledge the length of service may vary given the number of family members to be seen and the complexities of therapeutic needs and intervention strategies.

1.1 Service Components:

- ☐ Intake services including victim support, crisis consultation, information and referral, handouts, booklets and other resource material
- ☐ Clinical assessment to determine treatment needs and suitability of service

to client

- [ ] Therapeutic intervention following investigation by police and/or civil authorities including individual and family counselling to non offending family members or caregivers
- [ ] Group therapeutic intervention
- [ ] Collateral work and community advocacy for clients
- [ ] Clinical supervision of case management and record keeping systems
- [ ] Liaison and coordination with other service providers involved in components of the plan
- [ ] Development and maintenance of a data collection system for the purposes of quality assurance

In addition to regular reporting requirements, the Special Intervention Team will submit client progress reports for the child and family component of the service in the following circumstances: cases involving child protection concerns; court purposes; planning for children in care of the Director; and closing of service involvement.

BUSINESS AREA OUTCOMES

- [ ] Families have an enhanced capacity to care for their children
- [ ] Extended Families and communities are actively engaged and caring for children
- [ ] Children and youth are healthy and have a sense of well-being
- [ ] Children and youth are free from abuse, neglect and exploitation
- [ ] Children and youth experience stability and permanence in their family and alternative family environment
- [ ] Children in care are engaged and successful at school and experience positive outcomes
- [ ] Children in care transition successfully to adulthood through appropriate supports and supportive relationships

Services to Strengthen Families

TARGET POPULATION:	Families who require additional support in order to manage parenting responsibilities, but who do not fall within the Ministry's protection mandate.
OUTCOME:	Families have the capacity to care for their own children such that the children have healthy, non-violent role models that enable them to grow and develop to their full potential.

Family Violence Program (Services to Strengthen Families)

SERVICE: INTERVENTION - GENERAL **Total Amount** $7,500.00

Definitions	Activities provided to maintain or prompt a planned change in the behaviour, condition or functioning of children, youth, and/or families/caregivers.	
Project Code	18CN289	
Input	Qualified Staff	
Output Indicators	# Recipients	**Quantity**
Reporting Frequency	As Scheduled	
Core Business Area	Child and Family Development	
Business Area	Family Development	

Sub Business Area	Service to Strengthen Families				
One Time Only	Yes				
Communities Served					
Richmond (38)		**Recipient(s)**	Family	**Amount**	$7,500.00

Additional Descriptions

SERVICE DESCRIPTION

Family Violence Community Counsellor

Intervention

The Family Violence Community Counsellor will work with the R.C.M.P. Domestic Violence Unit to provide appropriate and effective follow-up on the high-risk domestic violence and mental health cases reported to the Richmond R.C.M.P. The Counsellor will work closely with MCFD Social Workers in the cases where children are involved.

OTHER

Funding

Funding for the Family Violence Community Counsellor had been provided for 07/08 and 08/09 fiscal years at $30,000.00 per year. This funding was for the purpose of getting the program started, and funding has now been provided by the Solicitor General.

In order to allow time for discussion and transition, The Province will provide three months of pro-rated funding on a one-time only basis, in the amount of $7,500.00.

BUSINESS AREA OUTCOMES

- Families have an enhanced capacity to care for their children
- Extended Families and communities are actively engaged and caring for children
- Children and youth are healthy and have a sense of well-being
- Children and youth are free from abuse, neglect and exploitation
- Children and youth experience stability and permanence in their family and alternative family environment
- Children in care are engaged and successful at school and experience positive outcomes
- Children in care transition successfully to adulthood through appropriate supports and supportive relationships

Youth Transition Program

TARGET POPULATION:	Youth, who may or may not be involved with the Ministry, who require additional support or skill building to move from adolescence to responsible adulthood.
OUTCOME:	Youth develop adult competencies to enable them to achieve independent living with confidence and success.

SERVICE: INTERVENTION - GENERAL		**Total Amount**	$689,498.58
Definitions	Activities provided to maintain or prompt a planned change in the behaviour, condition or functioning of children, youth, and/or families/caregivers.		

Project Code	18CN289			
Input	Qualified Staff			
Output Indicators	# Recipients of One to One Services	**Quantity**	30	
	# Direct One to One Hours		2047	
Reporting Frequency	Monthly			
Core Business Area	Child and Family Development			
Business Area	Youth Services			
Communities Served				
Richmond (38)	**Recipient(s)**	13 to 18 years	**Amount**	$689,498.58

Additional Descriptions

SERVICE DESCRIPTION

Services to Transition Youth To Adulthood

Intervention

Services to transition youth to adulthood are interventions to promote the development of adult competencies so that youth may achieve independent living with confidence and success. [1] Access to services will be limited to youth referred by MCFD who are either in care and transitioning to independent living, or who are on Youth Agreements. The *Ansell-Casey Life Skills Assessment (ACLSA)* will be utilized for the purpose of assessment and outcome measurement.

Length of program involvement will average 6 months. The parties acknowledge the length of service may vary given the complexities of needs and intervention strategies.

Service Components:

- Assessment to determine needs and program suitability
- Individual or group life skills development, including, but not limited to, budgeting, banking and accessing financial services, homemaking, food preparation and handling, nutrition, and other issues of importance identified by participating youth
- Housing related activities, including, but not limited to, placements (i.e. securing housing for involved youth), landlord contacts, support with housing searches
- Development of linkages to community resources and government agencies providing Employment Skills Development services such as resume preparation, job search techniques, job application preparation, and similar services
- Return to school support services
- Development of linkages to informal and formal personal and community support networks
- Participate in the development of volunteer mentoring services
- Self-help and mutual aid through a youth focus group established for youth involved in the program
- Follow-up assessment

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[1] Working with Community to Support Children, Youth and Famlies: A System of Care -- Companion Document

- ☐ Youth participate in identifying their short and longer term needs and in developing plans to address them
- ☐ Youth experiencing high levels of risk to their health and safety have the levels of risk reduced
- ☐ Youth have immediate basic needs met including shelter, food and clothing
- ☐ Youth establish connections with community resources to address needs such as physical health, mental health, addictions and/or sexual exploitation
- ☐ Youth have improved connections to positive community supports including family/extended family, peers, education, employment, and/or housing
- ☐ Youth acquire skills and knowledge necessary to keep themselves safe, achieve identified goals, and successfully transition to adulthood

BRITISH COLUMBIA	Ministry of Children and Family Development	**MODIFICATION AGREEMENT**

BETWEEN

HER MAJESTY THE QUEEN IN RIGHT OF THE PROVINCE OF BRITISH COLUMBIA,
represented by the Minister of Children and Family Development

AND

FAMILY SERVICES OF GREATER VANCOUVER
(Legal Name)

BACKGROUND

A. The parties entered into a Subsidiary Component Agreement FT08424007, beginning April 01, 2009.
B. The parties have agreed to modify the Agreement effective April 01, 2010.

AGREEMENT

1. *Schedule A – Services* is amended as follows:

   a) Annualized funding for the Youth Transition Program has been reduced by $14,307.10, from $229,832.86 to **$215,525.76**, representing Contracted Services (STOB 80) Budget Management adjustments commencing April 1, 2010.

2. *Schedule B – Payment and Financial Reporting* is amended as follows:

   a) Section 1.1 *Aggregate Maximum* is amended to decrease the Aggregate Maximum by $28,614.20 from $1,049,335.20 to **$1,020,721.00**, reflecting the Contracted Services (STOB 80) Budget Management adjustment of $14,307.10 for two fiscal years from April 1, 2010 to March 31, 2012.

   b) Section 2.1 *Monthly Recurring* is amended to decrease monthly payments by $1,192.26 from $28,939.87 to **$27,747.61**, commencing July 2010. The July 2010 payment is decreased by an additional amount of $3,576.78 from $27,747.61 to **$24,170.83** to recover payments issued for April to June 2010. July payment may be further adjusted to reflect fiscal year balancing.

3. *Schedule H – Additional Terms* is amended as follows:

   a) Aggregate Maximum is decreased by $28,614.20 from $1,049,335.20 to **$1,020,721.00**.

   b) Annual baseline funding is decreased by $14,307.10 from $347,278.40 to **$332,971.30**.

Modifications have been made to the following attachments:
- Schedule A

Additional Information

1. In all other respects, the Agreement is confirmed.

The parties have duly executed this modification agreement as of the 1st day of April, 2010.

SIGNED AND DELIVERED on the 8th day of July, 2010 on behalf of the Province by its duly authorized representative	**SIGNED AND DELIVERED** on the 30 day of JUNE, 2010 by or on behalf of the Contractor (or by its authorized signatory or signatories if the Contractor is a corporation)
Signature: Teresa Goodman	Signature: Teri Nicholas
Print Name: Teresa Goodman	Print Name: Teri Nicholas Position: Chief Executive Officer
Position: Contract Manager or Designate	Signature:
Responsibility Centre:	Print Name: Position:
	Signature:
	Print Name: Position:

SCHEDULE A – SERVICES

SUMMARY

Term **01/04/2009 to 31/03/2012** ***Total Amount of Component Agreement*** **$1,020,721.00**

Allocation by Programs and Services

Programs			
Family Preservation and Reunification			
	Intervention - General		$352,336.62
		Sub-Total	**$352,336.62**
Services to Strengthen Families			
	Intervention - General		$7,500.00
		Sub-Total	**$7,500.00**
Youth Transition Program			
	Intervention - General		$660,884.38
		Sub-Total	**$660,884.38**
		Total	**$1,020,721.00**

Allocation by Community

Communities Served		
Richmond (38)		$1,020,721.00
	Total	**$1,020,721.00**

Allocation by Business Area

Core Business Area	**Business Area - Sub Business Area**	
Child and Family Development		
	Family Development/Family Preservation and Reunification	$352,336.62
	Family Development/Service to Strengthen Families	$7,500.00
	Youth Services	$660,884.38
	Sub-Total	**$1,020,721.00**
	Total	**$1,020,721.00**

PROGRAMS

Services to Strengthen Families

TARGET POPULATION:	Families who require additional support in order to manage parenting responsibilities, but who do not fall within the Ministry's protection mandate.
OUTCOME:	Families have the capacity to care for their own children such that the children have healthy, non-violent role models that enable them to grow and develop to their full potential.

Family Violence Program (Services to Strengthen Families)

SERVICE: INTERVENTION - GENERAL **Total Amount** $7,500.00

Definitions	Activities provided to maintain or prompt a planned change in the behaviour, condition or functioning of children, youth, and/or families/caregivers.		
Project Code	18CN289		
Input	Qualified Staff		
Output Indicators	# Recipients	**Quantity**	
Reporting Frequency	As Scheduled		
Core Business Area	Child and Family Development		
Business Area	Family Development		
Sub Business Area	Service to Strengthen Families		
One Time Only	Yes		
Communities Served			
Richmond (38)	**Recipient(s)** Family	**Amount**	$7,500.00

Additional Descriptions

SERVICE DESCRIPTION

Family Violence Community Counsellor

Intervention

The Family Violence Community Counsellor will work with the R.C.M.P. Domestic Violence Unit to provide appropriate and effective follow-up on the high-risk domestic violence and mental health circumstances reported to the Richmond R.C.M.P. The Counsellor will work closely with Ministry Social Workers where children are involved.

OTHER

Funding

Funding for the Family Violence Community Counsellor had been provided for 07/08 and 08/09 fiscal years at $30,000.00 per year. This funding was for the purpose of getting the program started, and funding has now been provided by the Solicitor General.

In order to allow time for discussion and transition, The Province will provide three months of pro-rated funding on a one-time only basis, in the amount of $7,500.00.

BUSINESS AREA OUTCOMES

- Families have an enhanced capacity to care for their children
- Extended Families and communities are actively engaged and caring for children

- Children and youth are healthy and have a sense of well-being
- Children and youth are free from abuse, neglect and exploitation
- Children and youth experience stability and permanence in their family and alternative family environment
- Children in care are engaged and successful at school and experience positive outcomes
- Children in care transition successfully to adulthood through appropriate supports and supportive relationships

Family Preservation and Reunification

TARGET POPULATION:	Families involved with the ministry through its protection mandate. The focus is on families with children twelve years of age and under, but includes families with both children and youth.
OUTCOME:	Children, youth and their families are able to remain together or, if apart, are able to reunite, free from abuse and neglect.

SERVICE: INTERVENTION - GENERAL **Total Amount** $352,336.62

Definitions	Activities provided to maintain or prompt a planned change in the behaviour, condition or functioning of children, youth, and/or families/caregivers.		
Project Code	18CN289		
Input	Qualified Staff		
Output Indicators	# Direct One to One Hours	**Quantity**	575
	# Recipients of One to One Services		22
Reporting Frequency	Monthly		
Core Business Area	Child and Family Development		
Business Area	Family Development		
Sub Business Area	Family Preservation and Reunification		
Communities Served			
Richmond (38)	**Recipient(s)** Family	**Amount**	$352,336.62

Additional Descriptions

SERVICE DESCRIPTION

Specialized Therapeutic Intervention – TASA Counselling Centre

Intervention

Specialized therapeutic interventions comprise individual or family therapeutic interventions for children, adult survivors and non offending family members where there has been a disclosure of sexual or physical abuse or other trauma. Group therapeutic intervention may be offered to enhance individual interventions. The program will provide a high level of clinical expertise, supported by specialized facilities such as a playroom equipped for play, sand and art therapy and video equipment for interviewing, supervision and client resource purposes. Access will be limited to referrals from the Ministry of Children and Family Development. Exceptions to this access limitation must have the prior approval of the Ministry's program liaison officer.

Interventions are intended to be time limited, goal oriented and part of an integrated service plan. Length of service intervention will average six (6) months with individual treatment sessions averaging 1 to 1.25 hours in duration. The parties acknowledge the length of service may vary given the number of family members to be seen and the complexities of therapeutic needs and intervention strategies.

Service Components:

- Intake services including victim support, crisis consultation, information and referral, handouts, booklets and other resource material
- Clinical assessment to determine treatment needs and suitability of service to client
- Therapeutic intervention following investigation by police and/or civil authorities including individual and family counselling to non offending family members or caregivers
- Group therapeutic intervention
- Collateral work and community advocacy for clients
- Clinical supervision of case management and record keeping systems
- Liaison and coordination with other service providers involved in components of the plan
- Development and maintenance of a data collection system for the purposes of quality assurance

In addition to regular reporting requirements, the Special Intervention Team will submit client progress reports for the child and family component of the service in the following circumstances: circumstances involving child protection concerns; court purposes; planning for children in care of the Director; and closing of service involvement.

BUSINESS AREA OUTCOMES

- Families have an enhanced capacity to care for their children
- Extended Families and communities are actively engaged and caring for children
- Children and youth are healthy and have a sense of well-being
- Children and youth are free from abuse, neglect and exploitation
- Children and youth experience stability and permanence in their family and alternative family environment
- Children in care are engaged and successful at school and experience positive outcomes
- Children in care transition successfully to adulthood through appropriate supports and supportive relationships

Youth Transition Program

TARGET POPULATION:	Youth, who may or may not be involved with the Ministry, who require additional support or skill building to move from adolescence to responsible adulthood.
OUTCOME:	Youth develop adult competencies to enable them to achieve independent living with confidence and success.

SERVICE: INTERVENTION - GENERAL **Total Amount** $660,884.38

Definitions	Activities provided to maintain or prompt a planned change in the behaviour, condition or functioning of children, youth, and/or families/caregivers.		
Project Code	18CN289		
Input	Qualified Staff		
Output Indicators	# Recipients of One to One Services	**Quantity**	30
	# Direct One to One Hours		2047
Reporting Frequency	Monthly		
Core Business Area	Child and Family Development		
Business Area	Youth Services		
Communities Served			
Richmond (38)	**Recipient(s)** 13 to 18 years	**Amount**	$660,884.38

This allocation is provided as an estimate.

Additional Descriptions

SERVICE DESCRIPTION

Services to Transition Youth To Adulthood

Intervention

Services to transition youth to adulthood are interventions to promote the development of adult competencies so that youth may achieve independent living with confidence and success. [1] Access to services will be limited to youth referred by the Ministry who are either in care and transitioning to independent living, or who are on Youth Agreements. The *Ansell-Casey Life Skills Assessment (ACLSA)* will be utilized for the purpose of assessment and outcome measurement.

Length of program involvement will average 6 months. The parties acknowledge the length of service may vary given the complexities of needs and intervention strategies.

Service Components:

- Assessment to determine needs and program suitability
- Individual or group life skills development, including, but not limited to, budgeting, banking and accessing financial services, homemaking, food preparation and handling, nutrition, and other issues of importance identified by participating youth
- Housing related activities, including, but not limited to, placements (i.e. securing housing for involved youth), landlord contacts, support with housing searches
- Development of linkages to community resources and government agencies providing Employment Skills Development services such as resume preparation, job search techniques, job application preparation, and similar services
- Return to school support services
- Development of linkages to informal and formal personal and community support networks
- Participate in the development of volunteer mentoring services
- Self-help and mutual aid through a youth focus group established for youth involved in the program
- Follow-up assessment

[1] Working with Community to Support Children, Youth and Families: A System of Care -- Companion Document

BUSINESS AREA OUTCOMES

- Youth participate in identifying their short and longer term needs and in developing plans to address them
- Youth experiencing high levels of risk to their health and safety have the levels of risk reduced
- Youth have immediate basic needs met including shelter, food and clothing
- Youth establish connections with community resources to address needs such as physical health, mental health, addictions and/or sexual exploitation
- Youth have improved connections to positive community supports including family/extended family, peers, education, employment, and/or housing
- Youth acquire skills and knowledge necessary to keep themselves safe, achieve identified goals, and successfully transition to adulthood

SUBSIDIARY COMPONENT AGREEMENT (SCA)

BRITISH COLUMBIA

Ministry of Children and Family Development

(FTOR424007)

BRITISH COLUMBIA | Ministry of Children and Family Development

SUBSIDIARY COMPONENT AGREEMENT: FT08424007

Agreement Name: Richmond Programs

HER MAJESTY THE QUEEN IN RIGHT OF THE PROVINCE OF BRITISH COLUMBIA, represented by The Minister of Children and Family Development (the "Province", "we", "us", or "our" as applicable) at the following address:	AND FAMILY SERVICES OF GREATER VANCOUVER (Legal Name) (the "Contractor", "you", or "your" as applicable) at the following address:
SUITE 900 - 865 HORNBY S VANCOUVER, B.C. CANADA V6Z 2G3 Fax Number: (604)660-4005	1616 7TH AVE W VANCOUVER, BC V6J 1S5 Fax Number: (604)733-7009

The term for the Subsidiary Component Agreement begins on: 01/04/2009 (Day/Month/Year) and ends on 31/03/2012 (Day/Month/Year)

THE PARTIES AGREE TO THE TERMS ON THE ATTACHED PAGES OF THIS DOCUMENT AND OUTLINED BELOW. THIS SUBSIDIARY COMPONENT AGREEMENT IS PART OF THE THIRD PARTY SERVICE AGREEMENT FT08424000.

APPLICABLE SCHEDULES:

- **SCHEDULE A - SERVICES**
- **SCHEDULE B - PAYMENT & FINANCIAL REPORTING**
- **SCHEDULE C - APPROVED SUBCONTRACTOR(S)**
- **SCHEDULE D - RISK MANAGEMENT & CONFLICT RESOLUTION**
- SCHEDULE E - AUTHORIZED PERSONS (FOR THE SUBSIDIARY COMPONENT AGREEMENT)
- SCHEDULE H - ADDITIONAL TERMS

SIGNED AND DELIVERED on the 24th day of April, 2009 on behalf of the Province by its duly authorized representative

Signature: Teresa Goodman

Print Name: Teresa Goodman

Position: Contract Manager or Designate

Responsibility Centre: CONTRACT MGMT OFFICE

SIGNED AND DELIVERED on the 15 day of April, 2009 by or on behalf of the Contractor (or by its authorized signatory or signatories if the Contractor is a corporation)

Signature:

Print Name: Teri Nicholas

Position: Executive Director or Designate

Signature: Kam Rai

Print Name: KAM RAI

Position: DIRECTOR OF FINANCE

READ TERMS ON THE ATTACHED PAGES OF THIS DOCUMENT

SCHEDULE A – Services

Background

On December 24, 2002, the Ministry of Child and Family Development issued *Notice of Intent (NOIVAN202)* announcing its intent to proceed with a three-year pilot project in Richmond ". . . to test both the delivery of non-residential services through an output-based contractual arrangement, and the Region's new System of Care Model.1[1] . . ." Through the subsequent negotiations, the Contractor was selected to participate in the pilot project.

2[1] *Working with Community to Support Children, Youth and Families: A System of Care (January 2002)* and its Companion Document

General

The Contractor will provide all necessary components for delivery of the programs delineated below, including sufficient qualified program staff, administrative support, premises, materials and equipment.

The Province will appoint a contract supervisor for the Contractor's services funded under this Agreement. The Parties agree to conduct contract reviews during the Funding Period to review the ***Service Deliverables*** and any other issues of mutual concern, including the following:

- statements and reports;

Underlying Principles of Service Provision

Services will exemplify family centered practice and strength-based approaches consistent with the principles of wraparound service and integrated case management. Services will promote attachment and placement stability for children within the community, and will contribute to the successful reintegration of children into their homes.

Services will be provided in the home and community where possible and must reflect the complex multicultural nature of the client population. Families and caregivers will play an integral role in assessment, planning, and provision of services.

Critical linkages between program areas will be established and maintained to support families and caregivers in caring for children, and to integrate interventions effectively. Collaboration with key partners will be developed and maintained, and services will strive to build linkages between families and their communities.

Programs will be designed to provide the most effective services that are evidence and outcome based, and a consistent clinical approach will be used across all program areas. Flexible service delivery and integration across all program areas is critical.

Access to psychological, psychiatric, or other specialized assessments will be critical to providing targeted and effective service, and to providing an integrated plan for each family. It is also critical to ensure that families are connected with needed mental health and substance misuse assessments and services.

Ongoing efforts will be made to incorporate emerging and relevant research and best practice recommendations.

- program elements, including hours of operation;
- access and admission criteria;
- intake and referral processes;
- numbers of clients to be served;
- hours of direct client service;
- frequency, content and format of progress and Court Ready reports;
- wait list management;
- exceptions to normal practice;
- critical incident reporting procedures;
- issue management;
- program liaison.

Services have been restructured based on a comprehensive system of care model, supported by accreditation and enhanced reporting requirements. The Province and the Contractor are using a collaborative approach to the continuing development of output-based contracts and measurable client outcomes. Both parties agree to work together to achieve these objectives. Data collected during the term of this agreement will be reviewed by both parties and then used to establish baseline targets for future contracts.

As part of the Vancouver Coastal Region multiyear contracting initiative, this Agreement is subject to a three year term and will be in effect from April 1, 2009 to March 31, 2012 subject to Sections 55 to 58 of the Third Party Service Agreement. The Agreement may, from time to time and as necessary, be modified to represent changes in service deliverables, or in financial or other clauses.

As per the Financial Administration Act, our obligation to provide payments on this three year Agreement is subject to an appropriation being available in the fiscal year of the Province in which payment becomes due.

SUMMARY

Term **01/04/2009 to 31/03/2012** ***Total Amount of Component Agreement*** **$1,049,335.20**

Allocation by Programs and Services

Programs			
Family Preservation and Reunification			
	Intervention - General		$352,336.62
		Sub-Total	**$352,336.62**
Services to Strengthen Families			
	Intervention - General		$7,500.00
		Sub-Total	**$7,500.00**
Youth Transition Program			
	Intervention - General		$689,498.58
		Sub-Total	**$689,498.58**
		Total	**$1,049,335.20**

Allocation by Community

Communities Served		
Richmond (38)		$1,049,335.20
	Total	**$1,049,335.20**

Allocation by Business Area

Core Business Area	**Business Area - Sub Business Area**

Core Business Area	Business Area - Sub Business Area	
Child and Family Development		
	Family Development/Family Preservation and Reunification	$352,336.62
	Family Development/Service to Strengthen Families	$7,500.00
	Youth Services	$689,498.58
	Sub-Total	**$1,049,335.20**
	Total	**$1,049,335.20**

PROGRAMS

Services to Strengthen Families

TARGET POPULATION: Families who require additional support in order to manage parenting responsibilities, but who do not fall within the Ministry's protection mandate.

OUTCOME: Families have the capacity to care for their own children such that the children have healthy, non-violent role models that enable them to grow and develop to their full potential.

Family Violence Program (Services to Strengthen Families)

SERVICE: INTERVENTION - GENERAL **Total Amount** $7,500.00

Definitions	Activities provided to maintain or prompt a planned change in the behaviour, condition or functioning of children, youth, and/or families/caregivers.
Project Code	18CN289
Input	Qualified Staff
Output Indicators	# Recipients **Quantity**
Reporting Frequency	As Scheduled
Core Business Area	Child and Family Development
Business Area	Family Development
Sub Business Area	Service to Strengthen Families
One Time Only	Yes
Communities Served	

Richmond (38) **Recipient(s)** Family **Amount** $7,500.00

Additional Descriptions

SERVICE DESCRIPTION

Family Violence Community Counsellor

Intervention

The Family Violence Community Counsellor will work with the R.C.M.P. Domestic Violence Unit to provide appropriate and effective follow-up on the high-risk domestic violence and mental health cases reported to the Richmond R.C.M.P. The Counsellor will work closely with MCFD Social Workers in the cases where children are involved.

OTHER

Funding

Funding for the Family Violence Community Counsellor had been provided for 07/08 and 08/09 fiscal years at $30,000.00 per year. This funding was for the purpose of getting the program started, and funding has now been provided by the Solicitor General.

In order to allow time for discussion and transition, The Province will provide three months of pro-rated funding on a one-time only basis, in the amount of $7,500.00.

BUSINESS AREA OUTCOMES

- Families have an enhanced capacity to care for their children
- Extended Families and communities are actively engaged and caring for children
- Children and youth are healthy and have a sense of well-being
- Children and youth are free from abuse, neglect and exploitation

- Children and youth experience stability and permanence in their family and alternative family environment
- Children in care are engaged and successful at school and experience positive outcomes
- Children in care transition successfully to adulthood through appropriate supports and supportive relationships

Family Preservation and Reunification

TARGET POPULATION:	Families involved with the ministry through its protection mandate. The focus is on families with children twelve years of age and under, but includes families with both children and youth.
OUTCOME:	Children, youth and their families are able to remain together or, if apart, are able to reunite, free from abuse and neglect.

SERVICE: INTERVENTION - GENERAL		**Total Amount**		$352,336.62
Definitions	Activities provided to maintain or prompt a planned change in the behaviour, condition or functioning of children, youth, and/or families/caregivers.			
Project Code	18CN289			
Input	Qualified Staff			
Output Indicators	# Direct One to One Hours	**Quantity**	575	
	# Recipients of One to One Services		22	
Reporting Frequency	Monthly			
Core Business Area	Child and Family Development			
Business Area	Family Development			
Sub Business Area	Family Preservation and Reunification			
Communities Served				
Richmond (38)	**Recipient(s)**	Family	**Amount**	$352,336.62

Additional Descriptions

SERVICE DESCRIPTION

Specialized Therapeutic Intervention – TASA Counselling Centre

Intervention

Specialized therapeutic interventions comprise individual or family therapeutic interventions for children, adult survivors and non offending family members where there has been a disclosure of sexual or physical abuse or other trauma. Group therapeutic intervention may be offered to enhance individual interventions. The program will provide a high level of clinical expertise, supported by specialized facilities such as a playroom equipped for play, sand and art therapy and video equipment for interviewing, supervision and client resource purposes. Access will be limited to referrals from the Ministry of Children and Family Development. Exceptions to this access limitation must have the prior approval of the Ministry's program liaison officer.

Interventions are intended to be time limited, goal oriented and part of an integrated service plan. Length of service intervention will average six (6) months with individual treatment sessions averaging 1 to 1.25 hours in duration. The parties acknowledge the length of service may vary given the number of family members to be seen and the complexities of therapeutic needs and intervention strategies.

Service Components:

- Intake services including victim support, crisis consultation, information and referral, handouts, booklets and other resource material

- Clinical assessment to determine treatment needs and suitability of service to client
- Therapeutic intervention following investigation by police and/or civil authorities including individual and family counselling to non offending family members or caregivers
- Group therapeutic intervention
- Collateral work and community advocacy for clients
- Clinical supervision of case management and record keeping systems
- Liaison and coordination with other service providers involved in components of the plan
- Development and maintenance of a data collection system for the purposes of quality assurance

In addition to regular reporting requirements, the Special Intervention Team will submit client progress reports for the child and family component of the service in the following circumstances: cases involving child protection concerns; court purposes; planning for children in care of the Director; and closing of service involvement.

BUSINESS AREA OUTCOMES

- Families have an enhanced capacity to care for their children
- Extended Families and communities are actively engaged and caring for children
- Children and youth are healthy and have a sense of well-being
- Children and youth are free from abuse, neglect and exploitation
- Children and youth experience stability and permanence in their family and alternative family environment
- Children in care are engaged and successful at school and experience positive outcomes
- Children in care transition successfully to adulthood through appropriate supports and supportive relationships

Youth Transition Program

TARGET POPULATION:	Youth, who may or may not be involved with the Ministry, who require additional support or skill building to move from adolescence to responsible adulthood.
OUTCOME:	Youth develop adult competencies to enable them to achieve independent living with confidence and success.

SERVICE: INTERVENTION - GENERAL **Total Amount** $689,498.58

Definitions	Activities provided to maintain or prompt a planned change in the behaviour, condition or functioning of children, youth, and/or families/caregivers.		
Project Code	18CN289		
Input	Qualified Staff		
Output Indicators	# Recipients of One to One Services	**Quantity**	30
	# Direct One to One Hours		2047
Reporting Frequency	Monthly		
Core Business Area	Child and Family Development		
Business Area	Youth Services		
Communities Served			
Richmond (38)	**Recipient(s)** 13 to 18 years	**Amount**	$689,498.58

Additional Descriptions

SERVICE DESCRIPTION

Services to Transition Youth to Adulthood

Intervention

Services to transition youth to adulthood are interventions to promote the development of adult competencies so that youth may achieve independent living with confidence and success. 3[1] Access to

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services will be limited to youth referred by MCFD who are either in care and transitioning to independent living, or who are on Youth Agreements. The *Ansell-Casey Life Skills Assessment* (ACLSA) will be utilized for the purpose of assessment and outcome measurement.

Length of program involvement will average 6 months. The parties acknowledge the length of service may vary given the complexities of needs and intervention strategies.

Service components:

- Assessment to determine needs and program suitability
- Individual or group life skills development, including, but not limited to, budgeting, banking and accessing financial services, homemaking, food preparation and handling, nutrition, and other issues of importance identified by participating youth
- Housing related activities, including, but not limited to, placements (i.e. securing housing for involved youth), landlord contacts, support with housing searches
- Development of linkages to community resources and government agencies providing Employment Skills Development services such as resume preparation, job search techniques, job application preparation, and similar services
- Return to school support services
- Development of linkages to informal and formal personal and community support networks
- Participate in the development of volunteer mentoring services
- Self-help and mutual aid through a youth focus group established for youth involved in the program
- Follow-up assessment

BUSINESS AREA OUTCOMES

- Youth participate in identifying their short and longer term needs and in developing plans to address them
- Youth experiencing high levels of risk to their health and safety have the levels of risk reduced
- Youth have immediate basic needs met including shelter, food and clothing
- Youth establish connections with community resources to address needs such as physical health, mental health, addictions and/or sexual exploitation
- Youth have improved connections to positive community supports including family/extended family, peers, education, employment, and/or housing
- Youth acquire skills and knowledge necessary to keep themselves safe, achieve identified goals, and successfully transition to adulthood

Attachments

Name	Attachment 1.1 - Program Indicator Descriptions	*Attachment 1.1 Program Indicator Descriptions.doc*

BRITISH COLUMBIA	Ministry of Children and Family Development	**SUBSIDIARY COMPONENT AGREEMENT: FT08424007** **SCHEDULE B**

SCHEDULE B – PAYMENT & FINANCIAL REPORTING

Aggregate Maximum

1.1 Subject to the provisions of the Third Party Service Agreement and this Subsidiary Component Agreement, we will pay you an amount not exceeding $1,049,335.20 in the aggregate, for providing the Services set out in Schedule A, during the term of this Subsidiary Component Agreement.

Payments

2.1 **Monthly Recurring**

We will pay you on or about the 15th day of the month commencing on the 1st day of April, 2009 as provided in the following payment schedule:

From	To	Amount	Total
April 1, 2009	April 30, 2009	$29,110.20	$29,110.20
May 1, 2009	March 31, 2012	$28,935.00	$1,012,725.00
			$1,041,835.20

2.2 **Variable**

Not applicable

2.3 **One-Time-Only Payments and Additional Costs**

We will pay you the amount of $7,500.00 as specified:

Intervention - General	$7,500.00

2.4 **Payment Address**

1616 7TH AVE W VANCOUVER, BC V6J 1S5

Financial Reports

2.5 In addition to the financial statements referred to in the Audit and Service Evaluation section of FT08424000 any financial reports should, at a minimum, relate costs to service outputs. The following additional financial reports are required.

Name	Description
Semi-annual Service Cost Report	Report that outlines the semi-annual costs associated with a service.
9-Month Service Cost Report	Report that outlines the costs associated with a service every 9 months.

Transition to Unit Cost Based Payments

2.6 Not applicable

Attachments

Name	Attachment 2.1 - Financial Report	*Attachment 2.1 Financial Report.doc*
Name	Attachment 2.2 - Price Structure Chart	*Attachment 2.2 Price Structure Chart.doc*

SCHEDULE C – APPROVED SUBCONTRACTOR(S)

Subcontractors

1.1 The following persons or organizations, are specified as Subcontractors under section 12 of the Third Party Service Agreement, for purposes of this Subsidiary Component Agreement:

None

SCHEDULE D – RISK MANAGEMENT & CONFLICT RESOLUTION

Criminal Record Check

1.1 In accordance with the Criminal Records Review Act, you must undertake a criminal record check of each staff member or other person who has, or potentially has, unsupervised access to children, or who has access to their records.

1.2 In addition to any criminal record checks required under the Criminal Records Review Act, you must undertake a criminal record check on volunteers or other individuals who have, or potentially have, unsupervised access to children or their records.

1.3 Upon our written request you must provide us written confirmation that:

(a) criminal record checks have been initiated;
(b) you have acted on instructions from the adjudicator or us; and
(c) all other related procedures have been followed.

Conflict Resolution Officials

2.1 The designated "Officials" of the parties for the purposes of the Conflict Resolution Protocol are:

	Province	**Contractor**
Stage One:	Contract Manager	Executive Director or Designate
Stage Two:	Director of Contracts and Resources	Executive Director or Designate
Stage Three:	Regional Executive Director	Chair, Board of Directors or Designate

Permits and Licenses

3.1 You must obtain all the permits and licenses required to perform the Services, including, but not limited to:

(a) any permits or licenses required by municipal or health authorities for the operation of the Services delineated in Schedule A.

(b) any municipal, provincial, federal permits and licenses required to provide the Services including motor vehicle licenses of the appropriate class to provide transportation to clients.

Insurance and Indemnity

4.1 If eligible, you will be enrolled for insurance coverage under our Master Insurance Program (MIP).

4.2 In the event that you are deemed ineligible for coverage under the Master Insurance Program (MIP), you must, without limiting your obligations or liabilities and at your own expense, provide and maintain throughout the Term, Comprehensive General Liability in an amount not less than $2,000,000 inclusive per occurrence insuring against bodily injury, personal injury and property damage and including liability assumed under contract with insurers licensed in the province of British Columbia and in the forms and amounts acceptable to us.

4.3 You must ensure all required insurance is endorsed to provide us with 30 days advance written notice of cancellation or material change.

4.4 You must provide us with evidence of the required insurance, in the form of a completed Province of British Columbia Certificate of Insurance, immediately following execution and delivery of the Agreement.

4.5 You must maintain a minimum of $2,000,000.00 automobile third party insurance on any vehicle used to provide Services to the public.

4.6 Additional Insurance: Not applicable

SCHEDULE E – AUTHORIZED PERSONS (FOR THE SUBSIDIARY COMPONENT AGREEMENT)

Authorized Persons

1.1 The Contractor designates any of the following persons, (identified by name and/or position) to act for you in relation to this Subsidiary Component Agreement:

Teri Nicholas, Executive Director or Designate

1.2 The Ministry designates any of the following persons (identify by name and/or position) to act for us in relation to this Subsidiary Component Agreement:

Desiree Bachmann, Contract Liaison

SCHEDULE H – ADDITIONAL TERMS

Other

PAYMENT AND FINANCIAL REPORTING

1.1 **Aggregate Maximum**

The aggregate includes **$5,043.40**, representing 2009/2010 funding increase to assist in maintaining service levels, service quality and service continuity.

1.2 **Annual baseline funding** for this Agreement is **$347,278.40**.

1.3 **Financial Reports**

Whether or not an annual financial statement (or review or audit of the same) is required and submitted under section 40 of the Third Party Service Agreement, the Contractor will, for the purposes of negotiation of any future agreement, submit to the Province, within 30 business days of the end of the 2nd and 3rd quarters of the Fiscal Year, a Financial Report (unaudited) showing revenues and expenditures for each service area. A sample of the Financial Report (unaudited) is included as Attachment 2.1 to this Subsidiary Component Agreement.

ADDITIONAL REPORTING REQUIREMENTS

2.1 **Monthly Indicator Reports**

The reports referred to in Schedule A will be submitted within 15 business days of the end of the period specified, commencing with a first report for the period ending April 30, 2009. For the purpose of this section and section 1.3, a "business day" is any day that is not a Saturday, a Sunday or a statutory holiday in British Columbia.

Attachment 1.1 to Subsidiary Component Agreement No. FT08424007
Family Services of Greater Vancouver – Richmond Programs

Program Indicators 2009-2010

YSE Youth Services

No	Service	Indicator	Definition
101	GENERAL	GEN: # intakes to DAY PROGRAM	Number of youth accessing the DAY PROGRAM this month for the first time in this fiscal year. For most Day Programs, the majority of intakes will occur in September.
102	INTERVENTION	INT: # sessions of Day Program	Number of times this month that the Day Program staff offered the program. For Day Programs that run all day, the number of sessions will equal the number of days they were open. For Day Programs that offer the program to different youth in the morning/ afternoon/ evening, the number of sessions will be more than the number of days.
103	INTERVENTION	INT: # hours of Day Program sessions	Number of hours this month that the Day Progam was open to youth. The number of hours should be reported to the nearest quarter hour e.g. 0.25, 0.5, 0.75,1, 1.25 etc.
104	INTERVENTION	INT: # attendances at Day Program sessions	Total number of attendances at all Day Program sessions this month. A youth must be present for at least 75% of the duration of the session to be considered as having attended. Excludes youth who are on a monitored home study program, as well as youth absent for other reasons.
105	**INTERVENTION**	**INT: Average # attendances per Day Program session**	**# attendances / # sessions**
106	INTERVENTION	INT: # hours individual intervention	Number of hours this month that staff provided one-to-one intervention within the context of a Day Program. Time spent with a youth's family/ caregiver counts as time with the youth for the purposes of this indicator. Hours should be reported to the nearest quarter hour e.g. 0.25, 0.5, 0.75,1, 1.25 etc.
107	INTERVENTION	INT: # youth receiving individual intervention	Number of youth to whom staff provided one-to-one intervention this month. Intervention may be provided in person or over the phone.
108	**INTERVENTION**	**INT: Average # hours individual intervention per youth**	**# hours / youth**
109	INTERVENTION	INT: # sessions of group training and education	Number of times this month that staff provided group activity within the context of a Day Program i.e. provided service to 2 or more unrelated youth at the same time.
110	INTERVENTION	INT: # hours of group training and education sessions	Number of hours this month that Day Program staff provided group activity. The number of hours should be reported to the nearest quarter hour e.g. 0.25, 0.5, 0.75,1, 1.25 etc.
111	INTERVENTION	INT: # attendances at training and education sessions	Total number of attendances at all training and education sessions provided by Day Program staff this month.
112	**INTERVENTION**	**INT: Average # attendances per training and education session**	**# attendances / # sessions**
201	GENERAL	GEN: # intakes to HOUSING SUPPORT AND ASSISTANCE	Number of youth accessing HOUSING SUPPORT AND ASSISTANCE this month for the first time. 'Accessing' means the youth asked staff for help with housing, and provided staff with their name. Excludes youth in the Transition Youth to Adulthood program.

202	GENERAL	GEN: # intakes who are re-intakes	Number of youth accessing Housing Support and Assistance who have found housing with MCFD support and assistance within the past 12 months. This number is a sub-set of the total number of intakes and therefore cannot exceed that number.
203	**GENERAL**	**GEN: % intakes are re-intakes**	**# intakes who are re-intakes / # intakes**
204	INTERVENTION	INT: # hours of individual housing support	Number of hours this month that staff provided one-to-one Housing Support and Assistance services to youth. Individual housing support and assistance may be provided in person or by phone and should be reported to the nearest quarter hour e.g. 0.25, 0.5, 0.75,1, 1.25 etc.
205	TRAINING & EDUCATION	TRE: # sessions of group housing support	Number of times this month that staff provided housing support and assistance in a group setting i.e. provided service to 2 or more unrelated youth at the same time.
206	TRAINING & EDUCATION	TRE: # hours of group housing support	Number of hours this month that staff provided housing support and assistance in a group setting. The number of hours should be reported to the nearest quarter hour e.g. 0.25, 0.5, 0.75,1, 1.25 etc.
207	TRAINING & EDUCATION	TRE: # attendances at housing support sessions	Total number of attendances at all group housing support and assistance sessions provided by Housing Support and Assistance staff this month.
208	**TRAINING & EDUCATION**	**TRE: Average # attendances per housing support session**	**# attendances / # sessions**
209	OUTCOME	TRE: # youth receiving housing support who moved into accommodation	Number of youth accessing Housing Support and Assistance who reported moving into accommodation this month. Does not include youth who have 'found' accommodation but have not yet moved into it.
218	INFORMATION & REFERRAL	IFR: # units of housing registered this month	Number of units of housing available to youth that were added to the Housing Registry this month.
219	INFORMATION & REFERRAL	IFR: Total # units registered at month end	Total number of units of housing that were available to youth through the Housing Registry at the end of this month.
301	GENERAL	GEN: # intakes to FAMILY AND YOUTH MEDIATION AND REUNIFICATION	Number of youth accessing FAMILY AND YOUTH MEDIATION AND REUNIFICATION this month for the first time. Includes youth who have been previously discharged from Mediation and Reunification but are returning to address a new or changed situation. Excludes extensions of referals.
302	INTERVENTION	INT: # hours of individual intervention	Number of hours this month that staff provided one-to-one Mediation and Reunification services to youth and/or their families/ caregivers. Individual service may be provided in person or by phone and should be reported to the nearest quarter hour e.g. 0.25, 0.5, 0.75,1, 1.25 etc.
303	INTERVENTION	INT: # youth/caregivers receiving individual intervention	Number of different youth to whom staff provided one-to-one Mediation and Reunification services this month. A youth and their families/ caregivers count as a single unit for the purposes of this indicator.
304	**INTERVENTION**	**INT: Average # hours individual intervention per youth**	**# hours / youth**
305	INTERVENTION	INT: # sessions of group intervention	Number of times this month that staff provided Mediation and Reunification services in a group setting, i.e. provided service to 2 or more unrelated youth and/or their families/ caregivers at the same time
306	INTERVENTION	INT: # hours of group intervention sessions	Number of hours this month that staff provided Mediation and Reunification services in a group setting. The number of hours should be reported to the nearest quarter hour e.g. 0.25, 0.5, 0.75,1, 1.25 etc.

307	INTERVENTION	INT: # attendances at group intervention sessions	Total number of attendances at all group intervention sessions provided by Family and Youth Mediation staff this month. Each youth, family member/ caregiver is counted separately for the purposes of this indicator.
308	**INTERVENTION**	**INT: Average # attendances per group intervention session**	**# attendances / # sessions**
309	OUTCOME	INT: # discharges from Mediation/ Reunification (1a)	Number of youth for whom staff wrote a closing report this month (1a).
310	OUTCOME	INT: # of 1a who achieved their primary goal in relationship to their family	Number of youth for whom staff wrote a closing report this month who achieved their primary goal in relationship to their family
311	**OUTCOME**	**INT: % of 1a who achieved their primary goal in relationship to their family**	**# achieving goal / # discharged this month [310 / 309]**
312	OUTCOME	INT: # successful discharges 3 months ago (2a)	Number of youth who successfully completed Mediation and Reunification Services three months ago
313	OUTCOME	INT: # of 2a contacted this month (2b)	Number of youth who successfully completed Mediation and Reunification Services three months ago with whom contact was made this month.
314	**OUTCOME**	**INT: % of 2a contacted this month (2b)**	**[313 / 312]**
315	OUTCOME	INT: # of 2b with maintained or improved relationship with family	Number of youth who successfully completed Mediation and Reunification Services three months ago with whom contact was made this month who reported that their relationship with their family has improved or been maintained over the past three months.
316	**OUTCOME**	**INT: % of 2b with maintained or improved relationship with family**	**[315 / 314]**
317	OUTCOME	INT: # successful discharges 6 months ago (3a)	Number of youth who successfully completed Mediation and Reunification Services six months ago
318	OUTCOME	INT: # of 3a contacted this month (3b)	Number of youth who successfully completed Mediation and Reunification Services six months ago with whom contact was made this month
319	**OUTCOME**	**INT: % of 3a contacted this month (3b)**	**[318 / 317]**
320	OUTCOME	INT: # of 3b with maintained or improved relationship with family	Number of youth who successfully completed Mediation and Reunification Services six months ago with whom contact was made this month who reported that their relationship with their family has improved or been maintained over the past six months.
321	**OUTCOME**	**INT: % of 3b with maintained or improved relationship with family**	**[320 / 319]**
401	GENERAL	GEN: # intakes to SAFE CARE	Number of youth determined to be eligible to receive SAFE CARE services this month for the first time. Includes youth that have been previously discharged but are returning to address a new or changed situation.
402	GENERAL	GEN: # intakes who identify as Aboriginal	Number of youth contacted by Safe Care staff this month for the first time who consider themselves to be of Aboriginal heritage. This number is a sub-set of the total number of intakes and therefore cannot exceed that number
403	**GENERAL**	**GEN: % intakes that identify as Aboriginal**	**# intakes who identify as Aboriginal / # intakes**

421	LINKING & BROKERAGE	LNK: # hours linking and brokerage	Number of hours this month that Safe Care staff provided inking and brokerage for youth and/or their caregivers. Linking and brokerage refers to activities to connect the youth and/or their caregiver(s) to a formal support/ resource, or to facilitate the formal support's direct connection to the youth. Hours should be reported to the nearest quarter hour, e.g. 0.25, 0.5, 0.75,1, 1.25 etc.
422	LINKING & BROKERAGE	LNK: # youth receiving linking and brokerage	Number of youth for whom staff provided linking and brokerage this month. A youth and their caregivers count as a single unit for the purposes of this indicator.
423	**LINKING & BROKERAGE**	**LNK: Average # hours linking and brokerage per youth**	**# hours / # youth**
431	TRAINING & EDUCATION	TRE: # sessions of community training/ education provided	Number of times this month that staff provided training and/or education to other service providers and/or members of the public in a group setting.
432	TRAINING & EDUCATION	TRE: # hours of community training/ education	Number of hours this month that staff provided community training/ education in a group setting. The number of hours should be reported to the nearest quarter hour e.g. 0.25, 0.5, 0.75,1, 1.25 etc.
433	TRAINING & EDUCATION	TRE: # attendances at community training/ education sessions	Total number of attendances by other service providers and/or members of the public at all group training and education sessions provided by Safe Care staff this month.
434	**TRAINING & EDUCATION**	**TRE: Average # attendances per community training/ education session**	**# attendances / # sessions**
501	GENERAL	GEN: # intakes to TRANSITION YOUTH TO ADULTHOOD	Number of youth accessing services to TRANSITION YOUTH TO ADULTHOOD this month for the first time. Also includes youth who have been discharged from Transition Services before but are returning to address a new or changed situation
502	GENERAL	GEN: # intakes who identify as Aboriginal	Number of youth accessing services to Transition Youth to Adulthood this month for the first time who consider themselves to be of Aboriginal heritage. This number is a sub-set of the total number of intakes and therefore cannot exceed that number
503	**GENERAL**	**GEN: % intakes that identify as Aboriginal**	**# intakes who identify as Aboriginal / # intakes**
504	INTERVENTION	INT: # hours of individual transition services with youth/caregiver	Number of hours this month that staff provided one-to-one Transition Service to youth and/or their caregivers. Individual service may be provided in person or by phone and should be reported to the nearest quarter hour e.g. 0.25, 0.5, 0.75,1, 1.25 etc.
505	INTERVENTION	INT: # youth receiving individual transition services	Number of different youth to whom staff provided one-to-one Transition Services this month. A youth and his/her caregiver(s) count as a single unit for the purposes of this indicator.
506	**INTERVENTION**	**INT: Average # hours individual transition services per youth**	**# hours / # youth**
507	INTERVENTION	INT: # sessions of group transition services provided	Number of times this month that staff provided Transition Services in a group setting i.e. provided service to 2 or more unrelated youth at the same time
508	INTERVENTION	INT: # hours of group transition services	Number of hours this month that staff provided Transition Services in a group setting. The number of hours should be reported to the nearest quarter hour e.g. 0.25, 0.5, 0.75,1, 1.25 etc.
509	INTERVENTION	INT: # attendances at transition sessions	Total number of attendances by youth and/or their caregivers at Transition sessions this month. Each youth and/or caregiver counts as a separate individual for the purposes of this indicator.

510	**INTERVENTION**	**INT: Average # attendances per transition session**	**# attendances / # sessions**
511	TRAINING & EDUCATION	TRE: # sessions of community training/ education	Number of times this month that Transition staff provided general community training and/or education in a group setting i.e. provided service to 2 or more other service providers or members of the public
512	TRAINING & EDUCATION	TRE: # hours of community training/ education sessions	Number of hours this month that Transition staff provided general community training and/or education in a group setting. The number of hours should be reported to the nearest quarter hour e.g. 0.25, 0.5, 0.75,1, 1.25 etc.
513	TRAINING & EDUCATION	TRE: # attendances at community training/ education sessions	Total number of attendances this month at general community training and/or education sessions provided by Transition staff
514	**TRAINING & EDUCATION**	**TRE: Average # attendances per community training/ education session**	**# attendances / # sessions**
515	OUTCOME	INT: # of youth completing Transition program (1a)	Number of youth discharged from Transition services this month having completed the program
516	OUTCOME	INT: # of 1a with improved functioning	Number of youth completing Transition services this month with improved functioning.
517	**OUTCOME**	**INT: % of 1a with improved functioning**	**[516 / 515]**
518	OUTCOME	INT: # of 1a attending school, training or work at discharge	Number of youth completing Transition services this month who were attending school, training or work at time of discharge.
519	**OUTCOME**	**INT: % of 1a attending school, training or work at discharge**	**[518 / 515]**
520	OUTCOME	INT: # of 1a who have accommodation at discharge	Number of youth completing Transition services this month who reported having accommodation at time of discharge.
521	**OUTCOME**	**INT: % of 1a who have accommodation at discharge**	**[520 / 515]**
522	OUTCOME	INT: # of youth aging out (1a)	Number of youth discharged from Transition services this month having reached the age of 19 or older, i.e. having 'aged out.'
523	OUTCOME	INT: # of 1a with improved functioning	Number of youth aging out of Transition services this month with improved functioning.
524	**OUTCOME**	**INT: % of 1a with improved functioning**	**[523 / 522]**
525	OUTCOME	INT: # of 1a attending school, training or work at discharge	Number of youth aging out of Transition services this month who were attending school, training or work at time of discharge.
526	**OUTCOME**	**INT: % of 1a attending school, training or work at discharge**	**[525 / 522]**
527	OUTCOME	INT: # of 1a who have accommodation at discharge	Number of youth completing Transition services this month who reported having accommodation at time of discharge.
528	**OUTCOME**	**INT: % of 1a who have accommodation at discharge**	**[527 / 522]**
529	OUTCOME	INT: # of youth refusing service	Number of youth discharged from Transition services this month either because they refused service or because, despite the efforts of Transition and MCFD staff, there was no contact with them for six weeks.
530	OUTCOME	INT: # of youth referred on	Number of youth discharged from Transition services this month because they required services not provided by the Transition program.
601	GENERAL	VME: # intakes to VOLUNTEER MENTORING	Number of youth accessing VOLUNTEER MENTORING this month for the first time. Includes youth who have been previously discharged from Volunteer Mentoring but who are returning to address a new or changed situation.

602	GENERAL	VME: # intakes who identify as Aboriginal	Number of youth deemed eligible to receive volunteer mentoring this month for the first time who consider themselves to be of Aboriginal heritage. This number is a sub-set of the total number of intakes and therefore cannot exceed that number.
603	**GENERAL**	**VME: % intakes who identify as Aboriginal**	**# intakes who identify as Aboriginal / # intakes**
604	MENTORING	VME: # hours recruiting, monitoring volunteer mentors	Number of hours staff spent recruiting, training, linking, monitoring, etc. potential or actual volunteer mentors. Service may be provided in person or over the phone and should be reported to the nearest quarter hour e.g. 0.25, 0.5, 0.75, 1, 1.25 etc.
605	MENTORING	VME: # volunteer mentor matches made	Number of volunteer mentor matches that met for the first time this month
606	MENTORING	VME: # matches that met this month	Total number of Volunteer Mentor matches that met this month, including matches that met for the first time.
607	MENTORING	VME: # hours that matches met	Number of hours this month that Volunteer Mentor matches met. Meetings must take place in person and should be reported to the nearest quarter hour e.g. 0.25, 0.5, 0.75,1, 1.25 etc.
608	**MENTORING**	**VME: Average # hours each volunteer mentor match met**	**# hours / # matches that met**
701	GENERAL	OTR: # intakes to OUTREACH TO YOUTH	Number of youth contacted through OUTREACH TO YOUTH this month for the first time. Contact must be sufficient to allow staff to believe they have learned the youth's real name. Includes youth that were thought to have been repatriated/ engaged in services over 30 days ago, but who have reappeared.
702	OUTREACH	OTR: # hours outreach to youth/caregiver	Number of hours this month that staff provided outreach to youth and/or their caregivers. Outreach is defined as direct contact, either in person or by phone, initiated by staff for the purpose of engaging the youth in one or more services. Hours should be reported to the nearest quarter hour e.g. 0.25, 0.5, 0.75,1, 1.25 etc.
703	OUTREACH	OTR: # youth receiving outreach	Number of youth to whom staff provided outreach this month. A youth and his/her caregiver(s) count as a single unit for the purposes of this indicator.
705	OUTCOME	OTR: # youth first contacted 3 months ago (1a)	Number of youth contacted through Outreach Services for the first time 3 months ago this month
706	OUTCOME	OTR: # of 1a who are repatriated/ engaged outside of outreach program	Number of youth contacted through Outreach Services for the first time 3 months ago this month who have beenrepatirated and/or are engaged in appropriate services outside of the Outreach program.
707	**OUTCOME**	**OTR: % of 1a who are repatriated/ engaged outside of outreach program**	**[706 / 705]**
801	SELF-HELP	SHP: # days RESOURCES CENTRE open	Number of days this month that the RESOURCES CENTRE was open for self-help to youth age 18 and under or their caregivers.
802	SELF-HELP	SHP: # hours Resources Centre open	Number of hours this month that the Resources Centre was open for self-help to youth age 18 and under or their caregivers.
803	SELF-HELP	SHP: # attendances at Resources Centre	Number of times youth age 18 and under or their caretakers attended the Resources Centre for self-help this month.
804	**SELF-HELP**	**SHP: Average # attendances per day Resources Centre open**	**# attendances / # days**
999	**GENERAL**	**GEN: # unique clients YTD**	**# active client units as of April 1, plus # intakes May - March**

Program Indicators 2009-2010

FSS Family Support Services

No	Service	Indicator	Definition
101	GENERAL	GEN: # intakes	Number of families accessing Family Support Services this month for the first time. Includes families who have previously accessed Family Support Services but who have returned to address a new or changed situation. Excludes families for whom service was extended.
102	GENERAL	GEN: # intakes who identify as Aboriginal	Number of families accessing Family Support Services this month for the first time who consider themselves, or whose primary caregiver considers his/her young child(ren), to be of Aboriginal heritage. This number is a sub-set of the total number of families accessing Family Support Services for the first time and therefore cannot exceed that number.
103	**GENERAL**	**GEN: % intakes who identify as Aboriginal**	**# intakes who identify as Aboriginal / # intakes**
111	OUTREACH	OTR: # hours of outreach	Number of hours this month that staff provided outreach to families. Outreach is defined as contact initiated by staff for the purpose of engaging the family in a service. Includes time spent in person or on the phone. The number of hours should be reported to the nearest quarter hour e.g. 0.25, 0.5, 0.75, 1, 1.25 etc.
112	OUTREACH	OTR: # families receiving outreach	Number of different families to whom staff provided outreach this month. All members of a family to whom staff provided outreach count as a single unit for the purposes of this indicator.
113	**OUTREACH**	**OTR: Average # hours of outreach per family**	**# hours / # families**
121	INTERVENTION	INT: # hours of individual intervention	Number of hours this month that staff provided intervention to individual families. Includes time spent in person or on the phone with one or more members of a family to maintain or prompt a planned change in behaviour, condition or functioning. The number of hours should be reported to the nearest quarter hour e.g. 0.25, 0.5, 0.75, 1, 1.25 etc.
122	INTERVENTION	INT: # families receiving individual intervention	Number of different families to whom staff provided individual intervention this month. All members of a family to whom staff provided individual intervention count as a single unit for the purposes of this indicator.
123	**INTERVENTION**	**INT: Average # hours individual intervention per family**	**# hours / # families**
134	LINKING & BROKERAGE	VME: # Volunteer Mentor matches made	Number of Volunteer Mentor matches that met for the first time this month.
135	LINKING & BROKERAGE	VME: Total # of matches that met this month	Number of Volunteer Mentor matches that met this month whether for the first or subsequent time.
136	LINKING & BROKERAGE	VME: # hours that matches met	Number of hours this month that Volunteer Mentor matches met. Meetings must take place in person and should be reported to the nearest quarter hour e.g. 0.25, 0.5, 0.75., 1, 1.25 etc.
137	**LINKING & BROKERAGE**	**VME: Average # hours that matches met**	**# hours / # matches that met**

141	MUTUAL AID	MTA: # sessions of mutual aid	Number of times this month that staff facilitated mutual aid in a group setting i.e. provided service to members of 2 or more unrelated families at the same time.
142	MUTUAL AID	MTA: # hours of mutual aid sessions	Number of hours this month that staff facilitated mutual aid in a group setting. The number of hours should be reported to the nearest quarter hour e.g. 0.25, 0.5, 0.75., 1, 1.25 etc.
143	MUTUAL AID	MTA: # attendances at mutual aid sessions	Total number attendances this month by family members at all sessions of mutual aid groups. Each member of a family attending a mutual aid session counts separately for the purposes of this indicator.
144	**MUTUAL AID**	**MTA: Average # attendances per mutual aid session**	**# attendances / # sessions**
151	TRAINING & EDUCATION	TRE: # sessions of parent training/ education	Number of times this month that staff provided parent training and education in a group setting, i.e. provided service to members of 2 or more unrelated families at the same time.
152	TRAINING & EDUCATION	TRE: # hours of parent training/ education sessions	Number of hours this month that staff provided parent training and education in a group setting. The number of hours should be reported to the nearest quarter hour e.g. 0.25, 0.5, 0.75., 1, 1.25 etc.
153	TRAINING & EDUCATION	TRE: # attendances at parent training/ education sessions	Total number attendances this month by members of families at all parent training and education sessions. Each member of a family attending a parent training and education session counts separately for the purposes of this indicator.
154	**TRAINING & EDUCATION**	**TRE: Average # attendances per parent training/ education session**	**# attendances / # sessions**
155	TRAINING & EDUCATION	TRE: # sessions of community training/ education	Number of times this month that staff provided training and/or education to other service providers and/or members of the public in a group setting.
156	TRAINING & EDUCATION	TRE: # hours of community training/ education sessions	Number of hours this month that staff provided training and education to other service providers and/or members of the public in a group setting. The number of hours should be reported to the nearest quarter hour e.g. 0.25, 0.5, 0.75., 1, 1.25 etc.
157	TRAINING & EDUCATION	TRE: # attendances at community training/ education sessions	Total number attendances this month by other service providers and/or members of the public at all public/provider training and education sessions.
158	**TRAINING & EDUCATION**	**TRE: Average # attendances per community training/ education session**	**# attendances / # sessions**
161	CARE OF CHILDREN/YOUTH	CYC: # sessions of child care	Number of times this month that staff provided care to children in a group setting i.e. provided service to 2 or more unrelated children at the same time.
162	CARE OF CHILDREN/YOUTH	CYC: # hours of child care sessions	Number of hours this month that staff provided care to children in a group setting. The number of hours should be reported to the nearest quarter hour e.g. 0.25, 0.5, 0.75., 1, 1.25 etc.
163	CARE OF CHILDREN/YOUTH	CYC: # attendances at child care sessions	Total number attendances this month by children at all child care sessions. For example, if 6 children attend every day for 4 days,, then there have been 24 attendances.
164	**CARE OF CHILDREN/YOUTH**	**CYC: Average # attendances per child care session**	**# attendances / # sessions**
181	OUTCOME	INT: # appointments booked for FAMILY VIOLENCE INTERVENTION	Number of appointments booked this month in which staff intended to provide individual family violence intervention/ prevention, e.g. service to one or more members of a single family.

182	OUTCOME	INT: # appointments kept for family violence intervention	Number of appointments kept this month where staff provided Family Violence Intervention/ Prevention to individual families or family members e.g. to one or more related individuals at the same time.
183	**OUTCOME**	**INT: % appointments for family violence intervention kept**	**# appointments kept/ # appointments booked**
184	INTERVENTION	INT: # hours of individual family violence intervention	Number of hours this month that staff provided Family Violence Intervention/ Prevention in an individual appointment setting. The number of hours should be reported to the nearest quarter hour e.g. 0.25, 0.5, 0.75., 1, 1.25 etc.
185	INTERVENTION	INT: # families receiving individual family violence intervention	Number of different families to whom staff provided individual Family Violence Intervention/ Prevention this month. All members of a family count as a single unit for the purposes of this indicator.
186	**INTERVENTION**	**INT: Average # hours individual family violence intervention per family**	**# hours / # families**
187	INTERVENTION	INT: # sessions of group Family Violence intervention	Number of times this month that staff provided Family Violence Intervention/ Prevention in a group setting i.e. provided service to members of 2 or more unrelated families at the same time.
188	INTERVENTION	INT: # hours of group Family Violence intervention sessions	Number of hours this month that staff provided Family Violence Intervention/ Prevention in a group setting. The number of hours should be reported to the nearest quarter hour e.g. 0.25, 0.5, 0.75., 1, 1.25 etc.
189	INTERVENTION	INT: # attendances at group Family Violence intervention sessions	Total number of attendances this month by family members at all Family Violence Intervention/ Prevention sessions. Each member of a family attending a Family Violence Intervention session counts separately for the purposes of this indicator.
190	**INTERVENTION**	**INT: Average # attendances per group Family Violence intervention session**	**# attendances / # sessions**
999	**GENERAL**	**GEN: # unique clients YTD**	**# active client units as of April 1, plus # intakes May - March**

ATTACHMENT 2.1 – Financial Report

Attachment 2.1 to Subsidiary Component Agreement FT08424007

Name of Organization: Family Services of Greater Vancouver

Contract No.: Richmond Programs

Period Covered:

SCA No. FT08424007 Detail	Specialized Therapeutic Intervention	Services to Transition Youth to Adulthood	Family Violence Counselor	TOTALS
Total Operational Revenue				
Operational Expenses:				
Total Wages and Benefits				
Total Client Support Costs				
Total Transportation				
Total Program Support				
Total Program Admin. Support				
Total Facilities Expenses				
Total Operational Pre. Admin				
Total Admin. & Gen. Exp.*				
Total Operational Expenses				
Number of Units				
Unit Cost				
Total Surplus/(deficit)	$	$		

Comments regarding variances:

This report has been prepared from the books and records of the Contractor for the funding period ended _____. I hereby confirm to the best of my knowledge and belief, that the information contained herein, was compiled in accordance with generally accepted accounting principles and in compliance with the Province's Core Policy and Procedures Manual. There is nothing to my knowledge that has not been disclosed in this report which would affect the accuracy and completeness of the financial information.

Signature: Date

Print Name: Print Title: Executive Director

ATTACHMENT 2.2 – Price Structure Chart

Attachment 2.2 to Subsidiary Component Agreement FT08424007

Name of Organization: Family Services of Greater Vancouver

Contract No.: Richmond Programs

Period Covered:

	Service Areas			
	Family Preservation (Specialized Therapeutic Intervention)	Services to Transition Youth to Adulthood	Family Violence Cousellor	TOTALS
Operational Revenue:				
Total Revenue				
Operational Expenses:				
Wages and Benefits				
Staff Wages by Classification				
Relief				
Benefits				
Other (specify)				
Total Wages and Benefits				
Client Support Costs				
Activities				
Meeting Expenses				
Other Client Support Costs (specify)				
Total Client Support Costs				
Transportation				
Auto Insurance				
Client Transportation				
Staff Transportation				
Vehicle Costs				
Other (specify)				
Total Transportation				
Program Support				
Contracted Services				
Telephones/Cellulars/Pagers				
Materials				
Memberships				
Staff Training - Mandatory				
Staff training - Discretionary				
Other (specify)				
Total Program Support				
Program Administrative Support				
Advertising				
Computer Software and Development				
Recruitment and Training				
Office Supplies				
CPIC and Criminal Record Review				
Other (specify)				
Total Program Administrative Support				
Facilities Expenses				
Rent/Lease/Mortgage				
Insurance				
Other (specify)				
Total Facilities Expenses				
Administrative and General Expenses				
Total Administrative and General Expenses				
Total Operational Expenses				

Number of Units				
Unit Cost				

SUBSIDIARY COMPONENT AGREEMENT (SCA)

BRITISH COLUMBIA

Ministry of Children and Family Development

BRITISH COLUMBIA — Ministry of Children and Family Development	**SUBSIDIARY COMPONENT AGREEMENT: FT08424007** **DOING BUSINESS AS: FAMILY SERVICES OF GREATER VANCOUVER** **Agreement Name:** Richmond Programs

HER MAJESTY THE QUEEN IN RIGHT OF THE PROVINCE OF BRITISH COLUMBIA, represented by The Minister of Children and Family Development (the "Province", "we", "us", or "our" as applicable) at the following address:	AND FAMILY SERVICES OF GREATER VANCOUVER (Legal Name) (the "Contractor", "you", or "your" as applicable) at the following address:
SUITE 900-865 HORNBY ST VANCOUVER, B.C. CANADA V6Z 2G3 Fax Number: (604)660-4005	1616 7TH AVE W VANCOUVER, BC V6J 1S5 Fax Number: (604)733-7009

The term for the Subsidiary Component Agreement begins on: 01/04/2012 (Day/Month/Year) and ends on 31/03/2013 (Day/Month/Year)

THE PARTIES AGREE TO THE TERMS ON THE ATTACHED PAGES OF THIS DOCUMENT AND OUTLINED BELOW.
THIS SUBSIDIARY COMPONENT AGREEMENT IS PART OF THE THIRD PARTY SERVICE AGREEMENT FT08424000:

APPLICABLE SCHEDULES:

- **SCHEDULE A - SERVICES**
- **SCHEDULE B - PAYMENT & FINANCIAL REPORTING**
- **SCHEDULE C - APPROVED SUBCONTRACTOR(S)**
- **SCHEDULE D - RISK MANAGEMENT & CONFLICT RESOLUTION**
- **SCHEDULE E - AUTHORIZED PERSONS (FOR THE SUBSIDIARY COMPONENT AGREEMENT)**
- **SCHEDULE H - ADDITIONAL TERMS**

SIGNED AND DELIVERED on the 11th day of May, 2012 on behalf of the Province by its duly authorized representative

Signature: Teresa Goodman

Print Name: Teresa Goodman

Position: Contract Manager or Designate

Responsibility Centre: CONTRACT MGMT OFFICE

SIGNED AND DELIVERED on the 8 day of May 2012 by or on behalf of the Contractor (or by its authorized signatory or signatories if the Contractor is a corporation)

Signature: Caroline Bonesky

Print Name: Caroline Bonesky Position: Chief Executive Officer

Signature:

Print Name: Position:

Signature:

Print Name: Position:

READ TERMS ON THE ATTACHED PAGES OF THIS DOCUMENT

SCHEDULE A – SERVICES

Underlying Principles of Service Provision

Services will exemplify family centered practice and strength-based approaches consistent with the principles of wraparound service and integrated case management. Services will promote attachment and placement stability for children within the community, and will contribute to the successful reintegration of children into their homes.

Services will be provided in the home and community where possible and must reflect the complex multicultural nature of the client population. Families and caregivers will play an integral role in assessment, planning, and provision of services.

Critical linkages between program areas will be established and maintained to support families and caregivers in caring for children, and to integrate interventions effectively. Collaboration with key partners will be developed and maintained, and services will strive to build linkages between families and their communities.

Programs will be designed to provide the most effective services that are evidence and outcome based, and a consistent clinical approach will be used across all program areas. Flexible service delivery and integration across all program areas is critical.

Access to psychological, psychiatric, or other specialized assessments will be critical to providing targeted and effective service, and to providing an integrated plan for each family. It is also critical to ensure that families are connected with needed mental health and substance misuse assessments and services.

Ongoing efforts will be made to incorporate emerging and relevant research and best practice recommendations.

General

The Contractor will provide all necessary components for delivery of the programs delineated below, including sufficient qualified program staff, administrative support, premises, materials and equipment.

Family, child or youth specific progress reports and reports suitable for presentation in Court proceedings will be provided where required and in a mutually agreed upon format.

The Province will appoint a Ministry contract supervisor for the Contractor's services funded under this Component Schedule. The parties agree to conduct quarterly contract reviews during the Funding Period to review the ***Service Deliverables*** and any other issues of mutual concern, including the following:

- statements and reports required in Schedule H, *Statements and Reports*
- program elements, including hours of operation;
- access and admission criteria;
- intake and referral processes
- frequency, content and format of progress and Court ready reports
- wait list management;
- exceptions to normal practice;
- critical incident reporting procedures;
- issue management;
- program liaison.

SUMMARY

Term **01/04/2012 to 31/03/2013** *Total Amount of Component Agreement* **$332,971.30**

Allocation by Programs and Services

Programs			
Family Preservation and Reunification			
	Intervention - General		$117,445.54
		Sub-Total	**$117,445.54**
Services to Strengthen Families			
	Intervention - General		$0.00
		Sub-Total	**$0.00**
Youth Transition Program			
	Intervention - General		$215,525.76
		Sub-Total	**$215,525.76**
		Total	**$332,971.30**

Allocation by Community

Communities Served		
Richmond (38)		$332,971.30
	Total	**$332,971.30**

Allocation by Business Area

Core Business Area	**Business Area - Sub Business Area**	
Child and Family Development		
	Family Development/Family Preservation and Reunification	$117,445.54
	Family Development/Service to Strengthen Families	$0.00
	Youth Services	$215,525.76
	Sub-Total	**$332,971.30**
	Total	**$332,971.30**

PROGRAMS

Services to Strengthen Families

TARGET POPULATION: Families who require additional support in order to manage parenting responsibilities, but who do not fall within the Ministry's protection mandate.

OUTCOME: Families have the capacity to care for their own children such that the children have healthy, non-violent role models that enable them to grow and develop to their full potential.

Family Violence Program (Services to Strengthen Families)

SERVICE: INTERVENTION - GENERAL **Total Amount** $0.00

Definitions	Activities provided to maintain or prompt a planned change in the behaviour, condition or functioning of children, youth, and/or families/caregivers.		
Project Code	18CN289		
Input	Qualified Staff		
Output Indicators	# Recipients	**Quantity**	
Reporting Frequency	As Scheduled		
Core Business Area	Child and Family Development		
Business Area	Family Development		
Sub Business Area	Service to Strengthen Families		
One Time Only	Yes		
Communities Served			
Richmond (38)	**Recipient(s)** Family	**Amount**	$0.00

BUSINESS AREA OUTCOMES

- Families have an enhanced capacity to care for their children
- Extended Families and communities are actively engaged and caring for children
- Children and youth are healthy and have a sense of well-being
- Children and youth are free from abuse, neglect and exploitation
- Children and youth experience stability and permanence in their family and alternative family environment
- Children in care are engaged and successful at school and experience positive outcomes
- Children in care transition successfully to adulthood through appropriate supports and supportive relationships

Family Preservation and Reunification

TARGET POPULATION: Families involved with the ministry through its protection mandate. The focus is on families with children twelve years of age and under, but includes families with both children and youth.

OUTCOME: Children, youth and their families are able to remain together or, if apart, are able to reunite, free from abuse and neglect.

SERVICE: INTERVENTION - GENERAL **Total Amount** $117,445.54

Definitions	Activities provided to maintain or prompt a planned change in the behaviour, condition or functioning of children, youth, and/or families/caregivers.		
Project Code	18CN289		
Input	Qualified Staff		
Output Indicators	# Direct One to One Hours	**Quantity**	575

	# Recipients of One to One Services		22	
Reporting Frequency	Monthly			
Core Business Area	Child and Family Development			
Business Area	Family Development			
Sub Business Area	Family Preservation and Reunification			
Communities Served				
Richmond (38)	**Recipient(s)**	Family	**Amount**	$117,445.54

This allocation is provided as an estimate.

Additional Descriptions

ACTIVITIES

Specialized Therapeutic Intervention – TASA Counselling Centre

Intervention

Specialized therapeutic interventions comprise individual or family therapeutic interventions for children, adult survivors and non offending family members where there has been a disclosure of sexual or physical abuse or other trauma. Group therapeutic intervention may be offered to enhance individual interventions. The program will provide a high level of clinical expertise, supported by specialized facilities such as a playroom equipped for play, sand and art therapy and video equipment for interviewing, supervision and client resource purposes. Access will be limited to referrals from the Ministry of Children and Family Development. Exceptions to this access limitation must have the prior approval of the Ministry's program liaison officer.

Interventions are intended to be time limited, goal oriented and part of an integrated service plan. Length of service intervention will average six (6) months with individual treatment sessions averaging 1 to 1.25 hours in duration. The parties acknowledge the length of service may vary given the number of family members to be seen and the complexities of therapeutic needs and intervention strategies.

Service Components:

- Intake services including victim support, crisis consultation, information and referral, handouts, booklets and other resource material
- Clinical assessment to determine treatment needs and suitability of service to client
- Therapeutic intervention following investigation by police and/or civil authorities including individual and family counselling to non offending family members or caregivers
- Group therapeutic intervention
- Collateral work and community advocacy for clients
- Clinical supervision of case management and record keeping systems
- Liaison and coordination with other service providers involved in components of the plan
- Development and maintenance of a data collection system for the purposes of quality assurance

In addition to regular reporting requirements, the Special Intervention Team will submit client progress reports for the child and family component of the service in the following circumstances: cases involving child protection concerns; court purposes; planning for children in care of the Director; and closing of service involvement.

BUSINESS AREA OUTCOMES

- Families have an enhanced capacity to care for their children
- Extended Families and communities are actively engaged and caring for children

- Children and youth are healthy and have a sense of well-being
- Children and youth are free from abuse, neglect and exploitation
- Children and youth experience stability and permanence in their family and alternative family environment
- Children in care are engaged and successful at school and experience positive outcomes
- Children in care transition successfully to adulthood through appropriate supports and supportive relationships

Youth Transition Program

TARGET POPULATION:	Youth, who may or may not be involved with the Ministry, who require additional support or skill building to move from adolescence to responsible adulthood.
OUTCOME:	Youth develop adult competencies to enable them to achieve independent living with confidence and success.

SERVICE: INTERVENTION - GENERAL **Total Amount** $215,525.76

Definitions	Activities provided to maintain or prompt a planned change in the behaviour, condition or functioning of children, youth, and/or families/caregivers.			
Project Code	18CN289			
Input	Qualified Staff			
Output Indicators	# Recipients of One to One Services	**Quantity**	30	
	# Direct One to One Hours		2047	
Reporting Frequency	Monthly			
Core Business Area	Child and Family Development			
Business Area	Youth Services			
Communities Served				
Richmond (38)	**Recipient(s)**	13 to 18 years	**Amount**	$215,525.76

This allocation is provided as an estimate.

Additional Descriptions

ACTIVITIES

Services to Transition Youth to Adulthood

Intervention

Services to transition youth to adulthood are interventions to promote the development of adult competencies so that youth may achieve independent living with confidence and success. 1[1] Access to services will be limited to youth referred by MCFD who are either in care and transitioning to independent living, or who are on Youth Agreements. The *Ansell-Casey Life Skills Assessment* (ACLSA) will be utilized for the purpose of assessment and outcome measurement.

Length of program involvement will average 6 months. The parties acknowledge the length of service may vary given the complexities of needs and intervention strategies.

Service components:

- Assessment to determine needs and program suitability
- Individual or group life skills development, including, but not limited to, budgeting, banking and accessing financial services, homemaking, food preparation and handling, nutrition, and other issues of importance identified by participating youth
- Housing related activities, including, but not limited to, placements (i.e. securing housing for involved youth), landlord contacts, support with housing searches
- Development of linkages to community resources and government agencies providing Employment Skills Development services such as resume preparation, job search techniques, job application preparation, and similar services
- Return to school support services
- Development of linkages to informal and formal personal and community support networks
- Participate in the development of volunteer mentoring services
- Self-help and mutual aid through a youth focus group established for youth involved in the program
- Follow-up assessment

BUSINESS AREA OUTCOMES

- Youth participate in identifying their short and longer term needs and in developing plans to address them
- Youth experiencing high levels of risk to their health and safety have the levels of risk reduced
- Youth have immediate basic needs met including shelter, food and clothing
- Youth establish connections with community resources to address needs such as physical health, mental health, addictions and/or sexual exploitation
- Youth have improved connections to positive community supports including family/extended family, peers, education, employment, and/or housing
- Youth acquire skills and knowledge necessary to keep themselves safe, achieve identified goals, and successfully transition to adulthood

Attachments

Name	Attachment 1.1 - Program Indicator Descriptions	*Attachment 1.1 Program Indicator Descriptions.doc*

SCHEDULE B – PAYMENT & FINANCIAL REPORTING

Aggregate Maximum

1.1 Subject to the provisions of the Third Party Service Agreement and this Subsidiary Component Agreement, we will pay you an amount not exceeding $332,971.30, including HST, in the aggregate, for providing the Services set out in Schedule A, during the term of this Subsidiary Component Agreement.

Payments

2.1 **Monthly Recurring**

We will pay you on or about the 15th day of the month commencing on the 1st day of April, 2012 as provided in the following payment schedule:

From	To	Amount	HST	Total
April 1, 2012	April 30, 2012	$27,747.59	$0.00	$27,747.59
May 1, 2012	March 31, 2013	$27,747.61	$0.00	$305,223.71
				$332,971.30

2.2 **One-Time-Only Payments and Additional Costs**

We will pay you the amount of $0.00 as specified:

Intervention - General	$0.00

2.3 **Payment Address**

1616 7TH AVE W VANCOUVER, BC V6J 1S5

Harmonized Sales Tax (HST)

Financial Reports

2.4 In addition to the financial statements referred to in the Audit and Service Evaluation section of FT08424000 any financial reports should, at a minimum, relate costs to service outputs. The following additional financial reports are required:

Name	Description
Semi-annual Service Cost Report	Report that outlines the semi-annual costs associated with a service.

9-Month Service Cost Report	Report that outlines the costs associated with a service every 9 months.

Transition to Unit Cost Based Payments

2.5 Not applicable

Attachments

Name	Attachment 2.1 - Financial Report	*Attachment 2.1 Financial Report.doc*
Name	Attachment 2.2 - Price Structure Chart	*Attachment 2.2 Price Structure Chart.doc*

SCHEDULE C – APPROVED SUBCONTRACTOR(S)

Subcontractors

1.1 The following persons or organizations, are specified as Subcontractors under section 12 of the Third Party Service Agreement, for purposes of this Subsidiary Component Agreement:

None

SCHEDULE D – RISK MANAGEMENT & CONFLICT RESOLUTION

Criminal Record Check

1.1 In accordance with the Criminal Records Review Act, you must undertake a criminal record check of each staff member or other person who has, or potentially has, unsupervised access to children, or who has access to their records.

1.2 In addition to any criminal record checks required under the Criminal Records Review Act, you must undertake a criminal record check on volunteers or other individuals who have, or potentially have, unsupervised access to children or their records.

1.3 Upon our written request you must provide us written confirmation that:

(a) criminal record checks have been initiated;
(b) you have acted on instructions from the adjudicator or us; and
(c) all other related procedures have been followed.

Conflict Resolution Officials

2.1 The designated "Officials" of the parties for the purposes of the Conflict Resolution Protocol are:

	Province	**Contractor**
Stage One:	Contract Manager	Chief Executive Officer
Stage Two:	Executive Director of Service	Chief Executive Officer
Stage Three:	Deputy Minister or Designate	Chief Executive Officer

Permits and Licenses

3.1 You must obtain all the permits and licenses required to perform the Services, including, but not limited to:

(a) any permits or licenses required by municipal or health authorities for the operation of the Services delineated in Schedule A.

(b) any municipal, provincial, federal permits and licenses required to provide the Services including motor vehicle licenses of the appropriate class to provide transportation to clients.

Insurance and Indemnity

A. For all Contractor's activities under this Agreement to which the Master Insurance Program applies, as determined by the Province in its sole discretion:

4.1 The Province will purchase and maintain Comprehensive General Liability insurance in the amount of $2,000,000 inclusive per occurrence against bodily injury and property damage arising out of the Contractor's performance of the Services on behalf of the Province as outlined in this Agreement.

4.2 The Contractor shall be responsible for and pay any deductible under the policy.

4.3 The Contractor will be provided with a Certificate of Insurance and a copy of the insurance policy wording.

4.4 The Province will take reasonable steps to ensure the coverage specified in section 1 is continuous for the duration of this Agreement but the Province does not accept responsibility for providing coverage in the event the insurance is cancelled or reduced by the insurer.

4.5 The Province does not represent or warrant that the policy contains insurance for any and all losses. It is the Contractor's responsibility to ascertain the exact nature and extent of coverage of the policy as well as any and all terms and conditions of the policy.

4.6 The Contractor shall provide, maintain, and pay for, any additional insurance which the Contractor is required by law to carry, or which the Contractor considers necessary to cover risks not otherwise covered by insurance specified in section 1.

B. For all Contractor's activities to which the Master Insurance Program does not apply, the Contractor shall:

5.1 The Contractor must, without limiting its obligation or liabilities and at its own expense, purchase and maintain throughout the term of this Agreement the following insurances with insurers licensed in Canada in forms and amounts acceptable to the Province:

(a) Commercial General Liability in an amount not less than $2,000,000.00 inclusive per occurrence against bodily injury, personal injury and property damage and including liability assumed under this Agreement and this insurance must:

(i) include the Province as an additional insured;

(ii) be endorsed to provide the Province with 30 days advance written notice of cancellation or material change; and

(iii) include a cross liability clause.

5.2 All insurance described in paragraph 1 of this Schedule must:

(a) be primary; and

(b) not require the sharing of any loss by any insurer of the Province.

5.3 The Contractor must provide the Province with evidence of all required insurance:

(a) Within 10 working days of commencement of the Services, the Contractor must provide to the Province evidence of all required insurance in the form of a completed Province of British Columbia Certificate of Insurance.

(b) If the insurance policy(ies) expire before the end of the term of this Agreement, the Contractor must provide within 10 working days of expiration, evidence of new or renewal policy(ies) of all expired insurance in the form of a completed Province of British Columbia Certificate of Insurance.

(c) Notwithstanding paragraph 3(a) or (b) above, if requested by the Province at any time, the Contractor must provide to the Province certified copies of the required insurance policies.

5.4 The Contractor shall provide, maintain, and pay for, any additional insurance which it is required by law to carry, or which it considers necessary to cover risks not otherwise covered by insurance specified in this schedule in its sole discretion.

C. Whether A or B applies to the Services, for all Contractor activities under this Agreement:

6.1 The Contractor shall maintain Automobile Liability insurance on all vehicles owned, operated or licensed by the Contractor in an amount not less than $2,000,000 per occurrence, and where applicable the Contractor may show evidence of this insurance using an ICBC Confirmation of Insurance Coverage (APV-47) form in place of the requirement for the BC Certificate of Insurance.

6.2 Additional Insurance: Not applicable

SCHEDULE E – AUTHORIZED PERSONS (FOR THE SUBSIDIARY COMPONENT AGREEMENT)

Authorized Persons

1.1 The Contractor designates any of the following persons, (identified by name and/or position) to act for you in relation to this Subsidiary Component Agreement:

Caroline Bonesky, Chief Executive Officer

1.2 The Ministry designates any of the following persons (identify by name and/or position) to act for us in relation to this Subsidiary Component Agreement:

Teresa Goodman, Contract Manager or Designate

SCHEDULE H – ADDITIONAL TERMS

Other

1. Notwithstanding Clause 55 (b) of the Third Party Service Agreement, the termination notice period for this Subsidiary Component Agreement is 60 days.

PAYMENT AND FINANCIAL INFORMATION

Aggregate Maximum

Subject to the provisions of this Agreement, the Province will pay to the Contractor an amount not exceeding **$332,971.30** in the aggregate for providing the Component Services during the Funding Period.

Annual baseline funding is **$332,971.30**.

STATEMENTS AND REPORTS

The Contractor will submit to the Province reports, in form and content acceptable to the Province, relating to the services and programs outlined in this Agreement. The required reports include, but are not limited to, the following:

(a) Monthly Indicator Reports – Indicators and Definitions are outlined in Attachment 1.1 to this Agreement

(b) Annual Report on Outcomes

(c) Other information as may be requested by the Province

The parties agree to work collaboratively in the development and implementation of outcome measurement tools that may be considered during the Funding Period.

Required reports will be submitted within 15 business days of the end of the period specified, commencing with a first report for the period ending April 30, 2012. For the purpose of this section and section 1.3, a "business day" is any day that is not a Saturday, a Sunday or a statutory holiday in British Columbia.

Financial Reports

Whether or not an annual financial statement (or review or audit of the same) is required and submitted under section 40 of the Third Party Service Agreement, the Contractor will, for the purposes of negotiation of any future agreement, submit to the Province, within 30 business days of the end of the 2nd and 3rd quarters of the Funding Period, a Financial Report (unaudited) showing revenues and expenditures for each service area. A sample of the Financial Report (unaudited) is included as Attachment 2.1 to this Agreement.

Attachment 1.1 to Subsidiary Component Agreement No. FT08424007
Family Services of Greater Vancouver – Richmond Programs

Program Indicators

YSE Youth Services

No	Service	Indicator	Definition
101	GENERAL	GEN: # intakes to DAY PROGRAM	Number of youth accessing the DAY PROGRAM this month for the first time in this fiscal year. For most Day Programs, the majority of intakes will occur in September.
102	INTERVENTION	INT: # sessions of Day Program	Number of times this month that the Day Program staff offered the program. For Day Programs that run all day, the number of sessions will equal the number of days they were open. For Day Programs that offer the program to different youth in the morning/ afternoon/ evening, the number of sessions will be more than the number of days.
103	INTERVENTION	INT: # hours of Day Program sessions	Number of hours this month that the Day Progam was open to youth. The number of hours should be reported to the nearest quarter hour e.g. 0.25, 0.5, 0.75,1, 1.25 etc.
104	INTERVENTION	INT: # attendances at Day Program sessions	Total number of attendances at all Day Program sessions this month. A youth must be present for at least 75% of the duration of the session to be considered as having attended. Excludes youth who are on a monitored home study program, as well as youth absent for other reasons.
105	**INTERVENTION**	**INT: Average # attendances per Day Program session**	**# attendances / # sessions**
106	INTERVENTION	INT: # hours individual intervention	Number of hours this month that staff provided one-to-one intervention within the context of a Day Program. Time spent with a youth's family/ caregiver counts as time with the youth for the purposes of this indicator. Hours should be reported to the nearest quarter hour e.g. 0.25, 0.5, 0.75,1, 1.25 etc.
107	INTERVENTION	INT: # youth receiving individual intervention	Number of youth to whom staff provided one-to-one intervention this month. Intervention may be provided in person or over the phone.
108	**INTERVENTION**	**INT: Average # hours individual intervention per youth**	**# hours / youth**
109	INTERVENTION	INT: # sessions of group training and education	Number of times this month that staff provided group activity within the context of a Day Program i.e. provided service to 2 or more unrelated youth at the same time.
110	INTERVENTION	INT: # hours of group training and education sessions	Number of hours this month that Day Program staff provided group activity. The number of hours should be reported to the nearest quarter hour e.g. 0.25, 0.5, 0.75,1, 1.25 etc.
111	INTERVENTION	INT: # attendances at training and education sessions	Total number of attendances at all training and education sessions provided by Day Program staff this month.
112	**INTERVENTION**	**INT: Average # attendances per training and education session**	**# attendances / # sessions**

201	GENERAL	GEN: # intakes to HOUSING SUPPORT AND ASSISTANCE	Number of youth accessing HOUSING SUPPORT AND ASSISTANCE this month for the first time. 'Accessing' means the youth asked staff for help with housing, and provided staff with their name. Excludes youth in the Transition Youth to Adulthood program.
202	GENERAL	GEN: # intakes who are re-intakes	Number of youth accessing Housing Support and Assistance who have found housing with MCFD support and assistance within the past 12 months. This number is a sub-set of the total number of intakes and therefore cannot exceed that number.
203	**GENERAL**	**GEN: % intakes are re-intakes**	**# intakes who are re-intakes / # intakes**
204	INTERVENTION	INT: # hours of individual housing support	Number of hours this month that staff provided one-to-one Housing Support and Assistance services to youth. Individual housing support and assistance may be provided in person or by phone and should be reported to the nearest quarter hour e.g. 0.25, 0.5, 0.75,1, 1.25 etc.
205	TRAINING & EDUCATION	TRE: # sessions of group housing support	Number of times this month that staff provided housing support and assistance in a group setting i.e. provided service to 2 or more unrelated youth at the same time.
206	TRAINING & EDUCATION	TRE: # hours of group housing support	Number of hours this month that staff provided housing support and assistance in a group setting. The number of hours should be reported to the nearest quarter hour e.g. 0.25, 0.5, 0.75,1, 1.25 etc.
207	TRAINING & EDUCATION	TRE: # attendances at housing support sessions	Total number of attendances at all group housing support and assistance sessions provided by Housing Support and Assistance staff this month.
208	**TRAINING & EDUCATION**	**TRE: Average # attendances per housing support session**	**# attendances / # sessions**
209	OUTCOME	TRE: # youth receiving housing support who moved into accommodation	Number of youth accessing Housing Support and Assistance who reported moving into accommodation this month. Does not include youth who have 'found' accommodation but have not yet moved into it.
218	INFORMATION & REFERRAL	IFR: # units of housing registered this month	Number of units of housing available to youth that were added to the Housing Registry this month.
219	INFORMATION & REFERRAL	IFR: Total # units registered at month end	Total number of units of housing that were available to youth through the Housing Registry at the end of this month.
301	GENERAL	GEN: # intakes to FAMILY AND YOUTH MEDIATION AND REUNIFICATION	Number of youth accessing FAMILY AND YOUTH MEDIATION AND REUNIFICATION this month for the first time. Includes youth who have been previously discharged from Mediation and Reunification but are returning to address a new or changed situation. Excludes extensions of referals.
302	INTERVENTION	INT: # hours of individual intervention	Number of hours this month that staff provided one-to-one Mediation and Reunification services to youth and/or their families/ caregivers. Individual service may be provided in person or by phone and should be reported to the nearest quarter hour e.g. 0.25, 0.5, 0.75,1, 1.25 etc.
303	INTERVENTION	INT: # youth/caregivers receiving individual intervention	Number of different youth to whom staff provided one-to-one Mediation and Reunification services this month. A youth and their families/ caregivers count as a single unit for the purposes of this indicator.
304	**INTERVENTION**	**INT: Average # hours individual intervention per youth**	**# hours / youth**
305	INTERVENTION	INT: # sessions of group intervention	Number of times this month that staff provided Mediation and Reunification services in a group setting, i.e. provided service to 2 or more unrelated youth and/or their families/ caregivers at the same time

306	INTERVENTION	INT: # hours of group intervention sessions	Number of hours this month that staff provided Mediation and Reunification services in a group setting. The number of hours should be reported to the nearest quarter hour e.g. 0.25, 0.5, 0.75,1, 1.25 etc.
307	INTERVENTION	INT: # attendances at group intervention sessions	Total number of attendances at all group intervention sessions provided by Family and Youth Mediation staff this month. Each youth, family member/ caregiver is counted separately for the purposes of this indicator.
308	**INTERVENTION**	**INT: Average # attendances per group intervention session**	**# attendances / # sessions**
309	OUTCOME	INT: # discharges from Mediation/ Reunification (1a)	Number of youth for whom staff wrote a closing report this month (1a).
310	OUTCOME	INT: # of 1a who achieved their primary goal in relationship to their family	Number of youth for whom staff wrote a closing report this month who achieved their primary goal in relationship to their family
311	**OUTCOME**	**INT: % of 1a who achieved their primary goal in relationship to their family**	**# achieving goal / # discharged this month [310 / 309]**
312	OUTCOME	INT: # successful discharges 3 months ago (2a)	Number of youth who successfully completed Mediation and Reunification Services three months ago
313	OUTCOME	INT: # of 2a contacted this month (2b)	Number of youth who successfully completed Mediation and Reunification Services three months ago with whom contact was made this month.
314	**OUTCOME**	**INT: % of 2a contacted this month (2b)**	**[313 / 312]**
315	OUTCOME	INT: # of 2b with maintained or improved relationship with family	Number of youth who successfully completed Mediation and Reunification Services three months ago with whom contact was made this month who reported that their relationship with their family has improved or been maintained over the past three months.
316	**OUTCOME**	**INT: % of 2b with maintained or improved relationship with family**	**[315 / 314]**
317	OUTCOME	INT: # successful discharges 6 months ago (3a)	Number of youth who successfully completed Mediation and Reunification Services six months ago
318	OUTCOME	INT: # of 3a contacted this month (3b)	Number of youth who successfully completed Mediation and Reunification Services six months ago with whom contact was made this month
319	**OUTCOME**	**INT: % of 3a contacted this month (3b)**	**[318 / 317]**
320	OUTCOME	INT: # of 3b with maintained or improved relationship with family	Number of youth who successfully completed Mediation and Reunification Services six months ago with whom contact was made this month who reported that their relationship with their family has improved or been maintained over the past six months.
321	**OUTCOME**	**INT: % of 3b with maintained or improved relationship with family**	**[320 / 319]**
401	GENERAL	GEN: # intakes to SAFE CARE	Number of youth determined to be eligible to receive SAFE CARE services this month for the first time. Includes youth that have been previously discharged but are returning to address a new or changed situation.

402	GENERAL	GEN: # intakes who identify as Aboriginal	Number of youth contacted by Safe Care staff this month for the first time who consider themselves to be of Aboriginal heritage. This number is a sub-set of the total number of intakes and therefore cannot exceed that number
403	**GENERAL**	**GEN: % intakes that identify as Aboriginal**	**# intakes who identify as Aboriginal / # intakes**
421	LINKING & BROKERAGE	LNK: # hours linking and brokerage	Number of hours this month that Safe Care staff provided inking and brokerage for youth and/or their caregivers. Linking and brokerage refers to activities to connect the youth and/or their caregiver(s) to a formal support/ resource, or to facilitate the formal support's direct connection to the youth. Hours should be reported to the nearest quarter hour, e.g. 0.25, 0.5, 0.75,1, 1.25 etc.
422	LINKING & BROKERAGE	LNK: # youth receiving linking and brokerage	Number of youth for whom staff provided linking and brokerage this month. A youth and their caregivers count as a single unit for the purposes of this indicator.
423	**LINKING & BROKERAGE**	**LNK: Average # hours linking and brokerage per youth**	**# hours / # youth**
431	TRAINING & EDUCATION	TRE: # sessions of community training/ education provided	Number of times this month that staff provided training and/or education to other service providers and/or members of the public in a group setting.
432	TRAINING & EDUCATION	TRE: # hours of community training/ education	Number of hours this month that staff provided community training/ education in a group setting. The number of hours should be reported to the nearest quarter hour e.g. 0.25, 0.5, 0.75,1, 1.25 etc.
433	TRAINING & EDUCATION	TRE: # attendances at community training/ education sessions	Total number of attendances by other service providers and/or members of the public at all group training and education sessions provided by Safe Care staff this month.
434	**TRAINING & EDUCATION**	**TRE: Average # attendances per community training/ education session**	**# attendances / # sessions**
501	GENERAL	GEN: # intakes to TRANSITION YOUTH TO ADULTHOOD	Number of youth accessing services to TRANSITION YOUTH TO ADULTHOOD this month for the first time. Also includes youth who have been discharged from Transition Services before but are returning to address a new or changed situation
502	GENERAL	GEN: # intakes who identify as Aboriginal	Number of youth accessing services to Transition Youth to Adulthood this month for the first time who consider themselves to be of Aboriginal heritage. This number is a sub-set of the total number of intakes and therefore cannot exceed that number
503	**GENERAL**	**GEN: % intakes that identify as Aboriginal**	**# intakes who identify as Aboriginal / # intakes**
504	INTERVENTION	INT: # hours of individual transition services with youth/caregiver	Number of hours this month that staff provided one-to-one Transition Service to youth and/or their caregivers. Individual service may be provided in person or by phone and should be reported to the nearest quarter hour e.g. 0.25, 0.5, 0.75,1, 1.25 etc.
505	INTERVENTION	INT: # youth receiving individual transition services	Number of different youth to whom staff provided one-to-one Transition Services this month. A youth and his/her caregiver(s) count as a single unit for the purposes of this indicator.
506	**INTERVENTION**	**INT: Average # hours individual transition services per youth**	**# hours / # youth**
507	INTERVENTION	INT: # sessions of group transition services provided	Number of times this month that staff provided Transition Services in a group setting i.e. provided service to 2 or more unrelated youth at the same time

508	INTERVENTION	INT: # hours of group transition services	Number of hours this month that staff provided Transition Services in a group setting. The number of hours should be reported to the nearest quarter hour e.g. 0.25, 0.5, 0.75,1, 1.25 etc.
509	INTERVENTION	INT: # attendances at transition sessions	Total number of attendances by youth and/or their caregivers at Transition sessions this month. Each youth and/or caregiver counts as a separate individual for the purposes of this indicator.
510	**INTERVENTION**	**INT: Average # attendances per transition session**	**# attendances / # sessions**
511	TRAINING & EDUCATION	TRE: # sessions of community training/ education	Number of times this month that Transition staff provided general community training and/or education in a group setting i.e. provided service to 2 or more other service providers or members of the public
512	TRAINING & EDUCATION	TRE: # hours of community training/ education sessions	Number of hours this month that Transition staff provided general community training and/or education in a group setting. The number of hours should be reported to the nearest quarter hour e.g. 0.25, 0.5, 0.75,1, 1.25 etc.
513	TRAINING & EDUCATION	TRE: # attendances at community training/ education sessions	Total number of attendances this month at general community training and/or education sessions provided by Transition staff
514	**TRAINING & EDUCATION**	**TRE: Average # attendances per community training/ education session**	**# attendances / # sessions**
515	OUTCOME	INT: # of youth completing Transition program (1a)	Number of youth discharged from Transition services this month having completed the program
516	OUTCOME	INT: # of 1a with improved functioning	Number of youth completing Transition services this month with improved functioning.
517	**OUTCOME**	**INT: % of 1a with improved functioning**	**[516 / 515]**
518	OUTCOME	INT: # of 1a attending school, training or work at discharge	Number of youth completing Transition services this month who were attending school, training or work at time of discharge.
519	**OUTCOME**	**INT: % of 1a attending school, training or work at discharge**	**[518 / 515]**
520	OUTCOME	INT: # of 1a who have accommodation at discharge	Number of youth completing Transition services this month who reported having accommodation at time of discharge.
521	**OUTCOME**	**INT: % of 1a who have accommodation at discharge**	**[520 / 515]**
522	OUTCOME	INT: # of youth aging out (1a)	Number of youth discharged from Transition services this month having reached the age of 19 or older, i.e. having 'aged out.'
523	OUTCOME	INT: # of 1a with improved functioning	Number of youth aging out of Transition services this month with improved functioning.
524	**OUTCOME**	**INT: % of 1a with improved functioning**	**[523 / 522]**
525	OUTCOME	INT: # of 1a attending school, training or work at discharge	Number of youth aging out of Transition services this month who were attending school, training or work at time of discharge.
526	**OUTCOME**	**INT: % of 1a attending school, training or work at discharge**	**[525 / 522]**
527	OUTCOME	INT: # of 1a who have accommodation at discharge	Number of youth completing Transition services this month who reported having accommodation at time of discharge.
528	**OUTCOME**	**INT: % of 1a who have accommodation at discharge**	**[527 / 522]**

529	OUTCOME	INT: # of youth refusing service	Number of youth discharged from Transition services this month either because they refused service or because, despite the efforts of Transition and MCFD staff, there was no contact with them for six weeks.
530	OUTCOME	INT: # of youth referred on	Number of youth discharged from Transition services this month because they required services not provided by the Transition program.
601	GENERAL	VME: # intakes to VOLUNTEER MENTORING	Number of youth accessing VOLUNTEER MENTORING this month for the first time. Includes youth who have been previously discharged from Volunteer Mentoring but who are returning to address a new or changed situation.
602	GENERAL	VME: # intakes who identify as Aboriginal	Number of youth deemed eligible to receive volunteer mentoring this month for the first time who consider themselves to be of Aboriginal heritage. This number is a sub-set of the total number of intakes and therefore cannot exceed that number.
603	**GENERAL**	**VME: % intakes who identify as Aboriginal**	**# intakes who identify as Aboriginal / # intakes**
604	MENTORING	VME: # hours recruiting, monitoring volunteer mentors	Number of hours staff spent recruiting, training, linking, monitoring, etc. potential or actual volunteer mentors. Service may be provided in person or over the phone and should be reported to the nearest quarter hour e.g. 0.25, 0.5, 0.75, 1, 1.25 etc.
605	MENTORING	VME: # volunteer mentor matches made	Number of volunteer mentor matches that met for the first time this month
606	MENTORING	VME: # matches that met this month	Total number of Volunteer Mentor matches that met this month, including matches that met for the first time.
607	MENTORING	VME: # hours that matches met	Number of hours this month that Volunteer Mentor matches met. Meetings must take place in person and should be reported to the nearest quarter hour e.g. 0.25, 0.5, 0.75,1, 1.25 etc.
608	**MENTORING**	**VME: Average # hours each volunteer mentor match met**	**# hours / # matches that met**
701	GENERAL	OTR: # intakes to OUTREACH TO YOUTH	Number of youth contacted through OUTREACH TO YOUTH this month for the first time. Contact must be sufficient to allow staff to believe they have learned the youth's real name. Includes youth that were thought to have been repatriated/ engaged in services over 30 days ago, but who have reappeared.
702	OUTREACH	OTR: # hours outreach to youth/caregiver	Number of hours this month that staff provided outreach to youth and/or their caregivers. Outreach is defined as direct contact, either in person or by phone, initiated by staff for the purpose of engaging the youth in one or more services. Hours should be reported to the nearest quarter hour e.g. 0.25, 0.5, 0.75,1, 1.25 etc.
703	OUTREACH	OTR: # youth receiving outreach	Number of youth to whom staff provided outreach this month. A youth and his/her caregiver(s) count as a single unit for the purposes of this indicator.
705	OUTCOME	OTR: # youth first contacted 3 months ago (1a)	Number of youth contacted through Outreach Services for the first time 3 months ago this month
706	OUTCOME	OTR: # of 1a who are repatriated/ engaged outside of outreach program	Number of youth contacted through Outreach Services for the first time 3 months ago this month who have beenrepatirated and/or are engaged in appropriate services outside of the Outreach program.
707	**OUTCOME**	**OTR: % of 1a who are repatriated/ engaged outside of outreach program**	**[706 / 705]**
801	SELF-HELP	SHP: # days RESOURCES CENTRE open	Number of days this month that the RESOURCES CENTRE was open for self-help to youth age 18 and under or their caregivers.

802	SELF-HELP	SHP: # hours Resources Centre open	Number of hours this month that the Resources Centre was open for self-help to youth age 18 and under or their caregivers.
803	SELF-HELP	SHP: # attendances at Resources Centre	Number of times youth age 18 and under or their caretakers attended the Resources Centre for self-help this month.
804	**SELF-HELP**	**SHP: Average # attendances per day Resources Centre open**	**# attendances / # days**
999	**GENERAL**	**GEN: # unique clients YTD**	**# active client units as of April 1, plus # intakes May - March**

Program Indicators

FSS Family Support Services

No	Service	Indicator	Definition
101	GENERAL	GEN: # intakes	Number of families accessing Family Support Services this month for the first time. Includes families who have previously accessed Family Support Services but who have returned to address a new or changed situation. Excludes families for whom service was extended.
102	GENERAL	GEN: # intakes who identify as Aboriginal	Number of families accessing Family Support Services this month for the first time who consider themselves, or whose primary caregiver considers his/her young child(ren), to be of Aboriginal heritage. This number is a sub-set of the total number of families accessing Family Support Services for the first time and therefore cannot exceed that number.
103	**GENERAL**	**GEN: % intakes who identify as Aboriginal**	**# intakes who identify as Aboriginal / # intakes**
111	OUTREACH	OTR: # hours of outreach	Number of hours this month that staff provided outreach to families. Outreach is defined as contact initiated by staff for the purpose of engaging the family in a service. Includes time spent in person or on the phone. The number of hours should be reported to the nearest quarter hour e.g. 0.25, 0.5, 0.75, 1, 1.25 etc.
112	OUTREACH	OTR: # families receiving outreach	Number of different families to whom staff provided outreach this month. All members of a family to whom staff provided outreach count as a single unit for the purposes of this indicator.
113	**OUTREACH**	**OTR: Average # hours of outreach per family**	**# hours / # families**
121	INTERVENTION	INT: # hours of individual intervention	Number of hours this month that staff provided intervention to individual families. Includes time spent in person or on the phone with one or more members of a family to maintain or prompt a planned change in behaviour, condition or functioning. The number of hours should be reported to the nearest quarter hour e.g. 0.25, 0.5, 0.75, 1, 1.25 etc.
122	INTERVENTION	INT: # families receiving individual intervention	Number of different families to whom staff provided individual intervention this month. All members of a family to whom staff provided individual intervention count as a single unit for the purposes of this indicator.

123	**INTERVENTION**	**INT: Average # hours individual intervention per family**	**# hours / # families**
134	LINKING & BROKERAGE	VME: # Volunteer Mentor matches made	Number of Volunteer Mentor matches that met for the first time this month.
135	LINKING & BROKERAGE	VME: Total # of matches that met this month	Number of Volunteer Mentor matches that met this month whether for the first or subsequent time.
136	LINKING & BROKERAGE	VME: # hours that matches met	Number of hours this month that Volunteer Mentor matches met. Meetings must take place in person and should be reported to the nearest quarter hour e.g. 0.25, 0.5, 0.75., 1, 1.25 etc.
137	**LINKING & BROKERAGE**	**VME: Average # hours that matches met**	**# hours / # matches that met**
141	MUTUAL AID	MTA: # sessions of mutual aid	Number of times this month that staff facilitated mutual aid in a group setting i.e. provided service to members of 2 or more unrelated families at the same time.
142	MUTUAL AID	MTA: # hours of mutual aid sessions	Number of hours this month that staff facilitated mutual aid in a group setting. The number of hours should be reported to the nearest quarter hour e.g. 0.25, 0.5, 0.75., 1, 1.25 etc.
143	MUTUAL AID	MTA: # attendances at mutual aid sessions	Total number attendances this month by family members at all sessions of mutual aid groups. Each member of a family attending a mutual aid session counts separately for the purposes of this indicator.
144	**MUTUAL AID**	**MTA: Average # attendances per mutual aid session**	**# attendances / # sessions**
151	TRAINING & EDUCATION	TRE: # sessions of parent training/ education	Number of times this month that staff provided parent training and education in a group setting, i.e. provided service to members of 2 or more unrelated families at the same time.
152	TRAINING & EDUCATION	TRE: # hours of parent training/ education sessions	Number of hours this month that staff provided parent training and education in a group setting. The number of hours should be reported to the nearest quarter hour e.g. 0.25, 0.5, 0.75., 1, 1.25 etc.
153	TRAINING & EDUCATION	TRE: # attendances at parent training/ education sessions	Total number attendances this month by members of families at all parent training and education sessions. Each member of a family attending a parent training and education session counts separately for the purposes of this indicator.
154	**TRAINING & EDUCATION**	**TRE: Average # attendances per parent training/ education session**	**# attendances / # sessions**
155	TRAINING & EDUCATION	TRE: # sessions of community training/ education	Number of times this month that staff provided training and/or education to other service providers and/or members of the public in a group setting.
156	TRAINING & EDUCATION	TRE: # hours of community training/ education sessions	Number of hours this month that staff provided training and education to other service providers and/or members of the public in a group setting. The number of hours should be reported to the nearest quarter hour e.g. 0.25, 0.5, 0.75., 1, 1.25 etc.
157	TRAINING & EDUCATION	TRE: # attendances at community training/ education sessions	Total number attendances this month by other service providers and/or members of the public at all public/provider training and education sessions.
158	**TRAINING & EDUCATION**	**TRE: Average # attendances per community training/ education session**	**# attendances / # sessions**
161	CARE OF CHILDREN/YOUTH	CYC: # sessions of child care	Number of times this month that staff provided care to children in a group setting i.e. provided service to 2 or more unrelated children at the same time.

162	CARE OF CHILDREN/YOUTH	CYC: # hours of child care sessions	Number of hours this month that staff provided care to children in a group setting. The number of hours should be reported to the nearest quarter hour e.g. 0.25, 0.5, 0.75., 1, 1.25 etc.
163	CARE OF CHILDREN/YOUTH	CYC: # attendances at child care sessions	Total number attendances this month by children at all child care sessions. For example, if 6 children attend every day for 4 days,. then there have been 24 attendances.
164	**CARE OF CHILDREN/YOUTH**	**CYC: Average # attendances per child care session**	**# attendances / # sessions**
181	OUTCOME	INT: # appointments booked for FAMILY VIOLENCE INTERVENTION	Number of appointments booked this month in which staff intended to provide individual family violence intervention/ prevention, e.g. service to one or more members of a single family.
182	OUTCOME	INT: # appointments kept for family violence intervention	Number of appointments kept this month where staff provided Family Violence Intervention/ Prevention to individual families or family members e.g. to one or more related individuals at the same time.
183	**OUTCOME**	**INT: % appointments for family violence intervention kept**	**# appointments kept/ # appointments booked**
184	INTERVENTION	INT: # hours of individual family violence intervention	Number of hours this month that staff provided Family Violence Intervention/ Prevention in an individual appointment setting. The number of hours should be reported to the nearest quarter hour e.g. 0.25, 0.5, 0.75., 1, 1.25 etc.
185	INTERVENTION	INT: # families receiving individual family violence intervention	Number of different families to whom staff provided individual Family Violence Intervention/ Prevention this month. All members of a family count as a single unit for the purposes of this indicator.
186	**INTERVENTION**	**INT: Average # hours individual family violence intervention per family**	**# hours / # families**
187	INTERVENTION	INT: # sessions of group Family Violence intervention	Number of times this month that staff provided Family Violence Intervention/ Prevention in a group setting i.e. provided service to members of 2 or more unrelated families at the same time.
188	INTERVENTION	INT: # hours of group Family Violence intervention sessions	Number of hours this month that staff provided Family Violence Intervention/ Prevention in a group setting. The number of hours should be reported to the nearest quarter hour e.g. 0.25, 0.5, 0.75., 1, 1.25 etc.
189	INTERVENTION	INT: # attendances at group Family Violence intervention sessions	Total number of attendances this month by family members at all Family Violence Intervention/ Prevention sessions. Each member of a family attending a Family Violence Intervention session counts separately for the purposes of this indicator.
190	**INTERVENTION**	**INT: Average # attendances per group Family Violence intervention session**	**# attendances / # sessions**
999	**GENERAL**	**GEN: # unique clients YTD**	**# active client units as of April 1, plus # intakes May - March**

ATTACHMENT 2.1 – Financial Report

Attachment 2.1 to Subsidiary Component Agreement FT08424007

Name of Organization: Family Services of Greater Vancouver

Contract No.: Richmond Programs

Period Covered:

SCA No. FT08424007 Detail	Specialized Therapeutic Intervention	Services to Transition Youth to Adulthood	TOTALS
Total Operational Revenue			
Operational Expenses:			
Total Wages and Benefits			
Total Client Support Costs			
Total Transportation			
Total Program Support			
Total Program Admin. Support			
Total Facilities Expenses			
Total Operational Pre. Admin			
Total Admin. & Gen. Exp.*			
Total Operational Expenses			
Number of Units			
Unit Cost			
Total Surplus/(deficit)	$	$	

Comments regarding variances:

This report has been prepared from the books and records of the Contractor for the funding period ended _____. I hereby confirm to the best of my knowledge and belief, that the information contained herein, was compiled in accordance with generally accepted accounting principles and in compliance with the Province's Core Policy and Procedures Manual. There is nothing to my knowledge that has not been disclosed in this report which would affect the accuracy and completeness of the financial information.

Signature: Date

Print Name: Print Title: Executive Director

ATTACHMENT 2.2 – Price Structure Chart

Attachment 2.2 to Subsidiary Component Agreement FT08424007

Name of Organization: Family Services of Greater Vancouver

Contract No.: Richmond Programs

Period Covered: 2012-2013

	Service Areas		
	Family Preservation (Specialized Therapeutic Intervention)	Services to Transition Youth to Adulthood	TOTALS
Operational Revenue:			
Total Revenue			
Operational Expenses:			
Wages and Benefits			
Staff Wages by Classification			
Relief			
Benefits			
Other (specify)			
Total Wages and Benefits			
Client Support Costs			
Activities			
Meeting Expenses			
Other Client Support Costs (specify)			
Total Client Support Costs			
Transportation			
Auto Insurance			
Client Transportation			
Staff Transportation			
Vehicle Costs			
Other (specify)			
Total Transportation:			
Program Support			
Contracted Services			
Telephones/Cellulars/Pagers			
Materials			
Memberships			
Staff Training - Mandatory			
Staff training - Discretionary			
Other (specify)			
Total Program Support			
Program Administrative Support			
Advertising			
Computer Software and Development			
Recruitment and Training			
Office Supplies			
CPIC and Criminal Record Review			
Other (specify)			
Total Program Administrative Support			
Facilities Expenses			
Rent/Lease/Mortgage			
Insurance			
Other (specify)			
Total Facilities Expenses			
Administrative and General Expenses			
Total Administrative and General Expenses			
Total Operational Expenses			
Number of Units			
Unit Cost			

SUBSIDIARY COMPONENT AGREEMENT (SCA)

BRITISH COLUMBIA

Ministry of Children and Family Development

BRITISH COLUMBIA — Ministry of Children and Family Development	**SUBSIDIARY COMPONENT AGREEMENT: FT08424007** **DOING BUSINESS AS: FAMILY SERVICES OF GREATER VANCOUVER** **Agreement Name:** Richmond Programs

HER MAJESTY THE QUEEN IN RIGHT OF THE PROVINCE OF BRITISH COLUMBIA, represented by The Minister of Children and Family Development (the "Province", "we", "us", or "our" as applicable) at the following address:	AND FAMILY SERVICES OF GREATER VANCOUVER (Legal Name) (the "Contractor", "you", or "your" as applicable) at the following address:
SUITE 900-865 HORNBY ST VANCOUVER, B.C. CANADA V6Z 2G3 Fax Number: (604)660-4005	201-1638 BROADWAY E VANCOUVER, BC V5N 1W1 Fax Number: (604)733-7009

The term for the Subsidiary Component Agreement begins on: 01/04/2013 (Day/Month/Year) and ends on 31/03/2014 (Day/Month/Year)

THE PARTIES AGREE TO THE TERMS ON THE ATTACHED PAGES OF THIS DOCUMENT AND OUTLINED BELOW.
THIS SUBSIDIARY COMPONENT AGREEMENT IS PART OF THE THIRD PARTY SERVICE AGREEMENT FT08424000:

APPLICABLE SCHEDULES:

- **SCHEDULE A - SERVICES**
- **SCHEDULE B - PAYMENT & FINANCIAL REPORTING**
- **SCHEDULE C - APPROVED SUBCONTRACTOR(S)**
- **SCHEDULE D - RISK MANAGEMENT & CONFLICT RESOLUTION**
- **SCHEDULE E - AUTHORIZED PERSONS (FOR THE SUBSIDIARY COMPONENT AGREEMENT)**
- **SCHEDULE H - ADDITIONAL TERMS**

SIGNED AND DELIVERED on the 6th day of April, 2013 on behalf of the Province by its duly authorized representative

Signature: Teresa Goodman

Print Name: Teresa Goodman

Position: Contract Manager or Designate

Responsibility Centre: CONTRACT MGMT OFFICE

SIGNED AND DELIVERED on the 5 day of Apr.1, 2013 by or on behalf of the Contractor (or by its authorized signatory or signatories if the Contractor is a corporation)

Signature: Caroline Bonesky

Print Name: Caroline Bonesky Position: Chief Executive Officer

Signature: _____

Print Name: _____ Position: _____

Signature: _____

Print Name: _____ Position: _____

READ TERMS ON THE ATTACHED PAGES OF THIS DOCUMENT

SCHEDULE A – SERVICES

Underlying Principles of Service Provision

Services will exemplify family centered practice and strength-based approaches consistent with the principles of wraparound service and integrated case management. Services will promote attachment and placement stability for children within the community, and will contribute to the successful reintegration of children into their homes.

Services will be provided in the home and community where possible and must reflect the complex multicultural nature of the client population. Families and caregivers will play an integral role in assessment, planning, and provision of services.

Critical linkages between program areas will be established and maintained to support families and caregivers in caring for children, and to integrate interventions effectively. Collaboration with key partners will be developed and maintained, and services will strive to build linkages between families and their communities.

Programs will be designed to provide the most effective services that are evidence and outcome based, and a consistent clinical approach will be used across all program areas. Flexible service delivery and integration across all program areas is critical.

Access to psychological, psychiatric, or other specialized assessments will be critical to providing targeted and effective service, and to providing an integrated plan for each family. It is also critical to ensure that families are connected with needed mental health and substance misuse assessments and services.

Ongoing efforts will be made to incorporate emerging and relevant research and best practice recommendations.

General

The Contractor will provide all necessary components for delivery of the programs delineated below, including sufficient qualified program staff, administrative support, premises, materials and equipment.

Family, child or youth specific progress reports and reports suitable for presentation in Court proceedings will be provided where required and in a mutually agreed upon format.

The Province will appoint a Ministry contract supervisor for the Contractor's services funded under this Component Schedule. The parties agree to conduct quarterly contract reviews during the Funding Period to review the ***Service Deliverables*** and any other issues of mutual concern, including the following:

- statements and reports required in Schedule H, *Statements and Reports*
- program elements, including hours of operation;
- access and admission criteria;
- intake and referral processes
- frequency, content and format of progress and Court ready reports
- wait list management;
- exceptions to normal practice;
- critical incident reporting procedures;
- issue management;
- program liaison.

SUMMARY

Term **01/04/2013 to 31/03/2014** ***Total Amount of Component Agreement*** **$332,971.30**

Allocation by Programs and Services

Programs			
Family Preservation and Reunification			
	Intervention - General		$117,445.54
		Sub-Total	**$117,445.54**
Youth Transition Program			
	Intervention - General		$215,525.76
		Sub-Total	**$215,525.76**
		Total	**$332,971.30**

Allocation by Community

Communities Served		
Richmond (38)		$332,971.30
	Total	**$332,971.30**

Allocation by Business Area

Core Business Area	**Business Area - Sub Business Area**		
Child and Family Development			
	Family Development/Family Preservation and Reunification		$117,445.54
	Youth Services		$215,525.76
		Sub-Total	**$332,971.30**
		Total	**$332,971.30**

PROGRAMS

Family Preservation and Reunification

TARGET POPULATION:	Families involved with the ministry through its protection mandate. The focus is on families with children twelve years of age and under, but includes families with both children and youth.
OUTCOME:	Children, youth and their families are able to remain together or, if apart, are able to reunite, free from abuse and neglect.

Specialized Therapeutic Intervention - TASA (Family Preservation and Reunification)

SERVICE: INTERVENTION - GENERAL **Total Amount** $117,445.54

Definitions	Activities provided to maintain or prompt a planned change in the behaviour, condition or functioning of children, youth, and/or families/caregivers.		
Project Code	18CN289		
Input	Qualified Staff		
Output Indicators	# Recipients of One to One Services	**Quantity**	22
	# Direct One to One Hours		575
Reporting Frequency	Monthly		
Core Business Area	Child and Family Development		
Business Area	Family Development		
Sub Business Area	Family Preservation and Reunification		
Communities Served			
Richmond (38)	**Recipient(s)** Family	**Amount**	$117,445.54

This allocation is provided as an estimate.

Additional Descriptions

ACTIVITIES

Specialized Therapeutic Intervention – TASA Counselling Centre

Intervention

Specialized therapeutic interventions comprise individual or family therapeutic interventions for children, adult survivors and non offending family members where there has been a disclosure of sexual or physical abuse or other trauma. Group therapeutic intervention may be offered to enhance individual interventions. The program will provide a high level of clinical expertise, supported by specialized facilities such as a playroom equipped for play, sand and art therapy and video equipment for interviewing, supervision and client resource purposes. Access will be limited to referrals from the Ministry of Children and Family Development. Exceptions to this access limitation must have the prior approval of the Ministry's program liaison officer.

Interventions are intended to be time limited, goal oriented and part of an integrated service plan. Length of service intervention will average six (6) months with individual treatment sessions averaging 1 to 1.25 hours in duration. The parties acknowledge the length of service may vary given the number of family members to be seen and the complexities of therapeutic needs and intervention strategies.

Service Components:

- Intake services including victim support, crisis consultation, information and referral, handouts, booklets and other resource material

- Clinical assessment to determine treatment needs and suitability of service to client
- Therapeutic intervention following investigation by police and/or civil authorities including individual and family counselling to non offending family members or caregivers
- Group therapeutic intervention
- Collateral work and community advocacy for clients
- Clinical supervision of case management and record keeping systems
- Liaison and coordination with other service providers involved in components of the plan
- Development and maintenance of a data collection system for the purposes of quality assurance

In addition to regular reporting requirements, the Special Intervention Team will submit client progress reports for the child and family component of the service in the following circumstances: cases involving child protection concerns; court purposes; planning for children in care of the Director; and closing of service involvement.

BUSINESS AREA OUTCOMES

- Families have an enhanced capacity to care for their children
- Extended Families and communities are actively engaged and caring for children
- Children and youth are healthy and have a sense of well-being
- Children and youth are free from abuse, neglect and exploitation
- Children and youth experience stability and permanence in their family and alternative family environment
- Children in care are engaged and successful at school and experience positive outcomes
- Children in care transition successfully to adulthood through appropriate supports and supportive relationships

Youth Transition Program

TARGET POPULATION:	Youth, who may or may not be involved with the Ministry, who require additional support or skill building to move from adolescence to responsible adulthood.
OUTCOME:	Youth develop adult competencies to enable them to achieve independent living with confidence and success.

SERVICE: INTERVENTION - GENERAL **Total Amount** $215,525.76

Definitions	Activities provided to maintain or prompt a planned change in the behaviour, condition or functioning of children, youth, and/or families/caregivers.		
Project Code	18CN289		
Input	Qualified Staff		
Output Indicators	# Recipients of One to One Services	**Quantity**	30
	# Direct One to One Hours		2047
Reporting Frequency	Monthly		
Core Business Area	Child and Family Development		
Business Area	Youth Services		
Communities Served			
Richmond (38)	**Recipient(s)** 13 to 18 years	**Amount**	$215,525.76

This allocation is provided as an estimate.

Additional Descriptions

ACTIVITIES

Services to Transition Youth to Adulthood

Intervention

Services to transition youth to adulthood are interventions to promote the development of adult competencies so that youth may achieve independent living with confidence and success. 1[1] Access to services will be limited to youth referred by MCFD who are either in care and transitioning to independent living, or who are on Youth Agreements. The *Ansell-Casey Life Skills Assessment* (ACLSA) will be utilized for the purpose of assessment and outcome measurement.

Length of program involvement will average 6 months. The parties acknowledge the length of service may vary given the complexities of needs and intervention strategies.

Service components:

- Assessment to determine needs and program suitability
- Individual or group life skills development, including, but not limited to, budgeting, banking and accessing financial services, homemaking, food preparation and handling, nutrition, and other issues of importance identified by participating youth
- Housing related activities, including, but not limited to, placements (i.e. securing housing for involved youth), landlord contacts, support with housing searches
- Development of linkages to community resources and government agencies providing Employment Skills Development services such as resume preparation, job search techniques, job application preparation, and similar services
- Return to school support services
- Development of linkages to informal and formal personal and community support networks
- Participate in the development of volunteer mentoring services
- Self-help and mutual aid through a youth focus group established for youth involved in the program
- Follow-up assessment

BUSINESS AREA OUTCOMES

- Youth participate in identifying their short and longer term needs and in developing plans to address them
- Youth experiencing high levels of risk to their health and safety have the levels of risk reduced
- Youth have immediate basic needs met including shelter, food and clothing
- Youth establish connections with community resources to address needs such as physical health, mental health, addictions and/or sexual exploitation
- Youth have improved connections to positive community supports including family/extended family, peers, education, employment, and/or housing
- Youth acquire skills and knowledge necessary to keep themselves safe, achieve identified goals, and successfully transition to adulthood

Attachments

Name	Attachment 1.1 Program Indicator Descriptions	*Attachment 1.1 Program Indicator Descriptions.doc*

SCHEDULE B – PAYMENT & FINANCIAL REPORTING

Aggregate Maximum

1.1 Subject to the provisions of the Third Party Service Agreement and this Subsidiary Component Agreement, we will pay you an amount not exceeding $332,971.30, including GST, in the aggregate, for providing the Services set out in Schedule A, during the term of this Subsidiary Component Agreement.

Payments

2.1 **Monthly Recurring**

We will pay you on or about the 15th day of the month commencing on the 1st day of April, 2013 as provided in the following payment schedule:

From	To	Amount	GST	Total
April 1, 2013	April 30, 2013	$27,747.59	$0.00	$27,747.59
May 1, 2013	March 31, 2014	$27,747.61	$0.00	$305,223.71
				$332,971.30

2.2 **Payment Address**

201-1638 BROADWAY E VANCOUVER, BC V5N 1W1

Goods and Services Tax (GST)

Financial Reports

2.3 In addition to the financial statements referred to in the Audit and Service Evaluation section of FT08424000 any financial reports should, at a minimum, relate costs to service outputs. The following additional financial reports are required:

Name	Description
Semi-annual Service Cost Report	Report that outlines the semi-annual costs associated with a service.
9-Month Service Cost Report	Report that outlines the costs associated with a service every 9 months.

Transition to Unit Cost Based Payments

2.4 Not applicable

Attachments

Name	Attachment 2.1 Financial Report	*Attachment 2.1 Financial Report.doc*
Name	Attachment 2.2 Price Structure Chart	*Attachment 2.2 Price Structure Chart.doc*

SCHEDULE C – APPROVED SUBCONTRACTOR(S)

Subcontractors

1.1 The following persons or organizations, are specified as Subcontractors under section 12 of the Third Party Service Agreement, for purposes of this Subsidiary Component Agreement:

None

SCHEDULE D – RISK MANAGEMENT & CONFLICT RESOLUTION

Criminal Record Check

1.1 In accordance with the Criminal Records Review Act, you must undertake a criminal record check of each staff member or other person who has, or potentially has, unsupervised access to children, or who has access to their records.

1.2 In addition to any criminal record checks required under the Criminal Records Review Act, you must undertake a criminal record check on volunteers or other individuals who have, or potentially have, unsupervised access to children or their records.

1.3 Upon our written request you must provide us written confirmation that:

(a) criminal record checks have been initiated;
(b) you have acted on instructions from the adjudicator or us; and
(c) all other related procedures have been followed.

Conflict Resolution Officials

2.1 The designated "Officials" of the parties for the purposes of the Conflict Resolution Protocol are:

	Province	**Contractor**
Stage One:	Contract Manager	Chief Executive Officer
Stage Two:	Executive Director of Service	Chief Executive Officer
Stage Three:	Deputy Minister or Designate	Chief Executive Officer

Permits and Licenses

3.1 You must obtain all the permits and licenses required to perform the Services, including, but not limited to:

(a) any permits or licenses required by municipal or health authorities for the operation of the Services delineated in Schedule A.

(b) any municipal, provincial, federal permits and licenses required to provide the Services including motor vehicle licenses of the appropriate class to provide transportation to clients.

Insurance and Indemnity

A. For all Contractor's activities under this Agreement to which the Master Insurance Program applies, as determined by the Province in its sole discretion:

4.1 The Province will purchase and maintain Comprehensive General Liability insurance in the amount of $2,000,000 inclusive per occurrence against bodily injury and property damage arising out of the Contractor's performance of the Services on behalf of the Province as outlined in this Agreement.

4.2 The Contractor shall be responsible for and pay any deductible under the policy.

4.3 The Contractor will be provided with a Certificate of Insurance and a copy of the insurance policy wording.

4.4 The Province will take reasonable steps to ensure the coverage specified in section 1 is continuous for the duration of this Agreement but the Province does not accept responsibility for providing coverage in the event the insurance is cancelled or reduced by the insurer.

4.5 The Province does not represent or warrant that the policy contains insurance for any and all losses. It is the Contractor's responsibility to ascertain the exact nature and extent of coverage of the policy as well as any and all terms and conditions of the policy.

4.6 The Contractor shall provide, maintain, and pay for, any additional insurance which the Contractor is required by law to carry, or which the Contractor considers necessary to cover risks not otherwise covered by insurance specified in section 1.

B. For all Contractor's activities to which the Master Insurance Program does not apply, the Contractor shall:

5.1 The Contractor must, without limiting its obligation or liabilities and at its own expense, purchase and maintain throughout the term of this Agreement the following insurances with insurers licensed in Canada in forms and amounts acceptable to the Province:

(a) Commercial General Liability in an amount not less than $2,000,000.00 inclusive per occurrence against bodily injury, personal injury and property damage and including liability assumed under this Agreement and this insurance must:

(i) include the Province as an additional insured;

(ii) be endorsed to provide the Province with 30 days advance written notice of cancellation or material change; and

(iii) include a cross liability clause.

5.2 All insurance described in paragraph 1 of this Schedule must:

(a) be primary; and

(b) not require the sharing of any loss by any insurer of the Province.

5.3 The Contractor must provide the Province with evidence of all required insurance:

(a) Within 10 working days of commencement of the Services, the Contractor must provide to the Province evidence of all required insurance in the form of a completed Province of British Columbia Certificate of Insurance.

(b) If the insurance policy(ies) expire before the end of the term of this Agreement, the Contractor must provide within 10 working days of expiration, evidence of new or renewal policy(ies) of all expired insurance in the form of a completed Province of British Columbia Certificate of Insurance.

(c) Notwithstanding paragraph 3(a) or (b) above, if requested by the Province at any time, the Contractor must provide to the Province certified copies of the required insurance policies.

5.4 The Contractor shall provide, maintain, and pay for, any additional insurance which it is required by law to carry, or which it considers necessary to cover risks not otherwise covered by insurance specified in this schedule in its sole discretion.

C. Whether A or B applies to the Services, for all Contractor activities under this Agreement:

6.1 The Contractor shall maintain Automobile Liability insurance on all vehicles owned, operated or licensed by the Contractor in an amount not less than $2,000,000 per occurrence, and where applicable the Contractor may show evidence of this insurance using an ICBC Confirmation of Insurance Coverage (APV-47) form in place of the requirement for the BC Certificate of Insurance.

6.2 Additional Insurance: Not applicable

SCHEDULE E – AUTHORIZED PERSONS (FOR THE SUBSIDIARY COMPONENT AGREEMENT)

Authorized Persons

1.1 The Contractor designates any of the following persons, (identified by name and/or position) to act for you in relation to this Subsidiary Component Agreement:

Caroline Bonesky, Chief Executive Officer

1.2 The Ministry designates any of the following persons (identify by name and/or position) to act for us in relation to this Subsidiary Component Agreement:

Teresa Goodman, Contract Manager or Designate

SCHEDULE H – ADDITIONAL TERMS

Other

1. Notwithstanding Clause 55 (b) of the Third Party Service Agreement, the termination notice period for this Subsidiary Component Agreement is 60 days.

PAYMENT AND FINANCIAL INFORMATION

Aggregate Maximum

Subject to the provisions of this Agreement, the Province will pay to the Contractor an amount not exceeding **$332,971.30** in the aggregate for providing the Component Services during the Funding Period.

Annual baseline funding is **$332,971.30**.

STATEMENTS AND REPORTS

The Contractor will submit to the Province reports, in form and content acceptable to the Province, relating to the services and programs outlined in this Agreement. The required reports include, but are not limited to, the following:

(a) Monthly Indicator Reports – Indicators and Definitions are outlined in Attachment 1.1 to this Agreement

(b) Annual Report on Outcomes

(c) Other information as may be requested by the Province

The parties agree to work collaboratively in the development and implementation of outcome measurement tools that may be considered during the Funding Period.

Required reports will be submitted within 15 business days of the end of the period specified, commencing with a first report for the period ending April 30, 2013. For the purpose of this section and section 1.3, a "business day" is any day that is not a Saturday, a Sunday or a statutory holiday in British Columbia.

Financial Reports

Whether or not an annual financial statement (or review or audit of the same) is required and submitted under section 40 of the Third Party Service Agreement, the Contractor will, for the purposes of negotiation of any future agreement, submit to the Province, within 30 business days of the end of the 2nd and 3rd quarters of the Funding Period, a Financial Report (unaudited) showing revenues and expenditures for each service area. A sample of the Financial Report (unaudited) is included as Attachment 2.1 to this Agreement.

Attachment 1.1 to Subsidiary Component Agreement No. FT08424007
Family Services of Greater Vancouver – Richmond Programs

Program Indicators

YSE Youth Services

No	Service	Indicator	Definition
501	GENERAL	GEN: # intakes to TRANSITION YOUTH TO ADULTHOOD	Number of youth accessing services to TRANSITION YOUTH TO ADULTHOOD this month for the first time. Also includes youth who have been discharged from Transition Services before but are returning to address a new or changed situation
502	GENERAL	GEN: # intakes who identify as Aboriginal	Number of youth accessing services to Transition Youth to Adulthood this month for the first time who consider themselves to be of Aboriginal heritage. This number is a sub-set of the total number of intakes and therefore cannot exceed that number
503	**GENERAL**	**GEN: % intakes that identify as Aboriginal**	**# intakes who identify as Aboriginal / # intakes**
504	INTERVENTION	INT: # hours of individual transition services with youth/caregiver	Number of hours this month that staff provided one-to-one Transition Service to youth and/or their caregivers. Individual service may be provided in person or by phone and should be reported to the nearest quarter hour e.g. 0.25, 0.5, 0.75,1, 1.25 etc.
505	INTERVENTION	INT: # youth receiving individual transition services	Number of different youth to whom staff provided one-to-one Transition Services this month. A youth and his/her caregiver(s) count as a single unit for the purposes of this indicator.
506	**INTERVENTION**	**INT: Average # hours individual transition services per youth**	**# hours / # youth**
507	INTERVENTION	INT: # sessions of group transition services provided	Number of times this month that staff provided Transition Services in a group setting i.e. provided service to 2 or more unrelated youth at the same time
508	INTERVENTION	INT: # hours of group transition services	Number of hours this month that staff provided Transition Services in a group setting. The number of hours should be reported to the nearest quarter hour e.g. 0.25, 0.5, 0.75,1, 1.25 etc.
509	INTERVENTION	INT: # attendances at transition sessions	Total number of attendances by youth and/or their caregivers at Transition sessions this month. Each youth and/or caregiver counts as a separate individual for the purposes of this indicator.
510	**INTERVENTION**	**INT: Average # attendances per transition session**	**# attendances / # sessions**
511	TRAINING & EDUCATION	TRE: # sessions of community training/ education	Number of times this month that Transition staff provided general community training and/or education in a group setting i.e. provided service to 2 or more other service providers or members of the public
512	TRAINING & EDUCATION	TRE: # hours of community training/ education sessions	Number of hours this month that Transition staff provided general community training and/or education in a group setting. The number of hours should be reported to the nearest quarter hour e.g. 0.25, 0.5, 0.75,1, 1.25 etc.

513	TRAINING & EDUCATION	TRE: # attendances at community training/ education sessions	Total number of attendances this month at general community training and/or education sessions provided by Transition staff
514	**TRAINING & EDUCATION**	**TRE: Average # attendances per community training/ education session**	**# attendances / # sessions**
515	OUTCOME	INT: # of youth completing Transition program (1a)	Number of youth discharged from Transition services this month having completed the program
516	OUTCOME	INT: # of 1a with improved functioning	Number of youth completing Transition services this month with improved functioning.
517	**OUTCOME**	**INT: % of 1a with improved functioning**	**[516 / 515]**
518	OUTCOME	INT: # of 1a attending school, training or work at discharge	Number of youth completing Transition services this month who were attending school, training or work at time of discharge.
519	**OUTCOME**	**INT: % of 1a attending school, training or work at discharge**	**[518 / 515]**
520	OUTCOME	INT: # of 1a who have accommodation at discharge	Number of youth completing Transition services this month who reported having accommodation at time of discharge.
521	**OUTCOME**	**INT: % of 1a who have accommodation at discharge**	**[520 / 515]**
522	OUTCOME	INT: # of youth aging out (1a)	Number of youth discharged from Transition services this month having reached the age of 19 or older, i.e. having 'aged out.'
523	OUTCOME	INT: # of 1a with improved functioning	Number of youth aging out of Transition services this month with improved functioning.
524	**OUTCOME**	**INT: % of 1a with improved functioning**	**[523 / 522]**
525	OUTCOME	INT: # of 1a attending school, training or work at discharge	Number of youth aging out of Transition services this month who were attending school, training or work at time of discharge.
526	**OUTCOME**	**INT: % of 1a attending school, training or work at discharge**	**[525 / 522]**
527	OUTCOME	INT: # of 1a who have accommodation at discharge	Number of youth completing Transition services this month who reported having accommodation at time of discharge.
528	**OUTCOME**	**INT: % of 1a who have accommodation at discharge**	**[527 / 522]**

529	OUTCOME	INT: # of youth refusing service	Number of youth discharged from Transition services this month either because they refused service or because, despite the efforts of Transition and MCFD staff, there was no contact with them for six weeks.
530	OUTCOME	INT: # of youth referred on	Number of youth discharged from Transition services this month because they required services not provided by the Transition program.
999	**GENERAL**	**GEN: # unique clients YTD**	**# active client units as of April 1, plus # intakes May - March**

FPR Family Preservation & Reunification

No	Service	Indicator	Definition
101	GENERAL	GEN: # intakes	Number of families determined to be eligible for a formal assessment by Family Preservation and Reunification Services this month for the first time. Includes families who have been previously discharged from Family Preservation and Reunification Services but who have returned to address a new or changed situation.
102	GENERAL	GEN: # intakes who identify as Aboriginal	Number of families determined to be eligible to receive one or more components of Family Preservation and Reunification Services this month for the first time who consider themselves to be of Aboriginal heritage. This number is a sub-set of the total number of intakes and therefore cannot exceed that number.
103	**GENERAL**	**GEN: % intakes who identify as Aboriginal**	**# intakes who identify as Aboriginal / # intakes**
111	INTERVENTION	INT: # hours of individual intervention with families	Number of hours this month that staff provided individual intervention on the phone or in person to families. Meetings where the family is present and travel with the client are considered individual intervention for the purposes of this indicator. The number of hours should be reported to the nearest quarter hour e.g. 0.25, 0.5, 0.75, 1, 1.25 etc.
112	INTERVENTION	INT: # families receiving individual intervention	Number of families to whom staff provided individual intervention this month. All members of a family count as a single unit for the purposes of this indicator.
113	**INTERVENTION**	**INT: Average # hours of individual intervention per family**	**# hours / # families**
114	INTERVENTION	INT: # sessions of group intervention with families	Number of times this month that staff provided intervention in a group setting i.e. provided service to members of 2 or more unrelated families at the same time.
115	INTERVENTION	INT: # hours of family group intervention sessions	Number of hours this month that staff provided intervention in a group setting. The number of hours should be reported to the nearest quarter hour e.g. 0.25, 0.5, 0.75, 1, 1.25 etc.
116	INTERVENTION	INT: # attendances at family group intervention sessions	Number of times this month that members of families attended group intervention sessions. Each member of a family attending a session counts separately for the purposes of this indicator.
117	**INTERVENTION**	**INT: Average # attendances per group intervention session**	**# attendances / # sessions**
121	INTERVENTION	INT: # hours of individual intervention with children/ youth	Number of hours this month that staff provided one-to-one intervention with children or youth. The number of hours should be reported to the nearest quarter hour e.g. 0.25, 0.5, 0.75, 1, 1.25 etc.

122	INTERVENTION	INT: # children/ youth receiving individual intervention	Number of children and youth for whom staff provided one-to-one intervention this month. Each child and youth counts separately for the purposes of this indicator.
123	**INTERVENTION**	**INT: Average # hours indivdual intervention per child/youth**	**# hours / # children/youth**
124	INTERVENTION	INT: # sessions of group intervention with children/ youth	Number of times this month that staff provided intervention in a group setting i.e. provided service to 2 or more unrelated children/youth at the same time
125	INTERVENTION	INT: # hours of group intervention sessions with children/ youth	Number of hours this month that staff provided child care in a group setting. The number of hours should be reported to the nearest quarter hour e.g. 0.25, 0.5, 0.75, 1, 1.25 etc.
126	INTERVENTION	INT: # attendances at group intervention sessions for children/ youth	Number of times this month that children or youth attended a group intervention session for children/ youth. Each child and youth attending a group intervention session counts separately for the purposes of this indicator.
127	**INTERVENTION**	**INT: Average # attendances per group intervention session for children/ youth**	**# attendances / # sessions**

ATTACHMENT 2.1 – Financial Report

Attachment 2.1 to Subsidiary Component Agreement FT08424007

Name of Organization: Family Services of Greater Vancouver

Contract No.: Richmond Programs

Period Covered:

SCA No. FT08424007 Detail	Specialized Therapeutic Intervention	Services to Transition Youth to Adulthood	TOTALS
Total Operational Revenue			
Operational Expenses:			
Total Wages and Benefits			
Total Client Support Costs			
Total Transportation			
Total Program Support			
Total Program Admin. Support			
Total Facilities Expenses			
Total Operational Pro. Admin			
Total Admin. & Gen. Exp.*			
Total Operational Expenses			
Number of Units			
Unit Cost			
Total Surplus/(deficit)	$	$	

Comments regarding variances:

This report has been prepared from the books and records of the Contractor for the funding period ended _____. I hereby confirm to the best of my knowledge and belief, that the information contained herein, was compiled in accordance with generally accepted accounting principles and in compliance with the Province's Core Policy and Procedures Manual. There is nothing to my knowledge that has not been disclosed in this report which would affect the accuracy and completeness of the financial information.

Signature: Date

Print Name: Print Title: Executive Director

ATTACHMENT 2.2 – Price Structure Chart

Attachment 2.2 to Subsidiary Component Agreement FT08424007

Name of Organization: Family Services of Greater Vancouver

Contract No.: Richmond Programs

Period Covered:

	Service Areas		
	Family Preservation (Specialized Therapeutic Intervention)	Services to Transition Youth to Adulthood	TOTALS
Operational Revenue:			
Total Revenue			
Operational Expenses:			
Wages and Benefits			
Staff Wages by Classification			
Relief			
Benefits			
Other (specify)			
Total Wages and Benefits			
Client Support Costs			
Activities			
Meeting Expenses			
Other Client Support Costs (specify)			
Total Client Support Costs			
Transportation			
Auto Insurance			
Client Transportation			
Staff Transportation			
Vehicle Costs			
Other (specify)			
Total Transportation:			
Program Support			
Contracted Services			
Telephones/Cellulars/Pagers			
Materials			
Memberships			
Staff Training - Mandatory			
Staff training - Discretionary			
Other (specify)			
Total Program Support			
Program Administrative Support			
Advertising			
Computer Software and Development			
Recruitment and Training			
Office Supplies			
CPIC and Criminal Record Review			
Other (specify)			
Total Program Administrative Support			
Facilities Expenses			
Rent/Lease/Mortgage			
Insurance			
Other (specify)			
Total Facilities Expenses			
Administrative and General Expenses			
Total Administrative and General Expenses			
Total Operational Expenses			
Number of Units			
Unit Cost			

SUBSIDIARY COMPONENT AGREEMENT (SCA)

BRITISH COLUMBIA

Ministry of Children and Family Development

BRITISH COLUMBIA — Ministry of Children and Family Development	**SUBSIDIARY COMPONENT AGREEMENT: FT08424007** **DOING BUSINESS AS: FAMILY SERVICES OF GREATER VANCOUVER** **Agreement Name:** Richmond Programs

HER MAJESTY THE QUEEN IN RIGHT OF THE PROVINCE OF BRITISH COLUMBIA, represented by The Minister of Children and Family Development (the "Province", "we", "us", or "our" as applicable) at the following address:	AND FAMILY SERVICES OF GREATER VANCOUVER (Legal Name) (the "Contractor", "you", or "your" as applicable) at the following address:
130 5840 CEDARBRIDGE WAY RICHMOND, B.C CANADA V6X 2A7 Fax Number: (604)660-4005	201-1638 BROADWAY E VANCOUVER, BC V5N 1W1 Fax Number: (604)733-7009

The term for the Subsidiary Component Agreement begins on: 01/04/2014 (Day/Month/Year) and ends on 31/03/2015 (Day/Month/Year)

THE PARTIES AGREE TO THE TERMS ON THE ATTACHED PAGES OF THIS DOCUMENT AND OUTLINED BELOW.
THIS SUBSIDIARY COMPONENT AGREEMENT IS PART OF THE THIRD PARTY SERVICE AGREEMENT FT08424000

APPLICABLE SCHEDULES.

SCHEDULE A	-	SERVICES
SCHEDULE B	-	PAYMENT & FINANCIAL REPORTING
SCHEDULE C	-	APPROVED SUBCONTRACTOR(S)
SCHEDULE D	-	RISK MANAGEMENT & CONFLICT RESOLUTION
SCHEDULE E	-	AUTHORIZED PERSONS (FOR THE SUBSIDIARY COMPONENT AGREEMENT)
SCHEDULE H	-	ADDITIONAL TERMS

SIGNED AND DELIVERED on the 1 day of April, 2014 on behalf of the Province by its duly authorized representative

Signature: Dpt Phillips 4/15/14

Print Name: David Phillips

Position: Community Services Manager or Designate

Responsibility Centre: CSM - RICHMOND

SIGNED AND DELIVERED on the 21st day of March, 2014 by or on behalf of the Contractor (or by its authorized signatory or signatories if the Contractor is a corporation)

Signature: Caroline J Bonesky

Print Name: Caroline Bonesky Position: Chief Executive Officer

Signature: _____

Print Name: _____ Position: _____

Signature: _____

Print Name: _____ Position: _____

READ TERMS ON THE ATTACHED PAGES OF THIS DOCUMENT

SCHEDULE A – SERVICES

Underlying Principles of Service Provision

Services will exemplify family centered practice and strength-based approaches consistent with the principles of wraparound service and integrated case management. Services will promote attachment and placement stability for children within the community, and will contribute to the successful reintegration of children into their homes.

Services will be provided in the home and community where possible and must reflect the complex multicultural nature of the client population. Families and caregivers will play an integral role in assessment, planning, and provision of services.

Critical linkages between program areas will be established and maintained to support families and caregivers in caring for children, and to integrate interventions effectively. Collaboration with key partners will be developed and maintained, and services will strive to build linkages between families and their communities.

Programs will be designed to provide the most effective services that are evidence and outcome based, and a consistent clinical approach will be used across all program areas. Flexible service delivery and integration across all program areas is critical.

Access to psychological, psychiatric, or other specialized assessments will be critical to providing targeted and effective service, and to providing an integrated plan for each family. It is also critical to ensure that families are connected with needed mental health and substance misuse assessments and services.

Ongoing efforts will be made to incorporate emerging and relevant research and best practice recommendations.

General

The Contractor will provide all necessary components for delivery of the programs delineated below, including sufficient qualified program staff, administrative support, premises, materials and equipment.

Family, child or youth specific progress reports and reports suitable for presentation in Court proceedings will be provided where required and in a mutually agreed upon format.

The Province will appoint a Ministry contract supervisor for the Contractor's services funded under this Component Schedule. The parties agree to conduct quarterly contract reviews during the Funding Period to review the ***Service Deliverables*** and any other issues of mutual concern, including the following:

- statements and reports required in Schedule H, *Statements and Reports*
- program elements, including hours of operation;
- access and admission criteria;
- intake and referral processes
- frequency, content and format of progress and Court ready reports
- wait list management;
- exceptions to normal practice;
- critical incident reporting procedures;
- issue management;
- program liaison.

SUMMARY

Term **01/04/2014 to 31/03/2015** *Total Amount of Component Agreement* **$332,971.32**

Allocation by Programs and Services

Programs		
Family Preservation and Reunification		
	Intervention - General	$117,445.56
	Sub-Total	**$117,445.56**
Youth Transition Program		
	Intervention - General	$215,525.76
	Sub-Total	**$215,525.76**
	Total	**$332,971.32**

Allocation by Community

Communities Served		
Richmond (38)		$332,971.32
	Total	**$332,971.32**

Allocation by Business Area

Core Business Area	Business Area - Sub Business Area	
Child and Family Development		
	Family Development/Family Preservation and Reunification	$117,445.56
	Youth Services	$215,525.76
	Sub-Total	**$332,971.32**
	Total	**$332,971.32**

PROGRAMS

Family Preservation and Reunification

TARGET POPULATION:	Families involved with the ministry through its protection mandate. The focus is on families with children twelve years of age and under, but includes families with both children and youth.
OUTCOME:	Children, youth and their families are able to remain together or, if apart, are able to reunite, free from abuse and neglect.

Specialized Therapeutic Intervention - TASA (Family Preservation and Reunification)

SERVICE: INTERVENTION - GENERAL **Total Amount** $117,445.56

Definitions	Activities provided to maintain or prompt a planned change in the behaviour, condition or functioning of children, youth, and/or families/caregivers.			
Project Code	18CN289			
Input	Qualified Staff			
Output Indicators	# Recipients of One to One Services	**Quantity**	22	
	# Direct One to One Hours		575	
Reporting Frequency	Monthly			
Core Business Area	Child and Family Development			
Business Area	Family Development			
Sub Business Area	Family Preservation and Reunification			
Communities Served				
Richmond (38)	**Recipient(s)** Family		**Amount**	$117,445.56

This allocation is provided as an estimate.

Additional Descriptions

ACTIVITIES

Specialized Therapeutic Intervention – TASA Counselling Centre

Intervention

Specialized therapeutic interventions comprise individual or family therapeutic interventions for children, adult survivors and non offending family members where there has been a disclosure of sexual or physical abuse or other trauma. Group therapeutic intervention may be offered to enhance individual interventions. The program will provide a high level of clinical expertise, supported by specialized facilities such as a playroom equipped for play, sand and art therapy and video equipment for interviewing, supervision and client resource purposes. Access will be limited to referrals from the Ministry of Children and Family Development. Exceptions to this access limitation must have the prior approval of the Ministry's program liaison officer.

Interventions are intended to be time limited, goal oriented and part of an integrated service plan. Length of service intervention will average six (6) months with individual treatment sessions averaging 1 to 1.25 hours in duration. The parties acknowledge the length of service may vary given the number of family members to be seen and the complexities of therapeutic needs and intervention strategies.

Service Components:

- Intake services including victim support, crisis consultation, information and referral, handouts, booklets and other resource material
- Clinical assessment to determine treatment needs and suitability of service to client
- Therapeutic intervention following investigation by police and/or civil authorities including

individual and family counselling to non offending family members or caregivers
- Group therapeutic intervention
- Collateral work and community advocacy for clients
- Clinical supervision of case management and record keeping systems
- Liaison and coordination with other service providers involved in components of the plan
- Development and maintenance of a data collection system for the purposes of quality assurance

In addition to regular reporting requirements, the Special Intervention Team will submit client progress reports for the child and family component of the service in the following circumstances: cases involving child protection concerns; court purposes; planning for children in care of the Director; and closing of service involvement.

BUSINESS AREA OUTCOMES

- Families have an enhanced capacity to care for their children
- Extended Families and communities are actively engaged and caring for children
- Children and youth are healthy and have a sense of well-being
- Children and youth are free from abuse, neglect and exploitation
- Children and youth experience stability and permanence in their family and alternative family environment
- Children in care are engaged and successful at school and experience positive outcomes
- Children in care transition successfully to adulthood through appropriate supports and supportive relationships

Youth Transition Program

TARGET POPULATION:	Youth, who may or may not be involved with the Ministry, who require additional support or skill building to move from adolescence to responsible adulthood.
OUTCOME:	Youth develop adult competencies to enable them to achieve independent living with confidence and success.

SERVICE: INTERVENTION - GENERAL — **Total Amount** $215,525.76

Definitions	Activities provided to maintain or prompt a planned change in the behaviour, condition or functioning of children, youth, and/or families/caregivers.		
Project Code	18CN289		
Input	Qualified Staff		
Output Indicators	# Recipients of One to One Services	**Quantity**	30
	# Direct One to One Hours		2047
Reporting Frequency	Monthly		
Core Business Area	Child and Family Development		
Business Area	Youth Services		
Communities Served			
Richmond (38)	**Recipient(s)** 13 to 18 years	**Amount**	$215,525.76

This allocation is provided as an estimate.

Additional Descriptions

ACTIVITIES

Services to Transition Youth to Adulthood

Intervention

Services to transition youth to adulthood are interventions to promote the development of adult competencies so that youth may achieve independent living with confidence and success. 1[1] Access to services will be limited to youth referred by MCFD who are either in care and transitioning to independent living, or who are on Youth Agreements. The *Ansell-Casey Life Skills Assessment* (ACLSA) will be utilized for the purpose of assessment and outcome measurement.

Length of program involvement will average 6 months. The parties acknowledge the length of service may vary given the complexities of needs and intervention strategies.

Service components:

- Assessment to determine needs and program suitability
- Individual or group life skills development, including, but not limited to, budgeting, banking and accessing financial services, homemaking, food preparation and handling, nutrition, and other issues of importance identified by participating youth
- Housing related activities, including, but not limited to, placements (i.e. securing housing for involved youth), landlord contacts, support with housing searches
- Development of linkages to community resources and government agencies providing Employment Skills Development services such as resume preparation, job search techniques, job application preparation, and similar services
- Return to school support services
- Development of linkages to informal and formal personal and community support networks
- Participate in the development of volunteer mentoring services
- Self-help and mutual aid through a youth focus group established for youth involved in the program
- Follow-up assessment

BUSINESS AREA OUTCOMES

- Youth participate in identifying their short and longer term needs and in developing plans to address them
- Youth experiencing high levels of risk to their health and safety have the levels of risk reduced
- Youth have immediate basic needs met including shelter, food and clothing
- Youth establish connections with community resources to address needs such as physical health, mental health, addictions and/or sexual exploitation
- Youth have improved connections to positive community supports including family/extended family, peers, education, employment, and/or housing
- Youth acquire skills and knowledge necessary to keep themselves safe, achieve identified goals, and successfully transition to adulthood

Attachments

Name	Attachment 1.1 Program Indicator Descriptions	*Attachment 1.1 Program Indicator Descriptions.doc*

SCHEDULE B – PAYMENT & FINANCIAL REPORTING

Aggregate Maximum

1.1 Subject to the provisions of the Third Party Service Agreement and this Subsidiary Component Agreement, we will pay you an amount not exceeding $332,971.32, including GST, in the aggregate, for providing the Services set out in Schedule A, during the term of this Subsidiary Component Agreement.

Payments

2.1 **Monthly Recurring**

We will pay you on or about the 15th day of the month commencing on the 1st day of April, 2014 as provided in the following payment schedule:

From	To	Amount	GST	Total
April 1, 2014	March 31, 2015	$27,747.61	$0.00	$332,971.32
				$332,971.32

2.2 **Payment Address**

201-1638 BROADWAY E VANCOUVER, BC V5N 1W1

Goods and Services Tax (GST)

Financial Reports

2.3 In addition to the financial statements referred to in the Audit and Service Evaluation section of FT08424000 any financial reports should, at a minimum, relate costs to service outputs. The following additional financial reports are required:

Name	Description
Semi-annual Service Cost Report	Report that outlines the semi-annual costs associated with a service.
9-Month Service Cost Report	Report that outlines the costs associated with a service every 9 months.

Transition to Unit Cost Based Payments

2.4 Not applicable

Attachments

Name	Attachment 2.1 Financial Report	*Attachment 2.1 Financial Report.doc*
Name	Attachment 2.2 Price Structure Chart	*Attachment 2.2 Price Structure Chart.doc*

SCHEDULE C – APPROVED SUBCONTRACTOR(S)

Subcontractors

1.1 The following persons or organizations, are specified as Subcontractors under section 12 of the Third Party Service Agreement, for purposes of this Subsidiary Component Agreement:

None

SCHEDULE D – RISK MANAGEMENT & CONFLICT RESOLUTION

Criminal Record Check

1.1 In accordance with the Criminal Records Review Act, you must undertake a criminal record check of each staff member or other person who has, or potentially has, unsupervised access to children, or who has access to their records.

1.2 In addition to any criminal record checks required under the Criminal Records Review Act, you must undertake a criminal record check on volunteers or other individuals who have, or potentially have, unsupervised access to children or their records.

1.3 Upon our written request you must provide us written confirmation that:

(a) criminal record checks have been initiated;

(b) you have acted on instructions from the adjudicator or us; and

(c) all other related procedures have been followed.

Conflict Resolution Officials

2.1 The designated "Officials" of the parties for the purposes of the Conflict Resolution Protocol are:

	Province	Contractor
Stage One:	Community Services Manager or Designate	Chief Executive Officer
Stage Two:	Executive Director of Service	Chief Executive Officer
Stage Three:	Deputy Minister or Designate	Chief Executive Officer

Permits and Licenses

3.1 You must obtain all the permits and licenses required to perform the Services, including, but not limited to:

(a) any permits or licenses required by municipal or health authorities for the operation of the Services delineated in Schedule A.

(b) any municipal, provincial, federal permits and licenses required to provide the Services including motor vehicle licenses of the appropriate class to provide transportation to clients.

Insurance and Indemnity

A. For all Contractor's activities under this Agreement to which the Master Insurance Program applies, as determined by the Province in its sole discretion:

4.1 The Province will purchase and maintain Comprehensive General Liability insurance in the amount of $2,000,000 inclusive per occurrence against bodily injury and property damage arising out of the Contractor's performance of the Services on behalf of the Province as outlined in this Agreement.

4.2 The Contractor shall be responsible for and pay any deductible under the policy.

4.3 The Contractor will be provided with a Certificate of Insurance and a copy of the insurance policy wording.

4.4 The Province will take reasonable steps to ensure the coverage specified in section 1 is continuous for the duration of this Agreement but the Province does not accept responsibility for providing coverage in the event the insurance is cancelled or reduced by the insurer.

4.5 The Province does not represent or warrant that the policy contains insurance for any and all losses. It is the Contractor's responsibility to ascertain the exact nature and extent of coverage of the policy as well as any and all terms and conditions of the policy.

4.6 The Contractor shall provide, maintain, and pay for, any additional insurance which the Contractor is required by law to carry, or which the Contractor considers necessary to cover risks not otherwise covered by insurance specified in section 1.

B. For all Contractor's activities to which the Master Insurance Program does not apply, the Contractor shall:

5.1 The Contractor must, without limiting its obligation or liabilities and at its own expense, purchase and maintain throughout the term of this Agreement the following insurances with insurers licensed in Canada in forms and amounts acceptable to the Province:

(a) Commercial General Liability in an amount not less than $2,000,000.00 inclusive per occurrence against bodily injury, personal injury and property damage and including liability assumed under this Agreement and this insurance must:

(i) include the Province as an additional insured;

(ii) be endorsed to provide the Province with 30 days advance written notice of cancellation or material change; and

(iii) include a cross liability clause.

5.2 All insurance described in paragraph 1 of this Schedule must:

(a) be primary; and

(b) not require the sharing of any loss by any insurer of the Province.

5.3 The Contractor must provide the Province with evidence of all required insurance:

(a) Within 10 working days of commencement of the Services, the Contractor must provide to the Province evidence of all required insurance in the form of a completed Province of British Columbia Certificate of Insurance.

(b) If the insurance policy(ies) expire before the end of the term of this Agreement, the Contractor must provide within 10 working days of expiration, evidence of new or renewal policy(ies) of all expired insurance in the form of a completed Province of British Columbia Certificate of Insurance.

(c) Notwithstanding paragraph 3(a) or (b) above, if requested by the Province at any time, the Contractor must provide to the Province certified copies of the required insurance policies.

5.4 The Contractor shall provide, maintain, and pay for, any additional insurance which it is required by law to carry, or which it considers necessary to cover risks not otherwise covered by insurance specified in this schedule in its sole discretion.

C. Whether A or B applies to the Services, for all Contractor activities under this Agreement:

6.1 The Contractor shall maintain Automobile Liability insurance on all vehicles owned, operated or licensed by the Contractor in an amount not less than $2,000,000 per occurrence, and where applicable the Contractor may show evidence of this insurance using an ICBC Confirmation of Insurance Coverage (APV-47) form in place of the requirement for the BC Certificate of Insurance.

6.2 Additional Insurance: Not applicable

SCHEDULE E – AUTHORIZED PERSONS (FOR THE SUBSIDIARY COMPONENT AGREEMENT)

Authorized Persons

1.1 The Contractor designates any of the following persons, (identified by name and/or position) to act for you in relation to this Subsidiary Component Agreement:

Caroline Bonesky, Chief Executive Officer

1.2 The Ministry designates any of the following persons (identify by name and/or position) to act for us in relation to this Subsidiary Component Agreement:

None

SCHEDULE F1 – PRIVACY PROTECTION SCHEDULE

This Schedule forms part of the agreement between Her Majesty the Queen in right of the Province of British Columbia represented by

The Ministry of Children and Family Development (the "Province") and FAMILY SERVICES OF GREATER VANCOUVER (the "Contractor")

respecting Richmond Programs (the "Agreement")

Definitions

1. In this Schedule,

   (a) "access" means disclosure by the provision of access;

   (b) "Act" means the Freedom of Information and Protection of Privacy Act (British Columbia), as amended from time to time;

   (c) "contact information" means information to enable an individual at a place of business to be contacted and includes the name, position name or title, business telephone number, business address, business email or business fax number of the individual;

   (d) "personal information" means recorded information about an identifiable individual, other than contact information, collected or created by the Contractor as a result of the Agreement or any previous agreement between the Province and the Contractor dealing with the same subject matter as the Agreement but excluding any such information that, if this Schedule did not apply to it, would not be under the "control of a public body" within the meaning of the Act.

Purpose

2. The purpose of this Schedule is to:

   (a) enable the Province to comply with its statutory obligations under the Act with respect to personal information; and

   (b) ensure that, as a service provider, the Contractor is aware of and complies with its statutory obligations under the Act with respect to personal information.

Collection of personal information

3. Unless the Agreement otherwise specifies or the Province otherwise directs in writing, the Contractor may only collect or create personal information that is necessary for the performance of the Contractor's obligations, or the exercise of the Contractor's rights, under the Agreement.

4. Unless the Agreement otherwise specifies or the Province otherwise directs in writing, the Contractor must collect personal information directly from the individual the information is about.

5. Unless the Agreement otherwise specifies or the Province otherwise directs in writing, the Contractor must tell an individual from whom the Contractor collects personal information:

   (a) the purpose for collecting it;

(b) the legal authority for collecting it; and

(c) the title, business address and business telephone number of the person designated by the Province to answer questions about the Contractor's collection of personal information.

Accuracy of personal information

6. The Contractor must make every reasonable effort to ensure the accuracy and completeness of any personal information to be used by the Contractor or the Province to make a decision that directly affects the individual the information is about.

Requests for access to personal information

7. If the Contractor receives a request for access to personal information from a person other than the Province, the Contractor must promptly advise the person to make the request to the Province unless the Agreement expressly requires the Contractor to provide such access and, if the Province has advised the Contractor of the name or title and contact information of an official of the Province to whom such requests are to be made, the Contractor must also promptly provide that official's name or title and contact information to the person making the request.

Correction of personal information

8. Within 5 business days of receiving a written direction from the Province to correct or annotate any personal information, the Contractor must annotate or correct the information in accordance with the direction.

9. When issuing a written direction under section 8, the Province must advise the Contractor of the date the correction request to which the direction relates was received by the Province in order that the Contractor may comply with section 10.

10. Within 5 business days of correcting or annotating any personal information under section 8, the Contractor must provide the corrected or annotated information to any party to whom, within one year prior to the date the correction request was made to the Province, the Contractor disclosed the information being corrected or annotated.

11. If the Contractor receives a request for correction of personal information from a person other than the Province, the Contractor must promptly advise the person to make the request to the Province and, if the Province has advised the Contractor of the name or title and contact information of an official of the Province to whom such requests are to be made, the Contractor must also promptly provide that official's name or title and contact information to the person making the request.

Protection of personal information

12. The Contractor must protect personal information by making reasonable security arrangements against such risks as unauthorized access, collection, use, disclosure or disposal, including any expressly set out in the Agreement.

Storage and access to personal information

13. Unless the Province otherwise directs in writing, the Contractor must not store personal information outside Canada or permit access to personal information from outside Canada.

Retention of personal information

14. Unless the Agreement otherwise specifies, the Contractor must retain personal information until directed by the Province in writing to dispose of it or deliver it as specified in the direction.

Use of personal information

15. Unless the Province otherwise directs in writing, the Contractor may only use personal information if that use is:

(a) for the performance of the Contractor's obligations, or the exercise of the Contractor's rights, under the Agreement; and

(b) in accordance with section 13.

Disclosure of personal information

16. Unless the Province otherwise directs in writing, the Contractor may only disclose personal information inside Canada to any person other than the Province if the disclosure is for the performance of the Contractor's obligations, or the exercise of the Contractor's rights, under the Agreement.

17. Unless the Agreement otherwise specifies or the Province otherwise directs in writing, the Contractor must not disclose personal information outside Canada.

Inspection of personal information

18. In addition to any other rights of inspection the Province may have under the Agreement or under statute, the Province may, at any reasonable time and on reasonable notice to the Contractor, enter on the Contractor's premises to inspect any personal information in the possession of the Contractor or any of the Contractor's information management policies or practices relevant to its management of personal information or its compliance with this Schedule and the Contractor must permit, and provide reasonable assistance to, any such inspection.

Compliance with the Act and directions

19. The Contractor must in relation to personal information comply with:

    (a) the requirements of the Act applicable to the Contractor as a service provider, including any applicable order of the commissioner under the Act; and

    (b) any direction given by the Province under this Schedule.

20. The Contractor acknowledges that it is familiar with the requirements of the Act governing personal information that are applicable to it as a service provider.

Notice of non-compliance

21. If for any reason the Contractor does not comply, or anticipates that it will be unable to comply, with a provision in this Schedule in any respect, the Contractor must promptly notify the Province of the particulars of the non-compliance or anticipated non-compliance and what steps it proposes to take to address, or prevent recurrence of, the non-compliance or anticipated non-compliance.

Termination of Agreement

22. In addition to any other rights of termination which the Province may have under the Agreement or otherwise at law, the Province may, subject to any provisions in the Agreement establishing mandatory cure periods for defaults by the Contractor, terminate the Agreement by giving written notice of such termination to the Contractor, upon any failure of the Contractor to comply with this Schedule in a material respect.

Interpretation

23. In this Schedule, references to sections by number are to sections of this Schedule unless otherwise specified in this Schedule.

24. Any reference to the "Contractor" in this Schedule includes any subcontractor or agent retained by the Contractor to perform obligations under the Agreement and the Contractor must ensure that any such subcontractors and agents comply with this Schedule.

25. The obligations of the Contractor in this Schedule will survive the termination of the Agreement.

26. If a provision of the Agreement (including any direction given by the Province under this Schedule) conflicts with a requirement of the Act or an applicable order of the commissioner under the Act, the conflicting provision of the Agreement (or direction) will be inoperative to the extent of the conflict.

27. The Contractor must comply with the provisions of this Schedule despite any conflicting provision of this Agreement or, subject to section 28, the law of any jurisdiction outside Canada.

28. Nothing in this Schedule requires the Contractor to contravene the law of any jurisdiction outside Canada unless such contravention is required to comply with the Act.

SCHEDULE H – ADDITIONAL TERMS

Other

1. Notwithstanding Clause 55 (b) of the Third Party Service Agreement, the termination notice period for this Subsidiary Component Agreement is 60 days.

PAYMENT AND FINANCIAL INFORMATION

Aggregate Maximum

Subject to the provisions of this Agreement, the Province will pay to the Contractor an amount not exceeding **$332,971.32** in the aggregate for providing the Component Services during the Funding Period.

Annual baseline funding is **$332,971.32**.

STATEMENTS AND REPORTS

The Contractor will submit to the Province reports, in form and content acceptable to the Province, relating to the services and programs outlined in this Agreement. The required reports include, but are not limited to, the following:

(a) Monthly Indicator Reports – Indicators and Definitions are outlined in Attachment 1.1 to this Agreement

(b) Annual Report on Outcomes

(c) Other information as may be requested by the Province

The parties agree to work collaboratively in the development and implementation of outcome measurement tools that may be considered during the Funding Period.

Required reports will be submitted within 15 business days of the end of the period specified, commencing with a first report for the period ending April 30th. For the purpose of this section and section 1.3, a "business day" is any day that is not a Saturday, a Sunday or a statutory holiday in British Columbia.

Financial Reports

Whether or not an annual financial statement (or review or audit of the same) is required and submitted under section 40 of the Third Party Service Agreement, the Contractor will, for the purposes of negotiation of any future agreement, submit to the Province, within 30 business days of the end of the 2nd and 3rd quarters of the Funding Period, a Financial Report (unaudited) showing revenues and expenditures for each service area. A sample of the Financial Report (unaudited) is included as Attachment 2.1 to this Agreement.

Attachment 1.1 to Subsidiary Component Agreement No. FT08424007
Family Services of Greater Vancouver – Richmond Programs

Program Indicators

YSE Youth Services

No	Service	Indicator	Definition
501	GENERAL	GEN: # intakes to TRANSITION YOUTH TO ADULTHOOD	Number of youth accessing services to TRANSITION YOUTH TO ADULTHOOD this month for the first time. Also includes youth who have been discharged from Transition Services before but are returning to address a new or changed situation
502	GENERAL	GEN: # intakes who identify as Aboriginal	Number of youth accessing services to Transition Youth to Adulthood this month for the first time who consider themselves to be of Aboriginal heritage. This number is a sub-set of the total number of intakes and therefore cannot exceed that number
503	**GENERAL**	**GEN: % intakes that identify as Aboriginal**	**# intakes who identify as Aboriginal / # intakes**
504	INTERVENTION	INT: # hours of individual transition services with youth/caregiver	Number of hours this month that staff provided one-to-one Transition Service to youth and/or their caregivers. Individual service may be provided in person or by phone and should be reported to the nearest quarter hour e.g. 0.25, 0.5, 0.75,1, 1.25 etc.
505	INTERVENTION	INT: # youth receiving individual transition services	Number of different youth to whom staff provided one-to-one Transition Services this month. A youth and his/her caregiver(s) count as a single unit for the purposes of this indicator.
506	**INTERVENTION**	**INT: Average # hours individual transition services per youth**	**# hours / # youth**
507	INTERVENTION	INT: # sessions of group transition services provided	Number of times this month that staff provided Transition Services in a group setting i.e. provided service to 2 or more unrelated youth at the same time
508	INTERVENTION	INT: # hours of group transition services	Number of hours this month that staff provided Transition Services in a group setting. The number of hours should be reported to the nearest quarter hour e.g. 0.25, 0.5, 0.75,1, 1.25 etc.
509	INTERVENTION	INT: # attendances at transition sessions	Total number of attendances by youth and/or their caregivers at Transition sessions this month. Each youth and/or caregiver counts as a separate individual for the purposes of this indicator
510	**INTERVENTION**	**INT: Average # attendances per transition session**	**# attendances / # sessions**
511	TRAINING & EDUCATION	TRE: # sessions of community training/ education	Number of times this month that Transition staff provided general community training and/or education in a group setting i.e. provided service to 2 or more other service providers or members of the public
512	TRAINING & EDUCATION	TRE: # hours of community training/ education sessions	Number of hours this month that Transition staff provided general community training and/or education in a group setting. The number of hours should be reported to the nearest quarter hour e.g. 0.25, 0.5, 0.75,1, 1.25 etc.

513	TRAINING & EDUCATION	TRE: # attendances at community training/ education sessions	Total number of attendances this month at general community training and/or education sessions provided by Transition staff
514	**TRAINING & EDUCATION**	**TRE: Average # attendances per community training/ education session**	**# attendances / # sessions**
515	OUTCOME	INT: # of youth completing Transition program (1a)	Number of youth discharged from Transition services this month having completed the program
516	OUTCOME	INT: # of 1a with improved functioning	Number of youth completing Transition services this month with improved functioning.
517	**OUTCOME**	**INT: % of 1a with improved functioning**	**[516 / 515]**
518	OUTCOME	INT: # of 1a attending school, training or work at discharge	Number of youth completing Transition services this month who were attending school, training or work at time of discharge.
519	**OUTCOME**	**INT: % of 1a attending school, training or work at discharge**	**[518 / 515]**
520	OUTCOME	INT: # of 1a who have accommodation at discharge	Number of youth completing Transition services this month who reported having accommodation at time of discharge.
521	**OUTCOME**	**INT: % of 1a who have accommodation at discharge**	**[520 / 515]**
522	OUTCOME	INT: # of youth aging out (1a)	Number of youth discharged from Transition services this month having reached the age of 19 or older, i.e. having 'aged out.'
523	OUTCOME	INT: # of 1a with improved functioning	Number of youth aging out of Transition services this month with improved functioning.
524	**OUTCOME**	**INT: % of 1a with improved functioning**	**[523 / 522]**
525	OUTCOME	INT: # of 1a attending school, training or work at discharge	Number of youth aging out of Transition services this month who were attending school, training or work at time of discharge.
526	**OUTCOME**	**INT: % of 1a attending school, training or work at discharge**	**[525 / 522]**
527	OUTCOME	INT: # of 1a who have accommodation at discharge	Number of youth completing Transition services this month who reported having accommodation at time of discharge.
528	**OUTCOME**	**INT: % of 1a who have accommodation at discharge**	**[527 / 522]**

529	OUTCOME	INT: # of youth refusing service	Number of youth discharged from Transition services this month either because they refused service or because, despite the efforts of Transition and MCFD staff, there was no contact with them for six weeks.
530	OUTCOME	INT: # of youth referred on	Number of youth discharged from Transition services this month because they required services not provided by the Transition program.
999	**GENERAL**	**GEN: # unique clients YTD**	**# active client units as of April 1, plus # intakes May - March**

FPR Family Preservation & Reunification

No	Service	Indicator	Definition
101	GENERAL	GEN: # intakes	Number of families determined to be eligible for a formal assessment by Family Preservation and Reunification Services this month for the first time. Includes families who have been previously discharged from Family Preservation and Reunification Services but who have returned to address a new or changed situation.
102	GENERAL	GEN: # intakes who identify as Aboriginal	Number of families determined to be eligible to receive one or more components of Family Preservation and Reunification Services this month for the first time who consider themselves to be of Aboriginal heritage. This number is a sub-set of the total number of intakes and therefore cannot exceed that number.
103	**GENERAL**	**GEN: % intakes who identify as Aboriginal**	**# intakes who identify as Aboriginal / # intakes**
111	INTERVENTION	INT: # hours of individual intervention with families	Number of hours this month that staff provided individual intervention on the phone or in person to families. Meetings where the family is present and travel with the client are considered individual intervention for the purposes of this indicator. The number of hours should be reported to the nearest quarter hour e.g. 0.25, 0.5, 0.75, 1, 1.25 etc.
112	INTERVENTION	INT: # families receiving individual intervention	Number of families to whom staff provided individual intervention this month. All members of a family count as a single unit for the purposes of this indicator.
113	**INTERVENTION**	**INT: Average # hours of individual intervention per family**	**# hours / # families**
114	INTERVENTION	INT: # sessions of group intervention with families	Number of times this month that staff provided intervention in a group setting i.e. provided service to members of 2 or more unrelated families at the same time.
115	INTERVENTION	INT: # hours of family group intervention sessions	Number of hours this month that staff provided intervention in a group setting. The number of hours should be reported to the nearest quarter hour e.g. 0.25, 0.5, 0.75, 1, 1.25 etc.
116	INTERVENTION	INT: # attendances at family group intervention sessions	Number of times this month that members of families attended group intervention sessions. Each member of a family attending a session counts separately for the purposes of this indicator.
117	**INTERVENTION**	**INT: Average # attendances per group intervention session**	**# attendances / # sessions**
121	INTERVENTION	INT: # hours of individual intervention with children/ youth	Number of hours this month that staff provided one-to-one intervention with children or youth. The number of hours should be reported to the nearest quarter hour e.g. 0.25, 0.5, 0.75, 1, 1.25 etc.

122	INTERVENTION	INT: # children/ youth receiving individual intervention	Number of children and youth for whom staff provided one-to-one intervention this month. Each child and youth counts separately for the purposes of this indicator.
123	**INTERVENTION**	**INT: Average # hours individual intervention per child/youth**	**# hours / # children/youth**
124	INTERVENTION	INT: # sessions of group intervention with children/ youth	Number of times this month that staff provided intervention in a group setting i.e. provided service to 2 or more unrelated children/youth at the same time
125	INTERVENTION	INT: # hours of group intervention sessions with children/ youth	Number of hours this month that staff provided child care in a group setting. The number of hours should be reported to the nearest quarter hour e.g. 0.25, 0.5, 0.75, 1, 1.25 etc.
126	INTERVENTION	INT: # attendances at group intervention sessions for children/ youth	Number of times this month that children or youth attended a group intervention session for children/ youth. Each child and youth attending a group intervention session counts separately for the purposes of this indicator.
127	**INTERVENTION**	**INT: Average # attendances per group intervention session for children/ youth**	**# attendances / # sessions**

ATTACHMENT 2.1 – Financial Report

Attachment 2.1 to Subsidiary Component Agreement FT08424007

Name of Organization: Family Services of Greater Vancouver

Contract No.: Richmond Programs

Period Covered:

SCA No. FT08424007 Detail	Specialized Therapeutic Intervention	Services to Transition Youth to Adulthood	TOTALS
Total Operational Revenue			
Operational Expenses:			
Total Wages and Benefits			
Total Client Support Costs			
Total Transportation			
Total Program Support			
Total Program Admin. Support			
Total Facilities Expenses			
Total Operational Pre. Admin			
Total Admin. & Gen. Exp.*			
Total Operational Expenses			
Number of Units			
Unit Cost			
Total Surplus/(deficit)	$	$	

Comments regarding variances:

This report has been prepared from the books and records of the Contractor for the funding period ended _____. I hereby confirm to the best of my knowledge and belief, that the information contained herein, was compiled in accordance with generally accepted accounting principles and in compliance with the Province's Core Policy and Procedures Manual. There is nothing to my knowledge that has not been disclosed in this report which would affect the accuracy and completeness of the financial information.

Signature: Date

Print Name: Print Title: Executive Director

ATTACHMENT 2.2 – Price Structure Chart

Attachment 2.2 to Subsidiary Component Agreement FT08424007

Name of Organization: Family Services of Greater Vancouver

Contract No.: Richmond Programs

Period Covered:

	Service Areas		
	Family Preservation (Specialized Therapeutic Intervention)	Services to Transition Youth to Adulthood	TOTALS
Operational Revenue:			
Total Revenue			
Operational Expenses:			
Wages and Benefits			
Staff Wages by Classification			
Relief			
Benefits			
Other (specify)			
Total Wages and Benefits			
Client Support Costs			
Activities			
Meeting Expenses			
Other Client Support Costs (specify)			
Total Client Support Costs			
Transportation			
Auto Insurance			
Client Transportation			
Staff Transportation			
Vehicle Costs			
Other (specify)			
Total Transportation:			
Program Support			
Contracted Services			
Telephones/Cellulars/Pagers			
Materials			
Memberships			
Staff Training - Mandatory			
Staff training - Discretionary			
Other (specify)			
Total Program Support			
Program Administrative Support			
Advertising			
Computer Software and Development			
Recruitment and Training			
Office Supplies			
CPIC and Criminal Record Review			
Other (specify)			
Total Program Administrative Support			
Facilities Expenses			
Rent/Lease/Mortgage			
Insurance			
Other (specify)			
Total Facilities Expenses			
Administrative and General Expenses			
Total Administrative and General Expenses			
Total Operational Expenses			
Number of Units			
Unit Cost			

SERVICE AGREEMENT

BRITISH COLUMBIA

Ministry of Children and Family Development

MINISTRY OF CHILDREN AND FAMILY DEVELOPMENT

BRITISH COLUMBIA — Ministry of Children and Family Development	**MINISTRY SERVICE AGREEMENT: FT08424007** **DOING BUSINESS AS: FAMILY SERVICES OF GREATER VANCOUVER** **Agreement Name:** Richmond Programs

HER MAJESTY THE QUEEN IN RIGHT OF THE PROVINCE OF BRITISH COLUMBIA, represented by The Minister of Children and Family Development (the "Province", "we", "us", or "our" as applicable) at the following address:	AND FAMILY SERVICES OF GREATER VANCOUVER (Legal Name) (the "Contractor", "you", or "your" as applicable) at the following address:
130 5840 CEDARBRIDGE WAY RICHMOND, B.C. CANADA V6X 2A7 Fax Number: (604)660-4005	201-1638 BROADWAY E VANCOUVER, BC V5N 1W1 Fax Number: (604)733-7009

The term for the Service Agreement begins on: 01/04/2015 (Day/Month/Year) and ends on 31/03/2016 (Day/Month/Year)

THE PARTIES AGREE TO THE TERMS AND CONDITIONS OF THE SERVICE AGREEMENT LOCATED ON THE MINISTRY OF CHILDREN AND FAMILY DEVELOPMENT'S WEBSITE, VERSION 1.1 DATED JANUARY 13, 2015, AND AGREE TO BE BOUND BY THE SCHEDULES LISTED BELOW AND ATTACHED TO THIS AGREEMENT.

SCHEDULE A	-	SERVICES
SCHEDULE B	-	PAYMENT
SCHEDULE C	-	APPROVED SUBCONTRACTOR(S)
SCHEDULE D	-	INSURANCE
SCHEDULE E	-	AUTHORIZED PERSONS
SCHEDULE F	-	INFORMATION MANAGEMENT (RECORDS, PRIVACY AND SECURITY)
SCHEDULE H	-	ADDITIONAL TERMS

(collectively, the "Agreement")

SIGNED AND DELIVERED on the 7th day of May 2015 on behalf of the Province by its duly authorized representative

Signature:

Print Name: David Phillips

Position: Community Services Manager or Designate

Responsibility Centre: CSM - RICHMOND

SIGNED AND DELIVERED on the 5th day of May 2015 by or on behalf of the Contractor (or by its authorized signatory or signatories if the Contractor is a corporation)

Signature:

Print Name: Caroline Bonesky Position: Chief Executive Officer

Signature:

Print Name: Carol Ellis Position: VP, Finance

Signature:

Print Name: Position:

Contractor: By signing above you agree that you have read, understand, and agree to be bound by, the Terms and Conditions and the Schedules for the Service Agreement

SCHEDULE A – SERVICES

Underlying Principles of Service Provision

Services will exemplify family centered practice and strength-based approaches consistent with the principles of wraparound service and integrated case management. Services will promote attachment and placement stability for children within the community, and will contribute to the successful reintegration of children into their homes.

Services will be provided in the home and community where possible and must reflect the complex multicultural nature of the client population. Families and caregivers will play an integral role in assessment, planning, and provision of services.

Critical linkages between program areas will be established and maintained to support families and caregivers in caring for children, and to integrate interventions effectively. Collaboration with key partners will be developed and maintained, and services will strive to build linkages between families and their communities.

Programs will be designed to provide the most effective services that are evidence and outcome based, and a consistent clinical approach will be used across all program areas. Flexible service delivery and integration across all program areas is critical.

Access to psychological, psychiatric, or other specialized assessments will be critical to providing targeted and effective service, and to providing an integrated plan for each family. It is also critical to ensure that families are connected with needed mental health and substance misuse assessments and services.

Ongoing efforts will be made to incorporate emerging and relevant research and best practice recommendations.

General

The Contractor will provide all necessary components for delivery of the programs delineated below, including sufficient qualified program staff, administrative support, premises, materials and equipment.

Family, child or youth specific progress reports and reports suitable for presentation in Court proceedings will be provided where required and in a mutually agreed upon format.

The Province will appoint a Ministry contract supervisor for the Contractor's services funded under this Component Schedule. The parties agree to conduct quarterly contract reviews during the Funding Period to review the ***Service Deliverables*** and any other issues of mutual concern, including the following:

- statements and reports required in Schedule H, *Statements and Reports*
- program elements, including hours of operation;
- access and admission criteria;
- intake and referral processes
- frequency, content and format of progress and Court ready reports
- wait list management;
- exceptions to normal practice;
- critical incident reporting procedures;
- issue management;
- program liaison.

Funding Summary

Annual baseline funding for this Agreement is **$118,385.16.** Annual baseline funding has been increased by $939.60 commencing April 1, 2015 due to a 1% general wage increase under the *Economic Stability Mandate.*

Commencing April 1, 2015, services and associated annual funding of $215,525.76 have been transferred to Touchstone Family Association due to a consolidation of Ministry funded Richmond youth services with that organization.

Reporting Requirements

The Contractor will submit to the Province reports, in form and content acceptable to the Province, relating to the services and programs outlined in this Agreement. The required reports include, but are not limited to, the following:

(a) Monthly Indicator Reports

(b) Annual Report on Outcomes

(c) Other information as may be requested by the Province

The parties agree to work collaboratively in the development and implementation of outcome measurement tools that may be considered during the Funding Period.

Required reports will be submitted within 15 business days of the end of the period specified, commencing with a first report for the period ending April 30th. For the purpose of this section and section 1.3, a "business day" is any day that is not a Saturday, a Sunday or a statutory holiday in British Columbia.

Financial Reports

Whether or not an annual financial statement (or review or audit of the same) is required and submitted under the Terms and Conditions of the Service Agreement, the Contractor will, for the purposes of negotiation of any future agreement, submit to the Province, within 30 business days of the end of the 2nd and 4th quarters of the Funding Period, a Financial Report (unaudited) showing revenues and expenditures for each service area.

SUMMARY

Term **01/04/2015 to 31/03/2016** ***Total Amount of Agreement*** **$118,385.16**

Allocation by Programs and Services

Programs		
Family Preservation and Reunification		
Intervention - General		$118,385.16
	Sub-Total	**$118,385.16**
	Total	**$118,385.16**

Allocation by Community

Communities Served		
Richmond (38)		$118,385.16
	Total	**$118,385.16**

Allocation by Business Area

Core Business Area	**Business Area - Sub Business Area**	
Child and Family Development		
	Family Development/Family Preservation and Reunification	$118,385.16
	Sub-Total	**$118,385.16**
	Total	**$118,385.16**

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PROGRAMS

Family Preservation and Reunification

TARGET POPULATION:	Families involved with the ministry through its protection mandate. The focus is on families with children twelve years of age and under, but includes families with both children and youth.
OUTCOME:	Children, youth and their families are able to remain together or, if apart, are able to reunite, free from abuse and neglect.

Specialized Therapeutic Intervention - TASA (Family Preservation and Reunification)

SERVICE: INTERVENTION - GENERAL			**Total Amount**	$118,385.16
Definitions	Activities provided to maintain or prompt a planned change in the behaviour, condition or functioning of children, youth, and/or families/caregivers.			
Project Code	I8CN289			
Input	Qualified Staff			
Output Indicators	# Recipients of One to One Services	**Quantity**	22	
	# Direct One to One Hours		575	
Reporting Frequency	Monthly			
Core Business Area	Child and Family Development			
Business Area	Family Development			
Sub Business Area	Family Preservation and Reunification			
Communities Served				
Richmond (38)	**Recipient(s)**	Family	**Amount**	$118,385.16

Additional Descriptions

ACTIVITIES

Specialized Therapeutic Intervention – TASA Counselling Centre

Specialized therapeutic interventions are comprised of individual or family therapeutic interventions for children, adult survivors and non-offending family members where there has been a disclosure of sexual or physical abuse or other trauma. Group therapeutic intervention may be offered to enhance individual interventions. The program will provide a high level of clinical expertise, supported by specialized facilities such as a playroom equipped for play, sand and art therapy and video equipment for interviewing, supervision and client resource purposes. Access will be limited to referrals from the Ministry of Children and Family Development. Exceptions to this access limitation must have the prior approval of the Ministry's program liaison.

Interventions are intended to be time limited, goal oriented and part of an integrated service plan. Length of service intervention will average six (6) months with individual treatment sessions averaging 1 to 1.25 hours in duration. The parties acknowledge the length of service may vary given the number of family members to be seen and the complexities of therapeutic needs and intervention strategies.

Service Components:

- Intake services including victim support, crisis consultation, information and referral, handouts, booklets and other resource material
- Clinical assessment to determine treatment needs and suitability of the service for the client
- Therapeutic intervention following investigation by police and/or civil authorities including individual and family counselling to non-offending family members or caregivers
- Group therapeutic intervention
- Collateral work and community advocacy for clients
- Clinical supervision of case management and record keeping systems

- Liaison and coordination with other service providers involved in components of the plan
- Development and maintenance of a data collection system for the purpose of quality assurance

In addition to regular reporting requirements, the Special Intervention Team will submit client progress reports for the child and family component of the service in the following circumstances: cases involving child protection concerns; court purposes; planning for children in care of the Director; and closing of service involvement.

BUSINESS AREA OUTCOMES

- Families have an enhanced capacity to care for their children
- Extended Families and communities are actively engaged and caring for children
- Children and youth are healthy and have a sense of well-being
- Children and youth are free from abuse, neglect and exploitation
- Children and youth experience stability and permanence in their family and alternative family environment
- Children in care are engaged and successful at school and experience positive outcomes
- Children in care transition successfully to adulthood through appropriate supports and supportive relationships

SCHEDULE B – PAYMENT

Aggregate Maximum

1.1 Subject to the provisions of this Agreement, we will pay you an amount not exceeding $118,385.16, including GST, in the aggregate, for providing the Services set out in Schedule A, during the term of this Agreement.

Payments

2.1 Monthly Recurring

We will pay you on or about the 15th day of the month commencing on the 1st day of April, 2015 as provided in the following payment schedule:

From	To	Amount	GST	Total
April 1, 2015	March 31, 2016	$9,865.43	$0.00	$118,385.16
				$118,385.16

2.2 Payment Address

201-1638 BROADWAY E VANCOUVER, BC V5N 1W1

Goods and Services Tax (GST)

Financial Reports

2.3 In addition to the financial statements referred to in the Audit and Service Evaluation section of FT08424000 any financial reports should, at a minimum, relate costs to service outputs. The following additional financial reports are required:

Name	Description
Annual Service Cost Report	Report that outlines the annual costs associated with a service.
Semi-annual Service Cost Report	Report that outlines the semi-annual costs associated with a service.

Transition to Unit Cost Based Payments

2.4 Not applicable

SCHEDULE C – APPROVED SUBCONTRACTOR(S)

Subcontractors

1.1 The following persons, groups of persons, or organizations, are specified as Subcontractors under section 12 of the Agreement:

None

SCHEDULE D – INSURANCE

Conflict Resolution Officials

1.1 The designated "Officials" of the parties for the purposes of the Conflict Resolution Protocol are:

	Province	**Contractor**
Stage One:	Community Services Manager or Designate	Chief Executive Officer
Stage Two:	Executive Director of Service	Chief Executive Officer
Stage Three:	Assistant Deputy Minister	Chief Executive Officer

Insurance and Indemnity

A. For all Contractor's activities under this Agreement to which the Master Insurance Program applies, as determined by the Province in its sole discretion:

2.1 The Province will purchase and maintain Comprehensive General Liability insurance in the amount of $2,000,000 inclusive per occurrence against bodily injury and property damage arising out of the Contractor's performance of the Services on behalf of the Province as outlined in this Agreement.

2.2 The Contractor shall be responsible for and pay any deductible under the policy.

2.3 The Contractor will be provided with a Certificate of Insurance and a copy of the insurance policy wording.

2.4 The Province will take reasonable steps to ensure the coverage specified in section 1 is continuous for the duration of this Agreement but the Province does not accept responsibility for providing coverage in the event the insurance is cancelled or reduced by the insurer.

2.5 The Province does not represent or warrant that the policy contains insurance for any and all losses. It is the Contractor's responsibility to ascertain the exact nature and extent of coverage of the policy as well as any and all terms and conditions of the policy.

2.6 The Contractor shall provide, maintain, and pay for, any additional insurance which the Contractor is required by law to carry, or which the Contractor considers necessary to cover risks not otherwise covered by insurance specified in section 1.

B. For all Contractor's activities to which the Master Insurance Program does not apply, the Contractor shall:

3.1 The Contractor must, without limiting its obligation or liabilities and at its own expense, purchase and maintain throughout the term of this Agreement the following insurances with insurers licensed in Canada in forms and amounts acceptable to the Province:

(a) Commercial General Liability in an amount not less than $2,000,000.00 inclusive per occurrence against bodily injury, personal injury and property damage and including liability assumed under this Agreement and this insurance must:

(i) include the Province as an additional insured;

(ii) be endorsed to provide the Province with 30 days advance written notice of cancellation or material change; and

(iii) include a cross liability clause.

3.2 All insurance described in paragraph 1 of this Schedule must:

(a) be primary; and

(b) not require the sharing of any loss by any insurer of the Province.

3.3 The Contractor must provide the Province with evidence of all required insurance:

(a) Within 10 working days of commencement of the Services, the Contractor must provide to the Province evidence of all required insurance in the form of a completed Province of British Columbia Certificate of Insurance.

(b) If the insurance policy(ies) expire before the end of the term of this Agreement, the Contractor must provide within 10 working days of expiration, evidence of new or renewal policy(ies) of all expired insurance in the form of a completed Province of British Columbia Certificate of Insurance.

(c) Notwithstanding paragraph 3(a) or (b) above, if requested by the Province at any time, the Contractor must provide to the Province certified copies of the required insurance policies.

3.4 The Contractor shall provide, maintain, and pay for, any additional insurance which it is required by law to carry, or which it considers necessary to cover risks not otherwise covered by insurance specified in this schedule in its sole discretion.

C. Whether A or B applies to the Services, for all Contractor activities under this Agreement:

4.1 The Contractor shall maintain Automobile Liability insurance on all vehicles owned, operated or licensed by the Contractor in an amount not less than $2,000,000 per occurrence, and where applicable the Contractor may show evidence of this insurance using an ICBC Confirmation of Insurance Coverage (APV-47) form in place of the requirement for the BC Certificate of Insurance.

4.2 Additional Insurance: Not applicable

SCHEDULE E – AUTHORIZED PERSONS

Authorized Persons

1.1 The Contractor designates any of the following persons, (identified by name and/or position) to act for you in relation to this Agreement:

Caroline Bonesky, Chief Executive Officer

1.2 The Ministry designates any of the following persons (identify by name and/or position) to act for us in relation to this Agreement:

Community Services Manager or Designate

SCHEDULE F – INFORMATION MANAGEMENT (RECORDS, PRIVACY AND SECURITY)

Purpose

The purpose of this Schedule is to:

(a) enable the Province to comply with the Province's obligations with respect to:
  (i) creation, maintenance, retention and final disposition of the Province's Records, and
  (ii) protection of Personal Information collected under this Agreement and pursuant to *FOIPPA.*

(b) ensure that, as a service provider, the Contractor is aware of, and complies with, the Contractor's information management and protection (records, privacy and security) obligations with respect to:
  (i) the Province's Records, and
  (ii) the Personal Information collected or created under this Agreement.

Applicability

This Schedule applies to the management of the Province's Records and to the management of Personal Information contained in the Province's Records.

The Contractor must manage the Province's Records in accordance with this Schedule and in accordance with MCFD Contractor's Information Management Guidelines, which provide directions and standards to assist the Contractor in complying with this Schedule.

Definitions

1. In this Schedule:
   a) "**access**" means the ability or opportunity of a person to view, study, or obtain a copy of records;
   b) "***FOIPPA***" means the *Freedom of Information and Protection of Privacy Act* (British Columbia);
   c) "**contact information**" means information to enable an individual at a place of business to be contacted and includes the name, position name or title, business telephone number, business address, business email or business fax number of the individual;
   d) "**control**" (of a record) means the power or authority to manage the record throughout its life cycle, including restricting, regulating and administering its use and disclosure;
   e) **"custody"**(of a record) means having physical possession of a record, regardless of the format (e.g.. paper or electronic).
   f) "**Personal Information**" means recorded information about an identifiable individual, other than contact information, collected or created by the Contractor as a result of the Agreement or any previous agreement between the Province or the Contractor dealing with the same subject matter as the Agreement, but excluding any information that, if this Schedule did not apply to it, would not be under the control of a public body as interpreted under the FOIPPA;
   g) "**Services Worker**" means an individual involved in providing the Services for or on behalf of the Contractor and, for greater certainty, may include the Contractor or a subcontractor of an individual, or an employee or volunteer of the Contractor or of a subcontractor.

RECORDS MANAGEMENT

Records Retention and Disposition

2. The Contractor must return the Province's Records regardless of format to the Province within the following time frames:

   (a) within 30 calendar days of expiry or termination of the Agreement;
   (b) within 7 calendar days of the Contractor receiving a request for return from the Province;
   (c) when closed records volume is identified by the Contractor as warranting the transfer and the Province has provided written approval; or
   (d) immediately when a Contractor advises the Province that they are no longer providing services or when the Province is concerned about the management of the Province's Records following a breach of security or privacy, including an unauthorized disclosure.

PRIVACY PROTECTION

Collection of Personal Information

3. The Contractor may only collect or create Personal Information that is necessary for the performance of the Contractor's obligations, or the exercise of the Contractor's rights, under the Agreement.

4. Unless the Agreement otherwise specifies or the Province otherwise directs in writing, the Contractor must collect Personal Information directly from the individual the Personal Information is about.

5. Except as otherwise permitted by FOIPPA, the Contractor must tell an individual from whom the Contractor collects Personal Information:

   (a) the purpose for collecting it,

   (b) the legal authority for collecting it, and

   (c) the title, business address and business telephone number of the person designated by the Province to answer questions about the Contractor's collection of Personal Information.

Accuracy of Personal Information

6. The Contractor must make every reasonable effort to ensure the accuracy and completeness of any Personal Information to be used by the Contractor or the Province to make a decision that directly affects the individual the Personal Information is about.

Requests for access to Personal Information

7. If the Contractor receives a request for access to Personal Information from a person other than the Province, the Contractor must promptly advise the person to make the request to Information Access Operations with the Ministry of Technology, Innovation and Citizens' Services or successor.

Correction of Personal Information

8. Within 5 business days of receiving a written direction from the Province to correct or annotate any Personal Information, the Contractor must correct or annotate the information in accordance with the direction.

9. When issuing a written direction under section 8 of this Schedule, the Province must advise the Contractor of the date the correction request to which the direction relates was received by the Province in order that the Contractor may comply with section 10 of this Schedule.

10. Within 5 business days of correcting or annotating any Personal Information under section 8 of this Schedule, the Contractor must provide the corrected or annotated information to any party to

whom, within one year prior to the date the correction request was made to the Province, the Contractor disclosed the information being corrected or annotated.

11. If the Contractor receives a request for correction of Personal Information from a person other than the Province, the Contractor must promptly advise the person to make the request to the Province and provide the Provincial official's name or title and contact information to the person making the request.

Protection of Personal Information

12. The Contractor must protect Personal Information by making reasonable security arrangements against such risks as unauthorized access, collection, use, disclosure or disposal, including any security arrangements expressly set out in the Security section of this Schedule.

Storage and access to Personal Information

13. Unless the Province otherwise directs in writing, the Contractor must not store Personal Information outside Canada or permit access to the Personal Information from outside Canada.

Retention of Personal Information

14. Unless the Agreement otherwise specifies, the Contractor must retain Personal Information until directed by the Province in writing to dispose of it or deliver it as specified in the direction.

Use of Personal Information

15. Unless the Province otherwise directs in writing, the Contractor may only use Personal Information if that use is for the performance of the Contractor's obligations, or the exercise of the Contractor's rights, under the Agreement.

Disclosure of Personal Information

16. Unless the Province otherwise directs in writing, the Contractor may only disclose Personal Information inside Canada to any person other than the Province if the disclosure is for the performance of the Contractor's obligations, or the exercise of the Contractor's rights, under the Agreement.

17. Unless the Agreement otherwise specifies or the Province otherwise directs in writing, the Contractor must not disclose Personal Information outside Canada.

SECURITY

Services Worker confidentiality agreements

18. The contractor must immediately provide notice to the contract manager of any suspected information incident that threatens privacy or information security.

19. The Contractor must not permit a Services Worker who is an employee or volunteer of the Contractor to have access to Personal Information unless the Services Worker has first entered into a confidentiality agreement with the Contractor to keep Personal Information confidential on substantially similar terms as those that apply to the Contractor under the Agreement.

Services Worker security screening

20. The Contractor may only permit a Services Worker who is an employee or a volunteer of the Contractor to collect or have access to Personal Information, or otherwise be involved in providing the Services if, after having subjected the Services Worker to personnel security screening requirements as outlined in Appendix F1 to this Schedule, the Contractor is satisfied that the Services Worker does not constitute an unreasonable security risk.

Services Worker activity logging

21. The Contractor must create and maintain detailed Contractor's Records logging the activities of all Service Workers in relation to:

(a) their access to Personal Information; and

(b) any other matters specified by the Province in writing for the purposes of this section.

Facilities and Equipment protection and access

22. The Contractor must create, maintain and follow a documented process to:

(a) protect Facilities and Equipment of the Contractor required by the Contractor to provide the Services from loss, damage or any other occurrence that may result in any of those Facilities and Equipment being unavailable when required to provide the Services; and,

(b) limit access to Facilities and Equipment of the Contractor:

i. being used by the Contractor to provide the Services; or
ii. that may be used by someone to access information,

to those persons who are authorized to have that access and for the purposes for which they are authorized, which process must include measures to verify the identity of those persons.

23. If the Province makes available to the Contractor any Facilities or Equipment of the Province for the use of the Contractor in providing the Services, the Contractor must comply with any policies and procedures provided to it by the Province on acceptable use, protection of, and access to, such Facilities or Equipment.

Integrity of Information

24. The Contractor must create, maintain and follow a documented process for maintaining the integrity of information while in the custody of or accessed by the Contractor.

25. For the purposes of section 24 of this Schedule, maintaining the integrity of information means that, except to the extent expressly authorized by the Agreement or approved in writing by the Province, the information has:

(a) remained as complete as when it was acquired or accessed by the Contractor; and

(b) not been altered in any material respect.

Documentation of changes to processes

26. The Contractor must create and maintain detailed Records logging any changes it makes to the processes described in sections 21 and 22of this Schedule.

Secure Storage

27. The Contractor must securely store the Province's Records in the Contractor's custody.

GENERAL

Notice

28. The Contractor must immediately provide notice to the Province of

(a) a possible or confirmed foreign demand or request for disclosure, including the information required by section 30.2(3) of FOIPPA or

(b) anticipated or actual non-compliance with this Schedule, unauthorized access, collection, use, disclosure, storage, alteration or disposal of information or Records containing information; or

(c) unauthorized access to Facilities or Equipment.

In this provision, "foreign demand for disclosure" and "unauthorized disclosure of personal information" bear the same meanings as in section 30.2 of FOIPPA.

29. The Contractor must immediately provide notice to the Province of any non-compliance, or anticipated inability to comply, with a provision in this Schedule in any respect.

Compliance, Audit and Review

30. The Contractor must, in relation to the Province's Records, comply with:

    (a) the requirements of *FOIPPA* applicable to the Contractor as a service provider, including any applicable order of the commissioner under *FOIPPA*, and

    (b) any direction given by the Province under this Schedule.

31. The Contractor acknowledges that it is familiar with the requirements of FOIPPA governing Personal Information that are applicable to it as a service provider.

32. In addition to any other rights of inspection the Province may have under the Agreement or under statute, the Province may, at any reasonable time and on reasonable notice to the Contractor, enter on the Contractor's premises to inspect, and at the Province's discretion, copy, any of the Province's Records, or any of the Contractor's information management policies or practices or Records relevant to the Contractor's management of the Province's Records or the Contractor's compliance with this Schedule. The Contractor must permit and provide reasonable assistance to any such inspection.

33. If the Province conducts a review of a matter described in section 28 or 29 of this Schedule (whether or not the matter came to the attention of the Province as a result of a notification under section 28 or 29 of this Schedule), the Contractor must, on the request of the Province, participate in the review to the extent that it is reasonably practicable for the Contractor to do so.

Interpretation

34. Any reference to the "Contractor" in this Schedule includes any subcontractor, agent, or volunteer retained by the Contractor to perform obligations under the Agreement and the Contractor must ensure that any such subcontractors, agents, and volunteers comply with this Schedule.

35. If a direction or provision of the Agreement or any Schedule conflicts with a requirement of FOIPPA or an applicable order of the commissioner under FOIPPA, the conflicting provision of the Agreement or Schedule will be inoperative to the extent of the conflict.

    (a) If there is a conflict between a documented process required by this Schedule to be created or maintained by the Contractor and this Schedule, the provision of this Schedule will prevail to the extent of the conflict.

36. The obligations of the Contractor in this Schedule will survive the termination of the Agreement.

37. The Contractor must comply with the provisions of this Schedule despite any conflicting provision of this Agreement or, subject to section 38 of this Schedule, the law of any jurisdiction outside Canada.

38. Nothing in this Schedule requires the Contractor to contravene the law of any jurisdiction outside Canada unless such contravention is required to comply with FOIPPA.

SCHEDULE F – Appendix F1 – Security screening requirements

The personnel security screening requirements set out in this Appendix F1 are for the purpose of assisting the Contractor to determine whether or not a Services Worker constitutes an unreasonable security risk.

Verification of name, date of birth and address

1. The Contractor must verify the name, date of birth and current address of a Services Worker by viewing at least one piece of "primary identification" of the Services Worker and at least one piece of "secondary identification" of the Services Worker,* as described in the table following this section. The Contractor must obtain or create, as applicable, Records of all such verifications and retain a copy of those Records. For a Services Worker from another province or jurisdiction, reasonably equivalent identification documents are acceptable.

Primary Identification	Secondary Identification
Issued by ICBC: • B.C. driver's licence or learner's licence (must have photo) • B.C. Identification (BCID) card **Issued by provincial or territorial government:** • Canadian birth certificate **Issued by Government of Canada:** • Canadian Citizenship Card • Permanent Resident Card • Canadian Record of Landing/Canadian Immigration Identification Record	• School ID card (student card) • Bank card (only if holder's name is on card) • Credit card (only if holder's name is on card) • Passport • Foreign birth certificate (a baptismal certificate is not acceptable) • Canadian or U.S. driver's licence • Naturalization certificate • Canadian Forces identification • Police identification • Foreign Affairs Canada or consular identification • Vehicle registration (only if owner's signature is shown) • Picture employee ID card • Firearms Acquisition Certificate • Social Insurance Card (only if has signature strip) • B.C. CareCard • Native Status Card • Parole Certificate ID • Correctional Service Conditional Release Card

*It is not necessary that each piece of identification viewed by the Contractor contains the name, date of birth and current address of the Services Worker. It is sufficient that, in combination, the identification viewed contains that information.

Verification of education and professional qualifications

2. The Contractor must verify, by reasonable means, any relevant education and professional qualifications of a Services Worker, obtain or create, as applicable, Records of all such verifications, and retain a copy of those Records.

Verification of employment history and reference checks

3. The Contractor must verify, by reasonable means, any relevant employment history of a Services Worker, which will generally consist of the Contractor requesting that a Services Worker provide employment references and the Contractor contacting those references. If a Services Worker has no relevant employment history, the Contractor must seek to verify the character or other relevant personal characteristics of the Services Worker by requesting the Services Worker to provide one or more personal references and contacting those references. The Contractor must obtain or create, as applicable, Records of all such verifications and retain a copy of those Records.

Security interview

4. The Contractor must allow the Province to conduct a security-focused interview with a Services Worker if the Province identifies a reasonable security concern and notifies the Contractor it wishes to do so.

SCHEDULE H – ADDITIONAL TERMS

Notwithstanding section 47(b) of the Terms and Conditions of the Services Agreement, the termination notice period for this Service Agreement is 60 days.

SERVICE AGREEMENT

MINISTRY OF CHILDREN AND FAMILY DEVELOPMENT

BRITISH COLUMBIA | Ministry of Children and Family Development

MINISTRY SERVICE AGREEMENT: FT08424007

DOING BUSINESS AS: FAMILY SERVICES OF GREATER VANCOUVER
Agreement Name: Richmond Programs

HER MAJESTY THE QUEEN IN RIGHT OF THE PROVINCE OF BRITISH COLUMBIA, represented by The Minister of Children and Family Development (the "Province", "we", "us", or "our" as applicable) at the following address:	AND FAMILY SERVICES OF GREATER VANCOUVER (Legal Name) (the "Contractor", "you", or "your" as applicable) at the following address:
130 5840 CEDAR BRIDGE WAY RICHMOND, B.C. CANADA V6X 2A7 Fax Number: (604)660-4005 Email:	201-1638 BROADWAY E VANCOUVER, BC V5N 1W1 Fax Number: (604)733-7009 Email:

The term for the Service Agreement begins on: 01/04/2016 (Day/Month/Year) and ends on 31/03/2018 (Day/Month/Year)

THE PARTIES AGREE TO THE TERMS AND CONDITIONS OF THE SERVICE AGREEMENT LOCATED ON THE MINISTRY OF CHILDREN AND FAMILY DEVELOPMENT'S WEBSITE, VERSION 1.1 DATED JANUARY 13, 2015, AND AGREE TO BE BOUND BY THE SCHEDULES LISTED BELOW AND ATTACHED TO THIS AGREEMENT:

SCHEDULE A	-	SERVICES
SCHEDULE B	-	PAYMENT
SCHEDULE C	-	APPROVED SUBCONTRACTOR(S)
SCHEDULE D	-	INSURANCE
SCHEDULE E	-	AUTHORIZED PERSON
SCHEDULE F	-	INFORMATION MANAGEMENT (RECORDS, PRIVACY AND SECURITY)
SCHEDULE G	-	ASSETS
SCHEDULE H	-	ADDITIONAL TERMS
SCHEDULE I	-	REPORTING REQUIREMENTS

(collectively, the "Agreement")

SIGNED AND DELIVERED on the 15th day of April 2016 on behalf of the Province by its duly authorized representative

Signature:

Print Name: David Phillips

Position: Community Services Manager or Designate

Responsibility Centre: CSM - RICHMOND

SIGNED AND DELIVERED on the 7th day of April, 2016 by or on behalf of the Contractor (or by its authorized signatory or signatories if the Contractor is a corporation)

Signature: Caroline J Bonesky

Print Name: Caroline Bonesky

Position: Chief Executive Officer

Signature:

Print Name:

Position:

Contractor: By signing above you agree that you have read, understand, and agree to be bound by, the Terms and Conditions and the Schedules for the Service Agreement

SUMMARY

Term **01/04/2016 to 31/03/2018**

Total Amount of Agreement (not including any applicable taxes) **$245,828.70**

Allocation by Programs and Services

Grouped Services		
Economic Stability Mandate Increases		
	Additional Cost - Service Providers	$3,664.38
	Sub-Total	**$3,664.38**
Specialized Therapeutic Intervention (TASA)		
	Intervention - Therapeutic Intervention/Treatment	$242,164.32
Non-Program Services		
	Sub-Total	**$0.00**
	Total	**$245,828.70**

Allocation by Community

Communities Served		
Richmond (38)		$245,828.70
	Total	**$245,828.70**

Allocation by Business Area

Core Business Area	**Business Area - Sub Business Area**	
Child and Family Development		
	Family Development/Family Preservation and Reunification	$245,828.70
	Sub-Total	**$245,828.70**
	Total	**$245,828.70**

SCHEDULE A - SERVICES

Annual Funding

Annual funding and aggregate increases related to the Economic Stability Mandate are outlined in *Schedule B – Payment.*

General

The Contractor will provide all necessary components for delivery of the programs delineated below, including sufficient qualified program staff, administrative support, premises, materials and equipment.

Family, child or youth specific progress reports and reports suitable for presentation in Court proceedings will be provided where required and in a mutually agreed upon format.

The Province will appoint a Ministry contract supervisor for the Contractor's services funded under this Agreement. The parties agree to conduct quarterly contract reviews during the Funding Period to review the ***Service Deliverables*** and any other issues of mutual concern, including the following:

- statements and reports required;
- program elements, including hours of operation;
- access and admission criteria;
- intake and referral processes;
- frequency, content and format of progress and Court ready reports;
- wait list management;
- exceptions to normal practice;
- critical incident reporting procedures;
- issue management;
- program liaison.

Underlying Principles of Service Provision

Services will exemplify family centered practice and strength-based approaches consistent with the principles of wraparound service and integrated case management. Services will promote attachment and placement stability for children within the community, and will contribute to the successful reintegration of children into their homes.

Services will be provided in the home and community where possible and must reflect the complex multicultural nature of the client population. Families and caregivers will play an integral role in assessment, planning, and provision of services.

Critical linkages between program areas will be established and maintained to support families and caregivers in caring for children, and to integrate interventions effectively. Collaboration with key partners will be developed and maintained, and services will strive to build linkages between families and their communities.

Programs will be designed to provide the most effective services that are evidence and outcome based, and a consistent clinical approach will be used across all program areas. Flexible service delivery and integration across all program areas is critical.

Access to psychological, psychiatric, or other specialized assessments will be critical to providing targeted and effective service, and to providing an integrated plan for each family. It is also critical to ensure that families are connected with needed mental health and substance misuse assessments and services.

Ongoing efforts will be made to incorporate emerging and relevant research and best practice recommendations.

Program Description

Specialized Therapeutic Intervention – TASA Counselling Centre

Specialized therapeutic interventions are comprised of individual or family therapeutic interventions for children, adult survivors and non-offending family members where there has been a disclosure of sexual or physical abuse or other trauma. Group therapeutic intervention may be offered to enhance individual interventions. The program will provide a high level of clinical expertise, supported by specialized facilities such as a playroom equipped for play, sand and art therapy and video equipment for interviewing, supervision and client resource purposes. Access will be limited to referrals from the Ministry of Children and Family Development. Exceptions to this access limitation must have the prior approval of the Ministry's program liaison.

Interventions are intended to be time limited, goal oriented and part of an integrated service plan. Length of service intervention will average six (6) months with individual treatment sessions averaging 1 to 1.25 hours in duration. The parties acknowledge the length of service may vary given the number of family members to be seen and the complexities of therapeutic needs and intervention strategies.

Service Components:

- Intake services including victim support, crisis consultation, information and referral, handouts, booklets and other resource material
- Clinical assessment to determine treatment needs and suitability of the service for the client
- Therapeutic intervention following investigation by police and/or civil authorities including individual and family counselling to non-offending family members or caregivers
- Group therapeutic intervention
- Collateral work and community advocacy for clients
- Clinical supervision of case management and record keeping systems
- Liaison and coordination with other service providers involved in components of the plan
- Development and maintenance of a data collection system for the purpose of quality assurance

In addition to regular reporting requirements, the Special Intervention Team will submit client progress reports for the child and family component of the service in the following circumstances: cases involving child protection concerns; court purposes; planning for children in care of the Director; and closing of service involvement.

Reporting Requirements

The Contractor will submit to the Province reports, in form and content acceptable to the Province, relating to the services and programs outlined in this Agreement. The required reports include, but are not limited to, the following:

(a) Monthly Indicator Reports

(b) Annual Report on Outcomes

(c) Financial reporting requirements outlined in *Schedule I – Reporting Requirements*

(d) Other information as may be requested by the Province

The parties agree to work collaboratively in the development and implementation of outcome measurement tools that may be considered during the Funding Period.

Specialized Therapeutic Intervention (TASA)

SERVICE: INTERVENTION - THERAPEUTIC INTERVENTION/TREATMENT		**Total Amount**	$242,164.32
Definitions	Structured, planned and empirically supported therapy/treatment.		
Project Code	18CN294		
Input	Qualified Staff		
Output Indicators	# Direct One to One Hours # Recipients of One to One Services	**Quantity**	
Reporting Frequency	Monthly		
Core Business Area	Child and Family Development		
Business Area	Family Development		
Sub Business Area	Family Preservation and Reunification		
Communities Served			
Richmond (38)	**Recipient(s)** Family	**Amount**	$242,164.32

BUSINESS AREA OUTCOMES

- Families have an enhanced capacity to care for their children
- Extended Families and communities are actively engaged and caring for children
- Children and youth are healthy and have a sense of well-being
- Children and youth are free from abuse, neglect and exploitation
- Children and youth experience stability and permanence in their family and alternative family environment
- Children in care are engaged and successful at school and experience positive outcomes
- Children in care transition successfully to adulthood through appropriate supports and supportive relationships

Economic Stability Mandate Increases

ADDITIONAL COST - SERVICE PROVIDERS		**Total Amount**	$3,664.38
Definitions			
Project Code	4450		
Name	Economic Stability Mandate Increases		
Reporting Frequency			
Core Business Area	Child and Family Development		
Business Area	Family Development		
Sub Business Area	Family Preservation and Reunification		
One Time Only	Yes		
Communities Served			
Richmond (38)	**Recipient(s)** Service Providers	**Amount**	$3,664.38

BUSINESS AREA OUTCOMES

- Families have an enhanced capacity to care for their children
- Extended Families and communities are actively engaged and caring for children
- Children and youth are healthy and have a sense of well-being
- Children and youth are free from abuse, neglect and exploitation
- Children and youth experience stability and permanence in their family and alternative family environment
- Children in care are engaged and successful at school and experience positive outcomes
- Children in care transition successfully to adulthood through appropriate supports and supportive relationships

SCHEDULE B – PAYMENT

Aggregate Maximum and Taxes

1.1 Subject to the provisions of the Agreement, we will pay you an amount not exceeding $245,828.70 (not including any applicable taxes), in the aggregate, for providing the Services set out in Schedule A, during the term of this Agreement.

1.2 In addition, we will pay you any applicable taxes payable by the Province under law or agreement with the relevant taxation authority in relation to amounts payable under this schedule.

Payments

2.1 Monthly Recurring

We will pay you on or about the 15th day of the month commencing on the 1st day of April, 2016 as provided in the following payment schedule:

From	To	Amount	Total
April 1, 2016	March 31, 2018	$10,090.18	$242,164.32
			$242,164.32

2.2 One-Time-Only Payments and Additional Costs

We will pay you the amount of $3,664.38 as specified:

Additional Cost - Service Providers	$3,664.38

Additional Costs

ADDITIONAL COSTS DESCRIPTION

From	To	Increase to Monthly Payment Amount	Total
Lump Sum Payment (ESD Feb/Mar 2016)			**$68.36**
February 1, 2017	March 31, 2018	**$77.69**	**$1,087.66**
April 1, 2017	March 31, 2018	**$195.73**	**$2,348.76**
February 1, 2018	March 31, 2018	**$79.80**	**$159.60**
			$3,664.38

A lump sum payment in the amount of **$68.36** is to cover the Economic Stability Dividend between the dates of February 1, 2016 and March 31, 2016.

Effective April 1, 2016, your monthly payment will increase by **$224.75** (**$34.18** from the February 1, 2016 0.45% Economic Stability Dividend, and **$190.57** from the April 1, 2016 2.5% Comparability Adjustment or 0.5% General Wage Increase equivalent), from **$9,865.43** to **$10,090.18** .

Effective February 1, 2017, your monthly payment will increase by **$77.69** , from **$10,090.18** to **$10,167.87** as a result of a 1.0% General Wage Increase.

As a result of the Economic Stability Mandate, fiscal year 2016/2017 contract funding has increased by **$2,852.38** , and annualized baseline funding has increased by **$3,629.28** , from **$118,385.16** to **$122,014.44** .

Effective April 1, 2017, your monthly payment will increase by **$195.73** , from **$10,167.87** to **$10,363.60** as a result of a 2.5% Comparability Adjustment or 0.5% General Wage Increase equivalent.

Effective February 1, 2018, your monthly payment will increase by **$79.80** , from **$10,363.60** to **$10,443.40** as a result of a 1.0% General Wage Increase.

As a result of the Economic Stability Mandate, fiscal year 2017/2018 contract funding has increased by **$2,508.36** , and annualized baseline funding has increased by **$3,306.36** , from **$122,014.44** to **$125,320.80** .

SCHEDULE C – APPROVED SUBCONTRACTOR(S)

Subcontractors

1.1 The following persons, groups of persons, or organizations, are specified as Subcontractors under section 12 of the Service Agreement:

None

SCHEDULE D – INSURANCE

A. On behalf of the Contractor, the Province will purchase and maintain Commercial General Liability insurance (Master Insurance Program) in the amount of $2,000,000 inclusive per occurrence against personal injury (including bodily injury), third party property damage arising out of the Contractor's performance of the Services set out in this Agreement.

B. The Contractor is responsible for and will pay any deductible under the Master Insurance Program.

C. The Province will obligate the Master Insurance Program's managing broker to provide the Contractor with a Certificate of Insurance and a copy of the Master Insurance Program policy wording.

D. The Province will take reasonable steps to ensure the coverage specified in section A is continuous for the duration of this Agreement. The Province will not be responsible for providing coverage in the event the insurance is cancelled or reduced by the insurer.

E. The Province does not represent or warrant that the Master Insurance Program covers any and all losses. The Contractor is responsible for ascertaining the exact nature and extent of coverage of the Master Insurance Program as well as the terms and conditions of the Master Insurance Program policy wording. No term or condition of this Agreement amends, extends or alters the coverage afforded by the Master Insurance Program policy wordings.

F. Where the contractor uses a vehicle to perform the services as described in Schedule A the Contractor shall maintain Automobile Liability insurance on all vehicles owned, operated or licensed by the Contractor in an amount not less than $2,000,000 per occurrence, and where applicable the Contractor may show evidence of this insurance using an ICBC Confirmation of Insurance Coverage (APV-47) form.

G. The Contractor will provide, maintain, and pay for, any additional insurance which the Contractor is required by law to carry, or which the Contractor considers necessary to cover risks not otherwise covered by insurance specified in section A.

SCHEDULE E – AUTHORIZED PERSONS

Authorized Persons

1.1 The Contractor designates any of the following persons, (identified by name and/or position) to act for you in relation to this Service Agreement:

Caroline Bonesky, Chief Executive Officer

1.2 The Ministry designates any of the following persons (identify by name and/or position) to act for us in relation to this Service Agreement:

Community Services Manager or Designate

Conflict Resolution Officials

1.1 The designated "Officials" of the parties for the purposes of the Conflict Resolution Protocol are:

	Province	**Contractor**
Stage One:	Community Services Manager or Designate	Chief Executive Officer
Stage Two:	Executive Director of Service	Chief Executive Officer
Stage Three:	Assistant Deputy Minister	Chief Executive Officer

SCHEDULE F – INFORMATION MANAGEMENT (RECORDS, PRIVACY AND SECURITY)

Purpose

The purpose of this Schedule is to:

(a) enable the Province to comply with the Province's obligations with respect to:
  (i) creation, maintenance, retention and final disposition of the Province's Records, and
  (ii) protection of Personal Information collected under this Agreement and pursuant to *FOIPPA*.

(b) ensure that, as a service provider, the Contractor is aware of, and complies with, the Contractor's information management and protection (records, privacy and security) obligations with respect to:
  (i) the Province's Records, and
  (ii) the Personal Information collected or created under this Agreement.

Applicability

This Schedule applies to the management of the Province's Records and to the management of Personal Information contained in the Province's Records.

The Contractor must manage the Province's Records in accordance with this Schedule and in accordance with MCFD Contractor's Information Management Guidelines, which provide directions and standards to assist the Contractor in complying with this Schedule.

Definitions

1. In this Schedule:
  a) "**access**" means the ability or opportunity of a person to view, study, or obtain a copy of records;
  b) "***FOIPPA***" means the *Freedom of Information and Protection of Privacy Act* (British Columbia);
  c) "**contact information**" means information to enable an individual at a place of business to be contacted and includes the name, position name or title, business telephone number, business address, business email or business fax number of the individual;
  d) "**control**" (of a record) means the power or authority to manage the record throughout its life cycle, including restricting, regulating and administering its use and disclosure;
  e) "**custody**" (of a record) means having physical possession of a record, regardless of the format (e.g., paper or electronic).
  f) "**Personal Information**" means recorded information about an identifiable individual, other than contact information, collected or created by the Contractor as a result of the Agreement or any previous agreement between the Province or the Contractor dealing with the same subject matter as the Agreement, but excluding any information that, if this Schedule did not apply to it, would not be under the control of a public body as interpreted under the FOIPPA;
  g) "**Services Worker**" means an individual involved in providing the Services for or on behalf of the Contractor and, for greater certainty, may include the Contractor or a subcontractor of an individual, or an employee or volunteer of the Contractor or of a subcontractor.

RECORDS MANAGEMENT

Records Retention and Disposition

2. The Contractor must return the Province's Records regardless of format to the Province within the following time frames:

   (a) within 30 calendar days of expiry or termination of the Agreement;
   (b) within 7 calendar days of the Contractor receiving a request for return from the Province;
   (c) when closed records volume is identified by the Contractor as warranting the transfer and the Province has provided written approval; or
   (d) immediately when a Contractor advises the Province that they are no longer providing services or when the Province is concerned about the management of the Province's Records following a breach of security or privacy, including an unauthorized disclosure.

PRIVACY PROTECTION

Collection of Personal Information

3. The Contractor may only collect or create Personal Information that is necessary for the performance of the Contractor's obligations, or the exercise of the Contractor's rights, under the Agreement.

4. Unless the Agreement otherwise specifies or the Province otherwise directs in writing, the Contractor must collect Personal Information directly from the individual the Personal Information is about.

5. Except as otherwise permitted by FOIPPA, the Contractor must tell an individual from whom the Contractor collects Personal Information:

   (a) the purpose for collecting it,
   (b) the legal authority for collecting it, and
   (c) the title, business address and business telephone number of the person designated by the Province to answer questions about the Contractor's collection of Personal Information.

Accuracy of Personal Information

6. The Contractor must make every reasonable effort to ensure the accuracy and completeness of any Personal Information to be used by the Contractor or the Province to make a decision that directly affects the individual the Personal Information is about.

Requests for access to Personal Information

7. If the Contractor receives a request for access to Personal Information from a person other than the Province, the Contractor must promptly advise the person to make the request to Information Access Operations with the Ministry of Technology, Innovation and Citizens' Services or successor.

Correction of Personal Information

8. Within 5 business days of receiving a written direction from the Province to correct or annotate any Personal Information, the Contractor must correct or annotate the information in accordance with the direction.

9. When issuing a written direction under section 8 of this Schedule, the Province must advise the Contractor of the date the correction request to which the direction relates was received by the Province in order that the Contractor may comply with section 10 of this Schedule.

10. Within 5 business days of correcting or annotating any Personal Information under section 8 of this Schedule, the Contractor must provide the corrected or annotated information to any party to whom, within one year prior to the date the correction request was made to the Province, the Contractor disclosed the information being corrected or annotated.

11. If the Contractor receives a request for correction of Personal Information from a person other than the Province, the Contractor must promptly advise the person to make the request to the Province and provide the Provincial official's name or title and contact information to the person making the request.

Protection of Personal Information

12. The Contractor must protect Personal Information by making reasonable security arrangements against such risks as unauthorized access, collection, use, disclosure or disposal, including any security arrangements expressly set out in the Security section of this Schedule.

Storage and access to Personal Information

13. Unless the Province otherwise directs in writing, the Contractor must not store Personal Information outside Canada or permit access to the Personal Information from outside Canada.

Retention of Personal Information

14. Unless the Agreement otherwise specifies, the Contractor must retain Personal Information until directed by the Province in writing to dispose of it or deliver it as specified in the direction.

Use of Personal Information

15. Unless the Province otherwise directs in writing, the Contractor may only use Personal Information if that use is for the performance of the Contractor's obligations, or the exercise of the Contractor's rights, under the Agreement.

Disclosure of Personal Information

16. Unless the Province otherwise directs in writing, the Contractor may only disclose Personal Information inside Canada to any person other than the Province if the disclosure is for the performance of the Contractor's obligations, or the exercise of the Contractor's rights, under the Agreement.

17. Unless the Agreement otherwise specifies or the Province otherwise directs in writing, the Contractor must not disclose Personal Information outside Canada.

SECURITY

Services Worker confidentiality agreements

18. The contractor must immediately provide notice to the contract manager of any suspected information incident that threatens privacy or information security.

19. The Contractor must not permit a Services Worker who is an employee or volunteer of the Contractor to have access to Personal Information unless the Services Worker has first entered into a confidentiality agreement with the Contractor to keep Personal Information confidential on substantially similar terms as those that apply to the Contractor under the Agreement.

Services Worker security screening

20. The Contractor may only permit a Services Worker who is an employee or a volunteer of the Contractor to collect or have access to Personal Information, or otherwise be involved in providing the Services if, after having subjected the Services Worker to personnel security screening requirements as outlined in Appendix F1 to this Schedule, the Contractor is satisfied that the Services Worker does not constitute an unreasonable security risk.

Services Worker activity logging

21. The Contractor must create and maintain detailed Contractor's Records logging the activities of all Service Workers in relation to:

    (a) their access to Personal Information; and

    (b) any other matters specified by the Province in writing for the purposes of this section.

Facilities and Equipment protection and access

22. The Contractor must create, maintain and follow a documented process to:

    (a) protect Facilities and Equipment of the Contractor required by the Contractor to provide the Services from loss, damage or any other occurrence that may result in any of those Facilities and Equipment being unavailable when required to provide the Services; and,

(b) limit access to Facilities and Equipment of the Contractor:

i. being used by the Contractor to provide the Services; or
ii. that may be used by someone to access information,

to those persons who are authorized to have that access and for the purposes for which they are authorized, which process must include measures to verify the identity of those persons.

23. If the Province makes available to the Contractor any Facilities or Equipment of the Province for the use of the Contractor in providing the Services, the Contractor must comply with any policies and procedures provided to it by the Province on acceptable use, protection of, and access to, such Facilities or Equipment.

Integrity of Information

24. The Contractor must create, maintain and follow a documented process for maintaining the integrity of information while in the custody of or accessed by the Contractor.

25. For the purposes of section 24 of this Schedule, maintaining the integrity of information means that, except to the extent expressly authorized by the Agreement or approved in writing by the Province, the information has:

(a) remained as complete as when it was acquired or accessed by the Contractor; and

(b) not been altered in any material respect.

Documentation of changes to processes

26. The Contractor must create and maintain detailed Records logging any changes it makes to the processes described in sections 21 and 22of this Schedule.

Secure Storage

27. The Contractor must securely store the Province's Records in the Contractor's custody.

GENERAL

Notice

28. The Contractor must immediately provide notice to the Province of

(a) a possible or confirmed foreign demand or request for disclosure, including the information required by section 30.2(3) of FOIPPA or

(b) anticipated or actual non-compliance with this Schedule, unauthorized access, collection, use, disclosure, storage, alteration or disposal of information or Records containing information; or

(c) unauthorized access to Facilities or Equipment.

In this provision, "foreign demand for disclosure" and "unauthorized disclosure of personal information" bear the same meanings as in section 30.2 of FOIPPA.

29. The Contractor must immediately provide notice to the Province of any non-compliance, or anticipated inability to comply, with a provision in this Schedule in any respect.

Compliance, Audit and Review

30. The Contractor must, in relation to the Province's Records, comply with:

(a) the requirements of *FOIPPA* applicable to the Contractor as a service provider, including any applicable order of the commissioner under *FOIPPA*, and

(b) any direction given by the Province under this Schedule.

31. The Contractor acknowledges that it is familiar with the requirements of FOIPPA governing Personal Information that are applicable to it as a service provider.

32. In addition to any other rights of inspection the Province may have under the Agreement or under statute, the Province may, at any reasonable time and on reasonable notice to the Contractor, enter on the Contractor's premises to inspect, and at the Province's discretion, copy, any of the Province's Records, or any of the Contractor's information management policies or practices or Records relevant to the Contractor's management

of the Province's Records or the Contractor's compliance with this Schedule. The Contractor must permit and provide reasonable assistance to any such inspection.

33. If the Province conducts a review of a matter described in section 28 or 29 of this Schedule (whether or not the matter came to the attention of the Province as a result of a notification under section 28 or 29 of this Schedule), the Contractor must, on the request of the Province, participate in the review to the extent that it is reasonably practicable for the Contractor to do so.

Interpretation

34. Any reference to the "Contractor" in this Schedule includes any subcontractor, agent, or volunteer retained by the Contractor to perform obligations under the Agreement and the Contractor must ensure that any such subcontractors, agents, and volunteers comply with this Schedule.

35. If a direction or provision of the Agreement or any Schedule conflicts with a requirement of FOIPPA or an applicable order of the commissioner under FOIPPA, the conflicting provision of the Agreement or Schedule will be inoperative to the extent of the conflict.

    (a) If there is a conflict between a documented process required by this Schedule to be created or maintained by the Contractor and this Schedule, the provision of this Schedule will prevail to the extent of the conflict.

36. The obligations of the Contractor in this Schedule will survive the termination of the Agreement.

37. The Contractor must comply with the provisions of this Schedule despite any conflicting provision of this Agreement or, subject to section 38 of this Schedule, the law of any jurisdiction outside Canada.

38. Nothing in this Schedule requires the Contractor to contravene the law of any jurisdiction outside Canada unless such contravention is required to comply with FOIPPA.

SCHEDULE F – Appendix F1 – Security screening requirements

The personnel security screening requirements set out in this Appendix F1 are for the purpose of assisting the Contractor to determine whether or not a Services Worker constitutes an unreasonable security risk.

Verification of name, date of birth and address

1. The Contractor must verify the name, date of birth and current address of a Services Worker by viewing at least one piece of "primary identification" of the Services Worker and at least one piece of "secondary identification" of the Services Worker,* as described in the table following this section. The Contractor must obtain or create, as applicable, Records of all such verifications and retain a copy of those Records. For a Services Worker from another province or jurisdiction, reasonably equivalent identification documents are acceptable.

Primary Identification	Secondary Identification
Issued by ICBC: • B.C. driver's licence or learner's licence (must have photo) • B.C. Identification (BCID) card **Issued by provincial or territorial government:** • Canadian birth certificate **Issued by Government of Canada:** • Canadian Citizenship Card • Permanent Resident Card • Canadian Record of Landing/Canadian Immigration Identification Record	• School ID card (student card) • Bank card (only if holder's name is on card) • Credit card (only if holder's name is on card) • Passport • Foreign birth certificate (a baptismal certificate is not acceptable) • Canadian or U.S. driver's licence • Naturalization certificate • Canadian Forces identification • Police identification • Foreign Affairs Canada or consular identification • Vehicle registration (only if owner's signature is shown) • Picture employee ID card • Firearms Acquisition Certificate • Social Insurance Card (only if has signature strip) • B.C. CareCard • Native Status Card • Parole Certificate ID • Correctional Service Conditional Release Card

*It is not necessary that each piece of identification viewed by the Contractor contains the name, date of birth and current address of the Services Worker. It is sufficient that, in combination, the identification viewed contains that information.

Verification of education and professional qualifications

2. The Contractor must verify, by reasonable means, any relevant education and professional qualifications of a Services Worker, obtain or create, as applicable, Records of all such verifications, and retain a copy of those Records.

Verification of employment history and reference checks

3. The Contractor must verify, by reasonable means, any relevant employment history of a Services Worker, which will generally consist of the Contractor requesting that a Services Worker provide employment references and the Contractor contacting those references. If a Services Worker has no relevant employment history, the Contractor must seek to verify the character or other relevant personal characteristics of the Services Worker by requesting the Services Worker to provide one or more personal references and contacting those references. The Contractor must obtain or create, as applicable, Records of all such verifications and retain a copy of those Records.

Security interview

4. The Contractor must allow the Province to conduct a security-focused interview with a Services Worker if the Province identifies a reasonable security concern and notifies the Contractor it wishes to do so.

SCHEDULE G – ASSETS

Property

1.1 The following property to be acquired by you with funds to be paid by us under this Service Agreement is specified in this Service Agreement as property to be owned by us:

None

1.2 The following property provided by us to you or a subcontractor for the purposes of this Service Agreement is to be owned by you or subcontractor as indicated:

None

SCHEDULE H – ADDITIONAL TERMS

None

SCHEDULE I – REPORTING REQUIREMENTS

Service Delivery Reports

1.1 The reports referred to in schedule A will be submitted within 30 days of the end of the period specified in form and content as determined by the Province.

Financial Reports

1.2 In addition to the financial statements requirements referred to in the Audit and Service Evaluation section of the Agreement, any financial reports should relate to service outputs at a minimum. The following additional financial reports are required:

i.

Name	Description
Annual Service Cost Report	Report that outlines the annual costs associated with a service.
Semi-annual Service Cost Report	Report that outlines the semi-annual costs associated with a service.

Additional Reporting Requirements

1.3 Other information as requested by the Province.

BRITISH COLUMBIA	Ministry of Children and Family Development	**MODIFICATION AGREEMENT**

BETWEEN

HER MAJESTY THE QUEEN IN RIGHT OF THE PROVINCE OF BRITISH COLUMBIA,
represented by the Minister of Children and Family Development

AND

FAMILY SERVICES OF GREATER VANCOUVER
(Legal Name)

BACKGROUND

A. The parties entered into a Subsidiary Component Agreement FT08424008, beginning April 1, 2009.

B. The parties have agreed to modify the Agreement effective September 1, 2009.

AGREEMENT

Schedule B *Payment & Financial Reporting* is amended as follows:

1. Section 1.1 *Aggregate Maximum* has been amended to reduce the aggregate maximum by $59,500.00 from $16,754,339.60 to **$16,694,839.60** to reflect recovery of remaining funds from the Community Investment Fund previously issued under Component Services Schedule No. RC00122R16.

2. Section 2.1 *Monthly Recurring* has been amended to reduce monthly payments by $8,500.00 from $463,938.18 to **$455,438.18** for seven months, from September 2009 to March 2010.

   Monthly amounts will be adjusted over fiscal 09/10 to reflect this recovery and to equalize annualized funding over the three (3) years of the contract term.

Schedule H *Additional Terms* has been amended as follows:

1. Aggregate Maximum has been reduced by $59,500 from $16,754,339.60 to **$16,694,839.60**.

2. Annual baseline funding remains as **$5,567,258.20**.

Additional Information

1. In all other respects, the Agreement is confirmed.

The parties have duly executed this modification agreement as of the day of 2009.

SIGNED AND DELIVERED on the 9th day of September, 2009 on behalf of the Province by its duly authorized representative Signature: Teresa Goodman Print Name: Teresa Goodman Position: Contract Manager or Designate Responsibility Centre:	**SIGNED AND DELIVERED** on the 31st day of August, 2009 by or on behalf of the Contractor (or by its authorized signatory or signatories if the Contractor is a corporation) Signature: Teri Nicholas Print Name: Teri Nicholas Position: Executive Director or Designate Signature: Print Name: Position: Executive Director

DISTRIBUTION: COPY 1 - REGIONAL FINANCE OFFICECOPY 2 – CONTRACTOR COPY 3 - ORIGINATING OFFICE

BRITISH COLUMBIA	Ministry of Children and Family Development	**MODIFICATION AGREEMENT** Vancouver Family Preservation and Reunification Services

BETWEEN

HER MAJESTY THE QUEEN IN RIGHT OF THE PROVINCE OF BRITISH COLUMBIA,
represented by the Minister of Children and Family Development

AND

FAMILY SERVICES OF GREATER VANCOUVER
(Legal Name)

BACKGROUND
A. The parties entered into a Subsidiary Component Agreement FT08424008, beginning April 01, 2009.
B. The parties have agreed to modify the Agreement effective April 01, 2010 ,

AGREEMENT

The parties agree as follows:

1. *Schedule A – Services* is amended to increase the contract by **$158,712.00** for a new contract aggregate amount of **$16,160,428.00**.

2. *Schedule B – Payment and Financial Reporting* is amended as follows:

   a) The Aggregate Maximum amount is increased by **$158,712.00** from $16,001,716.00 to **$16,160,428.00**.

   b) The Province will make payments to the Contractor in the following amounts and manner:

      Under 2.1 *Monthly Recurring*:

      i) Effective April 1, 2010 the monthly recurring amount is increased by **$6,613.00** to **$441,671.03** per month and continuing until the end of the Funding Period.

      A lump sum retroactive payment will be applied upon execution in the month this agreement is processed to cover monthly amounts already paid since April 1, 2010 at the lower rate payable.

   c) The increase to the contract aggregate represents:

      i) The net new incremental costs to Westcoast Family Resources Society resulting from the implementation of the Municipal Pension Plan (MPP). The increase amount is based on the *Municipal Pension Plan – Employer Contribution Estimator for April 1, 2010 – March 31, 2011* which details the *Additional MPP Cost* by employee, the amount so certified and accepted by the Province.

   d) Annual baseline funding has been increased by **$79,356.00** from $5,220,696.40 to **$5,300,052.40**.

Additional Information

1. In all other respects, the Agreement is confirmed.

The parties have duly executed this modification agreement as of the 1st day of April, 2010.

SIGNED AND DELIVERED on the 14th day of December, 2010 on behalf of the Province by its duly authorized representative	**SIGNED AND DELIVERED** on the 29 day of April, 2010 by or on behalf of the Contractor (or by its authorized signatory or signatories if the Contractor is a corporation)
Signature: [signature]	Signature: [signature]
Print Name: Teresa Goodman	Print Name: Teri Nicholas Position: Chief Executive Officer
Position: Contract Manager or Designate	Signature:
Responsibility Centre:	Print Name: Position:
	Signature:
	Print Name: Position:

BRITISH COLUMBIA	Ministry of Children and Family Development	**MODIFICATION AGREEMENT**

BETWEEN

HER MAJESTY THE QUEEN IN RIGHT OF THE PROVINCE OF BRITISH COLUMBIA,
represented by the Minister of Children and Family Development

AND

FAMILY SERVICES OF GREATER VANCOUVER
(Legal Name)

BACKGROUND

A. The parties entered into a Subsidiary Component Agreement FT08424008, beginning April 01, 2009.
B. The parties have agreed to modify the Agreement effective April 01, 2010.

AGREEMENT

1. *Schedule A – Services* is amended as follows:

   a) Total funding has been reduced by $693,123.60 from $16,694,839.60 to **$16,001,716.00**, to reflect Contracted Services (STOB 80) Budget Management adjustments commencing April 1, 2010.

   Agreed-upon adjustments to services and target numbers are as outlined in the following chart:

Service	Funding Decrease	Annual/3 Year Target No. Adjustment
Individual Intervention	$106,437.46	N/A
Child and Youth Care Intervention	$ 77,611.69	6820 to 5100 direct service units/15,300
Mutual Aid	$40,056.87	N/A
Volunteer Mentoring	$11,741.15	N/A
Supervised Visitation	$39,472.52	8000 to 7000 direct service units/21,000
In-Home Services	$21,644.93	5050 to 4000 direct service units/12,000
Specialized Therapeutic Intervention	$49,597.19	2340 to 1500 direct service units/4,500

   b) The target number for Individual Intervention direct one to one hours is reduced from 74,823 to 66,150, with an annual target of 22,050. This is amended to reflect the current staffing model and does not reflect a reduction in service due to Contracted Services (STOB 80) Budget Management adjustments.

2. *Schedule B – Payment and Financial Reporting* is amended as follows:

   a) Section 1.1 *Aggregate Maximum* is amended to decrease the Aggregate Maximum by $693,123.60 from $16,694,839.60 to **$16,001,716.00**, reflecting the Contracted Services (STOB 80) Budget Management adjustment of $346,561.80 for two fiscal years from April 1, 2010 to March 31, 2012.

   b) Section 2.1 *Monthly Recurring* is amended to decrease monthly payments by $28,880.15 from $463,938.18 to **$435,058.03**, commencing July 2010. The July 2010 payment is decreased by an additional amount of $86,640.45 from $435,058.03 to **$348,417.58** to recover payments issued for April to June 2010. July payment may be further adjusted to reflect fiscal year balancing.

3. *Schedule H – Additional Terms* is amended as follows:

   a) Aggregate Maximum is decreased by $693,123.60 from $16,694,839.60 to **$16,001,716.00**.

   b) Annual baseline funding is decreased by $346,561.80 from $5,567,258.20 to **$5,220,696.40**.

4. *Attachment 1.1 Service Overview* is amended to add the following:

   a) "The number of years of experience required for Family Counsellors providing individual family preservation and reunification services may be modified where the needs of children, youth or families served require a specific language capacity and where recruitment efforts have not identified qualified candidates under current provisions within this agreement. Additional clinical supervision and training will be provided to staff hired under these modified experience requirements."

Modifications have been made to the following attachments:

- Schedule A

Additional Information

1. In all other respects, the Agreement is confirmed.

The parties have duly executed this modification agreement as of the 1st day of April, 2010.

SIGNED AND DELIVERED on the 15th day of July, 2010 on behalf of the Province by its duly authorized representative	**SIGNED AND DELIVERED** on the 12 day of Dec, 2010 by or on behalf of the Contractor (or by its authorized signatory or signatories if the Contractor is a corporation)
Signature: Teresa Goodman	Signature:
Print Name: Teresa Goodman	Print Name: Teri Nicholas Position: Executive Director or Designate
Position: Contract Manager or Designate	Signature:
Responsibility Centre:	Print Name: Position:
	Signature:
	Print Name: Position:

SCHEDULE A – SERVICES

SUMMARY

Term **01/04/2009 to 31/03/2012** ***Total Amount of Component Agreement*** **$16,001,716.00**

Allocation by Programs and Services

Programs		
Family Preservation and Reunification		
	Homemaking - General	$451,206.14
	Intervention - General	$12,834,321.30
	Intervention - Therapeutic Intervention/Treatment	$550,617.62
	Linking and Brokerage - General	$134,452.70
	Monitoring and Supervision - Supervised Visitation	$1,157,906.98
	Mutual Aid - General	$70,036.26
	Training and Education - General	$803,175.00
	Sub-Total	**$16,001,716.00**
	Total	**$16,001,716.00**

Allocation by Community

Communities Served		
Vancouver North		$7,974,575.62
Vancouver South		$7,974,575.38
	Total	**$15,949,151.00**

Allocation by Business Area

Core Business Area	**Business Area - Sub Business Area**	
Child and Family Development		
	Family Development/Family Preservation and Reunification	$16,001,716.00
	Sub-Total	**$16,001,716.00**
	Total	**$16,001,716.00**

PROGRAMS

Family Preservation and Reunification

TARGET POPULATION: Families involved with the ministry through its protection mandate. The focus is on families with children twelve years of age and under, but includes families with both children and youth.

OUTCOME: Children, youth and their families are able to remain together or, if apart, are able to reunite, free from abuse and neglect.

SERVICE: INTERVENTION - GENERAL — **Total Amount** $865,010.62

Definitions	Activities provided to maintain or prompt a planned change in the behaviour, condition or functioning of children, youth, and/or families/caregivers.			
Project Code	18CN289			
Input	Qualified Staff			
Output Indicators	# Direct One to One Hours	**Quantity**	15300	
Reporting Frequency	Monthly			
Core Business Area	Child and Family Development			
Business Area	Family Development			
Sub Business Area	Family Preservation and Reunification			
Communities Served				
Vancouver North	**Recipient(s)** Family		**Amount**	$432,505.31
Vancouver South	**Recipient(s)** Family		**Amount**	$432,505.31

SERVICE: INTERVENTION - GENERAL — **Total Amount** $52,565.00

Definitions	Activities provided to maintain or prompt a planned change in the behaviour, condition or functioning of children, youth, and/or families/caregivers.			
Project Code	18CN289			
Input	Qualified Staff			
Output Indicators	# Direct One to One Hours	**Quantity**		
Reporting Frequency	Upon Contract Completion			
Core Business Area	Child and Family Development			
Business Area	Family Development			
Sub Business Area	Family Preservation and Reunification			
One Time Only	Yes			
Communities Served				
Vancouver North	**Recipient(s)** Family		**Amount**	$0.00
Vancouver South	**Recipient(s)** Family		**Amount**	$52,565.00

SERVICE: HOMEMAKING - GENERAL — **Total Amount** $451,206.14

Definitions	Performance of household tasks and/or modeling of home management processes to support families or caregivers.			
Project Code	18CN241			
Input	Qualified Staff			
Output Indicators	# Direct One to One Hours	**Quantity**	12000	
Reporting Frequency	Monthly			
Core Business Area	Child and Family Development			
Business Area	Family Development			
Sub Business Area	Family Preservation and Reunification			
Communities Served				
Vancouver North	**Recipient(s)** Family		**Amount**	$225,603.07
Vancouver South	**Recipient(s)** Family		**Amount**	$225,603.07

SERVICE: INTERVENTION - GENERAL — **Total Amount** $11,916,745.68

Definitions	Activities provided to maintain or prompt a planned change in the behaviour,

condition or functioning of children, youth, and/or families/caregivers.

Project Code	18CN289			
Input	Qualified Staff			
Output Indicators	# Direct One to One Hours	**Quantity**	66150	
	# Recipients		1350	
Reporting Frequency	Monthly			
Core Business Area	Child and Family Development			
Business Area	Family Development			
Sub Business Area	Family Preservation and Reunification			
Communities Served				
Vancouver North	**Recipient(s)**	Family	**Amount**	$5,958,372.84
Vancouver South	**Recipient(s)**	Family	**Amount**	$5,958,372.84

SERVICE: MONITORING AND SUPERVISION - SUPERVISED VISITATION **Total Amount** $1,157,906.98

Definitions	Service provided for children to maintain contact with parents/caregivers/extended family in a safe setting observed by a third party.			
Project Code	18CN364			
Input	Qualified Staff			
Output Indicators	# Direct One to One Hours	**Quantity**	21000	
Reporting Frequency	Monthly			
Core Business Area	Child and Family Development			
Business Area	Family Development			
Sub Business Area	Family Preservation and Reunification			
Communities Served				
Vancouver North	**Recipient(s)**	Family	**Amount**	$578,953.49
Vancouver South	**Recipient(s)**	Family	**Amount**	$578,953.49

SERVICE: MUTUAL AID - GENERAL **Total Amount** $70,036.26

Definitions	Provision of means whereby youth or caregivers with common concerns connect for the purpose of supporting each other.			
Project Code	18CN385			
Input	Qualified Staff			
Output Indicators	# Hours	**Quantity**		
Reporting Frequency	Monthly			
Core Business Area	Child and Family Development			
Business Area	Family Development			
Sub Business Area	Family Preservation and Reunification			
Communities Served				
Vancouver North	**Recipient(s)**	0 to 18 years	**Amount**	$17,509.05
Vancouver North	**Recipient(s)**	Parents/Caregivers	**Amount**	$17,509.07
Vancouver South	**Recipient(s)**	0 to 18 years	**Amount**	$17,509.07
Vancouver South	**Recipient(s)**	Parents/Caregivers	**Amount**	$17,509.07

SERVICE: TRAINING AND EDUCATION - GENERAL **Total Amount** $803,175.00

Definitions	Range of strategies for imparting knowledge, improving skills and building awareness of resources.			
Project Code	18CN529			
Input	Qualified Staff			
Output Indicators	# Direct Group Hours	**Quantity**	4050	
Reporting Frequency	Monthly			
Core Business Area	Child and Family Development			
Business Area	Family Development			

Sub Business Area	Family Preservation and Reunification				
Communities Served					
Vancouver North	**Recipient(s)**	Parents/Caregivers		**Amount**	$401,587.50
Vancouver South	**Recipient(s)**	Parents/Caregivers		**Amount**	$401,587.50

SERVICE: INTERVENTION - THERAPEUTIC INTERVENTION/TREATMENT — **Total Amount** $550,617.62

Definitions	Structured, planned and empirically supported therapy/treatment.				
Project Code	18CN294				
Input	Qualified Staff				
Output Indicators	# Direct One to One Hours		**Quantity**	4500	
Reporting Frequency	Monthly				
Core Business Area	Child and Family Development				
Business Area	Family Development				
Sub Business Area	Family Preservation and Reunification				
Communities Served					
Vancouver North	**Recipient(s)**	Family		**Amount**	$275,308.81
Vancouver South	**Recipient(s)**	Family		**Amount**	$275,308.81

SERVICE: LINKING AND BROKERAGE - GENERAL — **Total Amount** $134,452.70

Definitions	Activities to connect a family, child or youth to a formal support/resource, or to facilitate the formal support's direct connection to a child, youth or family.				
Project Code	18CN313				
Input	Qualified Staff				
Output Indicators	# Hours		**Quantity**	8700	
Reporting Frequency	Monthly				
Core Business Area	Child and Family Development				
Business Area	Family Development				
Sub Business Area	Family Preservation and Reunification				
Communities Served					
Vancouver North	**Recipient(s)**	Family		**Amount**	$67,226.35
Vancouver South	**Recipient(s)**	Family		**Amount**	$67,226.35

BUSINESS AREA OUTCOMES

- Families have an enhanced capacity to care for their children
- Extended Families and communities are actively engaged and caring for children
- Children and youth are healthy and have a sense of well-being
- Children and youth are free from abuse, neglect and exploitation
- Children and youth experience stability and permanence in their family and alternative family environment
- Children in care are engaged and successful at school and experience positive outcomes
- Children in care transition successfully to adulthood through appropriate supports and supportive relationships

BRITISH COLUMBIA — Ministry of Children and Family Development	MODIFICATION AGREEMENT

BETWEEN

HER MAJESTY THE QUEEN IN RIGHT OF THE PROVINCE OF BRITISH COLUMBIA,
represented by the Minister of Children and Family Development

AND

FAMILY SERVICES OF GREATER VANCOUVER
(Legal Name)

BACKGROUND
A. The parties entered into a Subsidiary Component Agreement FT08424008, beginning April 01, 2013.
B. The parties have agreed to modify the Agreement effective March 20, 2014.

AGREEMENT

The parties agree as follows:

1. **SCHEDULE A – SERVICES** is amended as follows:

   (a) The ***Total Amount of Component Agreement*** is increased by $117,036.00 on a one-time basis from $5,383,058.00 to **$5,500,094.00** to provide approved funding under the Cooperative Gains process covering *CSSEA* cost pressures for *2013/14* related to the Community Social Services Employers' Association (CSSEA) negotiated increases.

   The approved funding covers the following Agreements: FL10019F01; FT08424001 to FT08424010; FT08424013; RC4403CR01A and RC4403CR05A.

   (b) The Contractor's Cooperative Gains proposal identified unearned revenue and savings strategies for 2013/14 which will be used to address Cooperative Gains cost pressures in 2014/15. The figures will be reconciled based on the Contractor's subsequent year-end financial reports.

2. **SCHEDULE B – PAYMENT AND FINANCIAL REPORTING** is amended as follows:

   (a) By increasing the ***Aggregate Maximum*** amount payable by $117,036.00 from $5,383,058.00 to **$5,500,094.00.**

   (b) The Province will make payments to the Contractor in the following amounts and manner:

   We will pay you the amount of $117,036.00 as specified under section ***2.2 One-Time-Only Payments and Additional Costs.***

Additional Information

1. In all other respects, the Agreement is confirmed.

The parties have duly executed this modification agreement as of the 20th day of March, 2014.

SIGNED AND DELIVERED on the 24th day of March, 2014 on behalf of the Province by its duly authorized representative	**SIGNED AND DELIVERED** on the 21st day of March, 2014 by or on behalf of the Contractor (or by its authorized signatory or signatories if the Contractor is a corporation)
Signature: Teresa Goodman	Signature: Caroline J Bonesky
Print Name: Teresa Goodman	Print Name: Caroline Bonesky Position: Chief Executive Officer
Position: Contract Manager or Designate	Signature:
Responsibility Centre:	Print Name: Position:
	Signature:
	Print Name: Position:

SUBSIDIARY COMPONENT AGREEMENT (SCA)

BRITISH COLUMBIA

Ministry of Children and Family Development

FT08424008

BRITISH COLUMBIA | Ministry of Children and Family Development

SUBSIDIARY COMPONENT AGREEMENT: FT08424008

Agreement Name: Vancouver Family Preservation and Reunification Services

HER MAJESTY THE QUEEN IN RIGHT OF THE PROVINCE OF BRITISH COLUMBIA, represented by The Minister of Children and Family Development (the "Province", "we", "us", or "our" as applicable) at the following address:	AND FAMILY SERVICES OF GREATER VANCOUVER (Legal Name) (the "Contractor", "you", or "your" as applicable) at the following address:
SUITE 900 - 865 HORNBY S VANCOUVER, B.C. CANADA V6Z 2G3 Fax Number: (604)660-4005	1616 7TH AVE W VANCOUVER, BC V6J 1S5 Fax Number: (604)733-7009

The term for the Subsidiary Component Agreement begins on: 01/04/2009 (Day/Month/Year) and ends on 31/03/2012 (Day/Month/Year)

THE PARTIES AGREE TO THE TERMS ON THE ATTACHED PAGES OF THIS DOCUMENT AND OUTLINED BELOW. THIS SUBSIDIARY COMPONENT AGREEMENT IS PART OF THE THIRD PARTY SERVICE AGREEMENT FT08424000:

APPLICABLE SCHEDULES:

- **SCHEDULE A - SERVICES**
- **SCHEDULE B - PAYMENT & FINANCIAL REPORTING**
- **SCHEDULE C - APPROVED SUBCONTRACTOR(S)**
- **SCHEDULE D - RISK MANAGEMENT & CONFLICT RESOLUTION**
- SCHEDULE E - AUTHORIZED PERSONS (FOR THE SUBSIDIARY COMPONENT AGREEMENT)
- SCHEDULE H - ADDITIONAL TERMS

SIGNED AND DELIVERED on the 26th day of March, 2009 on behalf of the Province by its duly authorized representative

Signature: Teresa Goodman

Print Name: Teresa Goodman

Position: Contract Manager or Designate

Responsibility Centre: CONTRACT MGMT OFFICE

SIGNED AND DELIVERED on the 17 day of MARCH, 2009 by or on behalf of the Contractor (or by its authorized signatory or signatories if the Contractor is a corporation)

Signature: Teri Nicholas

Print Name: Teri Nicholas

Position: Executive Director or Designate

Signature:

Print Name:

Position:

READ TERMS ON THE ATTACHED PAGES OF THIS DOCUMENT

SCHEDULE A – Services

General

The Contractor will provide all necessary components for delivery of the programs delineated below, including sufficient qualified program staff, administrative support, premises, materials and equipment.

Family, child or youth specific progress reports and reports suitable for presentation in Court proceedings will be provided where required and in a mutually agreed upon format.

The Province will appoint a contract supervisor for the Contractor's services funded under this Agreement. The parties agree to conduct contract reviews during the Funding Period to review the *Service Deliverables* and any other issues of mutual concern, including the following:

- statements and reports required in Schedule H, *Statements and Reports*;
- program elements, including hours of operation;
- access and admission criteria;
- intake and referral processes;
- frequency, content and format of progress and Court ready reports
- wait list management;
- exceptions to normal practice;
- critical incident reporting procedures;
- issue management;
- program liaison.

Services have been restructured based on a comprehensive system of care model, supported by accreditation and enhanced reporting requirements. The Province and the Contractor are using a collaborative approach to the continuing development of output-based contracts and measurable client outcomes. Both parties agree to work together to achieve these objectives. Data collected during the term of this agreement will be reviewed by both parties and then used to establish baseline targets for future contracts.

As part of the Vancouver Coastal Region multiyear contracting initiative, this Agreement is subject to a three year term and will be in effect from April 1, 2009 to March 31, 2012 subject to Sections 55 to 58 of the Third Party Service Agreement. The Agreement may, from time to time and as necessary, be modified to represent changes in service deliverables, or in financial or other clauses.

As per the *Financial Administration Act*, our obligation to provide payments on this three year Agreement is subject to an appropriation being available in the fiscal year of the Province in which payment becomes due.

SERVICE DESCRIPTION: FAMILY PRESERVATION AND REUNIFICATION SERVICES

Family preservation and reunification is comprised of an array of services accessed by referral from the Ministry of Children and Family Development (MCFD).

Individual Family Preservation and Reunification Services

This is a range of individual family preservation and reunification services provided by a Family Counsellor and delivered primarily in the family home and community. Services will include, but not be limited to:

- Assessment and integrated service planning
- Services to address concrete needs
- Individual parent training and education
- Therapeutic interventions with individuals, couples and families
- Linkages to formal and informal supports

Associated Services

Associated services are adjuncts to the individualized work of a Family Counsellor, or are provided as a direct service forming part of the integrated service plan developed by Ministry social workers. These services are group-based, or are provided by another professional or service provider. Services and components may be provided at the completion of family counselling services or at any point during service provision depending on child, youth and family need and readiness. Associated services will include but are not limited to:

- Group-based parent training and education
- Specialized individual and group-based therapeutic interventions
- Child and youth care intervention
- Self help/mutual aid
- Linking and brokerage to volunteer mentoring services
- Monitoring and supervision: supervised visitation
- Homemaking: in-home services

SUMMARY

Term **01/04/2009 to 31/03/2012** ***Total Amount of Component Agreement*** **$16,754,339.60**

Allocation by Programs and Services

Programs		
Family Preservation and Reunification		
	Homemaking - General	$494,496.00
	Intervention - General	$13,261,919.60
	Intervention - Therapeutic Intervention/Treatment	$649,812.00
	Linking and Brokerage - General	$157,935.00
	Monitoring and Supervision - Supervised Visitation	$1,236,852.00
	Mutual Aid - General	$150,150.00
	Training and Education - General	$803,175.00
	Sub-Total	**$16,754,339.60**
	Total	**$16,754,339.60**

Allocation by Community

Communities Served		
Vancouver North		$8,377,169.80
Vancouver South		$8,377,169.80
	Total	**$16,754,339.60**

Allocation by Business Area

Core Business Area	**Business Area - Sub Business Area**	
Child and Family Development		
	Family Development/Family Preservation and Reunification	$16,754,339.60
	Sub-Total	**$16,754,339.60**
	Total	**$16,754,339.60**

PROGRAMS

Family Preservation and Reunification

TARGET POPULATION: Families involved with the ministry through its protection mandate. The focus is on families with children twelve years of age and under, but includes families with both children and youth.

OUTCOME: Children, youth and their families are able to remain together or, if apart, are able to reunite, free from abuse and neglect.

SERVICE: INTERVENTION - GENERAL **Total Amount** $1,020,234.00

Definitions	Activities provided to maintain or prompt a planned change in the behaviour, condition or functioning of children, youth, and/or families/caregivers.
Project Code	18CN289
Input	Qualified Staff
Output Indicators	# Direct One to One Hours **Quantity** 20460
Reporting Frequency	Monthly
Core Business Area	Child and Family Development
Business Area	Family Development
Sub Business Area	Family Preservation and Reunification
Communities Served	
Vancouver North	**Recipient(s)** Family **Amount** $510,117.00
Vancouver South	**Recipient(s)** Family **Amount** $510,117.00

This allocation is provided as an estimate.

SERVICE: INTERVENTION - GENERAL **Total Amount** $52,565.00

Definitions	Activities provided to maintain or prompt a planned change in the behaviour, condition or functioning of children, youth, and/or families/caregivers.
Project Code	18CN289
Input	Qualified Staff
Output Indicators	# Direct One to One Hours **Quantity**
Reporting Frequency	Upon Contract Completion
Core Business Area	Child and Family Development
Business Area	Family Development
Sub Business Area	Family Preservation and Reunification
One Time Only	Yes
Communities Served	
Vancouver North	**Recipient(s)** Family **Amount** $26,282.50
Vancouver South	**Recipient(s)** Family **Amount** $26,282.50

SERVICE: HOMEMAKING - GENERAL **Total Amount** $494,496.00

Definitions	Performance of household tasks and/or modeling of home management processes to support families or caregivers.
Project Code	18CN241
Input	Qualified Staff
Output Indicators	# Direct One to One Hours **Quantity** 15150
Reporting Frequency	Monthly
Core Business Area	Child and Family Development
Business Area	Family Development
Sub Business Area	Family Preservation and Reunification
Communities Served	
Vancouver North	**Recipient(s)** Family **Amount** $247,248.00
Vancouver South	**Recipient(s)** Family **Amount** $247,248.00

This allocation is provided as an estimate.

SERVICE: INTERVENTION - GENERAL **Total Amount** $12,189,120.60

Definitions	Activities provided to maintain or prompt a planned change in the behaviour, condition or functioning of children, youth, and/or families/caregivers.

Project Code	18CN289				
Input	Qualified Staff				
Output Indicators	# Direct One to One Hours		**Quantity**	74823	
	# Recipients			1350	
Reporting Frequency	Monthly				
Core Business Area	Child and Family Development				
Business Area	Family Development				
Sub Business Area	Family Preservation and Reunification				
Communities Served					
Vancouver North	**Recipient(s)**	Family	**Amount**	$6,094,560.30	
Vancouver South	**Recipient(s)**	Family	**Amount**	$6,094,560.30	

This allocation is provided as an estimate.

SERVICE: MONITORING AND SUPERVISION - SUPERVISED VISITATION — **Total Amount** $1,236,852.00

Definitions	Service provided for children to maintain contact with parents/caregivers/extended family in a safe setting observed by a third party.				
Project Code	18CN364				
Input	Qualified Staff				
Output Indicators	# Direct One to One Hours		**Quantity**	24000	
Reporting Frequency	Monthly				
Core Business Area	Child and Family Development				
Business Area	Family Development				
Sub Business Area	Family Preservation and Reunification				
Communities Served					
Vancouver North	**Recipient(s)**	Family	**Amount**	$618,426.00	
Vancouver South	**Recipient(s)**	Family	**Amount**	$618,426.00	

This allocation is provided as an estimate.

SERVICE: MUTUAL AID - GENERAL — **Total Amount** $150,150.00

Definitions	Provision of means whereby youth or caregivers with common concerns connect for the purpose of supporting each other.				
Project Code	18CN385				
Input	Qualified Staff				
Output Indicators	# Hours		**Quantity**		
Reporting Frequency	Monthly				
Core Business Area	Child and Family Development				
Business Area	Family Development				
Sub Business Area	Family Preservation and Reunification				
Communities Served					
Vancouver North	**Recipient(s)**	0 to 18 years	**Amount**	$37,537.50	
Vancouver North	**Recipient(s)**	Parents/Caregivers	**Amount**	$37,537.50	
Vancouver South	**Recipient(s)**	0 to 18 years	**Amount**	$37,537.50	
Vancouver South	**Recipient(s)**	Parents/Caregivers	**Amount**	$37,537.50	

This allocation is provided as an estimate.

SERVICE: TRAINING AND EDUCATION - GENERAL — **Total Amount** $803,175.00

Definitions	Range of strategies for imparting knowledge, improving skills and building awareness of resources.				
Project Code	18CN529				
Input	Qualified Staff				
Output Indicators	# Direct Group Hours		**Quantity**	4050	
Reporting Frequency	Monthly				
Core Business Area	Child and Family Development				
Business Area	Family Development				
Sub Business Area	Family Preservation and Reunification				
Communities Served					
Vancouver North	**Recipient(s)**	Parents/Caregivers	**Amount**	$401,587.50	

Vancouver South	**Recipient(s)**	Parents/Caregivers	**Amount**	$401,587.50

This allocation is provided as an estimate.

SERVICE: INTERVENTION - THERAPEUTIC INTERVENTION/TREATMENT — **Total Amount** $649,812.00

Definitions	Structured, planned and empirically supported therapy/treatment.		
Project Code	18CN294		
Input	Qualified Staff		
Output Indicators	# Direct One to One Hours	**Quantity**	7020
Reporting Frequency	Monthly		
Core Business Area	Child and Family Development		
Business Area	Family Development		
Sub Business Area	Family Preservation and Reunification		
Communities Served			

Vancouver North	**Recipient(s)**	Family	**Amount**	$324,906.00
Vancouver South	**Recipient(s)**	Family	**Amount**	$324,906.00

This allocation is provided as an estimate.

SERVICE: LINKING AND BROKERAGE - GENERAL — **Total Amount** $157,935.00

Definitions	Activities to connect a family, child or youth to a formal support/resource, or to facilitate the formal support's direct connection to a child, youth or family.		
Project Code	18CN313		
Input	Qualified Staff		
Output Indicators	# Hours	**Quantity**	8700
Reporting Frequency	Monthly		
Core Business Area	Child and Family Development		
Business Area	Family Development		
Sub Business Area	Family Preservation and Reunification		
Communities Served			

Vancouver North	**Recipient(s)**	Family	**Amount**	$78,967.50
Vancouver South	**Recipient(s)**	Family	**Amount**	$78,967.50

This allocation is provided as an estimate.

BUSINESS AREA OUTCOMES

- Families have an enhanced capacity to care for their children
- Extended Families and communities are actively engaged and caring for children
- Children and youth are healthy and have a sense of well-being
- Children and youth are free from abuse, neglect and exploitation
- Children and youth experience stability and permanence in their family and alternative family environment
- Children in care are engaged and successful at school and experience positive outcomes
- Children in care transition successfully to adulthood through appropriate supports and supportive relationships

Attachments

Name	Attachment 1.1 - Service Overview	*Attachment 1.1 - Service Overview.doc*
Name	Attachment 1.2 - Indicators and Definitions	*Attachment 1.2 - Indicators and Definitions.doc*

BRITISH COLUMBIA	Ministry of Children and Family Development	**SUBSIDIARY COMPONENT AGREEMENT: FT08424008** **SCHEDULE B**

SCHEDULE B – PAYMENT & FINANCIAL REPORTING

Aggregate Maximum

1.1 Subject to the provisions of the Third Party Service Agreement and this Subsidiary Component Agreement, we will pay you an amount not exceeding $16,754,339.60 in the aggregate, for providing the Services set out in Schedule A, during the term of this Subsidiary Component Agreement.

Payments

2.1 **Monthly Recurring**

We will pay you on or about the 15th day of the month commencing on the 1st day of April, 2009 as provided in the following payment schedule:

From	To	Amount	Total
April 1, 2009	April 30, 2009	$464,399.60	$464,399.60
May 1, 2009	March 31, 2012	$463,925.00	$16,237,375.00
April 1, 2012	March 31, 2012	$0.00	$0.00
			$16,701,774.60

2.2 **Variable**

Not applicable

2.3 **One-Time-Only Payments and Additional Costs**

We will pay you the amount of $52,565.00 as specified:

Intervention - General	$52,565.00

2.4 **Payment Address**

1616 7TH AVE W VANCOUVER, BC V6J 1S5

Financial Reports

2.5 In addition to the financial statements referred to in the Audit and Service Evaluation section of FT08424000 any financial reports should, at a minimum, relate costs to service outputs. The following additional financial reports are required.

Name	Description
Semi-annual Service Cost Report	Report that outlines the semi-annual costs associated with a service.
9-Month Service Cost Report	Report that outlines the costs associated with a service every 9 months.

Transition to Unit Cost Based Payments

2.6 Not applicable

Attachments

Name	Attachment 2.1 - Financial Report	*Attachment 2.1 - Financial Report.doc*

SCHEDULE C – APPROVED SUBCONTRACTOR(S)

Subcontractors

1.1 The following persons or organizations, are specified as Subcontractors under section 12 of the Third Party Service Agreement, for purposes of this Subsidiary Component Agreement:

1. Westcoast Family Resources Society,

2. PACE Child and Family Society,

3. Network of Inner City Community Services Society,

4. PLEA Community Services Society of BC,

5. Medox Health Services Inc.,

6. Big Sisters of BC Lower Mainland,

SCHEDULE D – RISK MANAGEMENT & CONFLICT RESOLUTION

Criminal Record Check

1.1 In accordance with the Criminal Records Review Act, you must undertake a criminal record check of each staff member or other person who has, or potentially has, unsupervised access to children, or who has access to their records.

1.2 In addition to any criminal record checks required under the Criminal Records Review Act, you must undertake a criminal record check on volunteers or other individuals who have, or potentially have, unsupervised access to children or their records.

1.3 Upon our written request you must provide us written confirmation that:

(a) criminal record checks have been initiated;
(b) you have acted on instructions from the adjudicator or us; and
(c) all other related procedures have been followed.

Conflict Resolution Officials

2.1 The designated "Officials" of the parties for the purposes of the Conflict Resolution Protocol are:

	Province	**Contractor**
Stage One:	Director or Designate	Director
Stage Two:	Regional Executive Director	Executive Director or Chairperson
Stage Three:	Deputy Minister or Designate	Chair, Board of Directors or Designate

Permits and Licenses

3.1 You must obtain all the permits and licenses required to perform the Services, including, but not limited to:

(a) any permits or licenses required by municipal or health authorities for the operation of the Services delineated in Schedule A.

(b) any municipal, provincial, federal permits and licenses required to provide the Services including motor vehicle licenses of the appropriate class to provide transportation to clients.

Insurance and Indemnity

4.1 If eligible, you will be enrolled for insurance coverage under our Master Insurance Program (MIP).

4.2 In the event that you are deemed ineligible for coverage under the Master Insurance Program (MIP), you must, without limiting your obligations or liabilities and at your own expense, provide and maintain throughout the Term, Comprehensive General Liability in an amount not less than $2,000,000 inclusive per occurrence insuring against bodily injury, personal injury and property damage and including liability assumed under contract with insurers licensed in the province of British Columbia and in the forms and amounts acceptable to us.

4.3 You must ensure all required insurance is endorsed to provide us with 30 days advance written notice of cancellation or material change.

4.4 You must provide us with evidence of the required insurance, in the form of a completed Province of British Columbia Certificate of Insurance, immediately following execution and delivery of the Agreement.

4.5 You must maintain a minimum of $2,000,000.00 automobile third party insurance on any vehicle used to provide Services to the public.

4.6 Additional Insurance: Not applicable

SCHEDULE E – AUTHORIZED PERSONS (FOR THE SUBSIDIARY COMPONENT AGREEMENT)

Authorized Persons

1.1 The Contractor designates any of the following persons, (identified by name and/or position) to act for you in relation to this Subsidiary Component Agreement:

Director of Program Services

1.2 The Ministry designates any of the following persons (identify by name and/or position) to act for us in relation to this Subsidiary Component Agreement:

Procurement Specialist

SCHEDULE H – ADDITIONAL TERMS

Other

PAYMENT AND FINANCIAL INFORMATION

Aggregate Maximum

Subject to the provisions of this Agreement, the Province will pay to the Contractor an amount not exceeding **$16,754,339.60** in the aggregate for providing the Component Services during the three year Funding Period.

The aggregate includes **$84,843.28**, representing an increase in baseline funding for 2009/2010 to assist in maintaining service levels, service quality and service continuity.

The aggregate also includes **$45,903.00**, representing the 2009/2010 ongoing CSSEA compensation increase to Westcoast Family Resources Society, and **$17,544.00, $17,477.00 and $11,388.00**, representing the ongoing CSSEA paraprofessional compensation increases to Westcoast Family Resources Society for 2007/2008, 2008/2009, and 2009/2010 respectively.

Additionally, the aggregate includes a one time only payment of **$52,565.00** representing the retroactive paraprofessional compensation increases for fiscal 2007/2008 and 2008/2009 to Westcoast Family Resources Society.

The Contractor agrees to apply the payment increase only for implementing the terms and conditions of the agreements within the Negotiated Framework under the auspices of the Community Social Services Employers' Association and the mandate approved by Government.

Upon request by the Province, the Contractor agrees to repay forthwith:

(a) any portion of the payment that has not been applied in accordance with terms of this agreement as they relate to payments for labour costs, wages and benefits, and/or
(b) any overpayment identified by the Province for which the Province has requested repayment.

Annual baseline funding for 2009/2010 has been increased by a total of **$177,155.28**, from $5,390,102.92 to **$5,567,258.20**.

STATEMENTS AND REPORTS

The Contractor will submit to the Province reports, in form and content acceptable to the Province, relating to the services and programs outlined in this Agreement. The required reports include, but are not limited to, the following:

(a) Monthly Indicator Reports – Indicators and Definitions are outlined in Attachment 1.2 to this Agreement

(b) Annual Report on Outcomes

(c) Other information as may be requested by the Province

The parties agree to work collaboratively in the development and implementation of outcome measurement tools that may be considered during the Funding Period.

Required reports will be submitted within 15 business days of the end of the period specified, commencing with a first report for the period ending **April 30, 2009**. For the purpose of this section and section 1.3, a "business day" is any day that is not a Saturday, a Sunday or a statutory holiday in British Columbia.

Financial Reports

Whether or not an annual financial statement (or review or audit of the same) is required and submitted under section 40 of the Third Party Service Agreement, the Contractor will, for the purposes of negotiation of any future agreement, submit to the Province, within 30 business days of the end of the 2nd and 3rd quarters of the Funding Period, a Financial Report (unaudited) showing revenues and expenditures for each service area. A sample of the Financial Report (unaudited) is included as Attachment 2.1 to this Agreement.

ATTACHMENT 1.1 – Service Overview

Attachment 1.1 to Subsidiary Component Agreement FT08424008

Overview

Family Services of Greater Vancouver (FSGV), in partnership with Westcoast Family Resources Society (WFRS), will deliver non-residential Family Preservation and Reunification Services to children, youth, and their families and caregivers across the City of Vancouver. FSGV will be the primary service provider in Vancouver South, while WFRS will be the primary service provider in Vancouver North. FSGV will be the lead agency for this Agreement and will assume responsibility for the delivery of all services included in this Agreement. Additional sub-contracting relationships may be entered into with the agreement of the Ministry. The Director of FSGV will assume primary responsibility for all sub-contracted services, including planning and quality control.

Family Preservation provides goal-oriented home-based service with multiple components to prevent out-of-home placement and reduce risk of maltreatment. Family Reunification includes the additional planned process of reconnecting children in out-of-home care with their families. Involvement of caregivers in reunification efforts is critical, and program staff will work closely with Ministry staff and caregivers in the delivery of this aspect of service. The range of service also includes direct interventions to individual children and youth with Continuing Custody Order status, and their families and caregivers.

Services will focus on families with children twelve years of age and younger, however, will include families with both children and youth. Services include interventions provided by a Family Counsellor, supplemented by a range of associated services designed to support and maintain progress achieved. Permanency for children and youth will be a goal across all service areas.

Services will be provided in the range of major languages represented in the City of Vancouver and will be adapted to meet the cultural needs of children, youth and families.

FSGV and WFRS will work collaboratively with Ministry staff, and with Child and Youth Mental Health and Community Youth Justice. FSGV and WFRS will establish links to, and work collaboratively with, a broad range of key partners in service provision including, but not limited to, schools and other educational programs; alcohol and drug services; health services, including family physicians; municipal and other community-based service providers: services to Aboriginal children and families, and the Ministry of Housing and Social Development. FSGV and WFRS will work collaboratively with a Ministry Liaison to develop and participate in ongoing efforts to promote effective, efficient and integrated service provision.

Following is a list of service areas comprising ***Family Preservation and Reunification Services*** included in this Agreement. A family may be provided with any or all components in the range, in the order, intensity and manner indicated by assessed need. Direct services from the range noted will also be provided to children and youth in the Continuing Custody of the Director, and to their families and caregivers where indicated.

A. Individual Family Preservation and Reunification Services

Individual Family Preservation and Reunification Services are services provided directly to families by a Family Counsellor and are delivered primarily in the home. Additional specialized therapeutic interventions may be provided as an associated service by a clinician working directly with the Family Counsellor. Individual services include, but are not limited to:

- Assessment and integrated service planning
- Services to address concrete needs
- Individual parent training and education
- Therapeutic interventions with individuals, couples and families
- Linkages to formal and informal supports

B. Associated Services

Associated services are adjuncts to the individualized work of a Family Counsellor, or are provided as a direct service forming part of the integrated service plan developed by Ministry social workers. These services are group-based or are provided by another professional or service provider and may be provided in the home or in community-based sites. Services and components may be provided at the completion of individual service or at any point during service provision depending on child, youth and family need and readiness. Associated services include, but are not limited to:

- Group-based parent training and education
- Specialized individual and group-based therapeutic interventions
- Child and youth care intervention
- Self help/mutual aid
- Linking and brokerage to volunteer mentoring services
- Monitoring and supervision: supervised visitation
- Homemaking: in-home services

Service definitions and output indicators have been adjusted to align with the *Catalogue of Services*, either as a service or a sub-service. A copy of this document is available on request.

Staffing
Services will be provided in the City of Vancouver by four teams of seven Family Counsellors, each supervised by a Team Manager. Two of the teams will be located in the North area of Vancouver, and two in the South area of Vancouver. A centralized referral and intake team will be supervised by a Team Manager and will serve both Vancouver South and Vancouver North.

Locations for Service
The following locations will be available in the City of Vancouver:
#201, 460 Nanaimo Street
2995 Fraser Street
Ste. 101, 2780 East Broadway
#201, 2010 East 48th Avenue

Groups will be provided at the above sites and in other neighbourhood sites accessible to families in the communities being served.

Program Description and Delivery

Referrals
All referrals to the service will be made by the Ministry and will have Ministry involvement. It is estimated that **450** to **500** referrals for families or children and youth with Continuing Custody Orders will be received. Referral types include the following:

Type One Referral
Families where initial assessment of risk indicates that ongoing Ministry involvement is not required, but time-limited intervention is recommended. Service for these families will be short term and will be provided for a maximum of eight to twelve weeks. The intent is that the Ministry file would be closed upon completion of service.

Type Two Referral
Families from type one referral, where re-assessment of risk during the period of service indicates a need for ongoing Ministry involvement. The family's Ministry file would then be transferred to a Ministry Family Service, Youth, Guardianship or other team for longer-term intervention.

Type Three Referral
Families who are new to the Ministry and where initial assessment of risk indicates a need for ongoing Ministry involvement. These families may have children who are at risk of entering Ministry care, or children who have recently entered Ministry care.

Type Four Referral
Families who have had longer term involvement with Ministry services, either on an intermittent or continuous basis, and where the level of risk has been established confirming the need for ongoing intervention. These will be families whose children are at risk of entering Ministry care, or families with children in care, who have longer-term involvement with Ministry staff.

Type Five Referral
Direct services to children and youth with *Continuing Custody Order* status, and their families and caregivers where indicated. Services provided may include, but are not limited to, therapeutic interventions, child and youth care interventions, self-help/mutual aid, supervised visitation, and volunteer mentoring.

A centralized referral number will be provided.

Hours of Service
Family Preservation and Reunification Services will be available from 7:00am to 9:00pm, Monday to Friday and Saturdays and Sundays as required by families being served. Office hours will be 8:30am to 5:00pm, Monday to Thursday, and 8:30am to 4:30 pm on Friday. Emergency coverage will be provided by Managers and Family Counsellors via cell phone. The hours of availability for other service components will vary from these core hours to accommodate the schedules and needs of children, youth and families served. Exceptions are noted below in detailed service component descriptions.

A. Individual Family Preservation and Reunification (Intervention)

Intervention in the Catalogue of Services is defined as *activities provided to maintain or prompt a planned change in the behaviour, condition or functioning of children, youth, families/ caregivers.* Therapeutic intervention/treatment as a sub-service of intervention is defined as *structured, planned and empirically supported therapy/treatment.*

Individual family preservation and reunification services will involve parents, caregivers, and children and youth, and will be delivered primarily in the family or caregiver home or a site preferred by the family. Depending on the type of referral and assessed need of the family, services will be made available from one to six months, with a maximum of eight to twelve weeks for those families where short-term involvement is recommended.

Each family referred to the service will work with one Family Counsellor to ensure continuity of service. Should a file transfer occur from one Ministry team to another, or if the child, youth or family moves to a different location within the City of Vancouver, this Family Counsellor will continue to work with the family for the duration of service. Where a transfer is made outside of the City of Vancouver, transitional assistance or service will be provided where indicated and possible.

Family Counsellors providing individual family preservation and reunification services will possess a graduate degree in social work or a comparable human service field from an accredited institution, and have at least two years' experience in family and children's services; and /or a bachelor's degree in social work or another human service field from an accredited institution and at least three years' post-degree experience in family and children's services.

Family Counsellors will provide reports and evidence for court proceedings where indicated.

Waitlists for services will be managed in a manner acceptable to the Province.

Family Counsellors will work closely with Ministry social workers to identify the frequency of involvement required with the family and the frequency of contact required with the Ministry social worker. For families requiring intensive individual work, services may consist of contact in the home with the Family Counsellor in combination with associated services for up to twenty hours per week. This intensity of service will be provided where significant crisis intervention is required, and/or where risk to children or youth in the home necessitates this level of involvement.

Assessment and Integrated Service Planning

Target Population
All referrals to Individual Family Preservation and Reunification Services, including children and youth with Continuing Custody Order status.

Service Description
Assessment in the Catalogue of Services is defined as the *process of information collection, analysis, and judgement/diagnosis to inform decisions and plans for children, youth and families.*

The Ministry will be responsible for prioritizing referrals to the Family Preservation and Reunification Service and, with all referrals, will provide relevant information from Comprehensive Risk Assessments (CRA) and Risk Reduction Service Plans (RRP) where applicable, as well as relevant information from specialized clinical assessments, historical information and other file documentation.

Upon referral to the service, a Family Counsellor will be assigned to the referred child, youth and/or family. In consultation with the referring social worker, initial contact will be made by the Family Counsellor with the family within 24 hours of referral where required. Contact may be made by telephone or in person, either in the family home or at another location in the community agreed upon between the Family Counsellor and the family.

The focus of the initial contact will be to identify and resolve immediate or imminent crises, provide assessment related to child safety, identify concrete needs and establish rapport prior to the first integrated service planning meeting.

Assessment and integrated service planning will be coordinated with other Ministry planning processes where indicated, to efficiently and effectively integrate service and service provision. Other Ministry planning processes include:

- Comprehensive Risk Assessment (CRA) and Risk Reduction Plan (RRP) development;
- Comprehensive Plan of Care (CPOC) development; and
- Family Group Decision Making (FGDM); and
- Alternate Dispute Resolution Processes.

Based on the most effective planning process, and in collaboration with the referring Ministry social worker, an individualized, Integrated Service Plan will be developed for each referred family, or individual child or youth, and will contain those component services included in this Component Services Schedule that are necessary to meet identified goals.

Integrated Case Management (ICM) will be used in the planning process where indicated. Families will be encouraged and supported to actively plan for and participate in ICM meetings, however, the Family Counsellor will have overall responsibility for the co-ordination and execution of meetings. Ministry social workers and foster parents will be integrally involved in the planning process, as will families and other caregivers, extended family, and children and youth where indicated. Other professionals, community service providers, and community members will be included as required. Service planning for a shorter-term intervention of a type one referral may be abbreviated, and will be based on an approach agreed upon with the referring Ministry social worker.

Service plans may include both individual and associated services, and services offered through community partners.

Subsequent ICM meetings will assess the progress of the Integrated Service Plan and identify the need for further services and supports. Services will continue for **eight to twelve weeks** for shorter-term, type one referrals, and **up to six months** for other referral types, depending on need. Ministry approval is required for individual family counsellor service extended beyond six months.

The Family Counsellor will:

- ensure that a formal, integrated service planning meeting occurs a minimum of every three months during the period of service provision for longer term referrals
- share with referring Ministry social workers the results of any assessment processes or evaluative mechanisms used by program staff to evaluate progress toward case goals and objectives
- submit written reports regarding progress to referring Ministry social workers, including a primary assessment and service plan at six (6) weeks, an initial report at three (3) months, and a discharge report at six (6) months
- submit other reports as requested
- provide or arrange transportation within the geographic boundaries of the City of Vancouver to those families who require it to ensure their attendance at site-based activities.

Discharges from Family Preservation and Reunification Services and its component services will be planned and will culminate in a discharge meeting, at which time follow-up supports will be identified. Following discharge and in consultation with the referring social worker, the Family Counsellor may engage in follow-up activities with the family, including bi-weekly or monthly telephone contact for up to six months as required.

Services to Address Concrete Needs

Target Population
All family referrals to Individual Family Preservation and Reunification Services

Service Description
Basic concerns regarding housing, food, income support, and health will need to be resolved before families will be able to address underlying issues such as parenting, communication and relationships. All families referred to Individual Family Preservation and Reunification Service will be assessed for concrete needs. Assessment of, planning for and meeting concrete needs will occur during the Family Counsellor's initial contact with the family and will continue throughout the period of service. The program will provide for some needs directly and, for others, will assist clients to access appropriate service organizations to meet their concrete needs.

Flexible funding will be made available for the provision of concrete services such as planned or emergency transportation. or emergency needs such as food, childcare, clothing, furnishings or household supplies. These services will be used to prevent significant deterioration in the family's circumstances, or to prevent out-of-home placement of a child or youth. Concrete services provided directly through flexible funding will be used only if linkage services and advocacy by Ministry staff are unsuccessful in addressing the immediate or crisis needs identified. Liaison with the Ministry of Housing and Social Development may be required to avoid duplication of existing service.

Concrete services may also be provided to children, youth and families on a planned basis to facilitate involvement in other services areas. This category includes such concrete services as transportation and childcare provided to parents attending therapy or a self-help/mutual aid group; or food and other site-based amenities to support participation in services such as group-based parent training and education, group-based therapeutic interventions, and self-help/mutual aid groups.

Components of the service include, but are not limited to:

- Providing or working with the family to obtain:
    - emergency food supplies
    - basic personal or household necessities
    - emergency income assistance
    - emergency transportation
- Working with the family to obtain:
    - emergency shelter or housing
    - health care to address imminent needs
    - reliable emergency childcare
    - employment were required on an urgent basis
- Linkages to Ministry and community respite services
- Liaison with Ministry staff for advocacy and assistance in addressing identified needs
- Liaison with the Ministry of Housing and Social Development or other sources to assist the family in obtaining shelter. housing, income, food or employment
- Planned provision of concrete services to facilitate participation in other service areas.

Parent Training and Education

Target Population
Parents or caregivers who would benefit from this service include those experiencing challenges in managing their child's behaviour due to the child's emotional, behavioural or physical needs; parents whose children exhibit behaviours known to be associated with maladaptive parenting practices or family dysfunction; parents who would benefit from enhanced parent-child interaction due to economic circumstances, social isolation or level of parenting skill; and parents with children at risk or at high risk of abuse or neglect.

Service Description
Training and Education in the Catalogue of Services is defined as a *range of strategies for imparting knowledge, improving skills and building awareness of resources.*

The following description includes both individual and group-based parent training and education. Group intervention is provided as an associated service.

This component service encompasses parent education, builds and models parenting skills and strategies, and includes specialized programs based on the assessed needs of children, youth and parents. Services will mitigate behaviour problems in children and increase competence and confidence in parents and will be available through individual work with a family's assigned Family Counsellor, through groups offered in community-based sites, or a combination of these options.

Prior to offering Parent Training and Education, the Family Counsellor will assess the client's readiness to learn, as readiness to learn may be impaired by severe economic and environmental crises, acute mental illness, or active substance misuse. If such issues are present, other approaches to working with the family will be required before this service may be offered. Additionally, assessment will include a determination of the family's capacity and current circumstances and the parents' and child's cognitive capacity. Determination of these elements will indicate the appropriate content and strategies required to effectively deliver these services. Programming will be modified to meet the unique needs and developmental levels of both parents and children. Programming will also be modified to meet the needs of both parents and children where children exhibit significant behavioural and emotional disturbances.

Family Counsellors will use a wide variety of techniques to teach parenting skills, including role play, practical demonstration of skills, readings or video tapes followed by discussion, intervention into the child's behaviour with the parent observing, and observation of the parent's behaviour for later discussion.

Group-based parent training will be comprehensive and structured and facilitated by one Family Counsellor and a student or volunteer co-ordinator. Techniques employed in group-based training will include role playing, use of videotaped vignettes of parent-child interaction followed by role play and discussion, practice of learned skills in groups or with the child, and directed readings. Groups will be offered at a variety of community-based locations throughout the City of Vancouver.

Components of Parent Training and Education, both individual work and group-based training, include but are not limited to:

- Educating parents in child development and appropriate parental expectations
- Teaching of activities which enhance child development and improve parent-child interaction
- Teaching and modelling of behaviour management strategies and techniques, for example:
    - teaching of positive reinforcement and praise to encourage desirable behaviour
    - ignoring inappropriate behaviour and using "time outs"
    - effective limit-setting
- Psychoeducation regarding behavioural or other disorders
- Problem solving skills for both parents and children
- Anger and stress management techniques for parents
- Teaching and modelling of household management skills
- Strengthening social support and self care
- Homework and homework review with parents and children
- Building communication skills for both parents and children
- Interactive work with children, including building social skills, empathy and anger management, and co-operation at home and school
- Engagement strategies and incentives to facilitate participation in group-based activities, including transportation and childcare.

Programming and materials will be adapted for the cultural groups being served and provided in languages other than English as required.

Core skills will be identified and groups will be provided to parents in accessible locations, and during hours that facilitate participation. Group-based parent training will be available at varying times between 9:00am and 9:00pm, Monday to Friday, and 9:00am to 6:00pm Saturday.

The Contractor will participate in discussions with the Ministry and with other agencies providing these services regarding the core skills and content of parenting groups.

Therapeutic Interventions

Target Population
Families or specific children or youth, as assessed need is reflected in the Integrated Service Plan. This intervention may also be provided as direct service to children or youth with Continuing Custody Order status.

Service Description
This description includes both individual and group-based therapeutic intervention. Specialized and group interventions where indicated will be provided as associated services.

Therapeutic interventions will be provided as part of preservation or reunification efforts, and will be focussed, goal-oriented and time limited.

Family Counsellors will provide a range of therapeutic interventions that will be tailored to the needs of the child, youth or family, including youth and family mediation, where indicated. All therapies employed will be evidence-based, including, but not limited to, Functional Family Therapy, Brief Strategic Structural Family Therapy, and Multidimensional Family Therapy. Where indicated, treatment, therapy and psychoeducational interventions will be provided to all family members affected by family violence.

Therapies may be provided as individual interventions delivered primarily in the family home; family therapy delivered primarily in the family home; or group-based and delivered in the community by a Family Counsellor assisted by a student or volunteer co-ordinator.

Supervised visitation between children, youth and their families will be used as opportunities for therapeutic and educational interventions. Visitation will occur in the family home, in the home of Ministry foster parents or other caregivers, or in community settings conducive to family activities. Family Counsellors will include foster parents and caregivers in these processes wherever possible. Family Counsellors will support and educate caregivers in the provision of supervised visitation, where indicated, and will include Ministry staff in planning for these therapeutic visits.

Group-based therapeutic interventions will be available at varying times between 9:00am and 9:00pm, Monday to Friday, and 9:00am to 6:00pm Saturday.

Family Counsellors will provide 80% to 90% of therapeutic interventions required, including those specific to family violence. Family Counsellors will also facilitate linkages to ancillary therapeutic services such as mental health, addictions, additional resources specific to family violence, and other therapeutic services as required.

Linkages to Formal and Informal Supports

Target Population
All referrals to Individual Family Preservation and Reunification Services

Service Description
Informal supports are defined as natural resources or helpers within a client's community and may include family members, friends, community members, cultural and religious organizations, and charitable organizations. Family Counsellors will work to strengthen existing networks of informal supports and use these natural supports to enhance or replace formal supports.

Formal supports include a wide range of services in fields such as child protection, education, Youth Justice, health and mental health. Family Counsellors will facilitate access to required services within these and other relevant fields as necessary.

Assessment of available supports will begin in the initial contact between the Family Counsellor and the family and will continue as an ongoing process throughout service delivery. Families will be encouraged to identify and choose the supports that they wish to work with and identified supports will be included in ICM process, as appropriate.

B. Associated Services

One or more associated services may be provided to families with Ministry involvement, or to individual children or youth with Continuing Custody Order status. Family Counsellors will work closely with Ministry social workers in assessing the need for associated services and in identifying the frequency of involvement and the frequency of contact required with the Ministry social worker. Associated services may be provided as follows:

- to families as adjuncts to the individualized work of a Family Counsellor
- as a direct service to families not involved in Individual Preservation and Reunification Services, or
- as a direct service to individual child or youth with Continuing Custody Order status

When these services are provided as adjuncts to the individualized work of a Family Counsellor, the assigned counsellor will coordinate, integrate and provide clinical consultation for associated services provided.

When services are provided on a direct basis to families or to individual children or youth with Continuing Custody Order status, services provided will form part of the integrated service plan developed by Ministry social worker, and the service provider will participate where indicated as a member of the Integrated Case Management team.

Group-Based Parent Training and Education and Therapeutic Groups (Group Intervention)

Group parent training and education is described in this Agreement under *Individual Family Preservation and Reunification, Parent Training and Education.*

Group-based therapeutic intervention is described in this Agreement under *Individual Family Preservation and Reunification, Therapeutic Interventions*.

Specialized Individual Therapeutic Interventions (Intervention)

Target Population:
Children, youth or families who require specialized therapeutic interventions

This service will be provided where specialized therapeutic expertise is required. Referrals will be made in consultation with the Ministry social worker.

Specialized therapeutic interventions by another therapist will be provided for a maximum of 10 weeks, one hour per week. Referrals to a specialized therapist will be made in consultation with the Ministry social worker and on the basis of a clinical recommendation by the Family Counsellor where involved. The Ministry and the Contractor agree to jointly consider requests for extension of service.

Child and Youth Care Intervention (Intervention)

Target Population
- Children and youth receiving Family Preservation and Reunification services, 15 years of age and younger, including children and youth residing with their families, extended families or caregivers; and those in temporary Ministry care; and
- Children and youth 15 years of age and younger with Continuing Custody Order status.

Service Description and Delivery
Child and Youth Care Intervention is a one-to-one, time-limited intervention aimed at children and youth who require teaching and reinforcement of pro-social and life skills, transitional or crisis support, or assistance to connect with specialized services or community supports. Education and skill building opportunities may take place during supervised visitation. Group activities may also be offered to enhance individual interventions.

Goals of the service will be clearly defined, measurable and achievable, and will connect the child or youth to longer-term supports such as recreational or other pro-social activities, Ministry Integrated Youth Service Centres, Volunteer Mentoring programs or other informal or formal supports.

To preserve continuity of service, should the child or youth move to a different location within the City of Vancouver, the Child and Youth Care Counsellor will continue to work with the child or youth for the duration of service. Where required and agreed to with Ministry staff, transitional assistance or service will be provided if a child or youth moves to another Ministry Region or jurisdiction.

Staffing
Services will be provided by Child and Youth Care Counsellors qualified with a Child and Youth Care certificate or degree, or a degree in Social Work or comparable human service field, and with at least two years' experience working with children or youth.

Hours of Service and Length of Involvement
Hours of service will be flexible and will include evenings and weekends. Child and Youth Care Interventions will be available from 9:00am to 9:00pm, Monday to Friday, and 9:00am to 6:00pm, Saturday. Each child or youth will, on average, receive three hours per week of service for up to six months.

Self Help and Mutual Aid

Target Population
Youth or families who have the ability to participate in and would benefit from access to self help materials or from involvement in a mutual aid process. Participants may be families or youth at high risk, families with at risk or high-risk children and youth, families with special needs children or youth, or families or youth who require support before or after professional services.

Service Description and Delivery
Self Help in the Catalogue of Services is defined as the *provision of means whereby children, youth and families use tools such as the internet, videos or books to enhance their skills.*

Mutual Aid in the Catalogue of Services is defined as the *provision of means whereby youth or caregivers with common concerns connect for the purpose of supporting each other.*

Mutual aid services include strategies that connect individuals so that they may learn new ways to cope, determine ways to improve their conditions, and help others while helping themselves. Service provision will be flexible: one to one, group, phone, or on-line. Access to professional support will be provided. Groups will be formed based on identified needs within the client population. Service may be either time-limited or ongoing. Strategies supplement or prevent the need for more formal services.

The focus and content of mutual aid strategies will be developed based on the child welfare needs of the children, youth and families being served.

Components of Mutual Aid include, but are not limited to:

- Providing and facilitating the sharing of parenting knowledge and techniques
- Study groups based on content identified by participants
- Specialized information and activities designed by and for participants
- Use of culture-specific resources
- Professional support and visiting speakers
- Engagement strategies and incentives to facilitate participation in group-based activities, including transportation and childcare

The parties agree to work together during the funding period to plan and implement effective strategies in this service area.

Staffing
Mutual Aid groups will utilize trained facilitators and access to professional support will be provided. Appropriate, accessible space will be provided in community-based locations across the City of Vancouver.

Hours of Service
Group-based modalities will be available at varying times between 9:00am and 9:00pm, Monday to Friday, and 9:00am to 6:00pm Saturday, designed to facilitate maximum participation.

Linking and Brokerage to Volunteer Mentoring

Target Population
Children or youth who would benefit from a mentor relationship. Service will be prioritized in the following order: children and youth from 6 to 15 years with Continuing Custody Order status; children and youth from 6 to 18 years who are in temporary Ministry or kinship care; and children and youth from 6 to 18 years residing with their families, extended families, or other caregivers.

Service Description and Delivery
Linking and brokerage in the Catalogue of Services is defined as *activities to connect a family, child or youth to a formal support/resource, or to facilitate the formal support's direct connection to a child, youth or family.*

Children and youth will receive one-to-one support, assistance, advocacy and guidance through relationships with screened, trained and supported volunteer adult mentors. The goal of mentoring relationships is to assist children and youth to grow into capable, confident, contributing individuals.

This service will be sub-contracted to two agencies: Big Sisters of BC Lower Mainland and PLEA Community Services Society of British Columbia, and will be provided on a per unit cost basis. Should Big Sisters or PLEA be unable to recruit a suitable volunteer for a referred child or youth, FSGV and WFRS will recruit a suitable volunteer. Screening and reference checks, training, orientation, matching, and ongoing support and supervision will be provided for all volunteer mentors.

FSGV and WFRS will establish links with other mentoring programs, both within the Ministry and in the community.

Hours of Service and Length of Involvement
A two-year time commitment from mentors will be sought. Service for individual children or youth will be provided for an average of four hours every two weeks.

Monitoring and Supervision: Supervised Visitation

Target Population
Families with children or youth in Ministry care where supervised visitation is required due to concerns for the physical, psychological or emotional safety of the child(ren).

Service Description and Delivery
Monitoring and Supervision in the Catalogue of Services is defined as the *observation of, and supplementary case management and/or enforcement for, a child or youth or family.* Supervised Visitation as a sub-service of Monitoring and Supervision is defined as *service provided for children to maintain contact with parents/caregivers/extended family in a safe setting observed by a third party.*

Supervised visitation services will provide opportunities for non-residential parents or caregivers to maintain contact with their children in a safe and neutral setting in the presence of a third party. Services will include one-to-one supervision; monitored exchanges, group supervision; telephone monitoring; or therapeutic supervision. Transportation to and from supervised visits may be provided, if needed.

Supervision will be a component of the Integrated Service Plan and the purpose and goals of the supervision will be established at the time of assessment in consultation with the referring Ministry social worker. The purpose of supervision may include observation and reporting; transportation; or therapeutic or teaching opportunities, as referenced in the Service Description for Therapeutic Interventions. Report writing by visitation supervisors, suitable for presentation at Court proceedings, may be required.

Levels of supervision will range from low vigilance through high vigilance. Family Counsellors will determine, in consultation with Ministry staff, the level of supervision required on an ongoing basis and selection of an appropriate supervision plan will be based on the goals of the supervision service, as identified in the Integrated Service Plan. When reunification is the goal, foster parents will be involved in the supervised visitation to the extent possible.

Supervised access will be offered through three modalities:

- Home-based, supervised access services sub-contracted to Network of Inner City Community Services Society
- Visitation that includes parent education or therapeutic interventions, delivered by Family Counsellors
- Group visitation offered in FSGV facilities, WFRS facilities, or in the facilities of community partners, supervised by FSGV or WFRS staff

Home-based supervision will involve supervision in either the family home, the foster family home, or in a community location. A home support worker will be present to ensure the safety of the child(ren) and facilitate activities that involve the parents and child(ren).

Community-based settings will be developed that provide a comfortable home-like atmosphere with access to activities appropriate to a child or youth's developmental level.

Parent education or therapeutic interventions, offered in conjunction with supervised access, will be supervised by the Family Counsellor. The Family Counsellor will observe and assess family needs, as well as provide direct training, modeling, and therapeutic intervention, as indicated by the Integrated Service Plan.

When agreed upon, Child and Youth Care Counsellors may also be utilized to provide supervised visitation for educational and skill building purposes.

Group visitation will be conducted in FSGV facilities, WFRS facilities, or those of community partners. Groups will be organized in response to the needs of families and their children.

For all modes of supervision, supervisor to child/family ratio will be dependent on the nature and extent of risk factors present; the nature of supervision required in each case; the number and ages of children being supervised; the number of people visiting the child; the duration of the visit; and the expertise and experience of the supervisor.

For all types of visits, participants will be prepared for the visit by the Family Counsellor where involved. Children will be oriented separately from the parents and will establish limits on physical contact. All participants will be informed, as appropriate, regarding requirements for sobriety, deportment and other safety considerations.

The Contractor will establish safety plans, including the provision for visitation supervisors to call for assistance or halt visits should concerns for safety or child comfort arise. In all visits, the safety and well-being of the child(ren) will be the paramount concern and any cases of suspected or substantiated abuse will be reported to the Ministry.

Services will be delivered in the major language groups represented in the City of Vancouver.

Hours of Service and Length of Involvement
The hours of service will be flexible to accommodate the schedules of families and children, including after school, evening and weekend hours. Service will be available on an emergency basis where required, and for the length of involvement required.

Homemaking: In-Home Services

Target Population
Families where an instrumental level of intervention is required, or when emergency service is required and other concrete services have not been sufficient to address the needs identified.

Service Description and Delivery
Homemaking in the Catalogue of Services is defined as the *performance of household tasks and/or modeling of home management processes to support families or caregivers.*

This service will support, maintain, and improve family functioning, and/or assist in preventing institutionalization or another form of out-of-home care. The service will be one component of an integrated service plan agreed to by the Ministry social worker. The assigned Family Counsellor will provide coordination, integration and clinical consultation where indicated. Components of the service will include:

- emergency childcare
- childcare on an interim basis where recommended for respite, or to support parental involvement in professional or community services
- assistance with concrete tasks such as housekeeping, cleaning and meal preparation
- skill-based training focussing on home management and basic parenting skills

Staffing
Services will be provided by direct service providers assigned to the following skill-based classifications:

- Homecare/Housekeeper
- Home Management/Childcare/Parental Support
- Supervised Visits/Teaching Homemaker

Direct service providers will be assigned to referred families based on skills required as determined by family need.

This service will be sub-contracted to Network of Inner City Community Services Society on a per unit cost basis.

Should demand for In-Home Service exceed the capacity of Network Two Community Services, service delivery will be sub-contracted on an hourly basis to Medox Health Services Inc.

Hours of Service and Length of Involvement
Hours of service will be flexible to meet the needs of families, and services will be immediately available where required. The length and intensity of planned service, either intermittent or continuous, will be determined through consultation between the Ministry social worker and the Family Counsellor and will be outlined in the integrated service plan within the following guidelines:

Initial service will be provided for up to one month, comprised of up to six hours per week or 24 hours per month, up to a maximum of 72 hours of service. Service efficacy will be reviewed with the Ministry social worker and the Family Counsellor on a monthly basis, and with the Ministry Liaison after 72 hours of service. Requests for additional hours will be reviewed by the Ministry Liaison.

Education and Assistance Program (Doula Services)

Doula Services will be provided for specialized in-home education and assistance to help new mothers make a successful transition from pregnancy to parenthood. Doulas will provide emotional, physical, and educational support to families with newborns. This can include mother care and companionship, breast feeding support, infant care guidance, sibling care, information on community services, recommended reading materials and safety precautions in the home, meal preparation, errands and light housekeeping.

Family-specific progress reports will be provided as required with respect to this service, including:

- Summary of service goals
- Observations of parental functioning
- Health and safety of the infant
- Parent-infant interaction
- Recommendations for future service

ATTACHMENT 1.2 – Indicators and Definitions

Attachment 1.2 to Subsidiary Component Agreement No. FT08424008

Program Indicators 2009-2010

FPR Family Preservation & Reunification

No	Service	Indicator	Definition
101	GENERAL	GEN: # intakes	Number of families determined to be eligible for a formal assessment by Family Preservation and Reunification Services this month for the first time. Includes families who have been previously discharged from Family Preservation and Reunification Services but who have returned to address a new or changed situation.
102	GENERAL	GEN: # intakes who identify as Aboriginal	Number of families determined to be eligible to receive one or more components of Family Preservation and Reunification Services this month for the first time who consider themselves to be of Aboriginal heritage. This number is a sub-set of the total number of intakes and therefore cannot exceed that number.
103	**GENERAL**	**GEN: % intakes who identify as Aboriginal**	**# intakes who identify as Aboriginal / # intakes**
111	INTERVENTION	INT: # hours of individual intervention with families	Number of hours this month that staff provided individual intervention on the phone or in person to families. Meetings where the family is present and travel with the client are considered individual intervention for the purposes of this indicator. The number of hours should be reported to the nearest quarter hour e.g. 0.25, 0.5, 0.75, 1, 1.25 etc.
112	INTERVENTION	INT: # families receiving individual intervention	Number of families to whom staff provided individual intervention this month. All members of a family count as a single unit for the purposes of this indicator.
113	**INTERVENTION**	**INT: Average # hours of individual intervention per family**	**# hours / # families**
114	INTERVENTION	INT: # sessions of group intervention with families	Number of times this month that staff provided intervention in a group setting i.e. provided service to members of 2 or more unrelated families at the same time.
115	INTERVENTION	INT: # hours of family group intervention sessions	Number of hours this month that staff provided intervention in a group setting. The number of hours should be reported to the nearest quarter hour e.g. 0.25, 0.5, 0.75, 1, 1.25 etc.
116	INTERVENTION	INT: # attendances at family group intervention sessions	Number of times this month that members of families attended group intervention sessions. Each member of a family attending a session counts separately for the purposes of this indicator.
117	**INTERVENTION**	**INT: Average # attendances per group intervention session**	**# attendances / # sessions**
121	INTERVENTION	INT: # hours of individual intervention with children/ youth	Number of hours this month that staff provided one-to-one intervention with children or youth. The number of hours should be reported to the nearest quarter hour e.g. 0.25, 0.5, 0.75, 1, 1.25 etc.
122	INTERVENTION	INT: # children/ youth receiving individual intervention	Number of children and youth for whom staff provided one-to-one intervention this month. Each child and youth counts separately for the purposes of this indicator.
123	**INTERVENTION**	**INT: Average # hours individual intervention per child/youth**	**# hours / # children/youth**

124	INTERVENTION	INT: # sessions of group intervention with children/ youth	Number of times this month that staff provided intervention in a group setting i.e. provided service to 2 or more unrelated children/youth at the same time
125	INTERVENTION	INT: # hours of group intervention sessions with children/ youth	Number of hours this month that staff provided child care in a group setting. The number of hours should be reported to the nearest quarter hour e.g. 0.25, 0.5, 0.75, 1, 1.25 etc.
126	INTERVENTION	INT: # attendances at group intervention sessions for children/ youth	Number of times this month that children or youth attended a group intervention session for children/ youth. Each child and youth attending a group intervention session counts separately for the purposes of this indicator.
127	**INTERVENTION**	**INT: Average # attendances per group intervention session for children/ youth**	**# attendances / # sessions**
131	INTERVENTION	INT: # hours of individual therapeutic intervention with children/ youth	Number of hours this month that clinical staff provided one-to-one therapeutic intervention with children or youth. The number of hours should be reported to the nearest quarter hour e.g. 0.25, 0.5, 0.75, 1, 1.25 etc.
132	INTERVENTION	INT: # children/ youth receiving individual therapeutic intervention	Number of children and youth for whom clinical staff provided one-to-one therapeutic intervention this month. Each child and youth counts separately for the purposes of this indicator.
133	**INTERVENTION**	**INT: Average # hours individual therapeutic intervention per child/youth**	**# hours / # children/youth**
134	INTERVENTION	INT: # sessions of group therapeutic intervention with children/ youth	Number of times this month that clinical staff provided therapeutic intervention in a group setting i.e. provided service to 2 or more unrelated children/youth at the same time
135	INTERVENTION	INT: # hours therapeutic sessions with children/ youth	Number of hours this month that clinical staff provided therapeutic intervention in a group setting. The number of hours should be reported to the nearest quarter hour e.g. 0.25, 0.5, 0.75, 1, 1.25 etc.
136	INTERVENTION	INT: # attendances at therapeutic sessions for children/ youth	Total number attendances by children or youth at group intervention sessions this month. Each child and youth attending a group intervention session counts separately for the purposes of this indicator.
137	**INTERVENTION**	**INT: Average # attendances per therapeutic session for children/ youth**	**# attendances / # sessions**
141	HOMEMAKING	HMK: # hours of homemaking	Number of hours this month that staff provided in-home support to families. The number of hours should be reported to the nearest quarter hour e.g. 0.25, 0.5, 0.75, 1, 1.25 etc.
142	HOMEMAKING	HMK: # families receiving homemaking	Number of families to whom staff provided in-home support this month. All members of a family count as a single unit for the purposes of this indicator.
143	**HOMEMAKING**	**HMK: Average # hours homemaking per family**	**# hours / # families**
151	MONITORING & SUPERVISION	SPV: # hours of supervised visitation	Number of hours this month that staff provided supervised visitation to families. The number of hours should be reported to the nearest quarter hour e.g. 0.25, 0.5, 0.75, 1, 1.25 etc.
152	MONITORING & SUPERVISION	SPV: # families receiving supervised visitation	Number of families, including families of CCOs, for whom staff provided supervised visitation this month. All members of a family count as a single unit for the purposes of this indicator.
153	**MONITORING & SUPERVISION**	**SPV: Average # hours supervised visitation per family**	**# hours / # families**
161	MUTUAL AID	MTA: # sessions of mutual aid	Number of times this month that staff facilitated mutual aid in a group setting i.e. provided service to members of 2 or more unrelated families/CCOs at the same time.
162	MUTUAL AID	MTA: # hours of mutual aid sessions	Number of hours this month that staff facilitated mutual aid in a group setting. The number of hours should be reported to the nearest quarter hour e.g. 0.25, 0.5, 0.75, 1, 1.25 etc.

163	MUTUAL AID	MTA: # attendances at mutual aid sessions	Number of times this month that members of families/CCOs attended a mutual aid group. Each member of a family attending a mutual aid session counts separately for the purposes of this indicator.
164	**MUTUAL AID**	**MTA: Average # attendances per mutual aid session**	**# attendances / # sessions**
171	TRAINING & EDUCATION	TRE: # sessions of group training/ education with families	Number of times this month that staff provided training and education in a group setting, i.e. provided service to members of 2 or more unrelated families at the same time.
172	TRAINING & EDUCATION	TRE: # hours of family training/ education sessions	Number of hours this month that staff provided training and education in a group setting. The number of hours should be reported to the nearest quarter hour e.g. 0.25, 0.5, 0.75, 1, 1.25 etc.
173	TRAINING & EDUCATION	TRE: # attendances at family training/ education sessions	Total number of times this month that members of families attended group training and education sessions. Each member of a family attending a session counts separately for the purposes of this indicator.
174	**TRAINING & EDUCATION**	**TRE: Average # attendances per family training/ education session**	**# attendances / # sessions**
181	LINKING & BROKERAGE	VME: # Volunteer Mentor matches made	Number of Volunteer Mentor matches that met for the first time this month.
182	LINKING & BROKERAGE	VME: Total # of matches that met	Number of Volunteer Mentor matches that met this month whether for the first or subsequent time.
183	LINKING & BROKERAGE	VME: # hours that matches met	Number of hours this month that Volunteer Mentor matches met. Meetings must take place in person and should be reported to the nearest quarter hour e.g. 0.25, 0.5, 0.75., 1, 1.25 etc.
184	**LINKING & BROKERAGE**	**VME: Average # hours that matches met**	**# hours / # matches that met**
999	**GENERAL**	**GEN: # unique clients YTD**	**# active client units as of April 1, plus # intakes May - March**

ATTACHMENT 2.1 – Financial Report

Attachment 2.1 to Subsidiary Component Agreement No. FT08424008

Financial Report **Sample Report**

Name of Organization: Family Services of Greater Vancouver

Contract No.: FT08424008

Period Covered:

Component Schedule No. FT08424008 Detail	Individual FPR Services	Group Interventions: Parent Training and Education and Therapeutic	Specialized Individual Therapeutic Intervention	Child and Youth Care	Self Help/ Mutual Aid	Linking and Brokerage to Volunteer Mentoring	Supervised Visitation	Homemaker/ Doula Services	TOTALS
Total Operational Revenue									
Operational Expenses:									
Total Wages and Benefits									
Total Client Support Costs									
Total Transportation									
Total Program Support									
Total Program Admin. Support									
Total Facilities Expenses									
Total Operational Pre. Admin									
Total Admin. & Gen. Exp.*									
Total Operational Expenses									
Number of Units									
Unit Cost									
Total Surplus/(deficit)	$	$		$	$	$	$		$

* Definitions from the Specified Audit Procedures, Core Policy and Procedures Manual. 6.3.2(d) Continuing Service Agreements. Policy 1, Appendix F.

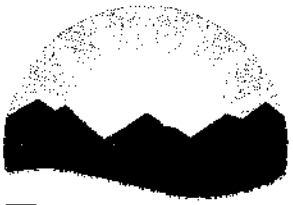
Comments regarding variances:

This report has been prepared from the books and records of the Contractor for the funding period ended _____. I hereby confirm to the best of my knowledge and belief, that the information contained herein, was compiled in accordance with generally accepted accounting principles and in compliance with the Province's Core Policy and Procedures Manual. There is nothing to my knowledge that has not been disclosed in this report which would affect the accuracy and completeness of the financial information.

Signature: Date

Print Name: Print Title: Executive Director

SUBSIDIARY COMPONENT AGREEMENT (SCA)



BRITISH COLUMBIA

Ministry of Children and Family Development

BRITISH COLUMBIA | Ministry of Children and Family Development

SUBSIDIARY COMPONENT AGREEMENT: FT08424008

DOING BUSINESS AS: FAMILY SERVICES OF GREATER VANCOUVER
Agreement Name: Vancouver Family Preservation and Reunification Services

HER MAJESTY THE QUEEN IN RIGHT OF THE PROVINCE OF BRITISH COLUMBIA, represented by The Minister of Children and Family Development (the "Province", "we", "us", or "our" as applicable) at the following address:	AND FAMILY SERVICES OF GREATER VANCOUVER (Legal Name) (the "Contractor", "you", or "your" as applicable) at the following address:
SUITE 900-865 HORNBY ST VANCOUVER, B.C. CANADA V6Z 2G3 Fax Number: (604)660-4005	1616 7TH AVE W VANCOUVER, BC V6J 1S5 Fax Number: (604)733-7009

The term for the Subsidiary Component Agreement begins on: 01/04/2012 (Day/Month/Year) and ends on 31/03/2013 (Day/Month/Year)

THE PARTIES AGREE TO THE TERMS ON THE ATTACHED PAGES OF THIS DOCUMENT AND OUTLINED BELOW. THIS SUBSIDIARY COMPONENT AGREEMENT IS PART OF THE THIRD PARTY SERVICE AGREEMENT FT08424000:

APPLICABLE SCHEDULES:

- **SCHEDULE A - SERVICES**
- **SCHEDULE B - PAYMENT & FINANCIAL REPORTING**
- **SCHEDULE C - APPROVED SUBCONTRACTOR(S)**
- **SCHEDULE D - RISK MANAGEMENT & CONFLICT RESOLUTION**
- **SCHEDULE E - AUTHORIZED PERSONS (FOR THE SUBSIDIARY COMPONENT AGREEMENT)**
- **SCHEDULE H - ADDITIONAL TERMS**

SIGNED AND DELIVERED on the 18th day of April, 2012 on behalf of the Province by its duly authorized representative

Signature: Teresa Goodman

Print Name: Teresa Goodman

Position: Contract Manager or Designate

Responsibility Centre: CONTRACT MGMT OFFICE

SIGNED AND DELIVERED on the 12th day of April 2012 by or on behalf of the Contractor (or by its authorized signatory or signatories if the Contractor is a corporation)

Signature: Caroline Bonesky

Print Name: Caroline Bonesky Position: Chief Executive Officer

Signature: _____

Print Name: _____ Position: _____

Signature: _____

Print Name: _____ Position: _____

READ TERMS ON THE ATTACHED PAGES OF THIS DOCUMENT

SCHEDULE A – SERVICES

General

The Contractor will provide all necessary components for delivery of the programs delineated below, including sufficient qualified program staff, administrative support, premises, materials and equipment.

Family, child or youth specific progress reports and reports suitable for presentation in Court proceedings will be provided where required and in a mutually agreed upon format.

The Province will appoint a contract supervisor for the Contractor's services funded under this Agreement. The parties agree to conduct contract reviews during the Funding Period to review the ***Service Deliverables*** and any other issues of mutual concern, including the following:

- statements and reports required in Schedule H, *Statements and Reports*;
- program elements, including hours of operation;
- access and admission criteria;
- intake and referral processes;
- frequency, content and format of progress and Court ready reports
- wait list management;
- exceptions to normal practice;
- critical incident reporting procedures;
- issue management;
- program liaison.

Services have been restructured based on a comprehensive system of care model, supported by accreditation and enhanced reporting requirements. The Province and the Contractor are using a collaborative approach to the continuing development of output-based contracts and measurable client outcomes. Both parties agree to work together to achieve these objectives. Data collected during the term of this agreement will be reviewed by both parties and then used to establish baseline targets for future contracts.

SERVICE DESCRIPTION: FAMILY PRESERVATION AND REUNIFICATION SERVICES

Family preservation and reunification is comprised of an array of services accessed by referral from the Ministry of Children and Family Development (MCFD).

Individual Family Preservation and Reunification Services

This is a range of individual family preservation and reunification services provided by a Family Counsellor and delivered primarily in the family home and community. Services will include, but not be limited to:

- Assessment and integrated service planning
- Services to address concrete needs
- Individual parent training and education
- Therapeutic interventions with individuals, couples and families
- Linkages to formal and informal supports

Associated Services

Associated services are adjuncts to the individualized work of a Family Counsellor, or are provided as a direct service forming part of the integrated service plan developed by Ministry social workers. These services are group-based, or are provided by another professional or service provider. Services and components may be provided at the completion of family counselling services or at any point during service provision depending on child, youth and family need and readiness. Associated services will include but are not limited to:

- Group-based parent training and education
- Specialized individual and group-based therapeutic interventions
- Child and youth care intervention
- Self help/mutual aid
- Linking and brokerage to volunteer mentoring services
- Monitoring and supervision: supervised visitation
- Homemaking: in-home services

Services have been restructured based on a comprehensive system of care model, supported by accreditation and enhanced reporting requirements. The Province and the Contractor are using a collaborative approach to the continuing development of output-based contracts and measurable client outcomes. Both parties agree to work together to achieve these objectives. Data collected during the term of this agreement will be reviewed by both parties and then used to establish baseline targets for future contracts.

SUMMARY

Term **01/04/2012 to 31/03/2013** ***Total Amount of Component Agreement*** **$5,311,802.05**

Allocation by Programs and Services

Programs		
Family Preservation and Reunification		
	Homemaking - General	$96,900.00
	Intervention - General	$4,310,318.48
	Intervention - Therapeutic Intervention/Treatment	$174,711.52
	Linking and Brokerage - General	$40,800.00
	Monitoring and Supervision - Supervised Visitation	$371,623.00
	Mutual Aid - General	$10,015.00
	Program Level Funding - General Funding	$972.05
	Training and Education - General	$306,462.00
	Sub-Total	**$5,311,802.05**
	Total	**$5,311,802.05**

Allocation by Community

Communities Served		
Vancouver North		$2,655,901.02
Vancouver South		$2,655,901.03
	Total	**$5,311,802.05**

Allocation by Business Area

Core Business Area	**Business Area - Sub Business Area**
Child and Family Development	

Core Business Area	Business Area - Sub Business Area	
	Family Development/Family Preservation and Reunification	$5,311,802.05
	Sub-Total	**$5,311,802.05**
	Total	**$5,311,802.05**

PROGRAMS

Family Preservation and Reunification

TARGET POPULATION: Families involved with the ministry through its protection mandate. The focus is on families with children twelve years of age and under, but includes families with both children and youth.

OUTCOME: Children, youth and their families are able to remain together or, if apart, are able to reunite, free from abuse and neglect.

MPP One Time Only Adjustment (Family Preservation and Reunification)

SERVICE: PROGRAM LEVEL FUNDING - GENERAL FUNDING **Total Amount** $972.05

Definitions	Funding is provided at the level of the program. The supplier has the authority to allocate the funding amongst the various services included with the program as they see fit.			
Project Code				
Input	Qualified Staff			
Output Indicators	Not Applicable	**Quantity**		
Reporting Frequency	Annually			
Core Business Area	Child and Family Development			
Business Area	Family Development			
Sub Business Area	Family Preservation and Reunification			
One Time Only	Yes			
Communities Served				
Vancouver North	**Recipient(s)**	Not Applicable	**Amount**	$486.02
Vancouver South	**Recipient(s)**	Not Applicable	**Amount**	$486.03

Child and Youth Care Intervention (Family Preservation and Reunification)

SERVICE: INTERVENTION - GENERAL **Total Amount** $220,000.00

Definitions	Activities provided to maintain or prompt a planned change in the behaviour, condition or functioning of children, youth, and/or families/caregivers.			
Project Code	18CN289			
Input	Qualified Staff			
Output Indicators	# Hours	**Quantity**	4325	
Reporting Frequency	Monthly			
Core Business Area	Child and Family Development			
Business Area	Family Development			
Sub Business Area	Family Preservation and Reunification			
Communities Served				
Vancouver North	**Recipient(s)**	Family	**Amount**	$110,000.00
Vancouver South	**Recipient(s)**	Family	**Amount**	$110,000.00

This allocation is provided as an estimate.

Homemaker and Doula Services (Family Preservation and Reunification)

SERVICE: HOMEMAKING - GENERAL **Total Amount** $96,900.00

Definitions	Performance of household tasks and/or modeling of home management processes to support families or caregivers.

Project Code	18CN241				
Input	Qualified Staff				
Output Indicators	# Hours	**Quantity**	2769		
Reporting Frequency	Monthly				
Core Business Area	Child and Family Development				
Business Area	Family Development				
Sub Business Area	Family Preservation and Reunification				
Communities Served					
Vancouver North	**Recipient(s)**	Family	**Amount**	$48,450.00	
Vancouver South	**Recipient(s)**	Family	**Amount**	$48,450.00	

This allocation is provided as an estimate.

Family Counsellor Intervention (Family Preservation and Reunification)

SERVICE: INTERVENTION - GENERAL **Total Amount** $4,090,318.48

Definitions	Activities provided to maintain or prompt a planned change in the behaviour, condition or functioning of children, youth, and/or families/caregivers.				
Project Code	18CN289				
Input	Qualified Staff				
Output Indicators	# Recipients	**Quantity**	500		
	# Direct One to One Hours		20475		
Reporting Frequency	Monthly				
Core Business Area	Child and Family Development				
Business Area	Family Development				
Sub Business Area	Family Preservation and Reunification				
Communities Served					
Vancouver North	**Recipient(s)**	Family	**Amount**	$2,045,159.24	
Vancouver South	**Recipient(s)**	Family	**Amount**	$2,045,159.24	

This allocation is provided as an estimate.

Supervised Visitation (Family Preservation and Reunification)

SERVICE: MONITORING AND SUPERVISION - SUPERVISED VISITATION **Total Amount** $371,623.00

Definitions	Service provided for children to maintain contact with parents/caregivers/extended family in a safe setting observed by a third party.				
Project Code	18CN364				
Input	Qualified Staff				
Output Indicators	# Hours	**Quantity**	10618		
Reporting Frequency	Monthly				
Core Business Area	Child and Family Development				
Business Area	Family Development				
Sub Business Area	Family Preservation and Reunification				
Communities Served					
Vancouver North	**Recipient(s)**	Family	**Amount**	$185,811.50	
Vancouver South	**Recipient(s)**	Family	**Amount**	$185,811.50	

This allocation is provided as an estimate.

Mutual Aid (Family Preservation and Reunification)

SERVICE: MUTUAL AID - GENERAL **Total Amount** $10,015.00

Definitions	Provision of means whereby youth or caregivers with common concerns connect for the purpose of supporting each other.
Project Code	18CN385
Input	Qualified Staff
Output Indicators	# Direct Group Hours **Quantity**
Reporting Frequency	Monthly
Core Business Area	Child and Family Development
Business Area	Family Development
Sub Business Area	Family Preservation and Reunification
Communities Served	

Vancouver North	**Recipient(s)**	Parents/Caregivers	**Amount**	$5,007.50
Vancouver South	**Recipient(s)**	Parents/Caregivers	**Amount**	$5,007.50

This allocation is provided as an estimate.

Group Intervention (Family Preservation and Reunification)

SERVICE: TRAINING AND EDUCATION - GENERAL **Total Amount** $306,462.00

Definitions	Range of strategies for imparting knowledge, improving skills and building awareness of resources.
Project Code	18CN529
Input	Qualified Staff
Output Indicators	# Direct Group Hours **Quantity** 1350
Reporting Frequency	Monthly
Core Business Area	Child and Family Development
Business Area	Family Development
Sub Business Area	Family Preservation and Reunification
Communities Served	

Vancouver North	**Recipient(s)**	Parents/Caregivers	**Amount**	$153,231.00
Vancouver South	**Recipient(s)**	Parents/Caregivers	**Amount**	$153,231.00

This allocation is provided as an estimate.

Specialized Therapeutic Intervention (Family Preservation and Reunification)

SERVICE: INTERVENTION - THERAPEUTIC INTERVENTION/TREATMENT **Total Amount** $174,711.52

Definitions	Structured, planned and empirically supported therapy/treatment.
Project Code	18CN294
Input	Qualified Staff
Output Indicators	# Hours **Quantity** 2216
Reporting Frequency	Monthly
Core Business Area	Child and Family Development
Business Area	Family Development
Sub Business Area	Family Preservation and Reunification
Communities Served	

Vancouver North	**Recipient(s)**	Family	**Amount**	$87,355.76
Vancouver South	**Recipient(s)**	Family	**Amount**	$87,355.76

This allocation is provided as an estimate.

Volunteer Mentoring (Family Preservation and Reunification)

SERVICE: LINKING AND BROKERAGE - GENERAL **Total Amount** $40,800.00

Definitions	Activities to connect a family, child or youth to a formal support/resource, or to facilitate the formal support's direct connection to a child, youth or family.		
Project Code	18CN313		
Input	Qualified Staff		
Output Indicators	# Direct One to One Hours	**Quantity**	1980
	# Recipients of One to One Services		20
Reporting Frequency	Monthly		
Core Business Area	Child and Family Development		
Business Area	Family Development		
Sub Business Area	Family Preservation and Reunification		
Communities Served			
Vancouver North	**Recipient(s)** Family	**Amount**	$20,400.00
Vancouver South	**Recipient(s)** Family	**Amount**	$20,400.00

This allocation is provided as an estimate.

BUSINESS AREA OUTCOMES

- Families have an enhanced capacity to care for their children
- Extended Families and communities are actively engaged and caring for children
- Children and youth are healthy and have a sense of well-being
- Children and youth are free from abuse, neglect and exploitation
- Children and youth experience stability and permanence in their family and alternative family environment
- Children in care are engaged and successful at school and experience positive outcomes
- Children in care transition successfully to adulthood through appropriate supports and supportive relationships

Attachments

Name	Attachment 1.1 Service Overview	*Attachment 1.1 - Service Overview 12-13.doc*
Name	Attachment 1.2 - Indicators and Definitions	*Attachment 1.2 - Indicators and Definitions.doc*

SCHEDULE B – PAYMENT & FINANCIAL REPORTING

Aggregate Maximum

1.1 Subject to the provisions of the Third Party Service Agreement and this Subsidiary Component Agreement, we will pay you an amount not exceeding $5,311,802.05, including HST, in the aggregate, for providing the Services set out in Schedule A, during the term of this Subsidiary Component Agreement.

Payments

2.1 **Monthly Recurring**

We will pay you on or about the 15th day of the month commencing on the 1st day of April, 2012 as provided in the following payment schedule:

From	To	Amount	HST	Total
April 1, 2012	April 30, 2012	$442,569.13	$0.00	$442,569.13
May 1, 2012	March 31, 2013	$442,569.17	$0.00	$4,868,260.87
				$5,310,830.00

2.2 **One-Time-Only Payments and Additional Costs**

We will pay you the amount of $972.05 as specified:

Program Level Funding - General Funding	$972.05

2.3 **Payment Address**

1616 7TH AVE W VANCOUVER, BC V6J 1S5

Harmonized Sales Tax (HST)

Financial Reports

2.4 In addition to the financial statements referred to in the Audit and Service Evaluation section of FT08424000 any financial reports should, at a minimum, relate costs to service outputs. The following additional financial reports are required:

Name	Description
9-Month Service Cost Report	Report that outlines the costs associated with a service every 9 months.
Semi-annual Service Cost Report	Report that outlines the semi-annual costs associated with a service.

Transition to Unit Cost Based Payments

2.5 Not applicable

Attachments

Name	Attachment 2.1 - Financial Report	*Attachment 2.1 - Financial Report.doc*

SCHEDULE C – APPROVED SUBCONTRACTOR(S)

Subcontractors

1.1 The following persons or organizations, are specified as Subcontractors under section 12 of the Third Party Service Agreement, for purposes of this Subsidiary Component Agreement:

1. PACE Child and Family Society,

2. Big Sisters of BC Lower Mainland,

3. Medox Health Services Inc.,

4. Network of Inner City Community Services Society,

5. Westcoast Family Centres Society,

6. PLEA Community Services Society of BC,

SCHEDULE D – RISK MANAGEMENT & CONFLICT RESOLUTION

Criminal Record Check

1.1 In accordance with the Criminal Records Review Act, you must undertake a criminal record check of each staff member or other person who has, or potentially has, unsupervised access to children, or who has access to their records.

1.2 In addition to any criminal record checks required under the Criminal Records Review Act, you must undertake a criminal record check on volunteers or other individuals who have, or potentially have, unsupervised access to children or their records.

1.3 Upon our written request you must provide us written confirmation that:

(a) criminal record checks have been initiated;
(b) you have acted on instructions from the adjudicator or us; and
(c) all other related procedures have been followed.

Conflict Resolution Officials

2.1 The designated "Officials" of the parties for the purposes of the Conflict Resolution Protocol are:

	Province	**Contractor**
Stage One:	Contract Manager	Director
Stage Two:	Executive Director of Service	Executive Director or Chairperson
Stage Three:	Deputy Minister or Designate	Chair, Board of Directors or Designate

Permits and Licenses

3.1 You must obtain all the permits and licenses required to perform the Services, including, but not limited to:

(a) any permits or licenses required by municipal or health authorities for the operation of the Services delineated in Schedule A.

(b) any municipal, provincial, federal permits and licenses required to provide the Services including motor vehicle licenses of the appropriate class to provide transportation to clients.

Insurance and Indemnity

A. For all Contractor's activities under this Agreement to which the Master Insurance Program applies, as determined by the Province in its sole discretion:

4.1 The Province will purchase and maintain Comprehensive General Liability insurance in the amount of $2,000,000 inclusive per occurrence against bodily injury and property damage arising out of the Contractor's performance of the Services on behalf of the Province as outlined in this Agreement.

4.2 The Contractor shall be responsible for and pay any deductible under the policy.

4.3 The Contractor will be provided with a Certificate of Insurance and a copy of the insurance policy wording.

4.4 The Province will take reasonable steps to ensure the coverage specified in section 1 is continuous for the duration of this Agreement but the Province does not accept responsibility for providing coverage in the event the insurance is cancelled or reduced by the insurer.

4.5 The Province does not represent or warrant that the policy contains insurance for any and all losses. It is the Contractor's responsibility to ascertain the exact nature and extent of coverage of the policy as well as any and all terms and conditions of the policy.

4.6 The Contractor shall provide, maintain, and pay for, any additional insurance which the Contractor is required by law to carry, or which the Contractor considers necessary to cover risks not otherwise covered by insurance specified in section 1.

B. For all Contractor's activities to which the Master Insurance Program does not apply, the Contractor shall:

5.1 The Contractor must, without limiting its obligation or liabilities and at its own expense, purchase and maintain throughout the term of this Agreement the following insurances with insurers licensed in Canada in forms and amounts acceptable to the Province:

(a) Commercial General Liability in an amount not less than $2,000,000.00 inclusive per occurrence against bodily injury, personal injury and property damage and including liability assumed under this Agreement and this insurance must:

(i) include the Province as an additional insured;

(ii) be endorsed to provide the Province with 30 days advance written notice of cancellation or material change; and

(iii) include a cross liability clause.

5.2 All insurance described in paragraph 1 of this Schedule must:

(a) be primary; and

(b) not require the sharing of any loss by any insurer of the Province.

5.3 The Contractor must provide the Province with evidence of all required insurance:

(a) Within 10 working days of commencement of the Services, the Contractor must provide to the Province evidence of all required insurance in the form of a completed Province of British Columbia Certificate of Insurance.

(b) If the insurance policy(ies) expire before the end of the term of this Agreement, the Contractor must provide within 10 working days of expiration, evidence of new or renewal policy(ies) of all expired insurance in the form of a completed Province of British Columbia Certificate of Insurance.

(c) Notwithstanding paragraph 3(a) or (b) above, if requested by the Province at any time, the Contractor must provide to the Province certified copies of the required insurance policies.

5.4 The Contractor shall provide, maintain, and pay for, any additional insurance which it is required by law to carry, or which it considers necessary to cover risks not otherwise covered by insurance specified in this schedule in its sole discretion.

C. Whether A or B applies to the Services, for all Contractor activities under this Agreement:

6.1 The Contractor shall maintain Automobile Liability insurance on all vehicles owned, operated or licensed by the Contractor in an amount not less than $2,000,000 per occurrence, and where applicable the Contractor may show evidence of this insurance using an ICBC Confirmation of Insurance Coverage (APV-47) form in place of the requirement for the BC Certificate of Insurance.

6.2 Additional Insurance: Not applicable

SCHEDULE E – AUTHORIZED PERSONS (FOR THE SUBSIDIARY COMPONENT AGREEMENT)

Authorized Persons

1.1 The Contractor designates any of the following persons, (identified by name and/or position) to act for you in relation to this Subsidiary Component Agreement:

None

1.2 The Ministry designates any of the following persons (identify by name and/or position) to act for us in relation to this Subsidiary Component Agreement:

Procurement Specialist

SCHEDULE H – ADDITIONAL TERMS

Other

Notwithstanding Clause 55 (b) of the Third Party Service Agreement, the termination notice period for this Subsidiary Component Agreement is 90 days.

PAYMENT AND FINANCIAL INFORMATION

Aggregate Maximum

Subject to the provisions of this Agreement, the Province will pay to the Contractor an amount not exceeding **$5,311,802.05** in the aggregate for providing the Component Services during the Funding Period.

Municipal Pension Plan Funding Reconciliation applicable to Westcoast Family Centres Society:

Incorporated into this renewal agreement, the Province has applied the following retroactive funding changes:

1. Funding is increased by the net amount of $972.05, a retroactive adjustment made up of the following:

    (a) Recovery of the Municipal Pension Plan (MPP) overpayment for 2010/2011 in the amount of $5,688.92;

    (b) Recovery of the Municipal Pension Plan (MPP) overpayment for 2011/2012 in the amount of $5,688.92; and

    (c) Addition of a 9 month MPP Contribution Rate Increase pro-rated from July 1, 2011 to March 31, 2012 in the amount of $12,349.88, based on a 12 month annualized increase of $16,466.51.

2. The annualized baseline is increased in the net amount of $10,777.60 from $5,300,052.40 to **$5,310,830.00**. This is comprised of the MPP adjustment for overpayment plus a 12 month rate increase to Westcoast Family Centres Society.

3. The retroactive funding changes are applied to the first month's payment, and subsequent months are paid at the new annualized baseline rate.

STATEMENTS AND REPORTS

The Contractor will submit to the Province reports, in form and content acceptable to the Province, relating to the services and programs outlined in this Agreement. The required reports include, but are not limited to, the following:

(a) Monthly Indicator Reports – Indicators and Definitions are outlined in Attachment 1.2 to this Agreement

(b) Annual Report on Outcomes

(c) Other information as may be requested by the Province

The parties agree to work collaboratively in the development and implementation of outcome measurement tools that may be considered during the Funding Period.

Required reports will be submitted within 15 business days of the end of the period specified, commencing with a first report for the period ending April 30, 2012. For the purpose of this section and section 1.3, a "business day" is any day that is not a Saturday, a Sunday or a statutory holiday in British Columbia.

Financial Reports

Whether or not an annual financial statement (or review or audit of the same) is required and submitted under section 40 of the Third Party Service Agreement, the Contractor will, for the purposes of negotiation of any future agreement, submit to the Province, within 30 business days of the end of the 2nd and 3rd quarters of the Funding Period, a Financial Report (unaudited) showing revenues and expenditures for each service area. A sample of the Financial Report (unaudited) is included as Attachment 2.1 to this Agreement.

ATTACHMENT 1.1 – Service Overview

Attachment 1.1 to Subsidiary Component Agreement FT08424008

Overview

Family Services of Greater Vancouver (FSGV), in partnership with Westcoast Family Centres Society (WFCS), will deliver non-residential Family Preservation and Reunification Services to children, youth, and their families and caregivers across the City of Vancouver. FSGV will be the primary service provider in Vancouver South, while WFCS will be the primary service provider in Vancouver North. FSGV will be the lead agency for this Agreement and will assume responsibility for the delivery of all services included in this Agreement. Additional sub-contracting relationships may be entered into with the agreement of the Ministry. The Director of FSGV will assume primary responsibility for all sub-contracted services, including planning and quality control.

Family Preservation provides goal-oriented home and community-based service with multiple components to prevent out-of-home placement and reduce risk of maltreatment. Family Reunification includes the additional planned process of reconnecting children in out-of-home care with their families. Involvement of caregivers in reunification efforts is critical, and program staff will work closely with Ministry staff and caregivers in the delivery of this aspect of service. The range of service also includes direct interventions to individual children and youth with Continuing Custody Order status, and their families and caregivers.

Services will focus on families with children twelve years of age and younger, however, will include families with both children and youth. Services include interventions provided by a Family Counsellor, supplemented by a range of associated services designed to support and maintain progress achieved. Permanency for children and youth will be a goal across all service areas.

Services will be provided in the range of major languages represented in the City of Vancouver and will be adapted to meet the cultural needs of children, youth and families. Location of service will be determined based on family need and may include consideration of factors related to safety, confidentiality, and type of intervention provided.

Services will be provided to Aboriginal families referred from Ministry teams or Vancouver Aboriginal Child and Family Services Society (VACFSS) as agreed upon with the Ministry. Services will be culture based and designed to meet the unique and varied needs of Aboriginal children, youth and their families.

FSGV and WFCS will work collaboratively with Ministry staff, including Children and Youth with Special Needs, Child and Youth Mental Health and Community Youth Justice program areas. FSGV and WFCS will establish links to, and work collaboratively with, a broad range of key partners in service provision including, but not limited to, schools and other educational programs; alcohol and drug services; health services, including family physicians; municipal and other community-based service providers; services to Aboriginal children and families, and the Ministry of Social Development. FSGV and WFCS will work collaboratively with Community Services Managers to develop and participate in ongoing efforts to promote effective, efficient and integrated service provision.

Following is a list of service areas comprising ***Family Preservation and Reunification Services*** included in this Agreement. A family may be provided with any or all components in the range, in the order, intensity and manner indicated by assessed need. Direct services from the range noted will also be provided to children and youth in the Continuing Custody of the Director, and to their families and caregivers where indicated.

A. Individual Family Preservation and Reunification Services

Individual Family Preservation and Reunification Services are services provided directly to families by a Family Counsellor and are delivered primarily in the home. Additional specialized therapeutic interventions may be provided as an associated service by a clinician working directly with the Family Counsellor. Individual services include, but are not limited to:

- Assessment and integrated service planning
- Services to address concrete needs
- Individual parent training and education
- Therapeutic interventions with individuals, couples and families
- Linkages to formal and informal supports

B. Associated Services

Associated services are adjuncts to the individualized work of a Family Counsellor, or are provided as a direct service forming part of the integrated service plan developed by Ministry social workers. These services are group-based or are provided by

another professional or service provider and may be provided in the home or in community-based sites. Services and components may be provided at the completion of individual service or at any point during service provision depending on child, youth and family need and readiness. Associated services include, but are not limited to:

- Group-based parent training and education
- Specialized individual and group-based therapeutic interventions
- Child and youth care intervention
- Self help/mutual aid
- Linking and brokerage to volunteer mentoring services
- Monitoring and supervision: supervised visitation
- Homemaking: in-home services

Service definitions and output indicators have been adjusted to align with the *Catalogue of Services*, either as a service or a sub-service. A copy of this document is available on request.

Staffing
Services will be provided in the City of Vancouver by four teams of seven Family Counsellors, each supervised by a Team Manager. Two of the teams will be located in the North area of Vancouver, and two in the South area of Vancouver. A centralized referral and intake team will be supervised by a Team Manager and will serve both Vancouver South and Vancouver North.

Locations for Service
The following locations will be available in the City of Vancouver:
#201. 460 Nanaimo Street
2995 Fraser Street
Ste. 101 and 104, 2780 East Broadway
#201, 2010 East 48th Avenue

Groups will be provided at the above sites and in other neighbourhood sites accessible to families in the communities being served.

Program Description and Delivery

Referrals
All referrals to the service will be made by the Ministry and will have Ministry involvement. It is estimated that **450 to 500** referrals for families or children and youth with Continuing Custody Orders will be received. Referral types include the following:

Type One Referral
Families where initial assessment of risk indicates that ongoing Ministry involvement is not required, but time-limited intervention is recommended. Service for these families will be short term and will be provided for a maximum of eight to twelve weeks. The intent is that the Ministry file would be closed upon completion of service.

Type Two Referral
Families from type one referral, where re-assessment of risk during the period of service indicates a need for ongoing Ministry involvement. The family's Ministry file would then be transferred to a Ministry Family Service, Youth, Guardianship or other team for longer-term intervention.

Type Three Referral
Families who are new to the Ministry and where initial assessment of risk indicates a need for ongoing Ministry involvement. These families may have children who are at risk of entering Ministry care, or children who have recently entered Ministry care.

Type Four Referral
Families who have had longer term involvement with Ministry services, either on an intermittent or continuous basis, and where the level of risk has been established confirming the need for ongoing intervention. These will be families whose children are at risk of entering Ministry care, or families with children in care, who have longer-term involvement with Ministry staff.

Type Five Referral
Direct services to children and youth with *Continuing Custody Order* status, and their families and caregivers where indicated. Services provided may include, but are not limited to, therapeutic interventions, child and youth care interventions, self-help/mutual aid, supervised visitation, and volunteer mentoring.

A centralized referral number will be provided.

Hours of Service
Family Preservation and Reunification Services will be available from 7:00am to 9:00pm, Monday to Friday and Saturdays and Sundays as required by families being served. Office hours will be 8:30am to 5:00pm, Monday to Thursday, and 8:30am to 4:30 pm on Friday. Emergency coverage will be provided by Managers and Family Counsellors via cell phone. The hours of availability for other service components will vary from these core hours to accommodate the schedules and needs of children, youth and families served. Exceptions are noted below in detailed service component descriptions.

A. Individual Family Preservation and Reunification (Intervention)

Intervention in the Catalogue of Services is defined as *activities provided to maintain or prompt a planned change in the behaviour, condition or functioning of children, youth, families/ caregivers.* Therapeutic intervention/treatment as a sub-service of intervention is defined as *structured, planned and empirically supported therapy/treatment.*

Individual family preservation and reunification services will involve parents, caregivers, and children and youth, and will be delivered primarily in the family or caregiver home or a site preferred by the family. Depending on the type of referral and assessed need of the family, services will be made available from one to six months, with a maximum of eight to twelve weeks for those families where short-term involvement is recommended.

Each family referred to the service will work with one Family Counsellor to ensure continuity of service. Should a file transfer occur from one Ministry team to another, or if the child, youth or family moves to a different location within the City of Vancouver, this Family Counsellor will continue to work with the family for the duration of service. Where a transfer is made outside of the City of Vancouver, transitional assistance or service will be provided where indicated and possible.

Family Counsellors providing individual family preservation and reunification services will possess a graduate degree in social work or a comparable human service field from an accredited institution, and have at least two years' experience in family and children's services; and /or a bachelor's degree in social work or another human service field from an accredited institution and at least three years' post-degree experience in family and children's services.

The number of years of experience required for Family Counsellors providing individual family preservation and reunification services may be modified where the needs of children, youth or families served require a specific language capacity and where recruitment efforts have not identified qualified candidates under current provisions within this agreement. Additional clinical supervision and training will be provided to staff hired under these modified experience requirements.

Family Counsellors will provide reports and evidence for court proceedings where indicated.

Waitlists for services will be managed in a manner acceptable to the Province.

Family Counsellors will work closely with Ministry social workers to identify the frequency of involvement required with the family and the frequency of contact required with the Ministry social worker. For families requiring intensive individual work, services may consist of contact in the home with the Family Counsellor in combination with associated services for up to twenty hours per week. This intensity of service will be provided where significant crisis intervention is required, and/or where risk to children or youth in the home necessitates this level of involvement.

Assessment and Integrated Service Planning

Target Population
All referrals to Individual Family Preservation and Reunification Services, including children and youth with Continuing Custody Order status.

Service Description
Assessment in the Catalogue of Services is defined as the *process of information collection, analysis, and judgement/diagnosis to inform decisions and plans for children, youth and families.*

The Ministry will be responsible for prioritizing referrals to the Family Preservation and Reunification Service and, with all referrals, will provide relevant information from Structured Decision Making assessments where applicable, as well as relevant information from specialized clinical assessments, historical information and other file documentation.

Upon referral to the service, a Family Counsellor will be assigned to the referred child, youth and/or family. In consultation with the referring social worker, initial contact will be made by the Family Counsellor with the family within 24 hours of referral where required. Contact may be made by telephone or in person, either in the family home or at another location in the community agreed upon between the Family Counsellor and the family.

The focus of the initial contact will be to identify and resolve immediate or imminent crises, provide assessment related to child safety, identify concrete needs and establish rapport prior to the first integrated service planning meeting.

Assessment and integrated service planning will be coordinated with other Ministry planning processes where indicated, to efficiently and effectively integrate service and service provision. Other Ministry planning processes include:

- Structured Decision Making;
- Comprehensive Plan of Care (CPOC) development;
- Family Group Decision Making (FGDM); and
- Alternate Dispute Resolution Processes.

Based on the most effective planning process, and in collaboration with the referring Ministry social worker, an individualized, Integrated Service Plan will be developed for each referred family, or individual child or youth, and will contain those component services included in this Subsidiary Component Agreement that are necessary to meet identified goals.

Integrated Case Management (ICM) will be used in the planning process where indicated. Families will be encouraged and supported to actively plan for and participate in ICM meetings, however, the Family Counsellor will have overall responsibility for the co-ordination and execution of meetings. Ministry social workers and foster parents will be integrally involved in the planning process, as will families and other caregivers, extended family, and children and youth where indicated. Other professionals, community service providers, and community members will be included as required. Service planning for a shorter-term intervention of a type one referral may be abbreviated, and will be based on an approach agreed upon with the referring Ministry social worker.

Service plans may include both individual and associated services, and services offered through community partners.

Subsequent ICM meetings will assess the progress of the Integrated Service Plan and identify the need for further services and supports. Services will continue for **eight to twelve weeks** for shorter-term, type one referrals, and **up to six months** for other referral types, depending on need. Ministry approval is required for individual family counsellor service extended beyond six months.

The Family Counsellor will:

- ensure that a formal, integrated service planning meeting occurs a minimum of every five months or more frequently where required during the period of service provision for longer term referrals
- share with referring Ministry social workers the results of any assessment processes or evaluative mechanisms used by program staff to evaluate progress toward case goals and objectives
- submit written reports regarding progress to referring Ministry social workers, including a primary assessment and service plan at six (6) weeks, an initial report at three (3) months, and a discharge report at six (6) months
- submit other reports as requested
- provide or arrange transportation within the geographic boundaries of the City of Vancouver to those families who require it to ensure their attendance at site-based activities.

Discharges from Family Preservation and Reunification Services and its component services will be planned and will culminate in a discharge meeting, at which time follow-up supports will be identified. Following discharge and in consultation with the referring social worker, the Family Counsellor may engage in follow-up activities with the family, including bi-weekly or monthly telephone contact for up to six months as required.

Services to Address Concrete Needs

Target Population
All family referrals to Individual Family Preservation and Reunification Services

Service Description
Basic concerns regarding housing, food, income support, and health will need to be resolved to the extent possible before families will be able to address underlying issues such as parenting, communication and relationships. All families referred to Individual Family Preservation and Reunification Service will be assessed for concrete needs. Assessment of, planning for and meeting concrete needs will occur during the Family Counsellor's initial contact with the family and will continue throughout the period

of service. The program will provide for some needs directly and, for others, will assist clients to access appropriate service organizations to meet their concrete needs.

Flexible funding will be made available for the provision of concrete services such as planned or emergency transportation, or emergency needs such as food, childcare, clothing, furnishings or household supplies. These services will be used to prevent significant deterioration in the family's circumstances, or to prevent out-of-home placement of a child or youth. Concrete services provided directly through flexible funding will be used only if linkage services and advocacy by Ministry staff are unsuccessful in addressing the immediate or crisis needs identified. Liaison with the Ministry of Social Development may be required to avoid duplication of existing service.

Concrete services may also be provided to children, youth and families on a planned basis to facilitate involvement in other services areas. This category includes such concrete services as transportation and childcare provided to parents attending therapy or a self-help/mutual aid group; or food and other site-based amenities to support participation in services such as group-based parent training and education, group-based therapeutic interventions, and self-help/mutual aid groups.

Components of the service include, but are not limited to:

- Providing or working with the family to obtain:
    - emergency food supplies
    - basic personal or household necessities
    - emergency income assistance
    - emergency transportation
- Working with the family to obtain:
    - emergency shelter or housing
    - health care to address imminent needs
    - reliable emergency and community-based childcare
    - employment were required on an urgent basis
- Linkages to Ministry and community respite services
- Liaison with Ministry staff for advocacy and assistance in addressing identified needs
- Liaison with the Ministry of Social Development or other sources to assist the family in obtaining shelter, housing, income, food or employment
- Planned provision of concrete services to facilitate participation in other service areas.

Parent Training and Education

Target Population
Parents or caregivers who would benefit from this service include those experiencing challenges in managing their child's behaviour due to the child's emotional, behavioural or physical needs; parents whose children exhibit behaviours known to be associated with maladaptive parenting practices or family dysfunction; parents who would benefit from enhanced parent-child interaction due to economic circumstances, social isolation or level of parenting skill; and parents with children at risk or at high risk of abuse or neglect.

Service Description
Training and Education in the Catalogue of Services is defined as a *range of strategies for imparting knowledge, improving skills and building awareness of resources.*

The following description includes both individual and group-based parent training and education. Group intervention is provided as an associated service.

This component service encompasses parent education, builds and models parenting skills and strategies, and includes specialized programs based on the assessed needs of children, youth and parents. Services will mitigate behaviour problems in children and increase competence and confidence in parents and will be available through individual work with a family's assigned Family Counsellor, through groups offered in community-based sites, or a combination of these options.

Prior to offering Parent Training and Education, the Family Counsellor will assess the client's readiness to learn, as readiness to learn may be impaired by severe economic and environmental crises, acute mental illness, or active substance misuse. If such issues are present, other approaches to working with the family will be required before this service may be offered. Additionally, assessment will include a determination of the family's capacity and current circumstances and the parents' and child's cognitive capacity. Determination of these elements will indicate the appropriate content and strategies required to effectively deliver these services. Programming will be modified to meet the unique needs and developmental levels of both parents and children. Programming will also be modified to meet the needs of both parents and children where children exhibit significant behavioural and emotional disturbances.

Family Counsellors will use a wide variety of techniques to teach parenting skills, including role play, practical demonstration of skills, readings or video tapes followed by discussion, intervention into the child's behaviour with the parent observing, and observation of the parent's behaviour for later discussion.

Group-based parent training will be comprehensive and structured and facilitated by one Family Counsellor and a student or volunteer coordinator. Techniques employed in group-based training will include role playing, use of videotaped vignettes of parent-child interaction followed by role play and discussion, practice of learned skills in groups or with the child, and directed readings. Groups will be offered at a variety of community-based locations throughout the City of Vancouver.

Components of Parent Training and Education, both individual work and group-based training, include but are not limited to:

- Educating parents in child development and appropriate parental expectations
- Teaching of activities which enhance child development and improve parent-child interaction
- Teaching and modelling of behaviour management strategies and techniques, for example:
    - teaching of positive reinforcement and praise to encourage desirable behaviour
    - ignoring inappropriate behaviour and using "time outs"
    - effective limit-setting
- Psycho-education regarding behavioural or other disorders
- Problem solving skills for both parents and children
- Anger and stress management techniques for parents
- Teaching and modelling of household management skills
- Strengthening social support and self care
- Homework and homework review with parents and children
- Building communication skills for both parents and children
- Interactive work with children, including building social skills, empathy and anger management, and co-operation at home and school
- Engagement strategies and incentives to facilitate participation in group-based activities, including transportation and childcare.

Programming and materials will be adapted for the cultural groups being served and provided in languages other than English as required.

Core skills will be identified and groups will be provided to parents in accessible locations, and during hours that facilitate participation. Group-based parent training will be available at varying times between 9:00am and 9:00pm, Monday to Friday, and 9:00am to 6:00pm Saturday.

The Contractor will participate in discussions with the Ministry and with other agencies providing these services regarding the core skills and content of parenting groups.

Therapeutic Interventions

Target Population
Families or specific children or youth, as assessed need is reflected in the Integrated Service Plan. This intervention may also be provided as direct service to children or youth with Continuing Custody Order status.

Service Description
This description includes both individual and group-based therapeutic intervention. Specialized and group interventions where indicated will be provided as associated services.

Therapeutic interventions will be provided as part of preservation or reunification efforts, and will be focussed, goal-oriented and time limited.

Family Counsellors will provide a range of therapeutic interventions that will be tailored to the needs of the child, youth or family, including youth and family mediation, where indicated. All therapies employed will be evidence-based, and may include Functional Family Therapy, Brief Strategic Structural Family Therapy, and Multidimensional Family Therapy. Where indicated, treatment, therapy and psycho-educational interventions will be provided to all family members affected by family violence.

Therapies may be provided as individual interventions delivered primarily in the family home; family therapy delivered primarily in the family home; or group-based and delivered in the community by a Family Counsellor assisted by a student or volunteer co-ordinator.

Supervised visitation between children, youth and their families will be used as opportunities for therapeutic and educational interventions. Visitation will occur in the family home, in the home of Ministry foster parents or other caregivers, or in community settings conducive to family activities. Family Counsellors will include foster parents and caregivers in these processes wherever possible. Family Counsellors will support and educate caregivers in the provision of supervised visitation, where indicated, and will include Ministry staff in planning for these therapeutic visits.

Group-based therapeutic interventions will be available at varying times between 9:00am and 9:00pm, Monday to Friday, and 9:00am to 6:00pm Saturday.

Family Counsellors will be the primary providers of therapeutic interventions required, including those specific to family violence. Family Counsellors will also facilitate linkages to ancillary therapeutic services such as mental health, addictions, additional resources specific to family violence, and other therapeutic services as required.

Linkages to Formal and Informal Supports

Target Population
All referrals to Individual Family Preservation and Reunification Services

Service Description
Informal supports are defined as natural resources or helpers within a client's community and may include family members, friends, community members, cultural and religious organizations, and charitable organizations. Family Counsellors will work to strengthen existing networks of informal supports and use these natural supports to enhance or replace formal supports.

Formal supports include a wide range of services in fields such as child protection, education, Youth Justice, health and mental health. Family Counsellors will facilitate access to required services within these and other relevant fields as necessary.

Assessment of available supports will begin in the initial contact between the Family Counsellor and the family and will continue as an ongoing process throughout service delivery. Families will be encouraged to identify and choose the supports that they wish to work with and identified supports will be included in integrated case management process, as appropriate.

B. Associated Services

One or more associated services may be provided to families with Ministry involvement, or to individual children or youth with Continuing Custody Order status. Family Counsellors will work closely with Ministry social workers in assessing the need for associated services and in identifying the frequency of involvement and the frequency of contact required with the Ministry social worker. Associated services may be provided as follows:

- to families as adjuncts to the individualized work of a Family Counsellor
- as a direct service to families not involved in Individual Preservation and Reunification Services, or
- as a direct service to individual child or youth with Continuing Custody Order status

When these services are provided as adjuncts to the individualized work of a Family Counsellor, the assigned counsellor will coordinate, integrate and provide clinical consultation for associated services provided.

When services are provided on a direct basis to families or to individual children or youth with Continuing Custody Order status, services provided will form part of the integrated service plan developed by Ministry social worker, and the service provider will participate where indicated as a member of the Integrated Case Management team.

Group-Based Parent Training and Education and Therapeutic Groups (Group Intervention)

Group parent training and education is described in this Agreement under *Individual Family Preservation and Reunification, Parent Training and Education.*

Group-based therapeutic intervention is described in this Agreement under *Individual Family Preservation and Reunification, Therapeutic Interventions.*

***Specialized Individual Therapeutic Interventions* (Intervention)**

Target Population:
Children, youth or families who require specialized therapeutic interventions

This service will be provided where specialized therapeutic expertise is required. Referrals will be made in consultation with the Ministry social worker.

Specialized therapeutic interventions by another therapist will be provided for a maximum of 10 weeks, one hour per week. Referrals to a specialized therapist will be made in consultation with the Ministry social worker and on the basis of a clinical recommendation by the Family Counsellor where involved. The Ministry and the Contractor agree to jointly consider requests for extension of service.

***Child and Youth Care Intervention* (Intervention)**

Target Population
- Children and youth receiving Family Preservation and Reunification services, 15 years of age and younger, including children and youth residing with their families, extended families or caregivers; and those in temporary Ministry care; and
- Children and youth 15 years of age and younger with Continuing Custody Order status.

Service Description and Delivery
Child and Youth Care Intervention is a one-to-one, time-limited intervention aimed at children and youth who require teaching and reinforcement of pro-social and life skills, transitional or crisis support, or assistance to connect with specialized services or community supports. Education and skill building opportunities may take place during supervised visitation. Group activities may also be offered to enhance individual interventions.

Goals of the service will be clearly defined, measurable and achievable, and will connect the child or youth to longer-term supports such as recreational or other pro-social activities, Ministry Integrated Youth Service Centres, Volunteer Mentoring programs or other informal or formal supports.

To preserve continuity of service, should the child or youth move to a different location within the City of Vancouver, the Child and Youth Care Counsellor will continue to work with the child or youth for the duration of service. Where required and agreed to with Ministry staff, transitional assistance or service will be provided if a child or youth moves to another Ministry Region or jurisdiction.

Staffing
Services will be provided by Child and Youth Care Counsellors qualified with a Child and Youth Care certificate or degree, or a degree in Social Work or comparable human service field, and with at least two years' experience working with children or youth.

Hours of Service and Length of Involvement
Hours of service will be flexible and will include evenings and weekends. Child and Youth Care Interventions will be available from 9:00am to 9:00pm, Monday to Friday, and 9:00am to 6:00pm, Saturday. Each child or youth will, on average, receive three hours per week of service for up to six months.

Self Help and Mutual Aid

Target Population
Families who have the ability to participate in and would benefit from access to self help materials or from involvement in a mutual aid process. Participants may be families or youth at high risk, families with at risk or high-risk children and youth, families with special needs children or youth, or families or youth who require support before or after professional services.

Service Description and Delivery
Self Help in the Catalogue of Services is defined as the *provision of means whereby children, youth and families use tools such as the internet, videos or books to enhance their skills.*

Mutual Aid in the Catalogue of Services is defined as the *provision of means whereby youth or caregivers with common concerns connect for the purpose of supporting each other.*

Mutual aid services include strategies that connect individuals so that they may learn new ways to cope, determine ways to improve their conditions, and help others while helping themselves. Service provision will be flexible: one to one, group, phone,

or on-line. Access to professional support will be provided. Groups will be formed based on identified needs within the client population. Service may be either time-limited or ongoing. Strategies supplement or prevent the need for more formal services.

The focus and content of mutual aid strategies will be developed based on the child welfare needs of the children, youth and families being served.

Components of Mutual Aid include, but are not limited to:

- Providing and facilitating the sharing of parenting knowledge and techniques
- Study groups based on content identified by participants
- Specialized information and activities designed by and for participants
- Use of culture-specific resources
- Professional support and visiting speakers
- Engagement strategies and incentives to facilitate participation in group-based activities, including transportation and childcare

The parties agree to work together during the funding period to plan and implement effective strategies in this service area.

Staffing

Mutual Aid groups will utilize trained facilitators and access to professional support will be provided. Appropriate, accessible space will be provided in community-based locations across the City of Vancouver.

Hours of Service

Group-based modalities will be available at varying times between 9:00am and 9:00pm, Monday to Friday, and 9:00am to 6:00pm Saturday, designed to facilitate maximum participation.

Linking and Brokerage to Volunteer Mentoring

Target Population

Children or youth who would benefit from a mentor relationship. Service will be prioritized in the following order: children and youth from 6 to 15 years with Continuing Custody Order status; children and youth from 6 to 18 years who are in temporary Ministry or kinship care; and children and youth from 6 to 18 years residing with their families, extended families, or other caregivers.

Service Description and Delivery

Linking and brokerage in the Catalogue of Services is defined as *activities to connect a family, child or youth to a formal support/resource, or to facilitate the formal support's direct connection to a child, youth or family.*

Children and youth will receive one-to-one support, assistance, advocacy and guidance through relationships with screened, trained and supported volunteer adult mentors. The goal of mentoring relationships is to assist children and youth to grow into capable, confident, contributing individuals.

This service will be sub-contracted to two agencies: Big Sisters of BC Lower Mainland and PLEA Community Services Society of British Columbia, and will be provided on a per unit cost basis. Should Big Sisters or PLEA be unable to recruit a suitable volunteer for a referred child or youth, FSGV and WFCS will recruit a suitable volunteer. Screening and reference checks, training, orientation, matching, and ongoing support and supervision will be provided for all volunteer mentors.

FSGV and WFCS will establish links with other mentoring programs, both within the Ministry and in the community.

Hours of Service and Length of Involvement

A two-year time commitment from mentors will be sought. Service for individual children or youth will be provided for an average of four hours every two weeks.

Monitoring and Supervision: Supervised Visitation

Target Population

Families with children or youth in Ministry care where supervised visitation is required due to concerns for the physical, psychological or emotional safety of the child(ren).

Service Description and Delivery
Monitoring and Supervision in the Catalogue of Services is defined as the *observation of, and supplementary case management and/or enforcement for, a child or youth or family.* Supervised Visitation as a sub-service of Monitoring and Supervision is defined as *service provided for children to maintain contact with parents/caregivers/extended family in a safe setting observed by a third party.*

Supervised visitation services will provide opportunities for non-residential parents or caregivers to maintain contact with their children in a safe and neutral setting in the presence of a third party. Services will include one-to-one supervision; monitored exchanges, group supervision; telephone monitoring; or therapeutic supervision. Transportation to and from supervised visits may be provided, if needed.

Supervision will be a component of the Integrated Service Plan and the purpose and goals of the supervision will be established at the time of assessment in consultation with the referring Ministry social worker. The purpose of supervision may include observation and reporting; transportation; or therapeutic or teaching opportunities, as referenced in the Service Description for Therapeutic Interventions. Report writing by visitation supervisors, suitable for presentation at Court proceedings, may be required.

Levels of supervision will range from low vigilance through high vigilance. Family Counsellors will determine, in consultation with Ministry staff, the level of supervision required on an ongoing basis and selection of an appropriate supervision plan will be based on the goals of the supervision service, as identified in the Integrated Service Plan. When reunification is the goal, foster parents will be involved in the supervised visitation to the extent possible.

Supervised access will be offered through three modalities:

- Home-based, supervised access services sub-contracted to Network of Inner City Community Services Society
- Visitation that includes parent education or therapeutic interventions, delivered by Family Counsellors
- Group visitation offered in FSGV facilities, WFCS facilities, or in the facilities of community partners, supervised by FSGV or WFCS staff

Home-based supervision will involve supervision in either the family home, the foster family home, or in a community location. A home support worker will be present to ensure the safety of the child(ren) and facilitate activities that involve the parents and child(ren).

Community-based settings will be developed that provide a comfortable home-like atmosphere with access to activities appropriate to a child or youth's developmental level.

Parent education or therapeutic interventions, offered in conjunction with supervised access, will be supervised by the Family Counsellor. The Family Counsellor will observe and assess family needs, as well as provide direct training, modeling, and therapeutic intervention, as indicated by the Integrated Service Plan.

When agreed upon, Child and Youth Care Counsellors may also be utilized to provide supervised visitation for educational and skill building purposes.

Group visitation will be conducted in FSGV facilities, WFCS facilities, or those of community partners. Groups will be organized in response to the needs of families and their children.

For all modes of supervision, supervisor to child/family ratio will be dependent on the nature and extent of risk factors present; the nature of supervision required in each case; the number and ages of children being supervised; the number of people visiting the child; the duration of the visit; and the expertise and experience of the supervisor.

For all types of visits, participants will be prepared for the visit by the Family Counsellor where involved. Children will be oriented separately from the parents and will establish limits on physical contact. All participants will be informed, as appropriate, regarding requirements for sobriety, deportment and other safety considerations.

The Contractor will establish safety plans, including the provision for visitation supervisors to call for assistance or halt visits should concerns for safety or child comfort arise. In all visits, the safety and well-being of the child(ren) will be the paramount concern and any cases of suspected or substantiated abuse will be reported to the Ministry.

Services will be delivered in the major language groups represented in the City of Vancouver.

Hours of Service and Length of Involvement
The hours of service will be flexible to accommodate the schedules of families and children, including after school, evening and weekend hours. Service will be available on an emergency basis where required, and for the length of involvement required.

Homemaking: In-Home Services

Target Population
Families where an instrumental level of intervention is required, or when emergency service is required and other concrete services have not been sufficient to address the needs identified.

Service Description and Delivery
Homemaking in the Catalogue of Services is defined as the *performance of household tasks and/or modeling of home management processes to support families or caregivers.*

This service will support, maintain, and improve family functioning, and/or assist in preventing institutionalization or another form of out-of-home care. The service will be one component of an integrated service plan agreed to by the Ministry social worker. The assigned Family Counsellor will provide coordination, integration and clinical consultation where indicated. Components of the service will include:

- emergency childcare
- childcare on an interim basis where recommended for respite, or to support parental involvement in professional or community services
- assistance with concrete tasks such as housekeeping, cleaning and meal preparation
- skill-based training focussing on home management and basic parenting skills

Staffing
Services will be provided by direct service providers assigned to the following skill-based classifications:

- Homecare/Housekeeper
- Home Management/Childcare/Parental Support
- Supervised Visits/Teaching Homemaker

Direct service providers will be assigned to referred families based on skills required as determined by family need.

This service will be sub-contracted to Network of Inner City Community Services Society on a per unit cost basis.

Should demand for In-Home Service exceed the capacity of Network Two Community Services, service delivery will be sub-contracted on an hourly basis to Medox Health Services Inc.

Hours of Service and Length of Involvement
Hours of service will be flexible to meet the needs of families, and services will be immediately available where required. The length and intensity of planned service, either intermittent or continuous, will be determined through consultation between the Ministry social worker and the Family Counsellor and will be outlined in the integrated service plan within the following guidelines:

Initial service will be provided for up to one month, comprised of up to six hours per week or 24 hours per month, up to a maximum of 72 hours of service. Service efficacy will be reviewed with the Ministry social worker and the Family Counsellor on a monthly basis, and with the Community Services Manager after 72 hours of service. Requests for additional hours will be reviewed by the Community Services Manager.

Education and Assistance Program (Doula Services)
Doula Services will be provided for specialized in-home education and assistance to help new mothers make a successful transition from pregnancy to parenthood. Doulas will provide emotional, physical, and educational support to families with newborns. This can include mother care and companionship, breast feeding support, infant care guidance, sibling care, information on community services, recommended reading materials and safety precautions in the home, meal preparation, errands and light housekeeping.

Family-specific progress reports will be provided as required with respect to this service, including:

- Summary of service goals
- Observations of parental functioning
- Health and safety of the infant
- Parent-infant interaction
- Recommendations for future service

ATTACHMENT 1.2 – Indicators and Definitions

Attachment 1.2 to Subsidiary Component Agreement No. FT08424008

Program Indicators 2012-2013

FPR Family Preservation & Reunification

No	Service	Indicator	Definition
101	GENERAL	GEN: # intakes	Number of families determined to be eligible for a formal assessment by Family Preservation and Reunification Services this month for the first time. Includes families who have been previously discharged from Family Preservation and Reunification Services but who have returned to address a new or changed situation.
102	GENERAL	GEN: # intakes who identify as Aboriginal	Number of families determined to be eligible to receive one or more components of Family Preservation and Reunification Services this month for the first time who consider themselves to be of Aboriginal heritage. This number is a sub-set of the total number of intakes and therefore cannot exceed that number.
103	**GENERAL**	**GEN: % intakes who identify as Aboriginal**	**# intakes who identify as Aboriginal / # intakes**
111	INTERVENTION	INT: # hours of individual intervention with families	Number of hours this month that staff provided individual intervention on the phone or in person to families. Meetings where the family is present and travel with the client are considered individual intervention for the purposes of this indicator. The number of hours should be reported to the nearest quarter hour e.g. 0.25, 0.5, 0.75, 1, 1.25 etc.
112	INTERVENTION	INT: # families receiving individual intervention	Number of families to whom staff provided individual intervention this month. All members of a family count as a single unit for the purposes of this indicator.
113	**INTERVENTION**	**INT: Average # hours of individual intervention per family**	**# hours / # families**
114	INTERVENTION	INT: # sessions of group intervention with families	Number of times this month that staff provided intervention in a group setting i.e. provided service to members of 2 or more unrelated families at the same time.
115	INTERVENTION	INT: # hours of family group intervention sessions	Number of hours this month that staff provided intervention in a group setting. The number of hours should be reported to the nearest quarter hour e.g. 0.25, 0.5, 0.75, 1, 1.25 etc.
116	INTERVENTION	INT: # attendances at family group intervention sessions	Number of times this month that members of families attended group intervention sessions. Each member of a family attending a session counts separately for the purposes of this indicator.
117	**INTERVENTION**	**INT: Average # attendances per group intervention session**	**# attendances / # sessions**
121	INTERVENTION	INT: # hours of individual intervention with children/ youth	Number of hours this month that staff provided one-to-one intervention with children or youth. The number of hours should be reported to the nearest quarter hour e.g. 0.25, 0.5, 0.75, 1, 1.25 etc.
122	INTERVENTION	INT: # children/ youth receiving individual intervention	Number of children and youth for whom staff provided one-to-one intervention this month. Each child and youth counts separately for the purposes of this indicator.
123	**INTERVENTION**	**INT: Average # hours individual intervention per child/youth**	**# hours / # children/youth**

124	INTERVENTION	INT: # sessions of group intervention with children/ youth	Number of times this month that staff provided intervention in a group setting i.e. provided service to 2 or more unrelated children/youth at the same time
125	INTERVENTION	INT: # hours of group intervention sessions with children/ youth	Number of hours this month that staff provided child care in a group setting. The number of hours should be reported to the nearest quarter hour e.g. 0.25, 0.5, 0.75, 1, 1.25 etc.
126	INTERVENTION	INT: # attendances at group intervention sessions for children/ youth	Number of times this month that children or youth attended a group intervention session for children/ youth. Each child and youth attending a group intervention session counts separately for the purposes of this indicator.
127	**INTERVENTION**	**INT: Average # attendances per group intervention session for children/ youth**	**# attendances / # sessions**
141	HOMEMAKING	HMK: # hours of homemaking	Number of hours this month that staff provided in-home support to families. The number of hours should be reported to the nearest quarter hour e.g. 0.25, 0.5, 0.75, 1, 1.25 etc.
142	HOMEMAKING	HMK: # families receiving homemaking	Number of families to whom staff provided in-home support this month. All members of a family count as a single unit for the purposes of this indicator.
143	**HOMEMAKING**	**HMK: Average # hours homemaking per family**	**# hours / # families**
151	MONITORING & SUPERVISION	SPV: # hours of supervised visitation	Number of hours this month that staff provided supervised visitation to families. The number of hours should be reported to the nearest quarter hour e.g. 0.25, 0.5, 0.75, 1, 1.25 etc.
152	MONITORING & SUPERVISION	SPV: # families receiving supervised visitation	Number of families, including families of CCOs, for whom staff provided supervised visitation this month. All members of a family count as a single unit for the purposes of this indicator.
153	**MONITORING & SUPERVISION**	**SPV: Average # hours supervised visitation per family**	**# hours / # families**
161	MUTUAL AID	MTA: # sessions of mutual aid	Number of times this month that staff facilitated mutual aid in a group setting i.e. provided service to members of 2 or more unrelated families/CCOs at the same time.
162	MUTUAL AID	MTA: # hours of mutual aid sessions	Number of hours this month that staff facilitated mutual aid in a group setting. The number of hours should be reported to the nearest quarter hour e.g. 0.25, 0.5, 0.75, 1, 1.25 etc.
163	MUTUAL AID	MTA: # attendances at mutual aid sessions	Number of times this month that members of families/CCOs attended a mutual aid group. Each member of a family attending a mutual aid session counts separately for the purposes of this indicator.
164	**MUTUAL AID**	**MTA: Average # attendances per mutual aid session**	**# attendances / # sessions**
181	LINKING & BROKERAGE	VME: # Volunteer Mentor matches made	Number of Volunteer Mentor matches that met for the first time this month.
182	LINKING & BROKERAGE	VME: Total # of matches that met	Number of Volunteer Mentor matches that met this month whether for the first or subsequent time.
183	LINKING & BROKERAGE	VME: # hours that matches met	Number of hours this month that Volunteer Mentor matches met. Meetings must take place in person and should be reported to the nearest quarter hour e.g. 0.25, 0.5, 0.75., 1, 1.25 etc.
184	**LINKING & BROKERAGE**	**VME: Average # hours that matches met**	**# hours / # matches that met**
999	**GENERAL**	**GEN: # unique clients YTD**	**# active client units as of April 1, plus # intakes May - March**

ATTACHMENT 2.1 – Financial Report

Attachment 2.1 to Subsidiary Component Agreement No. FT08424008

Financial Report

Sample Report

Name of Organization: Family Services of Greater Vancouver

Contract No.: FT08424008

Period Covered:

Component Schedule No. FT08424008 Detail	Individual FPR Services	Group Interventions: Parent Training and Education and Therapeutic	Specialized Individual Therapeutic Intervention	Child and Youth Care	Self Help/ Mutual Aid	Linking and Brokerage to Volunteer Mentoring	Supervised Visitation	Homemaker/ Doula Services	TOTALS
Total Operational Revenue									
Operational Expenses:									
Total Wages and Benefits									
Total Client Support Costs									
Total Transportation									
Total Program Support									
Total Program Admin. Support									
Total Facilities Expenses									
Total Operational Pre. Admin									
Total Admin. & Gen. Exp.*									
Total Operational Expenses									
Number of Units									
Unit Cost									
Total Surplus/(deficit)	$	$		$	$	$	$		$

* Definitions from the Specified Audit Procedures, Core Policy and Procedures Manual, 6.3.2(d) Continuing Service Agreements, Policy 1, Appendix F.

Comments regarding variances:

This report has been prepared from the books and records of the Contractor for the funding period ended _____. I hereby confirm to the best of my knowledge and belief, that the information contained herein, was compiled in accordance with generally accepted accounting principles and in compliance with the Province's Core Policy and Procedures Manual. There is nothing to my knowledge that has not been disclosed in this report which would affect the accuracy and completeness of the financial information.

Signature: Date

Print Name: Print Title: Executive Director

SUBSIDIARY COMPONENT AGREEMENT (SCA)

BRITISH COLUMBIA

Ministry of Children and Family Development

BRITISH COLUMBIA — Ministry of Children and Family Development	**SUBSIDIARY COMPONENT AGREEMENT: FT08424008** **DOING BUSINESS AS: FAMILY SERVICES OF GREATER VANCOUVER** **Agreement Name:** Vancouver Family Preservation and Reunification Services

HER MAJESTY THE QUEEN IN RIGHT OF THE PROVINCE OF BRITISH COLUMBIA, represented by The Minister of Children and Family Development (the "Province", "we", "us", or "our" as applicable) at the following address:	AND FAMILY SERVICES OF GREATER VANCOUVER (Legal Name) (the "Contractor", "you", or "your" as applicable) at the following address:
SUITE 900-865 HORNBY ST VANCOUVER, B.C CANADA V6Z 2G3 Fax Number: (604)660-4005	201-1638 BROADWAY E VANCOUVER, BC V5N 1W1 Fax Number: (604)733-7009

The term for the Subsidiary Component Agreement begins on: 01/04/2013 (Day/Month/Year) and ends on 31/03/2014 (Day/Month/Year)

THE PARTIES AGREE TO THE TERMS ON THE ATTACHED PAGES OF THIS DOCUMENT AND OUTLINED BELOW.
THIS SUBSIDIARY COMPONENT AGREEMENT IS PART OF THE THIRD PARTY SERVICE AGREEMENT FT08424000.

APPLICABLE SCHEDULES:

- **SCHEDULE A - SERVICES**
- **SCHEDULE B - PAYMENT & FINANCIAL REPORTING**
- **SCHEDULE C - APPROVED SUBCONTRACTOR(S)**
- **SCHEDULE D - RISK MANAGEMENT & CONFLICT RESOLUTION**
- **SCHEDULE E - AUTHORIZED PERSONS (FOR THE SUBSIDIARY COMPONENT AGREEMENT)**
- **SCHEDULE H - ADDITIONAL TERMS**

SIGNED AND DELIVERED on the 3rd day of April, 2013 on behalf of the Province by its duly authorized representative

Signature: Teresa Goodman

Print Name: Teresa Goodman

Position: Contract Manager or Designate

Responsibility Centre: CONTRACT MGMT OFFICE

SIGNED AND DELIVERED on the 2 day of April, 2013 by or on behalf of the Contractor (or by its authorized signatory or signatories if the Contractor is a corporation)

Signature: Caroline Bonesky

Print Name: Caroline Bonesky Position: Chief Executive Officer

Signature:

Print Name: Position:

Signature:

Print Name: Position:

READ TERMS ON THE ATTACHED PAGES OF THIS DOCUMENT

SCHEDULE A – SERVICES

General

The Contractor will provide all necessary components for delivery of the programs delineated below, including sufficient qualified program staff, administrative support, premises, materials and equipment.

Family, child or youth specific progress reports and reports suitable for presentation in Court proceedings will be provided where required and in a mutually agreed upon format.

The Province will appoint a contract supervisor for the Contractor's services funded under this Agreement. The parties agree to conduct contract reviews during the Funding Period to review the ***Service Deliverables*** and any other issues of mutual concern, including the following:

- statements and reports required in Schedule H, *Statements and Reports*;
- program elements, including hours of operation;
- access and admission criteria;
- intake and referral processes;
- frequency, content and format of progress and Court ready reports
- wait list management;
- exceptions to normal practice;
- critical incident reporting procedures;
- issue management;
- program liaison.

Services have been restructured based on a comprehensive system of care model, supported by accreditation and enhanced reporting requirements. The Province and the Contractor are using a collaborative approach to the continuing development of output-based contracts and measurable client outcomes. Both parties agree to work together to achieve these objectives. Data collected during the term of this agreement will be reviewed by both parties and then used to establish baseline targets for future contracts.

SERVICE DESCRIPTION: FAMILY PRESERVATION AND REUNIFICATION SERVICES

Family preservation and reunification is comprised of an array of services accessed by referral from the Ministry of Children and Family Development (MCFD).

Individual Family Preservation and Reunification Services

This is a range of individual family preservation and reunification services provided by a Family Counsellor and delivered primarily in the family home and community. Services will include, but not be limited to:

- Assessment and integrated service planning
- Services to address concrete needs
- Individual parent training and education
- Therapeutic interventions with individuals, couples and families
- Linkages to formal and informal supports

Associated Services

Associated services are adjuncts to the individualized work of a Family Counsellor, or are provided as a direct service forming part of the integrated service plan developed by Ministry social workers. These services are group-based, or are provided by another professional or service provider. Services and components may be provided at the completion of family counselling services or at any point during service provision depending on child, youth and family need and readiness. Associated services will include but are not limited to:

- Group-based parent training and education
- Specialized individual and group-based therapeutic interventions
- Child and youth care intervention
- Self help/mutual aid
- Linking and brokerage to volunteer mentoring services
- Monitoring and supervision: supervised visitation
- Homemaking: in-home services

Services have been restructured based on a comprehensive system of care model, supported by accreditation and enhanced reporting requirements. The Province and the Contractor are using a collaborative approach to the continuing development of output-based contracts and measurable client outcomes. Both parties agree to work together to achieve these objectives. Data collected during the term of this agreement will be reviewed by both parties and then used to establish baseline targets for future contracts.

SUMMARY

Term **01/04/2013 to 31/03/2014** ***Total Amount of Component Agreement*** **$5,383,058.00**

Allocation by Programs and Services

Programs		
Family Preservation and Reunification		
	Homemaking - General	$66,900.00
	Intervention - General	$4,412,546.48
	Intervention - Therapeutic Intervention/Treatment	$174,711.52
	Linking and Brokerage - General	$40,800.00
	Monitoring and Supervision - Supervised Visitation	$371,623.00
	Mutual Aid - General	$10,015.00
	Training and Education - General	$306,462.00
	Sub-Total	**$5,383,058.00**
	Total	**$5,383,058.00**

Allocation by Community

Communities Served		
Vancouver North		$2,691,529.00
Vancouver South		$2,691,529.00
	Total	**$5,383,058.00**

Allocation by Business Area

Core Business Area	**Business Area - Sub Business Area**
Child and Family Development	

Core Business Area	Business Area - Sub Business Area	
	Family Development/Family Preservation and Reunification	$5,383,058.00
	Sub-Total	**$5,383,058.00**
	Total	**$5,383,058.00**

PROGRAMS

Family Preservation and Reunification

TARGET POPULATION: Families involved with the ministry through its protection mandate. The focus is on families with children twelve years of age and under, but includes families with both children and youth.

OUTCOME: Children, youth and their families are able to remain together or, if apart, are able to reunite, free from abuse and neglect.

Child and Youth Care Intervention (Family Preservation and Reunification)

SERVICE: INTERVENTION - GENERAL — **Total Amount** $220,000.00

Definitions	Activities provided to maintain or prompt a planned change in the behaviour, condition or functioning of children, youth, and/or families/caregivers.			
Project Code	18CN289			
Input	Degreed Staff			
Output Indicators	# Direct One to One Hours	**Quantity**	4325	
Reporting Frequency	Monthly			
Core Business Area	Child and Family Development			
Business Area	Family Development			
Sub Business Area	Family Preservation and Reunification			
Communities Served				
Vancouver North	**Recipient(s)**	0 to 12 years	**Amount**	$110,000.00
Vancouver South	**Recipient(s)**	0 to 12 years	**Amount**	$110,000.00

This allocation is provided as an estimate.

Homemaker and Doula Services (Family Preservation and Reunification)

SERVICE: HOMEMAKING - GENERAL — **Total Amount** $66,900.00

Definitions	Performance of household tasks and/or modeling of home management processes to support families or caregivers.			
Project Code	18CN241			
Input	Qualified Staff			
Output Indicators	# Direct One to One Hours	**Quantity**	1911	
Reporting Frequency	Monthly			
Core Business Area	Child and Family Development			
Business Area	Family Development			
Sub Business Area	Family Preservation and Reunification			
Communities Served				
Vancouver North	**Recipient(s)**	Family	**Amount**	$33,450.00
Vancouver South	**Recipient(s)**	Family	**Amount**	$33,450.00

This allocation is provided as an estimate.

Family Counsellor Intervention (Family Preservation and Reunification)

SERVICE: INTERVENTION - GENERAL — **Total Amount** $4,192,546.48

Definitions	Activities provided to maintain or prompt a planned change in the behaviour, condition or functioning of children, youth, and/or families/caregivers.
Project Code	18CN289

Input	Qualified Staff			
Output Indicators	# Direct One to One Hours	**Quantity**	20304	
	# Recipients of One to One Services		500	
Reporting Frequency	Monthly			
Core Business Area	Child and Family Development			
Business Area	Family Development			
Sub Business Area	Family Preservation and Reunification			
Communities Served				
Vancouver North	**Recipient(s)**	Family	**Amount**	$2,096,273.24
Vancouver South	**Recipient(s)**	Family	**Amount**	$2,096,273.24

This allocation is provided as an estimate.

Supervised Visitation (Family Preservation and Reunification)

SERVICE: MONITORING AND SUPERVISION - SUPERVISED VISITATION			**Total Amount**	$371,623.00
Definitions	Service provided for children to maintain contact with parents/caregivers/extended family in a safe setting observed by a third party.			
Project Code	18CN364			
Input	Qualified Staff			
Output Indicators	# Direct One to One Hours	**Quantity**	5309	
Reporting Frequency	Monthly			
Core Business Area	Child and Family Development			
Business Area	Family Development			
Sub Business Area	Family Preservation and Reunification			
Communities Served				
Vancouver North	**Recipient(s)**	Family	**Amount**	$185,811.50
Vancouver South	**Recipient(s)**	Family	**Amount**	$185,811.50

This allocation is provided as an estimate.

Mutual Aid (Family Preservation and Reunification)

SERVICE: MUTUAL AID - GENERAL			**Total Amount**	$10,015.00
Definitions	Provision of means whereby youth or caregivers with common concerns connect for the purpose of supporting each other.			
Project Code	18CN385			
Input	Qualified Staff			
Output Indicators	# Direct Group Hours	**Quantity**		
Reporting Frequency	Monthly			
Core Business Area	Child and Family Development			
Business Area	Family Development			
Sub Business Area	Family Preservation and Reunification			
Communities Served				
Vancouver North	**Recipient(s)**	Parents/Caregivers	**Amount**	$5,007.50
Vancouver South	**Recipient(s)**	Parents/Caregivers	**Amount**	$5,007.50

This allocation is provided as an estimate.

Group Intervention (Family Preservation and Reunification)

SERVICE: TRAINING AND EDUCATION - GENERAL — **Total Amount** $306,462.00

Definitions	Range of strategies for imparting knowledge, improving skills and building awareness of resources.			
Project Code	18CN529			
Input	Qualified Staff			
Output Indicators	# Direct Group Hours	**Quantity**	1278	
Reporting Frequency	Monthly			
Core Business Area	Child and Family Development			
Business Area	Family Development			
Sub Business Area	Family Preservation and Reunification			
Communities Served				
Vancouver North	**Recipient(s)**	Parents/Caregivers	**Amount**	$153,231.00
Vancouver South	**Recipient(s)**	Parents/Caregivers	**Amount**	$153,231.00

This allocation is provided as an estimate.

Specialized Therapeutic Intervention (Family Preservation and Reunification)

SERVICE: INTERVENTION - THERAPEUTIC INTERVENTION/TREATMENT — **Total Amount** $174,711.52

Definitions	Structured, planned and empirically supported therapy/treatment.			
Project Code	18CN294			
Input	Qualified Staff			
Output Indicators	# Direct One to One Hours	**Quantity**	2216	
Reporting Frequency	Monthly			
Core Business Area	Child and Family Development			
Business Area	Family Development			
Sub Business Area	Family Preservation and Reunification			
Communities Served				
Vancouver North	**Recipient(s)**	Family	**Amount**	$87,355.76
Vancouver South	**Recipient(s)**	Family	**Amount**	$87,355.76

This allocation is provided as an estimate.

Volunteer Mentoring (Family Preservation and Reunification)

SERVICE: LINKING AND BROKERAGE - GENERAL — **Total Amount** $40,800.00

Definitions	Activities to connect a family, child or youth to a formal support/resource, or to facilitate the formal support's direct connection to a child, youth or family.			
Project Code	18CN313			
Input	Qualified Staff			
Output Indicators	# Direct One to One Hours	**Quantity**	1980	
	# Recipients of One to One Services		20	
Reporting Frequency	Monthly			
Core Business Area	Child and Family Development			
Business Area	Family Development			
Sub Business Area	Family Preservation and Reunification			
Communities Served				
Vancouver North	**Recipient(s)**	Family	**Amount**	$20,400.00
Vancouver South	**Recipient(s)**	Family	**Amount**	$20,400.00

This allocation is provided as an estimate.

BUSINESS AREA OUTCOMES

- Families have an enhanced capacity to care for their children
- Extended Families and communities are actively engaged and caring for children
- Children and youth are healthy and have a sense of well-being
- Children and youth are free from abuse, neglect and exploitation
- Children and youth experience stability and permanence in their family and alternative family environment
- Children in care are engaged and successful at school and experience positive outcomes
- Children in care transition successfully to adulthood through appropriate supports and supportive relationships

Attachments

Name	Attachment 1.1 - Service Overview 13-14	*Attachment 1.1 - Service Overview 13-14.doc*
Name	Attachment 1.2 - Indicators and Definitions	*Attachment 1.2 - Indicators and Definitions.doc*

SCHEDULE B – PAYMENT & FINANCIAL REPORTING

Aggregate Maximum

1.1 Subject to the provisions of the Third Party Service Agreement and this Subsidiary Component Agreement, we will pay you an amount not exceeding $5,383,058.00, including GST, in the aggregate, for providing the Services set out in Schedule A, during the term of this Subsidiary Component Agreement.

Payments

2.1 **Monthly Recurring**

We will pay you on or about the 15th day of the month commencing on the 1st day of April, 2013 as provided in the following payment schedule:

From	To	Amount	GST	Total
April 1, 2013	April 30, 2013	$448,588.35	$0.00	$448,588.35
May 1, 2013	March 31, 2014	$448,588.15	$0.00	$4,934,469.65
				$5,383,058.00

2.2 **Payment Address**

201-1638 BROADWAY E VANCOUVER, BC V5N 1W1

Goods and Services Tax (GST)

Financial Reports

2.3 In addition to the financial statements referred to in the Audit and Service Evaluation section of FT08424000 any financial reports should, at a minimum, relate costs to service outputs. The following additional financial reports are required:

Name	Description
Semi-annual Service Cost Report	Report that outlines the semi-annual costs associated with a service.
9-Month Service Cost Report	Report that outlines the costs associated with a service every 9 months.

Transition to Unit Cost Based Payments

2.4 Not applicable

Attachments

Name	Attachment 2.1 - Financial Report	*Attachment 2.1 - Financial Report.doc*

SCHEDULE C – APPROVED SUBCONTRACTOR(S)

Subcontractors

1.1 The following persons or organizations, are specified as Subcontractors under section 12 of the Third Party Service Agreement, for purposes of this Subsidiary Component Agreement:

1. Big Sisters of BC Lower Mainland,

2. PLEA Community Services Society of BC,

3. Medox Health Services Inc.,

4. PACE Child and Family Society,

5. Westcoast Family Centres Society,

6. Network of Inner City Community Services Society,

SCHEDULE D – RISK MANAGEMENT & CONFLICT RESOLUTION

Criminal Record Check

1.1 In accordance with the Criminal Records Review Act, you must undertake a criminal record check of each staff member or other person who has, or potentially has, unsupervised access to children, or who has access to their records.

1.2 In addition to any criminal record checks required under the Criminal Records Review Act, you must undertake a criminal record check on volunteers or other individuals who have, or potentially have, unsupervised access to children or their records.

1.3 Upon our written request you must provide us written confirmation that:

(a) criminal record checks have been initiated;
(b) you have acted on instructions from the adjudicator or us; and
(c) all other related procedures have been followed.

Conflict Resolution Officials

2.1 The designated "Officials" of the parties for the purposes of the Conflict Resolution Protocol are:

	Province	**Contractor**
Stage One:	Contract Manager	Director
Stage Two:	Executive Director of Service	Executive Director or Chairperson
Stage Three:	Deputy Minister or Designate	Chair, Board of Directors or Designate

Permits and Licenses

3.1 You must obtain all the permits and licenses required to perform the Services, including, but not limited to:

(a) any permits or licenses required by municipal or health authorities for the operation of the Services delineated in Schedule A.

(b) any municipal, provincial, federal permits and licenses required to provide the Services including motor vehicle licenses of the appropriate class to provide transportation to clients.

Insurance and Indemnity

A. For all Contractor's activities under this Agreement to which the Master Insurance Program applies, as determined by the Province in its sole discretion:

4.1 The Province will purchase and maintain Comprehensive General Liability insurance in the amount of $2,000,000 inclusive per occurrence against bodily injury and property damage arising out of the Contractor's performance of the Services on behalf of the Province as outlined in this Agreement.

4.2 The Contractor shall be responsible for and pay any deductible under the policy.

4.3 The Contractor will be provided with a Certificate of Insurance and a copy of the insurance policy wording.

4.4 The Province will take reasonable steps to ensure the coverage specified in section 1 is continuous for the duration of this Agreement but the Province does not accept responsibility for providing coverage in the event the insurance is cancelled or reduced by the insurer.

4.5 The Province does not represent or warrant that the policy contains insurance for any and all losses. It is the Contractor's responsibility to ascertain the exact nature and extent of coverage of the policy as well as any and all terms and conditions of the policy.

4.6 The Contractor shall provide, maintain, and pay for, any additional insurance which the Contractor is required by law to carry, or which the Contractor considers necessary to cover risks not otherwise covered by insurance specified in section 1.

B. For all Contractor's activities to which the Master Insurance Program does not apply, the Contractor shall:

5.1 The Contractor must, without limiting its obligation or liabilities and at its own expense, purchase and maintain throughout the term of this Agreement the following insurances with insurers licensed in Canada in forms and amounts acceptable to the Province:

(a) Commercial General Liability in an amount not less than $2,000,000.00 inclusive per occurrence against bodily injury, personal injury and property damage and including liability assumed under this Agreement and this insurance must:

(i) include the Province as an additional insured;

(ii) be endorsed to provide the Province with 30 days advance written notice of cancellation or material change; and

(iii) include a cross liability clause.

5.2 All insurance described in paragraph 1 of this Schedule must:

(a) be primary; and

(b) not require the sharing of any loss by any insurer of the Province.

5.3 The Contractor must provide the Province with evidence of all required insurance:

(a) Within 10 working days of commencement of the Services, the Contractor must provide to the Province evidence of all required insurance in the form of a completed Province of British Columbia Certificate of Insurance.

(b) If the insurance policy(ies) expire before the end of the term of this Agreement, the Contractor must provide within 10 working days of expiration, evidence of new or renewal policy(ies) of all expired insurance in the form of a completed Province of British Columbia Certificate of Insurance.

(c) Notwithstanding paragraph 3(a) or (b) above, if requested by the Province at any time, the Contractor must provide to the Province certified copies of the required insurance policies.

5.4 The Contractor shall provide, maintain, and pay for, any additional insurance which it is required by law to carry, or which it considers necessary to cover risks not otherwise covered by insurance specified in this schedule in its sole discretion.

C. Whether A or B applies to the Services, for all Contractor activities under this Agreement:

6.1 The Contractor shall maintain Automobile Liability insurance on all vehicles owned, operated or licensed by the Contractor in an amount not less than $2,000,000 per occurrence, and where applicable the Contractor may show evidence of this insurance using an ICBC Confirmation of Insurance Coverage (APV-47) form in place of the requirement for the BC Certificate of Insurance.

6.2 Additional Insurance: Not applicable

SCHEDULE E – AUTHORIZED PERSONS (FOR THE SUBSIDIARY COMPONENT AGREEMENT)

Authorized Persons

1.1 The Contractor designates any of the following persons, (identified by name and/or position) to act for you in relation to this Subsidiary Component Agreement:

Caroline Bonesky, Chief Executive Officer

1.2 The Ministry designates any of the following persons (identify by name and/or position) to act for us in relation to this Subsidiary Component Agreement:

Contract Manager or Designate

SCHEDULE H – ADDITIONAL TERMS

Other

1. Notwithstanding Clause 55 (b) of the Third Party Service Agreement, the termination notice period for this Subsidiary Component Agreement is 90 days.

PAYMENT AND FINANCIAL INFORMATION

Aggregate Maximum

Subject to the provisions of this Agreement, the Province will pay to the Contractor an amount not exceeding **$5,383,058.00** in the aggregate for providing the Component Services during the Funding Period.

Annual baseline funding has been increased by a net total of $72,228.00 from $5,310,830.00 to **$5,383,058.00**, as follows:

a) An increase of $102,228.00 due to the transfer of funding from Vancouver Aboriginal Child and Family Services Society (VACFSS) Component Services Schedule R000139806 for the provision of services to Aboriginal families referred by Ministry teams. This is considered to be the equivalent of 1.0 FTE and was previously funded through a contractual agreement between VACFSS and Family Services of Greater Vancouver.

b) A decrease of $30,000.00 in funding for in-home services. This funding has been transferred to Family Services of Greater Vancouver Subsidiary Component Agreement FT08424005 for the provision of Safe House services.

STATEMENTS AND REPORTS

The Contractor will submit to the Province reports, in form and content acceptable to the Province, relating to the services and programs outlined in this Agreement. The required reports include, but are not limited to, the following:

(a) Monthly Indicator Reports – Indicators and Definitions are outlined in Attachment 1.2 to this Agreement

(b) Annual Report on Outcomes

(c) Other information as may be requested by the Province

The parties agree to work collaboratively in the development and implementation of outcome measurement tools that may be considered during the Funding Period.

Required reports will be submitted within 15 business days of the end of the period specified, commencing with a first report for the period ending April 30, 2013. For the purpose of this section and section 1.3, a "business day" is any day that is not a Saturday, a Sunday or a statutory holiday in British Columbia.

Financial Reports

Whether or not an annual financial statement (or review or audit of the same) is required and submitted under section 40 of the Third Party Service Agreement, the Contractor will, for the purposes of negotiation of any future agreement, submit to the Province, within 30 business days of the end of the 2nd and 3rd quarters of the Funding Period, a Financial Report (unaudited) showing revenues and expenditures for each service area. A sample of the Financial Report (unaudited) is included as Attachment 2.1 to this Agreement.

ATTACHMENT 1.1 – Service Overview

Attachment 1.1 to Subsidiary Component Agreement FT08424008

Overview

Family Services of Greater Vancouver (FSGV), in partnership with Westcoast Family Centres Society (WFCS), will deliver non-residential Family Preservation and Reunification Services to children, youth, and their families and caregivers across the City of Vancouver. FSGV will be the primary service provider in Vancouver South, while WFCS will be the primary service provider in Vancouver North. FSGV will be the lead agency for this Agreement and will assume responsibility for the delivery of all services included in this Agreement. Additional sub-contracting relationships may be entered into with the agreement of the Ministry. The Director of FSGV will assume primary responsibility for all sub-contracted services, including planning and quality control.

Family Preservation provides goal-oriented home and community-based service with multiple components to prevent out-of-home placement and reduce risk of maltreatment. Family Reunification includes the additional planned process of reconnecting children in out-of-home care with their families. Involvement of caregivers in reunification efforts is critical, and program staff will work closely with Ministry staff and caregivers in the delivery of this aspect of service. The range of service also includes direct interventions to individual children and youth with Continuing Custody Order status, and their families and caregivers.

Services will focus on families with children twelve years of age and younger, however, will include families with both children and youth. Services include interventions provided by a Family Counsellor, supplemented by a range of associated services designed to support and maintain progress achieved. Permanency for children and youth will be a goal across all service areas.

Services will be provided in the range of major languages represented in the City of Vancouver and will be adapted to meet the cultural needs of children, youth and families. Location of service will be determined based on family need and may include consideration of factors related to safety, confidentiality, and type of intervention provided.

Services will be provided to Aboriginal families referred from Ministry teams or Vancouver Aboriginal Child and Family Services Society (VACFSS) as agreed upon with the Ministry. Services will be culture based and designed to meet the unique and varied needs of Aboriginal children, youth and their families.

FSGV and WFCS will work collaboratively with Ministry staff, including Children and Youth with Special Needs, Child and Youth Mental Health and Community Youth Justice program areas. FSGV and WFCS will establish links to, and work collaboratively with, a broad range of key partners in service provision including, but not limited to, schools and other educational programs; alcohol and drug services; health services, including family physicians; municipal and other community-based service providers; services to Aboriginal children and families, and the Ministry of Social Development. FSGV and WFCS will work collaboratively with Community Services Managers to develop and participate in ongoing efforts to promote effective, efficient and integrated service provision.

Following is a list of service areas comprising ***Family Preservation and Reunification Services*** included in this Agreement. A family may be provided with any or all components in the range, in the order, intensity and manner indicated by assessed need. Direct services from the range noted will also be provided to children and youth in the Continuing Custody of the Director, and to their families and caregivers where indicated.

A. Individual Family Preservation and Reunification Services

Individual Family Preservation and Reunification Services are services provided directly to families by a Family Counsellor and are delivered primarily in the home. Additional specialized therapeutic interventions may be provided as an associated service by a clinician working directly with the Family Counsellor. Individual services include, but are not limited to:

- Assessment and integrated service planning
- Services to address concrete needs
- Individual parent training and education
- Therapeutic interventions with individuals, couples and families
- Linkages to formal and informal supports

B. Associated Services

Associated services are adjuncts to the individualized work of a Family Counsellor, or are provided as a direct service forming part of the integrated service plan developed by Ministry social workers. These services are group-based or are provided by another professional or service provider and may be provided in the home or in community-based sites. Services and components may be provided at the completion of individual service or at any point during service provision depending on child, youth and family need and readiness. Associated services include, but are not limited to:

- Group-based parent training and education
- Specialized individual and group-based therapeutic interventions
- Child and youth care intervention
- Self help/mutual aid
- Linking and brokerage to volunteer mentoring services
- Monitoring and supervision: supervised visitation
- Homemaking: in-home services

Service definitions and output indicators have been adjusted to align with the *Catalogue of Services*, either as a service or a sub-service. A copy of this document is available on request.

Staffing
Services will be provided in the City of Vancouver by four teams of seven Family Counsellors, each supervised by a Team Manager. Two of the teams will be located in the North area of Vancouver, and two in the South area of Vancouver. A centralized referral and intake team will be supervised by a Team Manager and will serve both Vancouver South and Vancouver North.

Locations for Service
The following locations will be available in the City of Vancouver:
#201, 460 Nanaimo Street
2995 Fraser Street
Ste. 101 and 104, 2780 East Broadway
#201, 2010 East 48th Avenue

Groups will be provided at the above sites and in other neighbourhood sites accessible to families in the communities being served.

Program Description and Delivery

Referrals
All referrals to the service will be made by the Ministry and will have Ministry involvement. It is estimated that **450** to **500** referrals for families or children and youth with Continuing Custody Orders will be received. Referral types include the following:

Type One Referral
Families where initial assessment of risk indicates that ongoing Ministry involvement is not required, but time-limited intervention is recommended. Service for these families will be short term and will be provided for a maximum of eight to twelve weeks. The intent is that the Ministry file would be closed upon completion of service.

Type Two Referral
Families from type one referral, where re-assessment of risk during the period of service indicates a need for ongoing Ministry involvement. The family's Ministry file would then be transferred to a Ministry Family Service, Youth, Guardianship or other team for longer-term intervention.

Type Three Referral
Families who are new to the Ministry and where initial assessment of risk indicates a need for ongoing Ministry involvement. These families may have children who are at risk of entering Ministry care, or children who have recently entered Ministry care.

Type Four Referral
Families who have had longer term involvement with Ministry services, either on an intermittent or continuous basis, and where the level of risk has been established confirming the need for ongoing intervention. These will be families whose children are at risk of entering Ministry care, or families with children in care, who have longer-term involvement with Ministry staff.

Type Five Referral
Direct services to children and youth with *Continuing Custody Order* status, and their families and caregivers where indicated. Services provided may include, but are not limited to, therapeutic interventions, child and youth care interventions, self-help/mutual aid, supervised visitation, and volunteer mentoring.

A centralized referral number will be provided.

Hours of Service
Family Preservation and Reunification Services will be available from 7:00am to 9:00pm, Monday to Friday and Saturdays and Sundays as required by families being served. Office hours will be 8:30am to 5:00pm, Monday to Thursday, and 8:30am to 4:30 pm on Friday. Emergency coverage will be provided by Managers and Family Counsellors via cell phone. The hours of availability for other service components will vary from these core hours to accommodate the schedules and needs of children, youth and families served. Exceptions are noted below in detailed service component descriptions.

A. Individual Family Preservation and Reunification (Intervention)

Intervention in the Catalogue of Services is defined as *activities provided to maintain or prompt a planned change in the behaviour, condition or functioning of children, youth, families/ caregivers.* Therapeutic intervention/treatment as a sub-service of intervention is defined as *structured, planned and empirically supported therapy/treatment.*

Individual family preservation and reunification services will involve parents, caregivers, and children and youth, and will be delivered primarily in the family or caregiver home or a site preferred by the family. Depending on the type of referral and assessed need of the family, services will be made available from one to six months, with a maximum of eight to twelve weeks for those families where short-term involvement is recommended.

Each family referred to the service will work with one Family Counsellor to ensure continuity of service. Should a file transfer occur from one Ministry team to another, or if the child, youth or family moves to a different location within the City of Vancouver, this Family Counsellor will continue to work with the family for the duration of service. Where a transfer is made outside of the City of Vancouver, transitional assistance or service will be provided where indicated and possible.

Family Counsellors providing individual family preservation and reunification services will possess a graduate degree in social work or a comparable human service field from an accredited institution, and have at least two years' experience in family and children's services; and /or a bachelor's degree in social work or another human service field from an accredited institution and at least three years' post-degree experience in family and children's services.

The number of years of experience required for Family Counsellors providing individual family preservation and reunification services may be modified where the needs of children, youth or families served require a specific language capacity and where recruitment efforts have not identified qualified candidates under current provisions within this agreement. Additional clinical supervision and training will be provided to staff hired under these modified experience requirements.

Family Counsellors will provide reports and evidence for court proceedings where indicated.

Waitlists for services will be managed in a manner acceptable to the Province.

Family Counsellors will work closely with Ministry social workers to identify the frequency of involvement required with the family and the frequency of contact required with the Ministry social worker. For families requiring intensive individual work, services may consist of contact in the home with the Family Counsellor in combination with associated services for up to twenty hours per week. This intensity of service will be provided where significant crisis intervention is required, and/or where risk to children or youth in the home necessitates this level of involvement.

Assessment and Integrated Service Planning

Target Population
All referrals to Individual Family Preservation and Reunification Services, including children and youth with Continuing Custody Order status.

Service Description
Assessment in the Catalogue of Services is defined as the *process of information collection, analysis, and judgement/diagnosis to inform decisions and plans for children, youth and families.*

The Ministry will be responsible for prioritizing referrals to the Family Preservation and Reunification Service and, with all referrals, will provide relevant information from Structured Decision Making assessments where applicable, as well as relevant information from specialized clinical assessments, historical information and other file documentation.

Upon referral to the service, a Family Counsellor will be assigned to the referred child, youth and/or family. In consultation with the referring social worker, initial contact will be made by the Family Counsellor with the family within 24 hours of referral where required. Contact may be made by telephone or in person, either in the family home or at another location in the community agreed upon between the Family Counsellor and the family.

The focus of the initial contact will be to identify and resolve immediate or imminent crises, provide assessment related to child safety, identify concrete needs and establish rapport prior to the first integrated service planning meeting.

Assessment and integrated service planning will be coordinated with other Ministry planning processes where indicated, to efficiently and effectively integrate service and service provision. Other Ministry planning processes include:

- Structured Decision Making;
- Comprehensive Plan of Care (CPOC) development;
- Family Group Decision Making (FGDM); and
- Alternate Dispute Resolution Processes.

Based on the most effective planning process, and in collaboration with the referring Ministry social worker, an individualized, Integrated Service Plan will be developed for each referred family, or individual child or youth, and will contain those component services included in this Subsidiary Component Agreement that are necessary to meet identified goals.

Integrated Case Management (ICM) will be used in the planning process where indicated. Families will be encouraged and supported to actively plan for and participate in ICM meetings, however, the Family Counsellor will have overall responsibility for the co-ordination and execution of meetings. Ministry social workers and foster parents will be integrally involved in the planning process, as will families and other caregivers, extended family, and children and youth where indicated. Other professionals, community service providers, and community members will be included as required. Service planning for a shorter-term intervention of a type one referral may be abbreviated, and will be based on an approach agreed upon with the referring Ministry social worker.

Service plans may include both individual and associated services, and services offered through community partners.

Subsequent ICM meetings will assess the progress of the Integrated Service Plan and identify the need for further services and supports. Services will continue for **eight to twelve weeks** for shorter-term, type one referrals, and **up to six months** for other referral types, depending on need. Ministry approval is required for individual family counsellor service extended beyond six months.

The Family Counsellor will:

- ensure that a formal, integrated service planning meeting occurs a minimum of every five months or more frequently where required during the period of service provision for longer term referrals
- share with referring Ministry social workers the results of any assessment processes or evaluative mechanisms used by program staff to evaluate progress toward case goals and objectives
- submit written reports regarding progress to referring Ministry social workers, including a primary assessment and service plan at six (6) weeks, an initial report at three (3) months, and a discharge report at six (6) months
- submit other reports as requested
- provide or arrange transportation within the geographic boundaries of the City of Vancouver to those families who require it to ensure their attendance at site-based activities.

Discharges from Family Preservation and Reunification Services and its component services will be planned and will culminate in a discharge meeting, at which time follow-up supports will be identified. Following discharge and in consultation with the referring social worker, the Family Counsellor may engage in follow-up activities with the family, including bi-weekly or monthly telephone contact for up to six months as required.

Services to Address Concrete Needs

Target Population
All family referrals to Individual Family Preservation and Reunification Services

Service Description
Basic concerns regarding housing, food, income support, and health will need to be resolved to the extent possible before families will be able to address underlying issues such as parenting, communication and relationships. All families referred to Individual Family Preservation and Reunification Service will be assessed for concrete needs. Assessment of, planning for and meeting concrete needs will occur during the Family Counsellor's initial contact with the family and will continue throughout the period of service. The program will provide for some needs directly and, for others, will assist clients to access appropriate service organizations to meet their concrete needs.

Flexible funding will be made available for the provision of concrete services such as planned or emergency transportation, or emergency needs such as food, childcare, clothing, furnishings or household supplies. These services will be used to prevent significant deterioration in the family's circumstances, or to prevent out-of-home placement of a child or youth. Concrete services provided directly through flexible funding will be used only if linkage services and advocacy by Ministry staff are unsuccessful in addressing the immediate or crisis needs identified. Liaison with the Ministry of Social Development may be required to avoid duplication of existing service.

Concrete services may also be provided to children, youth and families on a planned basis to facilitate involvement in other services areas. This category includes such concrete services as transportation and childcare provided to parents attending therapy or a self-help/mutual aid group; or food and other site-based amenities to support participation in services such as group-based parent training and education, group-based therapeutic interventions, and self-help/mutual aid groups.

Components of the service include, but are not limited to:

- Providing or working with the family to obtain:
    - emergency food supplies
    - basic personal or household necessities
    - emergency income assistance
    - emergency transportation
- Working with the family to obtain:
    - emergency shelter or housing
    - health care to address imminent needs
    - reliable emergency and community-based childcare
    - employment were required on an urgent basis
- Linkages to Ministry and community respite services
- Liaison with Ministry staff for advocacy and assistance in addressing identified needs
- Liaison with the Ministry of Social Development or other sources to assist the family in obtaining shelter, housing, income, food or employment
- Planned provision of concrete services to facilitate participation in other service areas.

Parent Training and Education

Target Population
Parents or caregivers who would benefit from this service include those experiencing challenges in managing their child's behaviour due to the child's emotional, behavioural or physical needs; parents whose children exhibit behaviours known to be associated with maladaptive parenting practices or family dysfunction; parents who would benefit from enhanced parent-child interaction due to economic circumstances, social isolation or level of parenting skill; and parents with children at risk or at high risk of abuse or neglect.

Service Description
Training and Education in the Catalogue of Services is defined as a *range of strategies for imparting knowledge, improving skills and building awareness of resources.*

The following description includes both individual and group-based parent training and education. Group intervention is provided as an associated service.

This component service encompasses parent education, builds and models parenting skills and strategies, and includes specialized programs based on the assessed needs of children, youth and parents. Services will mitigate behaviour problems in children and increase competence and confidence in parents and will be available through individual work with a family's assigned Family Counsellor, through groups offered in community-based sites, or a combination of these options.

Prior to offering Parent Training and Education, the Family Counsellor will assess the client's readiness to learn, as readiness to learn may be impaired by severe economic and environmental crises, acute mental illness, or active substance misuse. If such issues are present, other approaches to working with the family will be required before this service may be offered. Additionally, assessment will include a determination of the family's capacity and current circumstances and the parents' and child's cognitive capacity. Determination of these elements will indicate the appropriate content and strategies required to effectively deliver these services. Programming will be modified to meet the unique needs and developmental levels of both parents and children. Programming will also be modified to meet the needs of both parents and children where children exhibit significant behavioural and emotional disturbances.

Family Counsellors will use a wide variety of techniques to teach parenting skills, including role play, practical demonstration of skills, readings or video tapes followed by discussion, intervention into the child's behaviour with the parent observing, and observation of the parent's behaviour for later discussion.

Group-based parent training will be comprehensive and structured and facilitated by one Family Counsellor and a student or volunteer co-ordinator. Techniques employed in group-based training will include role playing, use of videotaped vignettes of parent-child interaction followed by role play and discussion, practice of learned skills in groups or with the child, and directed readings. Groups will be offered at a variety of community-based locations throughout the City of Vancouver.

Components of Parent Training and Education, both individual work and group-based training, include but are not limited to:

- Educating parents in child development and appropriate parental expectations
- Teaching of activities which enhance child development and improve parent-child interaction
- Teaching and modelling of behaviour management strategies and techniques, for example:
    - teaching of positive reinforcement and praise to encourage desirable behaviour
    - ignoring inappropriate behaviour and using "time outs"
    - effective limit-setting
- Psychoeducation regarding behavioural or other disorders
- Problem solving skills for both parents and children
- Anger and stress management techniques for parents
- Teaching and modelling of household management skills
- Strengthening social support and self care
- Homework and homework review with parents and children
- Building communication skills for both parents and children
- Interactive work with children, including building social skills, empathy and anger management, and co-operation at home and school
- Engagement strategies and incentives to facilitate participation in group-based activities, including transportation and childcare.

Programming and materials will be adapted for the cultural groups being served and provided in languages other than English as required.

Core skills will be identified and groups will be provided to parents in accessible locations, and during hours that facilitate participation. Group-based parent training will be available at varying times between 9:00am and 9:00pm, Monday to Friday, and 9:00am to 6:00pm Saturday.

The Contractor will participate in discussions with the Ministry and with other agencies providing these services regarding the core skills and content of parenting groups.

Therapeutic Interventions

Target Population
Families or specific children or youth, as assessed need is reflected in the Integrated Service Plan. This intervention may also be provided as direct service to children or youth with Continuing Custody Order status.

Service Description
This description includes both individual and group-based therapeutic intervention. Specialized and group interventions where indicated will be provided as associated services.

Therapeutic interventions will be provided as part of preservation or reunification efforts, and will be focussed, goal-oriented and time limited.

Family Counsellors will provide a range of therapeutic interventions that will be tailored to the needs of the child, youth or family, including youth and family mediation, where indicated. All therapies employed will be evidence-based, and may include Functional Family Therapy, Brief Strategic Structural Family Therapy, and Multidimensional Family Therapy. Where indicated, treatment, therapy and psychoeducational interventions will be provided to all family members affected by family violence.

Therapies may be provided as individual interventions delivered primarily in the family home; family therapy delivered primarily in the family home; or group-based and delivered in the community by a Family Counsellor assisted by a student or volunteer co-ordinator.

Supervised visitation between children, youth and their families will be used as opportunities for therapeutic and educational interventions. Visitation will occur in the family home, in the home of Ministry foster parents or other caregivers, or in community settings conducive to family activities. Family Counsellors will include foster parents and caregivers in these processes wherever possible. Family Counsellors will support and educate caregivers in the provision of supervised visitation, where indicated, and will include Ministry staff in planning for these therapeutic visits.

Group-based therapeutic interventions will be available at varying times between 9:00am and 9:00pm, Monday to Friday, and 9:00am to 6:00pm Saturday.

Family Counsellors will be the primary providers of therapeutic interventions required, including those specific to family violence. Family Counsellors will also facilitate linkages to ancillary therapeutic services such as mental health, addictions, additional resources specific to family violence, and other therapeutic services as required.

Linkages to Formal and Informal Supports

Target Population
All referrals to Individual Family Preservation and Reunification Services

Service Description
Informal supports are defined as natural resources or helpers within a client's community and may include family members, friends, community members, cultural and religious organizations, and charitable organizations. Family Counsellors will work to strengthen existing networks of informal supports and use these natural supports to enhance or replace formal supports.

Formal supports include a wide range of services in fields such as child protection, education, Youth Justice, health and mental health. Family Counsellors will facilitate access to required services within these and other relevant fields as necessary.

Assessment of available supports will begin in the initial contact between the Family Counsellor and the family and will continue as an ongoing process throughout service delivery. Families will be encouraged to identify and choose the supports that they wish to work with and identified supports will be included in integrated case management process, as appropriate.

B. Associated Services

One or more associated services may be provided to families with Ministry involvement, or to individual children or youth with Continuing Custody Order status. Family Counsellors will work closely with Ministry social workers in

assessing the need for associated services and in identifying the frequency of involvement and the frequency of contact required with the Ministry social worker. Associated services may be provided as follows:

- to families as adjuncts to the individualized work of a Family Counsellor
- as a direct service to families not involved in Individual Preservation and Reunification Services, or
- as a direct service to individual child or youth with Continuing Custody Order status

When these services are provided as adjuncts to the individualized work of a Family Counsellor, the assigned counsellor will coordinate, integrate and provide clinical consultation for associated services provided.

When services are provided on a direct basis to families or to individual children or youth with Continuing Custody Order status, services provided will form part of the integrated service plan developed by Ministry social worker, and the service provider will participate where indicated as a member of the Integrated Case Management team.

***Group-Based Parent Training and Education and Therapeutic Groups* (Group Intervention)**

Group parent training and education is described in this Agreement under *Individual Family Preservation and Reunification, Parent Training and Education.*

Group-based therapeutic intervention is described in this Agreement under *Individual Family Preservation and Reunification, Therapeutic Interventions.*

***Specialized Individual Therapeutic Interventions* (Intervention)**

Target Population:
Children, youth or families who require specialized therapeutic interventions

This service will be provided where specialized therapeutic expertise is required. Referrals will be made in consultation with the Ministry social worker.

Specialized therapeutic interventions by another therapist will be provided for a maximum of 10 weeks, one hour per week. Referrals to a specialized therapist will be made in consultation with the Ministry social worker and on the basis of a clinical recommendation by the Family Counsellor where involved. The Ministry and the Contractor agree to jointly consider requests for extension of service.

***Child and Youth Care Intervention* (Intervention)**

Target Population
- Children and youth receiving Family Preservation and Reunification services, 15 years of age and younger, including children and youth residing with their families, extended families or caregivers; and those in temporary Ministry care; and
- Children and youth 15 years of age and younger with Continuing Custody Order status.

Service Description and Delivery
Child and Youth Care Intervention is a one-to-one, time-limited intervention aimed at children and youth who require teaching and reinforcement of pro-social and life skills, transitional or crisis support, or assistance to connect with specialized services or community supports. Education and skill building opportunities may take place during supervised visitation. Group activities may also be offered to enhance individual interventions.

Goals of the service will be clearly defined, measurable and achievable, and will connect the child or youth to longer-term supports such as recreational or other pro-social activities, Ministry Integrated Youth Service Centres, Volunteer Mentoring programs or other informal or formal supports.

To preserve continuity of service, should the child or youth move to a different location within the City of Vancouver, the Child and Youth Care Counsellor will continue to work with the child or youth for the duration of service. Where required and agreed to with Ministry staff, transitional assistance or service will be provided if a child or youth moves to another Ministry Region or jurisdiction.

Staffing
Services will be provided by Child and Youth Care Counsellors qualified with a Child and Youth Care certificate or degree, or a degree in Social Work or comparable human service field, and with at least two years' experience working with children or youth.

Hours of Service and Length of Involvement
Hours of service will be flexible and will include evenings and weekends. Child and Youth Care Interventions will be available from 9:00am to 9:00pm, Monday to Friday, and 9:00am to 6:00pm, Saturday. Each child or youth will, on average, receive three hours per week of service for up to six months.

Self Help and Mutual Aid

Target Population
Families who have the ability to participate in and would benefit from access to self help materials or from involvement in a mutual aid process. Participants may be families or youth at high risk, families with at risk or high-risk children and youth, families with special needs children or youth, or families or youth who require support before or after professional services.

Service Description and Delivery
Self Help in the Catalogue of Services is defined as the *provision of means whereby children, youth and families use tools such as the internet, videos or books to enhance their skills.*

Mutual Aid in the Catalogue of Services is defined as the *provision of means whereby youth or caregivers with common concerns connect for the purpose of supporting each other.*

Mutual aid services include strategies that connect individuals so that they may learn new ways to cope, determine ways to improve their conditions, and help others while helping themselves. Service provision will be flexible: one to one, group, phone, or on-line. Access to professional support will be provided. Groups will be formed based on identified needs within the client population. Service may be either time-limited or ongoing. Strategies supplement or prevent the need for more formal services.

The focus and content of mutual aid strategies will be developed based on the child welfare needs of the children, youth and families being served.

Components of Mutual Aid include, but are not limited to:
- Providing and facilitating the sharing of parenting knowledge and techniques
- Study groups based on content identified by participants
- Specialized information and activities designed by and for participants
- Use of culture-specific resources
- Professional support and visiting speakers
- Engagement strategies and incentives to facilitate participation in group-based activities, including transportation and childcare

The parties agree to work together during the funding period to plan and implement effective strategies in this service area.

Staffing
Mutual Aid groups will utilize trained facilitators and access to professional support will be provided. Appropriate, accessible space will be provided in community-based locations across the City of Vancouver.

Hours of Service
Group-based modalities will be available at varying times between 9:00am and 9:00pm, Monday to Friday, and 9:00am to 6:00pm Saturday, designed to facilitate maximum participation.

Linking and Brokerage to Volunteer Mentoring

Target Population
Children or youth who would benefit from a mentor relationship. Service will be prioritized in the following order: children and youth from 6 to 15 years with Continuing Custody Order status; children and youth from 6 to 18 years who are in temporary Ministry or kinship care; and children and youth from 6 to 18 years residing with their families, extended families, or other caregivers.

Service Description and Delivery
Linking and brokerage in the Catalogue of Services is defined as *activities to connect a family, child or youth to a formal support/resource, or to facilitate the formal support's direct connection to a child, youth or family.*

Children and youth will receive one-to-one support, assistance, advocacy and guidance through relationships with screened, trained and supported volunteer adult mentors. The goal of mentoring relationships is to assist children and youth to grow into capable, confident, contributing individuals.

This service will be sub-contracted to two agencies: Big Sisters of BC Lower Mainland and PLEA Community Services Society of British Columbia, and will be provided on a per unit cost basis. Should Big Sisters or PLEA be unable to recruit a suitable volunteer for a referred child or youth, FSGV and WFCS will recruit a suitable volunteer. Screening and reference checks, training, orientation, matching, and ongoing support and supervision will be provided for all volunteer mentors.

FSGV and WFCS will establish links with other mentoring programs, both within the Ministry and in the community.

Hours of Service and Length of Involvement
A two-year time commitment from mentors will be sought. Service for individual children or youth will be provided for an average of four hours every two weeks.

Monitoring and Supervision: Supervised Visitation

Target Population
Families with children or youth in Ministry care where supervised visitation is required due to concerns for the physical, psychological or emotional safety of the child(ren).

Service Description and Delivery
Monitoring and Supervision in the Catalogue of Services is defined as the *observation of, and supplementary case management and/or enforcement for, a child or youth or family.* Supervised Visitation as a sub-service of Monitoring and Supervision is defined as *service provided for children to maintain contact with parents/caregivers/extended family in a safe setting observed by a third party.*

Supervised visitation services will provide opportunities for non-residential parents or caregivers to maintain contact with their children in a safe and neutral setting in the presence of a third party. Services will include one-to-one supervision; monitored exchanges, group supervision; telephone monitoring; or therapeutic supervision. Transportation to and from supervised visits may be provided, if needed.

Supervision will be a component of the Integrated Service Plan and the purpose and goals of the supervision will be established at the time of assessment in consultation with the referring Ministry social worker. The purpose of supervision may include observation and reporting; transportation; or therapeutic or teaching opportunities, as referenced in the Service Description for Therapeutic Interventions. Report writing by visitation supervisors, suitable for presentation at Court proceedings, may be required.

Levels of supervision will range from low vigilance through high vigilance. Family Counsellors will determine, in consultation with Ministry staff, the level of supervision required on an ongoing basis and selection of an appropriate supervision plan will be based on the goals of the supervision service, as identified in the Integrated Service Plan. When reunification is the goal, foster parents will be involved in the supervised visitation to the extent possible.

Supervised access will be offered through three modalities:

- Home-based, supervised access services sub-contracted to Network of Inner City Community Services Society
- Visitation that includes parent education or therapeutic interventions, delivered by Family Counsellors
- Group visitation offered in FSGV facilities, WFCS facilities, or in the facilities of community partners, supervised by FSGV or WFCS staff

Home-based supervision will involve supervision in either the family home, the foster family home, or in a community location. A home support worker will be present to ensure the safety of the child(ren) and facilitate activities that involve the parents and child(ren).

Community-based settings will be developed that provide a comfortable home-like atmosphere with access to activities appropriate to a child or youth's developmental level.

Parent education or therapeutic interventions, offered in conjunction with supervised access, will be supervised by the Family Counsellor. The Family Counsellor will observe and assess family needs, as well as provide direct training, modeling, and therapeutic intervention, as indicated by the Integrated Service Plan.

When agreed upon, Child and Youth Care Counsellors may also be utilized to provide supervised visitation for educational and skill building purposes.

Group visitation will be conducted in FSGV facilities, WFCS facilities, or those of community partners. Groups will be organized in response to the needs of families and their children.

For all modes of supervision, supervisor to child/family ratio will be dependent on the nature and extent of risk factors present; the nature of supervision required in each case; the number and ages of children being supervised; the number of people visiting the child; the duration of the visit; and the expertise and experience of the supervisor.

For all types of visits, participants will be prepared for the visit by the Family Counsellor where involved. Children will be oriented separately from the parents and will establish limits on physical contact. All participants will be informed, as appropriate, regarding requirements for sobriety, deportment and other safety considerations.

The Contractor will establish safety plans, including the provision for visitation supervisors to call for assistance or halt visits should concerns for safety or child comfort arise. In all visits, the safety and well-being of the child(ren) will be the paramount concern and any cases of suspected or substantiated abuse will be reported to the Ministry.

Services will be delivered in the major language groups represented in the City of Vancouver.

Hours of Service and Length of Involvement
The hours of service will be flexible to accommodate the schedules of families and children, including after school, evening and weekend hours. Service will be available on an emergency basis where required, and for the length of involvement required.

Homemaking: In-Home Services

Target Population
Families where an instrumental level of intervention is required, or when emergency service is required and other concrete services have not been sufficient to address the needs identified.

Service Description and Delivery
Homemaking in the Catalogue of Services is defined as the *performance of household tasks and/or modeling of home management processes to support families or caregivers.*

This service will support, maintain, and improve family functioning, and/or assist in preventing institutionalization or another form of out-of-home care. The service will be one component of an integrated service plan agreed to by the Ministry social worker. The assigned Family Counsellor will provide coordination, integration and clinical consultation where indicated. Components of the service will include:

- emergency childcare
- childcare on an interim basis where recommended for respite, or to support parental involvement in professional or community services
- assistance with concrete tasks such as housekeeping, cleaning and meal preparation
- skill-based training focussing on home management and basic parenting skills

Staffing
Services will be provided by direct service providers assigned to the following skill-based classifications:

- Homecare/Housekeeper
- Home Management/Childcare/Parental Support
- Supervised Visits/Teaching Homemaker

Direct service providers will be assigned to referred families based on skills required as determined by family need.

This service will be sub-contracted to Network of Inner City Community Services Society on a per unit cost basis.

Should demand for In-Home Service exceed the capacity of Network Two Community Services, service delivery will be sub-contracted on an hourly basis to Medox Health Services Inc.

Hours of Service and Length of Involvement
Hours of service will be flexible to meet the needs of families, and services will be immediately available where required. The length and intensity of planned service, either intermittent or continuous, will be determined through

consultation between the Ministry social worker and the Family Counsellor and will be outlined in the integrated service plan within the following guidelines:

Initial service will be provided for up to one month, comprised of up to six hours per week or 24 hours per month, up to a maximum of 72 hours of service. Service efficacy will be reviewed with the Ministry social worker and the Family Counsellor on a monthly basis, and with the Community Services Manager after 72 hours of service. Requests for additional hours will be reviewed by the Community Services Manager.

Education and Assistance Program (Doula Services)

Doula Services will be provided for specialized in-home education and assistance to help new mothers make a successful transition from pregnancy to parenthood. Doulas will provide emotional, physical, and educational support to families with newborns. This can include mother care and companionship, breast feeding support, infant care guidance, sibling care, information on community services, recommended reading materials and safety precautions in the home, meal preparation, errands and light housekeeping.

Family-specific progress reports will be provided as required with respect to this service, including:

- Summary of service goals
- Observations of parental functioning
- Health and safety of the infant
- Parent-infant interaction
- Recommendations for future service

ATTACHMENT 1.2 – Indicators and Definitions

Attachment 1.2 to Subsidiary Component Agreement No. FT08424008

Program Indicators

FPR Family Preservation & Reunification

No	Service	Indicator	Definition
101	GENERAL	GEN: # intakes	Number of families determined to be eligible for a formal assessment by Family Preservation and Reunification Services this month for the first time. Includes families who have been previously discharged from Family Preservation and Reunification Services but who have returned to address a new or changed situation.
102	GENERAL	GEN: # intakes who identify as Aboriginal	Number of families determined to be eligible to receive one or more components of Family Preservation and Reunification Services this month for the first time who consider themselves to be of Aboriginal heritage. This number is a sub-set of the total number of intakes and therefore cannot exceed that number.
103	**GENERAL**	**GEN: % intakes who identify as Aboriginal**	**# intakes who identify as Aboriginal / # intakes**
111	INTERVENTION	INT: # hours of individual intervention with families	Number of hours this month that staff provided individual intervention on the phone or in person to families. Meetings where the family is present and travel with the client are considered individual intervention for the purposes of this indicator. The number of hours should be reported to the nearest quarter hour e.g. 0.25, 0.5, 0.75, 1, 1.25 etc.
112	INTERVENTION	INT: # families receiving individual intervention	Number of families to whom staff provided individual intervention this month. All members of a family count as a single unit for the purposes of this indicator.
113	**INTERVENTION**	**INT: Average # hours of individual intervention per family**	**# hours / # families**
114	INTERVENTION	INT: # sessions of group intervention with families	Number of times this month that staff provided intervention in a group setting i.e. provided service to members of 2 or more unrelated families at the same time.
115	INTERVENTION	INT: # hours of family group intervention sessions	Number of hours this month that staff provided intervention in a group setting. The number of hours should be reported to the nearest quarter hour e.g. 0.25, 0.5, 0.75, 1, 1.25 etc.
116	INTERVENTION	INT: # attendances at family group intervention sessions	Number of times this month that members of families attended group intervention sessions. Each member of a family attending a session counts separately for the purposes of this indicator.
117	**INTERVENTION**	**INT: Average # attendances per group intervention session**	**# attendances / # sessions**
121	INTERVENTION	INT: # hours of individual intervention with children/ youth	Number of hours this month that staff provided one-to-one intervention with children or youth. The number of hours should be reported to the nearest quarter hour e.g. 0.25, 0.5, 0.75, 1, 1.25 etc.
122	INTERVENTION	INT: # children/ youth receiving individual intervention	Number of children and youth for whom staff provided one-to-one intervention this month. Each child and youth counts separately for the purposes of this indicator.
123	**INTERVENTION**	**INT: Average # hours individual intervention per child/youth**	**# hours / # children/youth**
124	INTERVENTION	INT: # sessions of group intervention with children/ youth	Number of times this month that staff provided intervention in a group setting i.e. provided service to 2 or more unrelated children/youth at the same time

125	INTERVENTION	INT: # hours of group intervention sessions with children/ youth	Number of hours this month that staff provided child care in a group setting. The number of hours should be reported to the nearest quarter hour e.g. 0.25, 0.5, 0.75, 1, 1.25 etc.
126	INTERVENTION	INT: # attendances at group intervention sessions for children/ youth	Number of times this month that children or youth attended a group intervention session for children/ youth. Each child and youth attending a group intervention session counts separately for the purposes of this indicator.
127	**INTERVENTION**	**INT: Average # attendances per group intervention session for children/ youth**	**# attendances / # sessions**
141	HOMEMAKING	HMK: # hours of homemaking	Number of hours this month that staff provided in-home support to families. The number of hours should be reported to the nearest quarter hour e.g. 0.25, 0.5, 0.75, 1, 1.25 etc.
142	HOMEMAKING	HMK: # families receiving homemaking	Number of families to whom staff provided in-home support this month. All members of a family count as a single unit for the purposes of this indicator.
143	**HOMEMAKING**	**HMK: Average # hours homemaking per family**	**# hours / # families**
151	MONITORING & SUPERVISION	SPV: # hours of supervised visitation	Number of hours this month that staff provided supervised visitation to families. The number of hours should be reported to the nearest quarter hour e.g. 0.25, 0.5, 0.75, 1, 1.25 etc.
152	MONITORING & SUPERVISION	SPV: # families receiving supervised visitation	Number of families, including families of CCOs, for whom staff provided supervised visitation this month. All members of a family count as a single unit for the purposes of this indicator.
153	**MONITORING & SUPERVISION**	**SPV: Average # hours supervised visitation per family**	**# hours / # families**
161	MUTUAL AID	MTA: # sessions of mutual aid	Number of times this month that staff facilitated mutual aid in a group setting i.e. provided service to members of 2 or more unrelated families/CCOs at the same time.
162	MUTUAL AID	MTA: # hours of mutual aid sessions	Number of hours this month that staff facilitated mutual aid in a group setting. The number of hours should be reported to the nearest quarter hour e.g. 0.25, 0.5, 0.75, 1, 1.25 etc.
163	MUTUAL AID	MTA: # attendances at mutual aid sessions	Number of times this month that members of families/CCOs attended a mutual aid group. Each member of a family attending a mutual aid session counts separately for the purposes of this indicator.
164	**MUTUAL AID**	**MTA: Average # attendances per mutual aid session**	**# attendances / # sessions**
181	LINKING & BROKERAGE	VME: # Volunteer Mentor matches made	Number of Volunteer Mentor matches that met for the first time this month.
182	LINKING & BROKERAGE	VME: Total # of matches that met	Number of Volunteer Mentor matches that met this month whether for the first or subsequent time.
183	LINKING & BROKERAGE	VME: # hours that matches met	Number of hours this month that Volunteer Mentor matches met. Meetings must take place in person and should be reported to the nearest quarter hour e.g. 0.25, 0.5, 0.75., 1, 1.25 etc.
184	**LINKING & BROKERAGE**	**VME: Average # hours that matches met**	**# hours / # matches that met**
999	**GENERAL**	**GEN: # unique clients YTD**	**# active client units as of April 1, plus # intakes May - March**

ATTACHMENT 2.1 – Financial Report

Attachment 2.1 to Subsidiary Component Agreement No. FT08424008

Financial Report **Sample Report**

Name of Organization: Family Services of Greater Vancouver

Contract No.: FT08424008

Period Covered:

Component Schedule No. FT08424008 Detail	Individual FPR Services	Group Interventions: Parent Training and Education and Therapeutic	Specialized Individual Therapeutic Intervention	Child and Youth Care	Self Help/ Mutual Aid	Linking and Brokerage to Volunteer Mentoring	Supervised Visitation	Homemaker/ Doula Services	TOTALS
Total Operational Revenue									
Operational Expenses:									
Total Wages and Benefits									
Total Client Support Costs									
Total Transportation									
Total Program Support									
Total Program Admin. Support									
Total Facilities Expenses									
Total Operational Pre. Admin									
Total Admin. & Gen. Exp.*									
Total Operational Expenses									
Number of Units									
Unit Cost									
Total Surplus/(deficit)	$	$		$	$	$	$		$

* Definitions from the Specified Audit Procedures, Core Policy and Procedures Manual, 6.3.2(d) Continuing Service Agreements, Policy 1, Appendix F.

Comments regarding variances:

This report has been prepared from the books and records of the Contractor for the funding period ended _____. I hereby confirm to the best of my knowledge and belief, that the information contained herein, was compiled in accordance with generally accepted accounting principles and in compliance with the Province's Core Policy and Procedures Manual. There is nothing to my knowledge that has not been disclosed in this report which would affect the accuracy and completeness of the financial information.

Signature: Date

Print Name: Print Title: Executive Director

SUBSIDIARY COMPONENT AGREEMENT (SCA)

BRITISH COLUMBIA

Ministry of Children and Family Development

BRITISH COLUMBIA — Ministry of Children and Family Development	**SUBSIDIARY COMPONENT AGREEMENT: FT08424008** **DOING BUSINESS AS: FAMILY SERVICES OF GREATER VANCOUVER** **Agreement Name:** Vancouver Family Preservation and Reunification Services

HER MAJESTY THE QUEEN IN RIGHT OF THE PROVINCE OF BRITISH COLUMBIA, represented by The Minister of Children and Family Development (the "Province", "we", "us", or "our" as applicable) at the following address:	AND FAMILY SERVICES OF GREATER VANCOUVER (Legal Name) (the "Contractor", "you", or "your" as applicable) at the following address:
6th Floor, 1177 West Broadway Vancouver, British Columbia Canada V6H 1G3 Fax Number: (604)660-5281	201-1638 BROADWAY E VANCOUVER, BC V5N 1W1 Fax Number: (604)733-7009

The term for the Subsidiary Component Agreement begins on: 01/04/2014 (Day/Month/Year) and ends on 31/03/2016 (Day/Month/Year)

THE PARTIES AGREE TO THE TERMS ON THE ATTACHED PAGES OF THIS DOCUMENT AND OUTLINED BELOW
THIS SUBSIDIARY COMPONENT AGREEMENT IS PART OF THE THIRD PARTY SERVICE AGREEMENT FT08424000:

APPLICABLE SCHEDULES

SCHEDULE A	-	SERVICES
SCHEDULE B	-	PAYMENT & FINANCIAL REPORTING
SCHEDULE C	-	APPROVED SUBCONTRACTOR(S)
SCHEDULE D	-	RISK MANAGEMENT & CONFLICT RESOLUTION
SCHEDULE E	-	AUTHORIZED PERSONS (FOR THE SUBSIDIARY COMPONENT AGREEMENT)
SCHEDULE H	-	ADDITIONAL TERMS

SIGNED AND DELIVERED on the 24th day of March 2014 on behalf of the Province by its duly authorized representative

Signature: [signature]

Print Name: Sharon Armstrong

Position: Community Services Manager or Designate

Responsibility Centre: CSM - VANCOUVER SOUTH

SIGNED AND DELIVERED on the 21st day of March 2014 by or on behalf of the Contractor (or by its authorized signatory or signatories if the Contractor is a corporation)

Signature: Caroline Bonesky

Print Name: Caroline Bonesky Position: Chief Executive Officer

Signature:

Print Name: Position:

Signature:

Print Name: Position:

READ TERMS ON THE ATTACHED PAGES OF THIS DOCUMENT

SCHEDULE A – SERVICES

General

The Contractor will provide all necessary components for delivery of the programs delineated below, including sufficient qualified program staff, administrative support, premises, materials and equipment.

Family, child or youth specific progress reports and reports suitable for presentation in Court proceedings will be provided where required and in a mutually agreed upon format.

The Province will appoint a contract supervisor for the Contractor's services funded under this Agreement. The parties agree to conduct contract reviews during the Funding Period to review the ***Service Deliverables*** and any other issues of mutual concern, including the following:

- statements and reports required in Schedule H, *Statements and Reports*;
- program elements, including hours of operation;
- access and admission criteria;
- intake and referral processes;
- frequency, content and format of progress and Court ready reports
- wait list management;
- exceptions to normal practice;
- critical incident reporting procedures;
- issue management;
- program liaison.

Services have been restructured based on a comprehensive system of care model, supported by accreditation and enhanced reporting requirements. The Province and the Contractor are using a collaborative approach to the continuing development of output-based contracts and measurable client outcomes. Both parties agree to work together to achieve these objectives. Data collected during the term of this agreement will be reviewed by both parties and then used to establish baseline targets for future contracts.

As part of a multiyear contracting initiative, this Agreement is subject to a two year term and will be in effect from April 1, 2014 to March 31, 2016 subject to Sections 55 to 58 of the Third Party Service Agreement. The Agreement may, from time to time and as necessary, be modified to represent changes in service deliverables, or in financial or other clauses.

As per the Financial Administration Act, our obligation to provide payments on this two year Agreement is subject to an appropriation being available in the fiscal year of the Province in which payment becomes due.

SERVICE DESCRIPTION: FAMILY PRESERVATION AND REUNIFICATION SERVICES

Family preservation and reunification is comprised of an array of services accessed by referral from the Ministry of Children and Family Development (MCFD).

Individual Family Preservation and Reunification Services

This is a range of individual family preservation and reunification services provided by a Family Counsellor and delivered primarily in the family home and community. Services will include, but not be limited to:

- Assessment and integrated service planning
- Services to address concrete needs
- Individual parent training and education
- Therapeutic interventions with individuals, couples and families
- Linkages to formal and informal supports

Associated Services

Associated services are adjuncts to the individualized work of a Family Counsellor, or are provided as a direct service forming part of the integrated service plan developed by Ministry social workers. These services are group-based, or are provided by another professional or service provider. Services and components may be provided at the completion of family counselling services or at any point during service provision depending on child, youth and family need and readiness. Associated services will include but are not limited to:

- Group-based parent training and education
- Specialized individual and group-based therapeutic interventions
- Child and youth care intervention
- Self help/mutual aid
- Linking and brokerage to volunteer mentoring services
- Monitoring and supervision: supervised visitation
- Homemaking: in-home services

See Attachment 1.1 – Service Overview for a detailed description of services to be provided.

SUMMARY

Term **01/04/2014 to 31/03/2016** ***Total Amount of Component Agreement*** **$10,766,116.32**

Allocation by Programs and Services

Programs		
Family Preservation and Reunification		
	Homemaking - General	$93,800.16
	Intervention - General	$8,865,092.88
	Intervention - Therapeutic Intervention/Treatment	$349,422.96
	Linking and Brokerage - General	$81,600.00
	Monitoring and Supervision - Supervised Visitation	$743,246.16
	Mutual Aid - General	$20,030.16
	Training and Education - General	$612,924.00
	Sub-Total	**$10,766,116.32**
	Total	**$10,766,116.32**

Allocation by Community

Communities Served		
Vancouver North		$5,383,058.16
Vancouver South		$5,383,058.16
	Total	**$10,766,116.32**

Allocation by Business Area

Core Business Area	Business Area - Sub Business Area		
Child and Family Development			
	Family Development/Family Preservation and Reunification		$10,766,116.32
		Sub-Total	**$10,766,116.32**
		Total	**$10,766,116.32**

PROGRAMS

Family Preservation and Reunification

TARGET POPULATION:	Families involved with the ministry through its protection mandate. The focus is on families with children twelve years of age and under, but includes families with both children and youth.
OUTCOME:	Children, youth and their families are able to remain together or, if apart, are able to reunite, free from abuse and neglect.

Child and Youth Care Intervention (Family Preservation and Reunification)

SERVICE: INTERVENTION - GENERAL — **Total Amount** $480,000.00

Definitions	Activities provided to maintain or prompt a planned change in the behaviour, condition or functioning of children, youth, and/or families/caregivers.			
Project Code	18CN289			
Input	Degreed Staff			
Output Indicators	# Direct One to One Hours	**Quantity**	9434	
Reporting Frequency	Monthly			
Core Business Area	Child and Family Development			
Business Area	Family Development			
Sub Business Area	Family Preservation and Reunification			
Communities Served				
Vancouver North	**Recipient(s)**	0 to 12 years	**Amount**	$240,000.00
Vancouver South	**Recipient(s)**	0 to 12 years	**Amount**	$240,000.00

This allocation is provided as an estimate.

Homemaker and Doula Services (Family Preservation and Reunification)

SERVICE: HOMEMAKING - GENERAL — **Total Amount** $93,800.16

Definitions	Performance of household tasks and/or modeling of home management processes to support families or caregivers.			
Project Code	18CN241			
Input	Qualified Staff			
Output Indicators	# Direct One to One Hours	**Quantity**	2678	
Reporting Frequency	Monthly			
Core Business Area	Child and Family Development			
Business Area	Family Development			
Sub Business Area	Family Preservation and Reunification			
Communities Served				
Vancouver North	**Recipient(s)**	Family	**Amount**	$46,900.08
Vancouver South	**Recipient(s)**	Family	**Amount**	$46,900.08

This allocation is provided as an estimate.

Family Counsellor Intervention (Family Preservation and Reunification)

SERVICE: INTERVENTION - GENERAL — **Total Amount** $8,385,092.88

Definitions	Activities provided to maintain or prompt a planned change in the behaviour, condition or functioning of children, youth, and/or families/caregivers.
Project Code	18CN289

Input	Qualified Staff			
Output Indicators	# Direct One to One Hours	**Quantity**	20304	
	# Recipients of One to One Services		500	
Reporting Frequency	Monthly			
Core Business Area	Child and Family Development			
Business Area	Family Development			
Sub Business Area	Family Preservation and Reunification			
Communities Served				
Vancouver North	**Recipient(s)**	Family	**Amount**	$4,192,546.44
Vancouver South	**Recipient(s)**	Family	**Amount**	$4,192,546.44

This allocation is provided as an estimate.

Supervised Visitation (Family Preservation and Reunification)

SERVICE: MONITORING AND SUPERVISION - SUPERVISED VISITATION			**Total Amount**	$743,246.16
Definitions	Service provided for children to maintain contact with parents/caregivers/extended family in a safe setting observed by a third party.			
Project Code	18CN364			
Input	Qualified Staff			
Output Indicators	# Direct One to One Hours	**Quantity**	5309	
Reporting Frequency	Monthly			
Core Business Area	Child and Family Development			
Business Area	Family Development			
Sub Business Area	Family Preservation and Reunification			
Communities Served				
Vancouver North	**Recipient(s)**	Family	**Amount**	$371,623.08
Vancouver South	**Recipient(s)**	Family	**Amount**	$371,623.08

This allocation is provided as an estimate.

Group Intervention (Family Preservation and Reunification)

SERVICE: TRAINING AND EDUCATION - GENERAL			**Total Amount**	$612,924.00
Definitions	Range of strategies for imparting knowledge, improving skills and building awareness of resources.			
Project Code	18CN529			
Input	Qualified Staff			
Output Indicators	# Direct Group Hours	**Quantity**	1278	
Reporting Frequency	Monthly			
Core Business Area	Child and Family Development			
Business Area	Family Development			
Sub Business Area	Family Preservation and Reunification			
Communities Served				
Vancouver North	**Recipient(s)**	Parents/Caregivers	**Amount**	$306,462.00
Vancouver South	**Recipient(s)**	Parents/Caregivers	**Amount**	$306,462.00

This allocation is provided as an estimate.

Specialized Therapeutic Intervention (Family Preservation and Reunification)

SERVICE: INTERVENTION - THERAPEUTIC INTERVENTION/TREATMENT				**Total Amount**	$349,422.96
Definitions	Structured, planned and empirically supported therapy/treatment.				
Project Code	18CN294				
Input	Qualified Staff				
Output Indicators	# Direct One to One Hours		**Quantity**	2216	
Reporting Frequency	Monthly				
Core Business Area	Child and Family Development				
Business Area	Family Development				
Sub Business Area	Family Preservation and Reunification				
Communities Served					
Vancouver North	**Recipient(s)**	Family		**Amount**	$174,711.48
Vancouver South	**Recipient(s)**	Family		**Amount**	$174,711.48

This allocation is provided as an estimate.

Volunteer Mentoring (Family Preservation and Reunification)

SERVICE: LINKING AND BROKERAGE - GENERAL				**Total Amount**	$81,600.00
Definitions	Activities to connect a family, child or youth to a formal support/resource, or to facilitate the formal support's direct connection to a child, youth or family.				
Project Code	18CN313				
Input	Qualified Staff				
Output Indicators	# Direct One to One Hours		**Quantity**	1980	
	# Recipients of One to One Services			20	
Reporting Frequency	Monthly				
Core Business Area	Child and Family Development				
Business Area	Family Development				
Sub Business Area	Family Preservation and Reunification				
Communities Served					
Vancouver North	**Recipient(s)**	Family		**Amount**	$40,800.00
Vancouver South	**Recipient(s)**	Family		**Amount**	$40,800.00

This allocation is provided as an estimate.

Mutual Aid (Family Preservation and Reunification)

SERVICE: MUTUAL AID - GENERAL				**Total Amount**	$20,030.16
Definitions	Provision of means whereby youth or caregivers with common concerns connect for the purpose of supporting each other.				
Project Code	18CN385				
Input	Qualified Staff				
Output Indicators	# Direct Group Hours		**Quantity**		
Reporting Frequency	Monthly				
Core Business Area	Child and Family Development				
Business Area	Family Development				
Sub Business Area	Family Preservation and Reunification				
Communities Served					
Vancouver North	**Recipient(s)**	Parents/Caregivers		**Amount**	$10,015.08
Vancouver South	**Recipient(s)**	Parents/Caregivers		**Amount**	$10,015.08

This allocation is provided as an estimate.

BUSINESS AREA OUTCOMES

- Families have an enhanced capacity to care for their children
- Extended Families and communities are actively engaged and caring for children
- Children and youth are healthy and have a sense of well-being
- Children and youth are free from abuse, neglect and exploitation
- Children and youth experience stability and permanence in their family and alternative family environment
- Children in care are engaged and successful at school and experience positive outcomes
- Children in care transition successfully to adulthood through appropriate supports and supportive relationships

Attachments

Name	Attachment 1.1 - Service Overview 14-16	*Attachment 1.1 - Service Overview 14-16.doc*
Name	Attachment 1.2 - Indicators and Definitions	*Attachment 1.2 - Indicators and Definitions.doc*

SCHEDULE B – PAYMENT & FINANCIAL REPORTING

Aggregate Maximum

1.1 Subject to the provisions of the Third Party Service Agreement and this Subsidiary Component Agreement, we will pay you an amount not exceeding $10,766,116.32, including GST, in the aggregate, for providing the Services set out in Schedule A, during the term of this Subsidiary Component Agreement.

Payments

2.1 **Monthly Recurring**

We will pay you on or about the 15th day of the month commencing on the 1st day of April, 2014 as provided in the following payment schedule:

From	To	Amount	GST	Total
April 1, 2014	March 31, 2016	$448,588.18	$0.00	$10,766,116.32
				$10,766,116.32

2.2 **Payment Address**

201-1638 BROADWAY E VANCOUVER, BC V5N 1W1

Goods and Services Tax (GST)

Financial Reports

2.3 In addition to the financial statements referred to in the Audit and Service Evaluation section of FT08424000 any financial reports should, at a minimum, relate costs to service outputs. The following additional financial reports are required:

Name	Description
Semi-annual Service Cost Report	Report that outlines the semi-annual costs associated with a service.
9-Month Service Cost Report	Report that outlines the costs associated with a service every 9 months.

Transition to Unit Cost Based Payments

2.4 Not applicable

Attachments

Name	Attachment 2.1 - Financial Report	*Attachment 2.1 - Financial Report.doc*

SCHEDULE C – APPROVED SUBCONTRACTOR(S)

Subcontractors

1.1 The following persons or organizations, are specified as Subcontractors under section 12 of the Third Party Service Agreement, for purposes of this Subsidiary Component Agreement:

1. Big Sisters of BC Lower Mainland,

2. PLEA Community Services Society of BC,

3. Medox Health Services Inc.,

4. PACE Child and Family Society,

5. Westcoast Family Centres Society,

6. Network of Inner City Community Services Society.

SCHEDULE D – RISK MANAGEMENT & CONFLICT RESOLUTION

Criminal Record Check

1.1 In accordance with the Criminal Records Review Act, you must undertake a criminal record check of each staff member or other person who has, or potentially has, unsupervised access to children, or who has access to their records.

1.2 In addition to any criminal record checks required under the Criminal Records Review Act, you must undertake a criminal record check on volunteers or other individuals who have, or potentially have, unsupervised access to children or their records.

1.3 Upon our written request you must provide us written confirmation that:

(a) criminal record checks have been initiated;
(b) you have acted on instructions from the adjudicator or us; and
(c) all other related procedures have been followed.

Conflict Resolution Officials

2.1 The designated "Officials" of the parties for the purposes of the Conflict Resolution Protocol are:

	Province	Contractor
Stage One:	Community Services Manager or Designate	Director
Stage Two:	Executive Director of Service	Executive Director or Chairperson
Stage Three:	Deputy Minister or Designate	Chair, Board of Directors or Designate

Permits and Licenses

3.1 You must obtain all the permits and licenses required to perform the Services, including, but not limited to:

(a) any permits or licenses required by municipal or health authorities for the operation of the Services delineated in Schedule A.

(b) any municipal, provincial, federal permits and licenses required to provide the Services including motor vehicle licenses of the appropriate class to provide transportation to clients.

Insurance and Indemnity

A. For all Contractor's activities under this Agreement to which the Master Insurance Program applies, as determined by the Province in its sole discretion:

4.1 The Province will purchase and maintain Comprehensive General Liability insurance in the amount of $2,000,000 inclusive per occurrence against bodily injury and property damage arising out of the Contractor's performance of the Services on behalf of the Province as outlined in this Agreement.

4.2 The Contractor shall be responsible for and pay any deductible under the policy.

4.3 The Contractor will be provided with a Certificate of Insurance and a copy of the insurance policy wording.

4.4 The Province will take reasonable steps to ensure the coverage specified in section 1 is continuous for the duration of this Agreement but the Province does not accept responsibility for providing coverage in the event the insurance is cancelled or reduced by the insurer.

4.5 The Province does not represent or warrant that the policy contains insurance for any and all losses. It is the Contractor's responsibility to ascertain the exact nature and extent of coverage of the policy as well as any and all terms and conditions of the policy.

4.6 The Contractor shall provide, maintain, and pay for, any additional insurance which the Contractor is required by law to carry, or which the Contractor considers necessary to cover risks not otherwise covered by insurance specified in section 1.

B. For all Contractor's activities to which the Master Insurance Program does not apply, the Contractor shall:

5.1 The Contractor must, without limiting its obligation or liabilities and at its own expense, purchase and maintain throughout the term of this Agreement the following insurances with insurers licensed in Canada in forms and amounts acceptable to the Province:

(a) Commercial General Liability in an amount not less than $2,000,000.00 inclusive per occurrence against bodily injury, personal injury and property damage and including liability assumed under this Agreement and this insurance must:

(i) include the Province as an additional insured;

(ii) be endorsed to provide the Province with 30 days advance written notice of cancellation or material change; and

(iii) include a cross liability clause.

5.2 All insurance described in paragraph 1 of this Schedule must:

(a) be primary; and

(b) not require the sharing of any loss by any insurer of the Province.

5.3 The Contractor must provide the Province with evidence of all required insurance:

(a) Within 10 working days of commencement of the Services, the Contractor must provide to the Province evidence of all required insurance in the form of a completed Province of British Columbia Certificate of Insurance.

(b) If the insurance policy(ies) expire before the end of the term of this Agreement, the Contractor must provide within 10 working days of expiration, evidence of new or renewal policy(ies) of all expired insurance in the form of a completed Province of British Columbia Certificate of Insurance.

(c) Notwithstanding paragraph 3(a) or (b) above, if requested by the Province at any time, the Contractor must provide to the Province certified copies of the required insurance policies.

5.4 The Contractor shall provide, maintain, and pay for, any additional insurance which it is required by law to carry, or which it considers necessary to cover risks not otherwise covered by insurance specified in this schedule in its sole discretion.

C. Whether A or B applies to the Services, for all Contractor activities under this Agreement:

6.1 The Contractor shall maintain Automobile Liability insurance on all vehicles owned, operated or licensed by the Contractor in an amount not less than $2,000,000 per occurrence, and where applicable the Contractor may show evidence of this insurance using an ICBC Confirmation of Insurance Coverage (APV-47) form in place of the requirement for the BC Certificate of Insurance.

6.2 Additional Insurance: Not applicable

SCHEDULE E – AUTHORIZED PERSONS (FOR THE SUBSIDIARY COMPONENT AGREEMENT)

Authorized Persons

1.1 The Contractor designates any of the following persons, (identified by name and/or position) to act for you in relation to this Subsidiary Component Agreement:

Caroline Bonesky, Chief Executive Officer

1.2 The Ministry designates any of the following persons (identify by name and/or position) to act for us in relation to this Subsidiary Component Agreement:

Sharon Armstrong, Community Services Manager or Designate

Teresa Goodman, Contract Manager or Designate

SCHEDULE H – ADDITIONAL TERMS

Other

1. Notwithstanding Clause 55 (b) of the Third Party Service Agreement, the termination notice period for this Subsidiary Component Agreement is 90 days.

PAYMENT AND FINANCIAL INFORMATION

Aggregate Maximum

Subject to the provisions of this Agreement, the Province will pay to the Contractor an amount not exceeding **$10,766,116.32** in the Aggregate for providing Services during the two year Funding Period.

Annual baseline funding is **$5,383,058.16**. The annual baseline has been increased by $.16 for rounding purposes.

STATEMENTS AND REPORTS

The Contractor will submit to the Province reports, in form and content acceptable to the Province, relating to the services and programs outlined in this Agreement. The required reports include, but are not limited to, the following:

(a) Monthly Indicator Reports – Indicators and Definitions are outlined in Attachment 1.2 to this Agreement

(b) Annual Report on Outcomes

(c) Other information as may be requested by the Province

The parties agree to work collaboratively in the development and implementation of outcome measurement tools that may be considered during the Funding Period.

Required reports will be submitted within 15 business days of the end of the period specified, commencing with a first report for the period ending April 30th. For the purpose of this section and section 1.3, a "business day" is any day that is not a Saturday, a Sunday or a statutory holiday in British Columbia.

Financial Reports

Whether or not an annual financial statement (or review or audit of the same) is required and submitted under section 40 of the Third Party Service Agreement, the Contractor will, for the purposes of negotiation of any future agreement, submit to the Province, within 30 business days of the end of the 2nd and 3rd quarters of each year of the Funding Period, a Financial Report (unaudited) showing revenues and expenditures for each service area. A sample of the Financial Report (unaudited) is included as Attachment 2.1 to this Agreement.

ATTACHMENT 1.1 – Service Overview

Attachment 1.1 to Subsidiary Component Agreement FT08424008

Overview

Family Services of Greater Vancouver (FSGV), in partnership with Westcoast Family Centres Society (WFCS), will deliver non-residential Family Preservation and Reunification Services to children, youth, and their families and caregivers across the City of Vancouver. FSGV will be the primary service provider in Vancouver South, while WFCS will be the primary service provider in Vancouver North. FSGV will be the lead agency for this Agreement and will assume responsibility for the delivery of all services included in this Agreement. Additional sub-contracting relationships may be entered into with the agreement of the Ministry. The Director of FSGV will assume primary responsibility for all sub-contracted services, including planning and quality control.

Family Preservation provides goal-oriented home and community-based service with multiple components to prevent out-of-home placement and reduce risk of maltreatment. Family Reunification includes the additional planned process of reconnecting children in out-of-home care with their families. Involvement of caregivers in reunification efforts is critical, and program staff will work closely with Ministry staff and caregivers in the delivery of this aspect of service. The range of service also includes direct interventions to individual children and youth with Continuing Custody Order status, and their families and caregivers.

Services will focus on families with children twelve years of age and younger, however, will include families with both children and youth. Services include interventions provided by a Family Counsellor, supplemented by a range of associated services designed to support and maintain progress achieved. Permanency for children and youth will be a goal across all service areas.

Services will be provided in the range of major languages represented in the City of Vancouver and will be adapted to meet the cultural needs of children, youth and families. Location of service will be determined based on family need and may include consideration of factors related to safety, confidentiality, and type of intervention provided.

Services will be provided to Aboriginal families referred from Ministry teams. Services will be culture based and designed to meet the unique and varied needs of Aboriginal children, youth and their families.

FSGV and WFCS will work collaboratively with Ministry staff, including Children and Youth with Special Needs, Child and Youth Mental Health and Community Youth Justice program areas. FSGV and WFCS will establish links to, and work collaboratively with, a broad range of key partners in service provision including, but not limited to, schools and other educational programs; alcohol and drug services; health services, including family physicians; municipal and other community-based service providers; services to Aboriginal children and families, and the Ministry of Social Development and Social Innovation. FSGV and WFCS will work collaboratively with Community Services Managers to develop and participate in ongoing efforts to promote effective, efficient and integrated service provision.

Following is a list of service areas comprising ***Family Preservation and Reunification Services*** included in this Agreement. A family may be provided with any or all components in the range, in the order, intensity and manner indicated by assessed need. Direct services from the range noted will also be provided to children and youth in the Continuing Custody of the Director, and to their families and caregivers where indicated.

A. Individual Family Preservation and Reunification Services

Individual Family Preservation and Reunification Services are services provided directly to families by a Family Counsellor and are delivered primarily in the home. Additional specialized therapeutic interventions may be provided as an associated service by a clinician working directly with the Family Counsellor. Individual services include, but are not limited to:

- Assessment and integrated service planning
- Services to address concrete needs
- Individual parent training and education
- Therapeutic interventions with individuals, couples and families
- Linkages to formal and informal supports

B. Associated Services

Associated services are adjuncts to the individualized work of a Family Counsellor, or are provided as a direct service forming part of the integrated service plan developed by Ministry social workers. These services are group-based or are provided by another professional or service provider and may be provided in the home or in community-based sites. Services and components may be provided at the completion of individual service or at any point during service provision depending on child, youth and family need and readiness. Associated services include, but are not limited to:

- Group-based parent training and education
- Specialized individual and group-based therapeutic interventions
- Child and youth care intervention
- Self help/mutual aid
- Linking and brokerage to volunteer mentoring services
- Monitoring and supervision: supervised visitation
- Homemaking: in-home services

Service definitions and output indicators have been adjusted to align with the *Catalogue of Services*, either as a service or a sub-service. A copy of this document is available on request.

Staffing
Services will be provided in the City of Vancouver by four teams of Family Counsellors, each supervised by a Team Manager. Two of the teams will be located in the North area of Vancouver, and two in the South area of Vancouver. A centralized referral and intake team will be supervised by a Team Manager and will serve both Vancouver South and Vancouver North. Total FTEs for Family Counsellors is 27.0. Vancouver North and South teams each have a Family Counsellor staff complement of 13.0 FTEs, with 1.0 additional FTE providing service to Aboriginal families across the City of Vancouver.

Locations for Service
The following locations will be available in the City of Vancouver:
#201, 460 Nanaimo Street
2995 Fraser Street
Ste. 101 and 104, 2780 East Broadway
#201, 2010 East 48th Avenue

Groups will be provided at the above sites and in other neighbourhood sites accessible to families in the communities being served.

Program Description and Delivery

Referrals
All referrals to the service will be made by the Ministry and will have Ministry involvement. It is estimated that **450 to 500** referrals for families or children and youth with Continuing Custody Orders will be received. Referral types include the following:

Type One Referral
Families where initial assessment of risk indicates that ongoing Ministry involvement is not required, but time-limited intervention is recommended. Service for these families will be short term and will be provided for a maximum of eight to twelve weeks. The intent is that the Ministry file would be closed upon completion of service.

Type Two Referral
Families from type one referral, where re-assessment of risk during the period of service indicates a need for ongoing Ministry involvement. The family's Ministry file would then be transferred to a Ministry Family Service, Youth, Guardianship or other team for longer-term intervention.

Type Three Referral
Families who are new to the Ministry and where initial assessment of risk indicates a need for ongoing Ministry involvement. These families may have children who are at risk of entering Ministry care, or children who have recently entered Ministry care.

Type Four Referral
Families who have had longer term involvement with Ministry services, either on an intermittent or continuous basis, and where the level of risk has been established confirming the need for ongoing intervention. These will be families whose children are at risk of entering Ministry care, or families with children in care, who have longer-term involvement with Ministry staff.

Type Five Referral
Direct services to children and youth with *Continuing Custody Order* status, and their families and caregivers where indicated. Services provided may include, but are not limited to, therapeutic interventions, child and youth care interventions, self-help/mutual aid, supervised visitation, and volunteer mentoring.

A centralized referral number will be provided.

Hours of Service
Family Preservation and Reunification Services will be available from 7:00am to 9:00pm, Monday to Friday and Saturdays and Sundays as required by families being served. Office hours will be 8:30am to 5:00pm, Monday to Thursday, and 8:30am to 4:30 pm on Friday. Emergency coverage will be provided by Managers and Family Counsellors via cell phone. The hours of availability for other service components will vary from these core hours to accommodate the schedules and needs of children, youth and families served. Exceptions are noted below in detailed service component descriptions.

A. Individual Family Preservation and Reunification (Intervention)

Intervention in the Catalogue of Services is defined as *activities provided to maintain or prompt a planned change in the behaviour, condition or functioning of children, youth, families/ caregivers.* Therapeutic intervention/treatment as a sub-service of intervention is defined as *structured, planned and empirically supported therapy/treatment.*

Individual family preservation and reunification services will involve parents, caregivers, and children and youth, and will be delivered primarily in the family or caregiver home or a site preferred by the family. Depending on the type of referral and assessed need of the family, services will be made available from one to six months, with a maximum of eight to twelve weeks for those families where short-term involvement is recommended.

Each family referred to the service will work with one Family Counsellor to ensure continuity of service. Should a file transfer occur from one Ministry team to another, or if the child, youth or family moves to a different location within the City of Vancouver, this Family Counsellor will continue to work with the family for the duration of service. Where a transfer is made outside of the City of Vancouver, transitional assistance or service will be provided where indicated and possible.

Family Counsellors providing individual family preservation and reunification services will possess a graduate degree in social work or a comparable human service field from an accredited institution, and have at least two years' experience in family and children's services; and /or a bachelor's degree in social work or another human service field from an accredited institution and at least three years' post-degree experience in family and children's services.

The number of years of experience required for Family Counsellors providing individual family preservation and reunification services may be modified where the needs of children, youth or families served require a specific language capacity and where recruitment efforts have not identified qualified candidates under current provisions within this Agreement. Additional clinical supervision and training will be provided to staff hired under these modified experience requirements.

Family Counsellors will provide reports and evidence for court proceedings where indicated.

Waitlists for services will be managed in a manner acceptable to the Province.

Family Counsellors will work closely with Ministry social workers to identify the frequency of involvement required with the family and the frequency of contact required with the Ministry social worker. For families requiring intensive individual work, services may consist of contact in the home with the Family Counsellor in combination with associated services for up to twenty hours per week. This intensity of service will be provided where significant crisis intervention is required, and/or where risk to children or youth in the home necessitates this level of involvement.

Assessment and Integrated Service Planning

Target Population
All referrals to Individual Family Preservation and Reunification Services, including children and youth with Continuing Custody Order status.

Service Description
Assessment in the Catalogue of Services is defined as the *process of information collection, analysis, and judgement/diagnosis to inform decisions and plans for children, youth and families.*

The Ministry will be responsible for prioritizing referrals to the Family Preservation and Reunification Service and, with all referrals, will provide relevant information from Structured Decision Making assessments where applicable, as well as relevant information from specialized clinical assessments, historical information and other file documentation.

Upon referral to the service, a Family Counsellor will be assigned to the referred child, youth and/or family. In consultation with the referring social worker, initial contact will be made by the Family Counsellor with the family within 24 hours of referral where required. Contact may be made by telephone or in person, either in the family home or at another location in the community agreed upon between the Family Counsellor and the family.

The focus of the initial contact will be to identify and resolve immediate or imminent crises, provide assessment related to child safety, identify concrete needs and establish rapport prior to the first integrated service planning meeting.

Assessment and integrated service planning will be coordinated with other Ministry planning processes where indicated, to efficiently and effectively integrate service and service provision. Other Ministry planning processes include:

- Structured Decision Making;
- Comprehensive Plan of Care (CPOC) development;
- Family Group Decision Making (FGDM); and
- Alternate Dispute Resolution Processes.

Based on the most effective planning process, and in collaboration with the referring Ministry social worker, an individualized, Integrated Service Plan will be developed for each referred family, or individual child or youth, and will contain those component services included in this Subsidiary Component Agreement that are necessary to meet identified goals.

Integrated Case Management (ICM) will be used in the planning process where indicated. Families will be encouraged and supported to actively plan for and participate in ICM meetings, however, the Family Counsellor will have overall responsibility for the co-ordination and execution of meetings. Ministry social workers and foster parents will be integrally involved in the planning process, as will families and other caregivers, extended family, and children and youth where indicated. Other professionals, community service providers, and community members will be included as required. Service planning for a shorter-term intervention of a type one referral may be abbreviated, and will be based on an approach agreed upon with the referring Ministry social worker.

Service plans may include both individual and associated services, and services offered through community partners.

Subsequent ICM meetings will assess the progress of the Integrated Service Plan and identify the need for further services and supports. Services will continue for **eight to twelve weeks** for shorter-term, type one referrals, and **up to six months** for other referral types, depending on need. Ministry approval is required for individual family counsellor service extended beyond six months.

The Family Counsellor will:

- ensure that a formal, integrated service planning meeting occurs a minimum of every five months or more frequently where required during the period of service provision for longer term referrals
- share with referring Ministry social workers the results of any assessment processes or evaluative mechanisms used by program staff to evaluate progress toward case goals and objectives
- submit written reports regarding progress to referring Ministry social workers, including a primary assessment and service plan at six (6) weeks, an initial report at three (3) months, and a discharge report at six (6) months
- submit other reports as requested
- provide or arrange transportation within the geographic boundaries of the City of Vancouver to those families who require it to ensure their attendance at site-based activities.

Discharges from Family Preservation and Reunification Services and its component services will be planned and will culminate in a discharge meeting, at which time follow-up supports will be identified. Following discharge and in consultation with the referring social worker, the Family Counsellor may engage in follow-up activities with the family, including bi-weekly or monthly telephone contact for up to six months as required.

Services to Address Concrete Needs

Target Population
All family referrals to Individual Family Preservation and Reunification Services

Service Description
Basic concerns regarding housing, food, income support, and health will need to be resolved to the extent possible before families will be able to address underlying issues such as parenting, communication and relationships. All families referred to Individual Family Preservation and Reunification Service will be assessed for concrete needs. Assessment of, planning for and meeting concrete needs will occur during the Family Counsellor's initial contact with the family and will continue throughout the period of service. The program will provide for some needs directly and, for others, will assist clients to access appropriate service organizations to meet their concrete needs.

Flexible funding will be made available for the provision of concrete services such as planned or emergency transportation, or emergency needs such as food, childcare, clothing, furnishings or household supplies. These services will be used to prevent significant deterioration in the family's circumstances, or to prevent out-of-home placement of a child or youth. Concrete services provided directly through flexible funding will be used only if linkage services and advocacy by Ministry staff are unsuccessful in addressing the immediate or crisis needs identified. Liaison with the Ministry of Social Development may be required to avoid duplication of existing service.

Concrete services may also be provided to children, youth and families on a planned basis to facilitate involvement in other services areas. This category includes such concrete services as transportation and childcare provided to parents attending therapy or a self-help/mutual aid group; or food and other site-based amenities to support participation in services such as group-based parent training and education, group-based therapeutic interventions, and self-help/mutual aid groups.

Components of the service include, but are not limited to:

- Providing or working with the family to obtain:
    - emergency food supplies
    - basic personal or household necessities
    - emergency income assistance
    - emergency transportation
- Working with the family to obtain:
    - emergency shelter or housing
    - health care to address imminent needs
    - reliable emergency and community-based childcare
    - employment were required on an urgent basis
- Linkages to Ministry and community respite services
- Liaison with Ministry staff for advocacy and assistance in addressing identified needs
- Liaison with the Ministry of Social Development or other sources to assist the family in obtaining shelter, housing, income, food or employment
- Planned provision of concrete services to facilitate participation in other service areas.

Parent Training and Education

Target Population
Parents or caregivers who would benefit from this service include those experiencing challenges in managing their child's behaviour due to the child's emotional, behavioural or physical needs; parents whose children exhibit behaviours known to be associated with maladaptive parenting practices or family dysfunction; parents who would benefit from enhanced parent-child interaction due to economic circumstances, social isolation or level of parenting skill; and parents with children at risk or at high risk of abuse or neglect.

Service Description
Training and Education in the Catalogue of Services is defined as a *range of strategies for imparting knowledge, improving skills and building awareness of resources.*

The following description includes both individual and group-based parent training and education. Group intervention is provided as an associated service.

This component service encompasses parent education, builds and models parenting skills and strategies, and includes specialized programs based on the assessed needs of children, youth and parents. Services will mitigate behaviour problems in children and increase competence and confidence in parents and will be available through individual work with a family's assigned Family Counsellor, through groups offered in community-based sites, or a combination of these options.

Prior to offering Parent Training and Education, the Family Counsellor will assess the client's readiness to learn, as readiness to learn may be impaired by severe economic and environmental crises, acute mental illness, or active substance misuse. If such issues are present, other approaches to working with the family will be required before this service may be offered. Additionally, assessment will include a determination of the family's capacity and current circumstances and the parents' and child's cognitive capacity. Determination of these elements will indicate the appropriate content and strategies required to effectively deliver these services. Programming will be modified to meet the unique needs and developmental levels of both parents and children. Programming will also be modified to meet the needs of both parents and children where children exhibit significant behavioural and emotional disturbances.

Family Counsellors will use a wide variety of techniques to teach parenting skills, including role play, practical demonstration of skills, readings or video tapes followed by discussion, intervention into the child's behaviour with the parent observing, and observation of the parent's behaviour for later discussion.

Group-based parent training will be comprehensive and structured and facilitated by one Family Counsellor and a student or volunteer co-ordinator. Techniques employed in group-based training will include role playing, use of videotaped vignettes of parent-child interaction followed by role play and discussion, practice of learned skills in groups or with the child, and directed readings. Groups will be offered at a variety of community-based locations throughout the City of Vancouver.

Components of Parent Training and Education, both individual work and group-based training, include but are not limited to:

- Educating parents in child development and appropriate parental expectations
- Teaching of activities which enhance child development and improve parent-child interaction
- Teaching and modelling of behaviour management strategies and techniques, for example:
    - teaching of positive reinforcement and praise to encourage desirable behaviour
    - ignoring inappropriate behaviour and using "time outs"
    - effective limit-setting
- Psychoeducation regarding behavioural or other disorders
- Problem solving skills for both parents and children
- Anger and stress management techniques for parents
- Teaching and modelling of household management skills
- Strengthening social support and self care
- Homework and homework review with parents and children
- Building communication skills for both parents and children
- Interactive work with children, including building social skills, empathy and anger management, and co-operation at home and school
- Engagement strategies and incentives to facilitate participation in group-based activities, including transportation and childcare.

Programming and materials will be adapted for the cultural groups being served and provided in languages other than English as required.

Core skills will be identified and groups will be provided to parents in accessible locations, and during hours that facilitate participation. Group-based parent training will be available at varying times between 9:00am and 9:00pm, Monday to Friday, and 9:00am to 6:00pm Saturday.

The Contractor will participate in discussions with the Ministry and with other agencies providing these services regarding the core skills and content of parenting groups.

Therapeutic Interventions

Target Population
Families or specific children or youth, as assessed need is reflected in the Integrated Service Plan. This intervention may also be provided as direct service to children or youth with Continuing Custody Order status.

Service Description
This description includes both individual and group-based therapeutic intervention. Specialized and group interventions where indicated will be provided as associated services.

Therapeutic interventions will be provided as part of preservation or reunification efforts, and will be focussed, goal-oriented and time limited.

Family Counsellors will provide a range of therapeutic interventions that will be tailored to the needs of the child, youth or family, including youth and family mediation, where indicated. All therapies employed will be evidence-based, and may include Functional Family Therapy, Brief Strategic Structural Family Therapy, and Multidimensional Family Therapy. Where indicated, treatment, therapy and psychoeducational interventions will be provided to all family members affected by family violence.

Therapies may be provided as individual interventions delivered primarily in the family home; family therapy delivered primarily in the family home; or group-based and delivered in the community by a Family Counsellor assisted by a student or volunteer co-ordinator.

Supervised visitation between children, youth and their families will be used as opportunities for therapeutic and educational interventions. Visitation will occur in the family home, in the home of Ministry foster parents or other caregivers, or in community settings conducive to family activities. Family Counsellors will include foster parents and caregivers in these processes wherever possible. Family Counsellors will support and educate caregivers in the provision of supervised visitation, where indicated, and will include Ministry staff in planning for these therapeutic visits.

Group-based therapeutic interventions will be available at varying times between 9:00am and 9:00pm, Monday to Friday, and 9:00am to 6:00pm Saturday.

Family Counsellors will be the primary providers of therapeutic interventions required, including those specific to family violence. Family Counsellors will also facilitate linkages to ancillary therapeutic services such as mental health, addictions, additional resources specific to family violence, and other therapeutic services as required.

Linkages to Formal and Informal Supports

Target Population
All referrals to Individual Family Preservation and Reunification Services

Service Description
Informal supports are defined as natural resources or helpers within a client's community and may include family members, friends, community members, cultural and religious organizations, and charitable organizations. Family Counsellors will work to strengthen existing networks of informal supports and use these natural supports to enhance or replace formal supports.

Formal supports include a wide range of services in fields such as child protection, education, Youth Justice, health and mental health. Family Counsellors will facilitate access to required services within these and other relevant fields as necessary.

Assessment of available supports will begin in the initial contact between the Family Counsellor and the family and will continue as an ongoing process throughout service delivery. Families will be encouraged to identify and choose the supports that they wish to work with and identified supports will be included in integrated case management process, as appropriate.

B. Associated Services

One or more associated services may be provided to families with Ministry involvement, or to individual children or youth with Continuing Custody Order status. Family Counsellors will work closely with Ministry social workers in

assessing the need for associated services and in identifying the frequency of involvement and the frequency of contact required with the Ministry social worker. Associated services may be provided as follows:

- to families as adjuncts to the individualized work of a Family Counsellor
- as a direct service to families not involved in Individual Preservation and Reunification Services, or
- as a direct service to individual child or youth with Continuing Custody Order status

When these services are provided as adjuncts to the individualized work of a Family Counsellor, the assigned counsellor will coordinate, integrate and provide clinical consultation for associated services provided.

When services are provided on a direct basis to families or to individual children or youth with Continuing Custody Order status, services provided will form part of the integrated service plan developed by Ministry social worker, and the service provider will participate where indicated as a member of the Integrated Case Management team.

Group-Based Parent Training and Education and Therapeutic Groups (Group Intervention)

Group parent training and education is described in this Agreement under *Individual Family Preservation and Reunification, Parent Training and Education.*

Group-based therapeutic intervention is described in this Agreement under *Individual Family Preservation and Reunification, Therapeutic Interventions.*

Specialized Individual Therapeutic Interventions (Intervention)

Target Population:
Children, youth or families who require specialized therapeutic interventions

This service will be provided where specialized therapeutic expertise is required. Referrals will be made in consultation with the Ministry social worker.

Specialized therapeutic interventions by another therapist will be provided for a maximum of 10 weeks, one hour per week. Referrals to a specialized therapist will be made in consultation with the Ministry social worker and on the basis of a clinical recommendation by the Family Counsellor where involved. The Ministry and the Contractor agree to jointly consider requests for extension of service.

Child and Youth Care Intervention (Intervention)

Target Population
- Children and youth receiving Family Preservation and Reunification services, 15 years of age and younger, including children and youth residing with their families, extended families or caregivers; and those in temporary Ministry care; and
- Children and youth 15 years of age and younger with Continuing Custody Order status.

Service Description and Delivery
Child and Youth Care Intervention is a one-to-one, time-limited intervention aimed at children and youth who require teaching and reinforcement of pro-social and life skills, transitional or crisis support, or assistance to connect with specialized services or community supports. Education and skill building opportunities may take place during supervised visitation. Group activities may also be offered to enhance individual interventions.

Goals of the service will be clearly defined, measurable and achievable, and will connect the child or youth to longer-term supports such as recreational or other pro-social activities, Ministry Integrated Youth Service Centres, Volunteer Mentoring programs or other informal or formal supports.

To preserve continuity of service, should the child or youth move to a different location within the City of Vancouver, the Child and Youth Care Counsellor will continue to work with the child or youth for the duration of service. Where required and agreed to with Ministry staff, transitional assistance or service will be provided if a child or youth moves to another Ministry Region or jurisdiction.

Staffing
Services will be provided by Child and Youth Care Counsellors qualified with a Child and Youth Care certificate or degree, or a degree in Social Work or comparable human service field, and with at least two years' experience working with children or youth.

Hours of Service and Length of Involvement
Hours of service will be flexible and will include evenings and weekends. Child and Youth Care Interventions will be available from 9:00am to 9:00pm, Monday to Friday, and 9:00am to 6:00pm, Saturday. Each child or youth will, on average, receive three hours per week of service for up to six months.

Self Help and Mutual Aid

Target Population
Families who have the ability to participate in and would benefit from access to self help materials or from involvement in a mutual aid process. Participants may be families or youth at high risk, families with at risk or high-risk children and youth, families with special needs children or youth, or families or youth who require support before or after professional services.

Service Description and Delivery
Self Help in the Catalogue of Services is defined as the *provision of means whereby children, youth and families use tools such as the internet, videos or books to enhance their skills.*

Mutual Aid in the Catalogue of Services is defined as the *provision of means whereby youth or caregivers with common concerns connect for the purpose of supporting each other.*

Mutual aid services include strategies that connect individuals so that they may learn new ways to cope, determine ways to improve their conditions, and help others while helping themselves. Service provision will be flexible: one to one, group, phone, or on-line. Access to professional support will be provided. Groups will be formed based on identified needs within the client population. Service may be either time-limited or ongoing. Strategies supplement or prevent the need for more formal services.

The focus and content of mutual aid strategies will be developed based on the child welfare needs of the children, youth and families being served.

Components of Mutual Aid include, but are not limited to:
- Providing and facilitating the sharing of parenting knowledge and techniques
- Study groups based on content identified by participants
- Specialized information and activities designed by and for participants
- Use of culture-specific resources
- Professional support and visiting speakers
- Engagement strategies and incentives to facilitate participation in group-based activities, including transportation and childcare

The parties agree to work together during the funding period to plan and implement effective strategies in this service area.

Staffing
Mutual Aid groups will utilize trained facilitators and access to professional support will be provided. Appropriate, accessible space will be provided in community-based locations across the City of Vancouver.

Hours of Service
Group-based modalities will be available at varying times between 9:00am and 9:00pm, Monday to Friday, and 9:00am to 6:00pm Saturday, designed to facilitate maximum participation.

Linking and Brokerage to Volunteer Mentoring

Target Population
Children or youth who would benefit from a mentor relationship. Service will be prioritized in the following order: children and youth from 6 to 15 years with Continuing Custody Order status; children and youth from 6 to 18 years who are in temporary Ministry or kinship care; and children and youth from 6 to 18 years residing with their families, extended families, or other caregivers.

Service Description and Delivery
Linking and brokerage in the Catalogue of Services is defined as *activities to connect a family, child or youth to a formal support/resource, or to facilitate the formal support's direct connection to a child, youth or family.*

Children and youth will receive one-to-one support, assistance, advocacy and guidance through relationships with screened, trained and supported volunteer adult mentors. The goal of mentoring relationships is to assist children and youth to grow into capable, confident, contributing individuals.

This service will be sub-contracted to two agencies: Big Sisters of BC Lower Mainland and PLEA Community Services Society of British Columbia. Should Big Sisters or PLEA be unable to recruit a suitable volunteer for a referred child or youth, FSGV and WFCS will recruit a suitable volunteer. Screening and reference checks, training, orientation, matching, and ongoing support and supervision will be provided for all volunteer mentors.

FSGV and WFCS will establish links with other mentoring programs, both within the Ministry and in the community.

Hours of Service and Length of Involvement
A two-year time commitment from mentors will be sought. Service for individual children or youth will be provided for an average of four hours every two weeks.

Monitoring and Supervision: Supervised Visitation

Target Population
Families with children or youth in Ministry care where supervised visitation is required due to concerns for the physical, psychological or emotional safety of the child(ren).

Service Description and Delivery
Monitoring and Supervision in the Catalogue of Services is defined as the *observation of, and supplementary case management and/or enforcement for, a child or youth or family.* Supervised Visitation as a sub-service of Monitoring and Supervision is defined as *service provided for children to maintain contact with parents/caregivers/extended family in a safe setting observed by a third party.*

Supervised visitation services will provide opportunities for non-residential parents or caregivers to maintain contact with their children in a safe and neutral setting in the presence of a third party. Services will include one-to-one supervision; monitored exchanges, group supervision; telephone monitoring; or therapeutic supervision. Transportation to and from supervised visits may be provided, if needed.

Supervision will be a component of the Integrated Service Plan and the purpose and goals of the supervision will be established at the time of assessment in consultation with the referring Ministry social worker. The purpose of supervision may include observation and reporting; transportation; or therapeutic or teaching opportunities, as referenced in the Service Description for Therapeutic Interventions. Report writing by visitation supervisors, suitable for presentation at Court proceedings, may be required.

Levels of supervision will range from low vigilance through high vigilance. Family Counsellors will determine, in consultation with Ministry staff, the level of supervision required on an ongoing basis and selection of an appropriate supervision plan will be based on the goals of the supervision service, as identified in the Integrated Service Plan. When reunification is the goal, foster parents will be involved in the supervised visitation to the extent possible.

Supervised access will be offered through three modalities:

- Home-based, supervised access services provided by WFCS staff and additionally sub-contracted to Network of Inner City Community Services Society where required
- Visitation that includes parent education or therapeutic interventions, delivered by Family Counsellors
- Group visitation offered in FSGV facilities, WFCS facilities, or in the facilities of community partners, supervised by FSGV or WFCS staff

Home-based supervision will involve supervision in either the family home, the foster family home, or in a community location. A home support worker will be present to ensure the safety of the child(ren) and facilitate activities that involve the parents and child(ren).

Community-based settings will be developed that provide a comfortable home-like atmosphere with access to activities appropriate to a child or youth's developmental level.

Parent education or therapeutic interventions, offered in conjunction with supervised access, will be supervised by the Family Counsellor. The Family Counsellor will observe and assess family needs, as well as provide direct training, modeling, and therapeutic intervention, as indicated by the Integrated Service Plan.

When agreed upon, Child and Youth Care Counsellors may also be utilized to provide supervised visitation for educational and skill building purposes.

Group visitation will be conducted in FSGV facilities, WFCS facilities, or those of community partners. Groups will be organized in response to the needs of families and their children.

For all modes of supervision, supervisor to child/family ratio will be dependent on the nature and extent of risk factors present; the nature of supervision required in each case; the number and ages of children being supervised; the number of people visiting the child; the duration of the visit; and the expertise and experience of the supervisor.

For all types of visits, participants will be prepared for the visit by the Family Counsellor where involved. Children will be oriented separately from the parents and will establish limits on physical contact. All participants will be informed, as appropriate, regarding requirements for sobriety, deportment and other safety considerations.

The Contractor will establish safety plans, including the provision for visitation supervisors to call for assistance or halt visits should concerns for safety or child comfort arise. In all visits, the safety and well-being of the child(ren) will be the paramount concern and any cases of suspected or substantiated abuse will be reported to the Ministry.

Services will be delivered in the major language groups represented in the City of Vancouver.

Hours of Service and Length of Involvement
The hours of service will be flexible to accommodate the schedules of families and children, including after school, evening and weekend hours. Service will be available on an emergency basis where required, and for the length of involvement required.

Homemaking: In-Home Services

Target Population
Families where an instrumental level of intervention is required, or when emergency service is required and other concrete services have not been sufficient to address the needs identified.

Service Description and Delivery
Homemaking in the Catalogue of Services is defined as the *performance of household tasks and/or modeling of home management processes to support families or caregivers.*

This service will support, maintain, and improve family functioning, and/or assist in preventing institutionalization or another form of out-of-home care. The service will be one component of an integrated service plan agreed to by the Ministry social worker. The assigned Family Counsellor will provide coordination, integration and clinical consultation where indicated. Components of the service will include:

- emergency childcare
- childcare on an interim basis where recommended for respite, or to support parental involvement in professional or community services
- assistance with concrete tasks such as housekeeping, cleaning and meal preparation
- skill-based training focussing on home management and basic parenting skills

Staffing
Services will be provided by direct service providers assigned to the following skill-based classifications:

- Homecare/Housekeeper
- Home Management/Childcare/Parental Support
- Supervised Visits/Teaching Homemaker

Direct service providers will be assigned to referred families based on skills required as determined by family need.

This service will be sub-contracted to Network of Inner City Community Services Society on a per unit cost basis.

Should demand for In-Home Service exceed the capacity of Network Two Community Services, service delivery will be sub-contracted on an hourly basis to Medox Health Services Inc.

Hours of Service and Length of Involvement
Hours of service will be flexible to meet the needs of families, and services will be immediately available where required. The length and intensity of planned service, either intermittent or continuous, will be determined through

consultation between the Ministry social worker and the Family Counsellor and will be outlined in the integrated service plan within the following guidelines:

Initial service or emergency response will be provided for up 12 hours. Service requirements outlined in the case plan will be reviewed with the Ministry social worker and the Family Counsellor, or with the referral office Manager where there is no Family Counsellor involved.

Education and Assistance Program (Doula Services)

Doula Services will be provided for specialized in-home education and assistance to help new mothers make a successful transition from pregnancy to parenthood. Doulas will provide emotional, physical, and educational support to families with newborns. This can include mother care and companionship, breast feeding support, infant care guidance, sibling care, information on community services, recommended reading materials and safety precautions in the home, meal preparation, errands and light housekeeping.

Family-specific progress reports will be provided as required with respect to this service, including:

- Summary of service goals
- Observations of parental functioning
- Health and safety of the infant
- Parent-infant interaction
- Recommendations for future service

ATTACHMENT 1.2 – Indicators and Definitions

Attachment 1.2 to Subsidiary Component Agreement No. FT08424008

Program Indicators

FPR Family Preservation & Reunification

No	Service	Indicator	Definition
101	GENERAL	GEN: # intakes	Number of families determined to be eligible for a formal assessment by Family Preservation and Reunification Services this month for the first time. Includes families who have been previously discharged from Family Preservation and Reunification Services but who have returned to address a new or changed situation.
102	GENERAL	GEN: # intakes who identify as Aboriginal	Number of families determined to be eligible to receive one or more components of Family Preservation and Reunification Services this month for the first time who consider themselves to be of Aboriginal heritage. This number is a sub-set of the total number of intakes and therefore cannot exceed that number.
103	**GENERAL**	**GEN: % intakes who identify as Aboriginal**	**# intakes who identify as Aboriginal / # intakes**
111	INTERVENTION	INT: # hours of individual intervention with families	Number of hours this month that staff provided individual intervention on the phone or in person to families. Meetings where the family is present and travel with the client are considered individual intervention for the purposes of this indicator. The number of hours should be reported to the nearest quarter hour e.g. 0.25, 0.5, 0.75, 1, 1.25 etc.
112	INTERVENTION	INT: # families receiving individual intervention	Number of families to whom staff provided individual intervention this month. All members of a family count as a single unit for the purposes of this indicator.
113	**INTERVENTION**	**INT: Average # hours of individual intervention per family**	**# hours / # families**
114	INTERVENTION	INT: # sessions of group intervention with families	Number of times this month that staff provided intervention in a group setting i.e. provided service to members of 2 or more unrelated families at the same time.
115	INTERVENTION	INT: # hours of family group intervention sessions	Number of hours this month that staff provided intervention in a group setting. The number of hours should be reported to the nearest quarter hour e.g. 0.25, 0.5 0.75 1, 1.25 etc.
116	INTERVENTION	INT: # attendances at family group intervention sessions	Number of times this month that members of families attended group intervention sessions. Each member of a family attending a session counts separately for the purposes of this indicator.
117	**INTERVENTION**	**INT: Average # attendances per group intervention session**	**# attendances / # sessions**
121	INTERVENTION	INT: # hours of individual intervention with children/ youth	Number of hours this month that staff provided one-to-one intervention with children or youth. The number of hours should be reported to the nearest quarter hour e.g. 0.25, 0.5, 0.75, 1, 1.25 etc.
122	INTERVENTION	INT: # children/ youth receiving individual intervention	Number of children and youth for whom staff provided one-to-one intervention this month. Each child and youth counts separately for the purposes of this indicator.
123	**INTERVENTION**	**INT: Average # hours individual intervention per child/youth**	**# hours / # children/youth**
124	INTERVENTION	INT: # sessions of group intervention with children/ youth	Number of times this month that staff provided intervention in a group setting i.e. provided service to 2 or more unrelated children/youth at the same time

125	INTERVENTION	INT: # hours of group intervention sessions with children/ youth	Number of hours this month that staff provided child care in a group setting. The number of hours should be reported to the nearest quarter hour e.g. 0.25, 0.5, 0.75, 1, 1.25 etc.
126	INTERVENTION	INT: # attendances at group intervention sessions for children/ youth	Number of times this month that children or youth attended a group intervention session for children/ youth. Each child and youth attending a group intervention session counts separately for the purposes of this indicator.
127	**INTERVENTION**	**INT: Average # attendances per group intervention session for children/ youth**	**# attendances / # sessions**
141	HOMEMAKING	HMK: # hours of homemaking	Number of hours this month that staff provided in-home support to families. The number of hours should be reported to the nearest quarter hour e.g. 0.25, 0.5, 0.75, 1, 1.25 etc.
142	HOMEMAKING	HMK: # families receiving homemaking	Number of families to whom staff provided in-home support this month. All members of a family count as a single unit for the purposes of this indicator.
143	**HOMEMAKING**	**HMK: Average # hours homemaking per family**	**# hours / # families**
151	MONITORING & SUPERVISION	SPV: # hours of supervised visitation	Number of hours this month that staff provided supervised visitation to families. The number of hours should be reported to the nearest quarter hour e.g. 0.25, 0.5, 0.75, 1, 1.25 etc.
152	MONITORING & SUPERVISION	SPV: # families receiving supervised visitation	Number of families, including families of CCOs, for whom staff provided supervised visitation this month. All members of a family count as a single unit for the purposes of this indicator.
153	**MONITORING & SUPERVISION**	**SPV: Average # hours supervised visitation per family**	**# hours / # families**
161	MUTUAL AID	MTA: # sessions of mutual aid	Number of times this month that staff facilitated mutual aid in a group setting i.e. provided service to members of 2 or more unrelated families/CCOs at the same time.
162	MUTUAL AID	MTA: # hours of mutual aid sessions	Number of hours this month that staff facilitated mutual aid in a group setting. The number of hours should be reported to the nearest quarter hour e.g. 0.25, 0.5, 0.75, 1, 1.25 etc.
163	MUTUAL AID	MTA: # attendances at mutual aid sessions	Number of times this month that members of families/CCOs attended a mutual aid group. Each member of a family attending a mutual aid session counts separately for the purposes of this indicator.
164	**MUTUAL AID**	**MTA: Average # attendances per mutual aid session**	**# attendances / # sessions**
181	LINKING & BROKERAGE	VME: # Volunteer Mentor matches made	Number of Volunteer Mentor matches that met for the first time this month.
182	LINKING & BROKERAGE	VME: Total # of matches that met	Number of Volunteer Mentor matches that met this month whether for the first or subsequent time.
183	LINKING & BROKERAGE	VME: # hours that matches met	Number of hours this month that Volunteer Mentor matches met. Meetings must take place in person and should be reported to the nearest quarter hour e.g. 0.25, 0.5, 0.75., 1, 1.25 etc.
184	**LINKING & BROKERAGE**	**VME: Average # hours that matches met**	**# hours / # matches that met**
999	**GENERAL**	**GEN: # unique clients YTD**	**# active client units as of April 1, plus # intakes May - March**

ATTACHMENT 2.1 – Financial Report

Attachment 2.1 to Subsidiary Component Agreement No. FT08424008

Financial Report

Sample Report

Name of Organization: Family Services of Greater Vancouver

Contract No.: FT08424008

Period Covered:

Component Schedule No. FT08424008 Detail	Individual FPR Services	Group Interventions: Parent Training and Education and Therapeutic	Specialized Individual Therapeutic Intervention	Child and Youth Care	Self Help/ Mutual Aid	Linking and Brokerage to Volunteer Mentoring	Supervised Visitation	Homemaker/ Doula Services	TOTALS
Total Operational Revenue									
Operational Expenses:									
Total Wages and Benefits									
Total Client Support Costs									
Total Transportation									
Total Program Support									
Total Program Admin. Support									
Total Facilities Expenses									
Total Operational Pre. Admin									
Total Admin. & Gen. Exp.*									
Total Operational Expenses									
Number of Units									
Unit Cost									
Total Surplus/(deficit)	$	$		$	$	$	$		$

* Definitions from the Specified Audit Procedures, Core Policy and Procedures Manual, 6.3.2(d) Continuing Service Agreements, Policy I, Appendix F.

Comments regarding variances:

This report has been prepared from the books and records of the Contractor for the funding period ended _____. I hereby confirm to the best of my knowledge and belief, that the information contained herein, was compiled in accordance with generally accepted accounting principles and in compliance with the Province's Core Policy and Procedures Manual. There is nothing to my knowledge that has not been disclosed in this report which would affect the accuracy and completeness of the financial information.

Signature: Date

Print Name: Print Title: Executive Director

BRITISH COLUMBIA	Ministry of Children and Family Development	**MODIFICATION AGREEMENT**

BETWEEN

HER MAJESTY THE QUEEN IN RIGHT OF THE PROVINCE OF BRITISH COLUMBIA,
represented by the Minister of Children and Family Development

AND

FAMILY SERVICES OF GREATER VANCOUVER
(Legal Name)

BACKGROUND
A. The parties entered into a Subsidiary Component Agreement FT08424009, beginning April 01, 2009.
B. The parties have agreed to modify the Agreement effective April 01, 2010 ,

AGREEMENT

1. *Schedule A – Services* is amended as follows:

   a) The Total Amount of the Subsidiary Component Agreement is reduced by $146,718.00 from $3,535,375.22 to 3,388,657.22 reflecting Contracted Services (STOB 80) Budget Management adjustments commencing April 1, 2010.

   b) The targets for hours of direct service have been adjusted to 5,515 total hours for Transition Youth to Adulthood - individual intervention and to 4094 total hours for Housing Support - individual intervention. The annual target for direct hours of service is now 1576 hours for Transition Youth to Adulthood and 1259 hours for Housing Support.

   Agreed upon adjustments are outlined in the proposal attached to this Modification Agreement.

2. *Schedule B – Payment and Financial Reporting* is amended as follows:

   (a) Effective April 1, 2010, the Aggregate Maximum amount is decreased by $146,718.00 to $3,388,657.22.

   (b) Effective April 1, 2010, the Monthly Recurring payment is decreased by $6,113.25, from $98,204.86 to $92,091.61.

   The July payment will be further decreased by $18,339.75, from $92,091.61 to $73,751.86 to cover monthly amounts already paid since April 1, 2010 at the higher rate of $98,204.86.

   Prior to this Modification Agreement, to balance contract funding in the three fiscal years of the term, an adjustment was applied to the March, 2010 and future payments to match the annualized baseline level.

3. *Schedule H – Additional Terms* is amended as follows:

   The Aggregate Maximum aggregate decreased by $146,718.00 from $3,535,375.22 to $3,388,657.22.

Annual baseline funding is decreased by $73,359.00 from $1,178,458.40 to $1,105,099.40.

Modifications have been made to the following attachments:

- Schedule A

Additional Information

1. In all other respects, the Agreement is confirmed.

The parties have duly executed this modification agreement as of the 1st day of April, 2010.

SIGNED AND DELIVERED on the 20th day of July, 2010 on behalf of the Province by its duly authorized representative	**SIGNED AND DELIVERED** on the 16th day of July, 2010 by or on behalf of the Contractor (or by its authorized signatory or signatories if the Contractor is a corporation)
Signature: Teresa Goodman	Signature:
Print Name: Teresa Goodman	Print Name: Teri Nicholas Position: Chief Executive Officer
Position: Contract Manager or Designate	Signature:
Responsibility Centre:	Print Name: [illegible] Position: C.O.O.
	Signature:
	Print Name: Position:

SCHEDULE A – SERVICES

SUMMARY

Term **01/04/2009 to 31/03/2012** ***Total Amount of Component Agreement*** **$3,388,657.22**

Allocation by Programs and Services

Programs			
Youth Day Program			
	Intervention - General		$265,767.32
		Sub-Total	**$265,767.32**
Youth Outreach Program			
	Outreach - General		$719,165.58
		Sub-Total	**$719,165.58**
Youth Transition Program			
	Intervention - General		$655,683.03
		Sub-Total	**$655,683.03**

Grouped Services			
Housing			
	Intervention - General		$180,841.12
		Sub-Total	**$180,841.12**
Self Help			
	Self-Help - General		$1,567,200.17
Non-Program Services			
		Sub-Total	**$0.00**
		Total	**$3,388,657.22**

Allocation by Community

Communities Served		
Vancouver North		$2,607,075.66
Vancouver South		$781,581.56
	Total	**$3,388,657.22**

Allocation by Business Area

Core Business Area	**Business Area - Sub Business Area**		
Child and Family Development			
	Youth Services		$3,388,657.22
		Sub-Total	**$3,388,657.22**

Core Business Area	Business Area - Sub Business Area		
		Total	**$3,388,657.22**

PROGRAMS

Youth Day Program

TARGET POPULATION:	Youth who have been unsuccessful in mainstream or alternative school-based programs due to social, behavioural, and / or cognitive difficulties.
OUTCOME:	Youth are able to engage or re-engage in school, training, or work.

SERVICE: INTERVENTION - GENERAL — **Total Amount** $265,767.32

Definitions	Activities provided to maintain or prompt a planned change in the behaviour, condition or functioning of children, youth, and/or families/caregivers.		
Project Code	18CN289		
Input	Qualified Staff		
Output Indicators	# Direct One to One Hours	**Quantity**	0
	# Recipients of One to One Services		0
Reporting Frequency	Monthly		
Core Business Area	Child and Family Development		
Business Area	Youth Services		
Communities Served			
Vancouver North	**Recipient(s)** 13 to 18 years	**Amount**	$208,919.69
Vancouver South	**Recipient(s)** 13 to 18 years	**Amount**	$56,847.63

Additional Descriptions

OTHER

Temporary Service and Funding Reallocation - Suspended Service

The Youth Day Program service is suspended until such time as the Youth Hub site is replaced. During that time, the target outputs are reduced to zero in this agreement and the funding (equivalent to 1.0 FTE) for direct one-to-one hours is reallocated to the Housing program.

BUSINESS AREA OUTCOMES

- Youth participate in identifying their short and longer term needs and in developing plans to address them
- Youth experiencing high levels of risk to their health and safety have the levels of risk reduced
- Youth have immediate basic needs met including shelter, food and clothing
- Youth establish connections with community resources to address needs such as physical health, mental health, addictions and/or sexual exploitation
- Youth have improved connections to positive community supports including family/extended family, peers, education, employment, and/or housing
- Youth acquire skills and knowledge necessary to keep themselves safe, achieve identified goals, and successfully transition to adulthood

Youth Outreach Program

TARGET POPULATION:	Youth who are at risk of high-risk situations, e.g. street-involved youth.
OUTCOME:	Youth avoid high risk situations through connections to community and / or family-based supports.

SERVICE: OUTREACH - GENERAL — **Total Amount** $719,165.58

Definitions	Direct contact initiated with children, youth, families or communities for the purpose of engaging them in one or more services.
Project Code	18CN409

Input	Qualified Staff				
Output Indicators	# Recipients		**Quantity**	480	
	# Direct Hours			7089	
Reporting Frequency	Monthly				
Core Business Area	Child and Family Development				
Business Area	Youth Services				
Communities Served					
Vancouver North	**Recipient(s)**	13 to 18 years	**Amount**		$565,336.06
Vancouver South	**Recipient(s)**	13 to 18 years	**Amount**		$153,829.52

BUSINESS AREA OUTCOMES

- Youth participate in identifying their short and longer term needs and in developing plans to address them
- Youth experiencing high levels of risk to their health and safety have the levels of risk reduced
- Youth have immediate basic needs met including shelter, food and clothing
- Youth establish connections with community resources to address needs such as physical health, mental health, addictions and/or sexual exploitation
- Youth have improved connections to positive community supports including family/extended family, peers, education, employment, and/or housing
- Youth acquire skills and knowledge necessary to keep themselves safe, achieve identified goals, and successfully transition to adulthood

Youth Transition Program

TARGET POPULATION:	Youth, who may or may not be involved with the Ministry, who require additional support or skill building to move from adolescence to responsible adulthood.
OUTCOME:	Youth develop adult competencies to enable them to achieve independent living with confidence and success.

SERVICE: INTERVENTION - GENERAL			**Total Amount**		$655,683.03
Definitions	Activities provided to maintain or prompt a planned change in the behaviour, condition or functioning of children, youth, and/or families/caregivers.				
Project Code	18CN289				
Input	Qualified Staff				
Output Indicators	# Direct One to One Hours		**Quantity**	5515	
	# Recipients of One to One Services			165	
Reporting Frequency	Monthly				
Core Business Area	Child and Family Development				
Business Area	Youth Services				
Communities Served					
Vancouver North	**Recipient(s)**	13 to 18 years	**Amount**		$515,432.43
Vancouver South	**Recipient(s)**	13 to 18 years	**Amount**		$140,250.60

BUSINESS AREA OUTCOMES

- Youth participate in identifying their short and longer term needs and in developing plans to address them
- Youth experiencing high levels of risk to their health and safety have the levels of risk reduced
- Youth have immediate basic needs met including shelter, food and clothing
- Youth establish connections with community resources to address needs such as physical health, mental health, addictions and/or sexual exploitation

- Youth have improved connections to positive community supports including family/extended family, peers, education, employment, and/or housing
- Youth acquire skills and knowledge necessary to keep themselves safe, achieve identified goals, and successfully transition to adulthood

Housing

SERVICE: INTERVENTION - GENERAL — **Total Amount** $180,841.12

Definitions	Activities provided to maintain or prompt a planned change in the behaviour, condition or functioning of children, youth, and/or families/caregivers.		
Project Code	18CN289		
Input	Qualified Staff		
Output Indicators	# Direct Group Hours	**Quantity**	606
	# Direct One to One Hours		4094
	# Recipients of One to One Services		420
Reporting Frequency	Monthly		
Core Business Area	Child and Family Development		
Business Area	Youth Services		
Communities Served			
Vancouver North	**Recipient(s)** 13 to 18 years	**Amount**	$51,315.09
Vancouver South	**Recipient(s)** 13 to 18 years	**Amount**	$129,526.03

Additional Descriptions

OTHER

Temporary Reallocation from Youth Day Program Area re Suspended Service

As noted above, the Day Program service is suspended until such time as the Youth Hub site is replaced. During that time, day program target outputs and the funding (equivalent to 1.0 FTE) for direct one-to-one hours is reallocated to the Housing program.

BUSINESS AREA OUTCOMES

- Youth participate in identifying their short and longer term needs and in developing plans to address them
- Youth experiencing high levels of risk to their health and safety have the levels of risk reduced
- Youth have immediate basic needs met including shelter, food and clothing
- Youth establish connections with community resources to address needs such as physical health, mental health, addictions and/or sexual exploitation
- Youth have improved connections to positive community supports including family/extended family, peers, education, employment, and/or housing
- Youth acquire skills and knowledge necessary to keep themselves safe, achieve identified goals, and successfully transition to adulthood

Self Help

SERVICE: SELF-HELP - GENERAL — **Total Amount** $1,567,200.17

Definitions	Provision of means whereby children, youth and families use tools such as the internet, videos or books to enhance their skills.		
Project Code	18CN505		
Input	Qualified Staff		
Output Indicators	# Hours	**Quantity**	6000
Reporting Frequency	Monthly		
Core Business Area	Child and Family Development		
Business Area	Youth Services		
Communities Served			
Vancouver North	**Recipient(s)** 13 to 18 years	**Amount**	$1,231,976.05
Vancouver South	**Recipient(s)** 13 to 18 years	**Amount**	$335,224.12

BUSINESS AREA OUTCOMES

- Youth participate in identifying their short and longer term needs and in developing plans to address them
- Youth experiencing high levels of risk to their health and safety have the levels of risk reduced
- Youth have immediate basic needs met including shelter, food and clothing
- Youth establish connections with community resources to address needs such as physical health, mental health, addictions and/or sexual exploitation
- Youth have improved connections to positive community supports including family/extended family, peers, education, employment, and/or housing
- Youth acquire skills and knowledge necessary to keep themselves safe, achieve identified goals, and successfully transition to adulthood

SUBSIDIARY COMPONENT AGREEMENT (SCA)

BRITISH COLUMBIA

Ministry of Children and Family Development

Version: 1.0
Printed: 2009.03.05 11.53.53

FT08424009
FAMILY SERVICES OF GREATER VANCOUVER

BRITISH COLUMBIA | Ministry of Children and Family Development

SUBSIDIARY COMPONENT AGREEMENT: FT08424009

Agreement Name: Youth Services

HER MAJESTY THE QUEEN IN RIGHT OF THE PROVINCE OF BRITISH COLUMBIA, represented by The Minister of Children and Family Development (the "Province", "we", "us", or "our" as applicable) at the following address:	AND FAMILY SERVICES OF GREATER VANCOUVER (Legal Name) (the "Contractor", "you", or "your" as applicable) at the following address:
SUITE 900 - 865 HORNBY S VANCOUVER, B.C. CANADA V6Z 2G3 Fax Number: (604)660-4005	1616 7TH AVE W VANCOUVER, BC V6J 1S5 Fax Number: (604)733-7009

The term for the Subsidiary Component Agreement begins on: 01/04/2009 (Day/Month/Year) and ends on 31/03/2012 (Day/Month/Year)

THE PARTIES AGREE TO THE TERMS ON THE ATTACHED PAGES OF THIS DOCUMENT AND OUTLINED BELOW. THIS SUBSIDIARY COMPONENT AGREEMENT IS PART OF THE THIRD PARTY SERVICE AGREEMENT FT08424000:

APPLICABLE SCHEDULES:

- **SCHEDULE A - SERVICES**
- **SCHEDULE B - PAYMENT & FINANCIAL REPORTING**
- **SCHEDULE C - APPROVED SUBCONTRACTOR(S)**
- **SCHEDULE D - RISK MANAGEMENT & CONFLICT RESOLUTION**
- SCHEDULE E - AUTHORIZED PERSONS (FOR THE SUBSIDIARY COMPONENT AGREEMENT)
- SCHEDULE H - ADDITIONAL TERMS

SIGNED AND DELIVERED on the 31st day of March, 2009 on behalf of the Province by its duly authorized representative

Signature: Teresa Goodman

Print Name: Teresa Goodman

Position: Contract Manager or Designate

Responsibility Centre: CONTRACT MGMT OFFICE

SIGNED AND DELIVERED on the 24 day of MARCH, 2009 by or on behalf of the Contractor (or by its authorized signatory or signatories if the Contractor is a corporation)

Signature: Teri Nicholas

Print Name: Teri Nicholas

Position: Executive Director or Designate

Signature:

Print Name:

Position:

READ TERMS ON THE ATTACHED PAGES OF THIS DOCUMENT

SCHEDULE A – Services
General

The Contractor will provide all necessary components for delivery of the programs delineated below, including sufficient qualified program staff, administrative support, premises, materials and equipment.

The Province will appoint a contract supervisor for the Contractor's services funded under this Agreement. The Parties agree to conduct contract reviews during the Funding Period to review the ***Service Deliverables*** and any other issues of mutual concern, including the following:

- statements and reports;
- program elements, including hours of operation;
- access and admission criteria;
- intake and referral processes;
- numbers of clients to be served;
- hours of direct client service;
- frequency, content and format of progress and Court Ready reports;
- wait list management;
- exceptions to normal practice;
- critical incident reporting procedures;
- issue management;
- program liaison.

Services have been restructured based on a comprehensive system of care model, supported by accreditation and enhanced reporting requirements. The Province and the Contractor are using a collaborative approach to the continuing development of output-based contracts and measurable client outcomes. Both parties agree to work together to achieve these objectives. Data collected during the term of this agreement will be reviewed by both parties and then used to establish baseline targets for future contracts.

As part of the Vancouver Coastal Region multiyear contracting initiative, this Agreement is subject to a three year term and will be in effect from April 1, 2009 to March 31, 2012 subject to Sections 55 to 58 of the Third Party Service Agreement. The Agreement may, from time to time and as necessary, be modified to represent changes in service deliverables, or in financial or other clauses.

As per the Financial Administration Act, our obligation to provide payments on this three year Agreement is subject to an appropriation being available in the fiscal year of the Province in which payment becomes due.

SUMMARY

Term **01/04/2009 to 31/03/2012** ***Total Amount of Component Agreement*** **$3,535,375.22**

Allocation by Programs and Services

Programs			
Youth Day Program			
	Intervention - General		$265,767.32
		Sub-Total	**$265,767.32**
Youth Outreach Program			
	Outreach - General		$719,165.58
		Sub-Total	**$719,165.58**
Youth Transition Program			
	Intervention - General		$766,809.75
		Sub-Total	**$766,809.75**

Grouped Services			
Housing			
	Intervention - General		$216,432.40
		Sub-Total	**$216,432.40**
Self Help			
	Self-Help - General		$1,567,200.17
Non-Program Services			
		Sub-Total	**$0.00**
		Total	**$3,535,375.22**

Allocation by Community

Communities Served		
Vancouver North		$2,779,051.76
Vancouver South		$756,323.46
	Total	**$3,535,375.22**

Allocation by Business Area

Core Business Area	**Business Area - Sub Business Area**		
Child and Family Development			
	Youth Services		$3,535,375.22
		Sub-Total	**$3,535,375.22**
		Total	**$3,535,375.22**

PROGRAMS

Youth Day Program

TARGET POPULATION:	Youth who have been unsuccessful in mainstream or alternative school-based programs due to social, behavioural, and / or cognitive difficulties.
OUTCOME:	Youth are able to engage or re-engage in school, training, or work.

SERVICE: INTERVENTION - GENERAL — **Total Amount** $265,767.32

Definitions	Activities provided to maintain or prompt a planned change in the behaviour, condition or functioning of children, youth, and/or families/caregivers.		
Project Code	18CN289		
Input	Qualified Staff		
Output Indicators	# Direct One to One Hours	**Quantity**	0
	# Recipients of One to One Services		0
Reporting Frequency	Monthly		
Core Business Area	Child and Family Development		
Business Area	Youth Services		
Communities Served			

Vancouver North	**Recipient(s)**	13 to 18 years	**Amount**	$208,919.69
Vancouver South	**Recipient(s)**	13 to 18 years	**Amount**	$56,847.63

Additional Descriptions

OTHER

Temporary Service and Funding Reallocation - Suspended Service

The Youth Day Program service is suspended until such time as the Youth Hub site is replaced. During that time, the target outputs are reduced to zero in this agreement and the funding (equivalent to 1.0 FTE) for direct one-to-one hours is reallocated to the Housing program.

BUSINESS AREA OUTCOMES

- Youth participate in identifying their short and longer term needs and in developing plans to address them
- Youth experiencing high levels of risk to their health and safety have the levels of risk reduced
- Youth have immediate basic needs met including shelter, food and clothing
- Youth establish connections with community resources to address needs such as physical health, mental health, addictions and/or sexual exploitation
- Youth have improved connections to positive community supports including family/extended family, peers, education, employment, and/or housing
- Youth acquire skills and knowledge necessary to keep themselves safe, achieve identified goals, and successfully transition to adulthood

Youth Transition Program

TARGET POPULATION:	Youth, who may or may not be involved with the Ministry, who require additional support or skill building to move from adolescence to responsible adulthood.
OUTCOME:	Youth develop adult competencies to enable them to achieve independent living with confidence and success.

SERVICE: INTERVENTION - GENERAL — **Total Amount** $766,809.75

Definitions	Activities provided to maintain or prompt a planned change in the behaviour, condition or functioning of children, youth, and/or families/caregivers.

Project Code	18CN289				
Input	Qualified Staff				
Output Indicators	# Direct One to One Hours		**Quantity**	7089	
	# Recipients of One to One Services			165	
Reporting Frequency	Monthly				
Core Business Area	Child and Family Development				
Business Area	Youth Services				
Communities Served					
Vancouver North	**Recipient(s)**	13 to 18 years	**Amount**		$602,789.14
Vancouver South	**Recipient(s)**	13 to 18 years	**Amount**		$164,020.61

BUSINESS AREA OUTCOMES

- ☐ Youth participate in identifying their short and longer term needs and in developing plans to address them
- ☐ Youth experiencing high levels of risk to their health and safety have the levels of risk reduced
- ☐ Youth have immediate basic needs met including shelter, food and clothing
- ☐ Youth establish connections with community resources to address needs such as physical health, mental health, addictions and/or sexual exploitation
- ☐ Youth have improved connections to positive community supports including family/extended family, peers, education, employment, and/or housing
- ☐ Youth acquire skills and knowledge necessary to keep themselves safe, achieve identified goals, and successfully transition to adulthood

Youth Outreach Program

TARGET POPULATION:	Youth who are at risk of high-risk situations, e.g. street-involved youth.
OUTCOME:	Youth avoid high risk situations through connections to community and / or family-based supports.

SERVICE: OUTREACH - GENERAL			**Total Amount**		$719,165.58
Definitions	Direct contact initiated with children, youth, families or communities for the purpose of engaging them in one or more services.				
Project Code	18CN409				
Input	Qualified Staff				
Output Indicators	# Recipients		**Quantity**	480	
	# Direct Hours			7089	
Reporting Frequency	Monthly				
Core Business Area	Child and Family Development				
Business Area	Youth Services				
Communities Served					
Vancouver North	**Recipient(s)**	13 to 18 years	**Amount**		$565,336.06
Vancouver South	**Recipient(s)**	13 to 18 years	**Amount**		$153,829.52

BUSINESS AREA OUTCOMES

- ☐ Youth participate in identifying their short and longer term needs and in developing plans to address them
- ☐ Youth experiencing high levels of risk to their health and safety have the levels of risk reduced
- ☐ Youth have immediate basic needs met including shelter, food and clothing
- ☐ Youth establish connections with community resources to address needs such as physical health, mental health, addictions and/or sexual exploitation
- ☐ Youth have improved connections to positive community supports including family/extended family, peers, education, employment, and/or housing
- ☐ Youth acquire skills and knowledge necessary to keep themselves safe, achieve identified goals, and successfully transition to adulthood

Housing

SERVICE: INTERVENTION - GENERAL — **Total Amount** $216,432.40

Definitions	Activities provided to maintain or prompt a planned change in the behaviour, condition or functioning of children, youth, and/or families/caregivers.		
Project Code	18CN289		
Input	Qualified Staff		
Output Indicators	# Direct One to One Hours	**Quantity**	4728
	# Recipients of One to One Services		420
	# Direct Group Hours		606
Reporting Frequency	Monthly		
Core Business Area	Child and Family Development		
Business Area	Youth Services		
Communities Served			
Vancouver North	**Recipient(s)** 13 to 18 years	**Amount**	$170,137.51
Vancouver South	**Recipient(s)** 13 to 18 years	**Amount**	$46,294.89

Additional Descriptions

OTHER

Temporary Reallocation from Youth Day Program Area re Suspended Service

As noted above, the Day Program service is suspended until such time as the Youth Hub site is replaced. During that time, day program target outputs and the funding (equivalent to 1.0 FTE) for direct one-to-one hours is reallocated to the Housing program.

BUSINESS AREA OUTCOMES

- Youth participate in identifying their short and longer term needs and in developing plans to address them
- Youth experiencing high levels of risk to their health and safety have the levels of risk reduced
- Youth have immediate basic needs met including shelter, food and clothing
- Youth establish connections with community resources to address needs such as physical health, mental health, addictions and/or sexual exploitation
- Youth have improved connections to positive community supports including family/extended family, peers, education, employment, and/or housing
- Youth acquire skills and knowledge necessary to keep themselves safe, achieve identified goals, and successfully transition to adulthood

Self Help

SERVICE: SELF-HELP - GENERAL — **Total Amount** $1,567,200.17

Definitions	Provision of means whereby children, youth and families use tools such as the internet, videos or books to enhance their skills.		
Project Code	18CN505		
Input	Qualified Staff		
Output Indicators	# Hours	**Quantity**	6000
Reporting Frequency	Monthly		
Core Business Area	Child and Family Development		
Business Area	Youth Services		
Communities Served			
Vancouver North	**Recipient(s)** 13 to 18 years	**Amount**	$1,231,976.05
Vancouver South	**Recipient(s)** 13 to 18 years	**Amount**	$335,224.12

BUSINESS AREA OUTCOMES

- Youth participate in identifying their short and longer term needs and in developing plans to address them
- Youth experiencing high levels of risk to their health and safety have the levels of risk reduced
- Youth have immediate basic needs met including shelter, food and clothing
- Youth establish connections with community resources to address needs such as physical health, mental health, addictions and/or sexual exploitation
- Youth have improved connections to positive community supports including family/extended family, peers, education, employment, and/or housing
- Youth acquire skills and knowledge necessary to keep themselves safe, achieve identified goals, and successfully transition to adulthood

Attachments

Name	Attachment 1.1 - Service Overview	*Attachment 1.1 Service Overview.doc*
Name	Attachment 1.2 - Output Indicators	*Attachment 1.2 Output Indicators.doc*

SCHEDULE B – PAYMENT & FINANCIAL REPORTING

Aggregate Maximum

1.1 Subject to the provisions of the Third Party Service Agreement and this Subsidiary Component Agreement, we will pay you an amount not exceeding $3,535,375.22 in the aggregate, for providing the Services set out in Schedule A, during the term of this Subsidiary Component Agreement.

Payments

2.1 **Monthly Recurring**

We will pay you on or about the 15th day of the month commencing on the 1st day of April, 2009 as provided in the following payment schedule:

From	To	Amount	Total
April 1, 2009	April 30, 2009	$98,550.22	$98,550.22
May 1, 2009	March 31, 2012	$98,195.00	$3,436,825.00
			$3,535,375.22

2.2 **Variable**

Not applicable

2.3 **One-Time-Only Payments and Additional Costs**

Not applicable

2.4 **Payment Address**

1616 7TH AVE W VANCOUVER, BC V6J 1S5

Financial Reports

2.5 In addition to the financial statements referred to in the Audit and Service Evaluation section of FT08424000 any financial reports should, at a minimum, relate costs to service outputs. The following additional financial reports are required.

Name	Description
Semi-annual Service Cost Report	Report that outlines the semi-annual costs associated with a service.
9-Month Service Cost Report	Report that outlines the costs associated with a service every 9 months.

Transition to Unit Cost Based Payments

2.6 Not applicable

Attachments

Name	Attachment 2.1 - Financial Report	*Attachment 2.1 Financial Report.doc*

SCHEDULE C – APPROVED SUBCONTRACTOR(S)

Subcontractors

1.1 The following persons or organizations, are specified as Subcontractors under section 12 of the Third Party Service Agreement, for purposes of this Subsidiary Component Agreement:

None

SCHEDULE D – RISK MANAGEMENT & CONFLICT RESOLUTION

Criminal Record Check

1.1 In accordance with the Criminal Records Review Act, you must undertake a criminal record check of each staff member or other person who has, or potentially has, unsupervised access to children, or who has access to their records.

1.2 In addition to any criminal record checks required under the Criminal Records Review Act, you must undertake a criminal record check on volunteers or other individuals who have, or potentially have, unsupervised access to children or their records.

1.3 Upon our written request you must provide us written confirmation that:

(a) criminal record checks have been initiated;
(b) you have acted on instructions from the adjudicator or us; and
(c) all other related procedures have been followed.

Conflict Resolution Officials

2.1 The designated "Officials" of the parties for the purposes of the Conflict Resolution Protocol are:

	Province	**Contractor**
Stage One:	Director or Designate	Executive Director or Designate
Stage Two:	Regional Executive Director	Executive Director or Designate
Stage Three:	Deputy Minister or Designate	Chair, Board of Directors or Designate

Permits and Licenses

3.1 You must obtain all the permits and licenses required to perform the Services, including, but not limited to:

(a) any permits or licenses required by municipal or health authorities for the operation of the Services delineated in Schedule A.

(b) any municipal, provincial, federal permits and licenses required to provide the Services including motor vehicle licenses of the appropriate class to provide transportation to clients.

Insurance and Indemnity

4.1 If eligible, you will be enrolled for insurance coverage under our Master Insurance Program (MIP).

4.2 In the event that you are deemed ineligible for coverage under the Master Insurance Program (MIP), you must, without limiting your obligations or liabilities and at your own expense, provide and maintain throughout the Term, Comprehensive General Liability in an amount not less than $2,000,000 inclusive per occurrence insuring against bodily injury, personal injury and property damage and including liability assumed under contract with insurers licensed in the province of British Columbia and in the forms and amounts acceptable to us.

4.3 You must ensure all required insurance is endorsed to provide us with 30 days advance written notice of cancellation or material change.

4.4 You must provide us with evidence of the required insurance, in the form of a completed Province of British Columbia Certificate of Insurance, immediately following execution and delivery of the Agreement.

4.5 You must maintain a minimum of $2,000,000.00 automobile third party insurance on any vehicle used to provide Services to the public.

4.6 Additional Insurance: Not applicable

SCHEDULE E – AUTHORIZED PERSONS (FOR THE SUBSIDIARY COMPONENT AGREEMENT)

Authorized Persons

1.1 The Contractor designates any of the following persons, (identified by name and/or position) to act for you in relation to this Subsidiary Component Agreement:

None

1.2 The Ministry designates any of the following persons (identify by name and/or position) to act for us in relation to this Subsidiary Component Agreement:

Dawn Schneider, Procurement Specialist

SCHEDULE H – ADDITIONAL TERMS

Other

PAYMENT AND FINANCIAL REPORTING

1.1 **Aggregate Maximum**

The aggregate includes $20,478.41 representing 2009/2010 funding increase to assist in maintaining service levels, service quality and service continuity.

1.2 Annual baseline funding for this Agreement is $1,157,980.00.

1.3 **Financial Reports**

Whether or not an annual financial statement (or review or audit of the same) is required and submitted under section 40 of the Third Party Service Agreement, the Contractor will, for the purposes of negotiation of any future agreement, submit to the Province, within 30 business days of the end of the 2nd and 3rd quarters of the Fiscal Year, a Financial Report (unaudited) showing revenues and expenditures for each service area. A sample of the Financial Report (unaudited) is included as Attachment 2.1 to this Subsidiary Component Agreement.

ADDITIONAL REPORTING REQUIREMENTS

2.1 **Monthly Indicator Reports**

The reports referred to in Schedule A will be submitted within 15 business days of the end of the period specified, commencing with a first report for the period ending April 30, 2009. For the purpose of this section and section 1.3, a "business day" is any day that is not a Saturday, a Sunday or a statutory holiday in British Columbia.

2.2 **Annual Report on Outcomes**

The parties agree to work collaboratively in the development and implementation of outcome measurement tools that may be considered during the current funding period.

2.3 Other information as may be requested by the Province

[1]Attachment 1.1 to Subsidiary Component Agreement # FT08424009
Family Service of Greater Vancouver – Youth Services – Service Overview

Family Services of Greater Vancouver (FSGV) will deliver non-residential services to at-risk and high-risk youth and their families who live in, or identify with, downtown Vancouver and city-wide outreach services. At-risk youth demonstrate increased vulnerability to involvement in high risk activity. High risk youth include specialized populations such as runaway youth, homeless and street-involved youth, youth who are suicidal or substance-misusing, sexually exploited youth, and sexual minority youth.

To co-ordinate and deliver services, FSGV will establish a Downtown Vancouver Integrated Youth Service Centre (**Directions).** This will be one of four Vancouver Integrated Youth Service Centres whose establishment the Ministry will be funding: Downtown Vancouver, Mid-Town, South Vancouver and an Aboriginal centre. The FSGV staff of the Downtown Vancouver Integrated Youth Service Centre will be required to work collaboratively with the agencies who will be establishing the other Youth Service Centres on behalf of the Ministry.

Directions will be located at 1134 Burrard Street Hours of operation for each service area are included in detailed service descriptions below. In addition to the Services to be provided from the Centre, Centre staff will facilitate youth access to necessary services delivered by the other Youth Service Centres, as well as a broad range of community and government resources. Service Areas included in this agreement are:

- Community Outreach Services to Youth (centralized service for all of Vancouver)
- Intake, Assessment and Integrated Case Management (centre-specific service)
- Housing Support and Assistance (centre-specific service)
- Services to Transition Youth to Adulthood (centre-specific service)
- Day Programming (centre-specific service)

Following are detailed descriptions of the services to be provided:

<u>OUTREACH (Community Outreach Services to Youth)</u> (Centralized Service)

Target Population:

Street-involved, street-entrenched, sexually exploited, at-risk or high-risk youth, ages 12-18 throughout the Vancouver area, who require outreach to exit from high-risk circumstances and from high-risk geographical areas. With Ministry approval, pregnant and parenting youth between 19-24 years of age will be served.

---

[1] Notes:

- Targets in this document are stated as one-year targets, while those in the Subsidiary Component Agreement Schedule A are for the full term of the agreement.
- See Schedule A for notes re temporary reallocation of funding/targets for one-to-one hours stated herein from Youth Day Program to Housing area, until youth hub site is replaced.

Estimated output capacity:

Number served: 100 - 160 youth per year
Hours of Direct Service: 2363 hours per year

Referral Process:

Open access, self-referral, and community referrals, with priority given to referrals by Ministry Staff, Mental Health and Youth Justice staff. The Ministry will have the responsibility for prioritizing referrals.

Program Description and Delivery:

Based from the Downtown Vancouver Centre, outreach services to youth will be provided **across the City of Vancouver**. The program will support at-risk or high-risk youth with assistance in exiting high-risk circumstances. Outreach to street-involved youth will consist of interventions that focus on connecting and reconnecting youth to their communities and families. Where indicated, these youth will be linked to Youth and Family Mediation and Reunification Services offered through the South Vancouver Integrated Youth Services Centre. The outreach program will focus on connecting youth with health care, mental health, addictions recovery, social welfare, and independence planning services.

This program will work with and link youth to any of the four Vancouver Youth Service Centres, depending on a youth's specific needs and the community with which the youth identifies.

The **activities of the service** will include, but are not limited to:

- Community-based engagement of at-risk and high-risk youth
- Screening and assessment of immediate food, shelter and health care needs
- Provision of or links to services to address basic needs identified by the youth
- Assessment regarding mental health, substance use, possibilities for reunification or repatriation and social networks to assist the youth in developing a range of support options
- Links to Ministry repatriation and other services
- Provision of an array of engagement strategies, including concrete incentives (i.e. food) and recreation or other pro-social activities
- Provision of trained and supported outreach workers
- Conflict resolution and mediation to support reconnection or reunification efforts
- Links to *Youth and Family Mediation and Reunification Services* where indicated
- Links to a range of life and pro-social skill development offered through the four Youth Service Centres
- Links to formal and informal support for youth
- One-to one support and crisis management.

The Outreach team will work closely with, refer to, and accept referrals from all four Youth Service Centres and Ministry staff. This will be accomplished through meetings, phone calls and dropping-in.

The Outreach team will monitor changes to congregation trends and periodically adjust target areas to reflect emerging areas of congregation. Two-person coverage will occur when doing street outreach through community partnerships

The Outreach staff will partner with appropriate community resources, (for example, BC Centre for Disease Control Street Nurse program, Covenant House and the Urban Native Youth Association outreach workers), to maximize service hours and coverage. This agreement does not preclude FSGV seeking funding from other partners to support additional Outreach staff. Each Outreach staff is required to have a valid driver's licence and access to appropriate transportation to provide outreach to the areas mentioned above. They will attend Reconnect Meetings, Integrated Case Management meetings and other meetings as necessary.

Hours of Service:

Outreach will occur Monday through Friday, Noon (12:00am) to 11:00pm.

Staffing:

The Outreach team will consist of 3 FTE Outreach Worker positions, supervised by the Daytime Coordinator for the Intake, Assessment and Integrated Case Management Service. Outreach Workers will possess a minimum of 2 years post-secondary education and 2 years relevant work experience.

Supervision:

The Daytime Coordinator will supervise the Outreach team through regular supervisory and staff meetings. Post-probationary period and annual performance evaluations will be completed.

SELF HELP (Intake, Assessment, and Integrated Case Management)
(Centre specific service)

Target Population:

All street-involved, street-entrenched, at-risk and high-risk youth between 12 and 18 years of age residing, or identifying with, downtown Vancouver and city-wide for Outreach services. This agreement does not preclude FSGV from seeking other funding opportunities/partnerships to offer services to youth up to age 21. However, any services offered to 19 to 21 year olds must not infringe upon service availability to 12 to 18 year olds funded through this agreement, or negatively impact their safety or security.

Estimated output capacity

Number served: 1000 youth per year
Hours service available: 2000 per year

Referral Process:

Open access service will be provided to each youth and their family and/or caregiver (if appropriate) who attend or are referred to the Centre.

Service Description and Delivery:

The Downtown Vancouver Integrated Youth Resource Centre will provide a safe, non-judgmental environment for youth. The focus shall be on engaging youth in dialogue that will support youth in moving toward safer and healthier lifestyles and becoming contributing members of their families and communities.

The **activities of the service** will include, but are not limited to:

- Information and Referral
- Screening, Intake and Basic Assessment
- Integrated Case Management (ICM)
- Attention to basic needs (food, shelter, hygiene)
- One-to-one support and crisis management
- Youth and Community Advisories
- Culturally specific services to Aboriginal Youth
- Pro-social and other activities.

The Centre will provide open access laundry facilities, hot meals, showers, locker facilities, clothing, and toiletries. An array of strategies to support engagement, including recreational and pro-social activities, life skills development, access to pet care, computers, and one-to-one support will also be available.

Centre staff will liase with all four Integrated Youth Service Centres, other services in the community and Ministry staff to facilitate youth referral to appropriate resources, such as health, alcohol and drug, mental health, and culturally appropriate services to aboriginal youth. Referrals will be conducted by meetings and phone calls. Based on need, an integrated plan will be developed and implemented with the youth and their family and/or caregiver, if appropriate, in co-ordination with Ministry staff and other community professionals and service providers. Integrated case management will be provided where indicated and agreed upon by Ministry staff.

To ensure site security, a minimum of two staff shall be on site at all times. Access to the site shall be controlled through a buzzer system. All individuals seeking access to the Centre will be screened by Centre staff prior to admittance. Standardized registration procedures will be implemented and adhered to at all times. Youth may be under the influence of drugs and/or alcohol when they enter the Centre. Youth found using drugs or alcohol on site, or who are abusive to others while at the Centre will be removed from the Centre.

The Centre shall establish a youth advisory group through which youth will have the opportunity to be involved in decisions about service delivery. Additionally, the Centre shall maintain programs that encourage youth voluntary participation in establishing and maintaining a safe and relaxed environment within the Centre.

INTERVENTION (Housing Support and Assistance)
(Centre-specific service)

Target Population:

At-risk or high-risk youth, between the ages of 12 and 18 who are homeless and/or in need of housing.

Estimated output capacity:

Number served: 70 youth per year
Hours of direct service: 788 hours per year

Referral Process:

Priority for Ministry referred youth with additional open access referrals as capacity allows.

Service Description and Delivery:

This service will provide one-to-one support to assist youth to obtain safe, secure and affordable housing.

The **activities of the service** will include, but are not limited to:

- Linkage to the *Central Housing Registry* maintained by the Mid-Town Vancouver Integrated Youth Services Centre,
- Liaison with landlords to facilitate successful placement of youth,
- Housing skill development and education,
- Landlord/tenant dispute resolution,
- Co-ordination and facilitation of moving arrangements for youth, including provision of direct moving services,
- Liaison and collaborative planning with other Centre programs providing direct service to youth.

The Housing Worker will work closely with all other Centre staff, Ministry workers and the Central Housing Registry to ensure youth secure safe and affordable housing. The worker will work one-to-one with youth to conduct housing searches with youth, link youth with the Central Housing Registry, and assist youth in moving residence. If the youth is homeless, the program will refer them to FSGV Safehouse or other safe houses in the community. Following provision of service, the Housing Worker will follow up with youth to ensure continuing success of the housing placement.

The Housing Worker shall possess a valid driver's licence and shall have access to appropriate transportation to support the activities of the service.

Hours of Service:

Housing support and assistance will be available Monday to Friday, inclusive, 12:00am to 8:00pm. Hours may vary based on client need.

Staffing:

One FTE shall be allocated to a Housing Worker position. The Housing Worker shall possess two years post-secondary education and two years relevant experience.

Supervision:

The Daytime Co-ordinator of the Intake, Assessment and Integrated Case Management service will supervise the Housing Worker through regular supervisory and team meetings. Post-probationary period and annual performance evaluations will be completed.

INTERVENTION (Services to Transition Youth to Adulthood)
(Centre-specific service)

Target Population:

Youth involved with the Ministry who require assistance in moving towards independence. Includes youth in Continuing Custody of the Ministry between the ages of 12 and 18; youth receiving service through Youth Agreements, between the ages of 16 and 18; and youth receiving Ministry support services between the ages of 12 and 18. Priority will be given to the older youth in this population.

Estimated output capacity:

Number served: 55 intakes per year
Hours of Direct Service: 2363 hours per year

Referral Process:

Access to service will be limited to Ministry-involved youth. Prioritization of referrals will be a Ministry responsibility.

Service Description and Delivery:

This service will provide interventions that promote the development of adult competencies so that youth may achieve independent living with confidence and success. Plans for service will be individualized and be appropriate to developmental differences in reference to age groups or challenges the young person may have (e.g. FAS, ADHD, developmentally challenged). Interventions for youth 15 and under will include age appropriate activities that promote the attainment of age-appropriate life skills, educational programming and age-appropriate recreational and pro-social activities.

Interventions for youth aged 16 to 18 years will promote the attainment of life skills necessary for independent living and include attaining employment and vocational skills.

The **activities of the service** will include, but are not limited to:

- Life and pro-social skill development,
- Youth care intervention,
- Employment and vocational skills development,
- Liaison to health and education services,
- Housing support and assistance,
- After hours crisis response,
- Self help/mutual aid for youth,
- Links to Volunteer Mentoring for Youth, delivered through the Mid-Town Integrated Youth Services Centre
- Links to Centre and community recreation and pro-social activities,
- Links to formal and informal supports, including programs for youth who are parenting, and adult services where required,
- Transitional services to support post-service plan.

The after hours crisis response will be delivered through the Centre, Outreach Workers and Safe House. After hours response is further supported by on-call FSGV managers.

Counsellors must have a valid driver's licence and access to appropriate transportation.

Hours of Service:

Services to Transition Youth to Adulthood shall be available Monday to Friday inclusive, 11:00am to 7:00pm.

Staffing:

Three FTEs shall be allocated to Counsellor positions for Services to Transition Youth to Adulthood. Counsellors will be required to possess a Bachelor of Social Work degree, or equivalent, and three years relevant experience.

Supervision:

The Daytime Coordinator of the Intake, Assessment and Integrated Case Management service shall supervise the Counsellor through regular supervisory and staff meetings. Post-probationary period and annual performance evaluations shall be completed.

INTERVENTION (Day Programming)
(Centre-specific service)

Target Population:

Street-involved youth between the ages of 16 and 18, who are in the care of the Ministry, or who have ongoing Ministry involvement. Youth between 13 and 15 years of age will be considered for service in consultation with the Ministry.

Estimated output capacity: 20 spaces per day
Hours of day program sessions: 1050 hours per year

Referral Process:

Referrals will be limited to Ministry-involved youth and prioritization of referrals will be a Ministry responsibility.

Service Description and Delivery:

Youth receiving Day Programming will present with social, behavioural and cognitive difficulties and have been unsuccessful in mainstream or alternative school-based programs. This program shall be targeted to youth aged 16 to 18 years of age. In consultation with the Ministry, services for 13 to 15 year old youth may be considered. Twenty youth may be involved with the program at any one time.

The **activities of the service** will include, but are not limited to:

- Life and pro-social skills development, individual and group,
- Specialized activities appropriate to individual youth,
- Outreach to re-engage and maintain youth in day programming,
- Individual and group academic tutoring provided by trained tutors,
- Vocational/academic training through Vancouver School Board teachers,
- Encouragement and facilitation of parent/caregiver involvement in a youth's day program plan (if available and appropriate),

- Planning for and facilitation of post-service school programs, vocational training, or employment,
- Transition services to support the post-service plan,
- Link to other Centre services, including *Youth and Family Mediation and Reunification, Services to Transition Youth to Adulthood*, and *Volunteer Mentoring,*
- Link with recreational and other activities provided at the Centre,
- Link to formal and informal supports.

Full year programming shall be provided and shall include educational programming, as well as teaching and reinforcement of life and vocational skills. Individualized plans shall be developed for each youth in the program, and involvement from parents and/or caregivers shall be encouraged if indicated. Plans and progress shall be monitored regularly. Discharges from the program shall be with the approval of Ministry staff.

Educational programming shall begin September 1, 2004, in alignment with the academic year. As a key partner, the Vancouver School Board (VSB) will provide academic/vocational programming. Centre staff will collaborate with the VSB and other educational, vocational, and skills enhancement services to meet the range of services required.

Bi-weekly life-skills and pro-social age-appropriate group activity programming shall be available to all youth. These activities shall be tailored to street-involved youth who may not be ready for an academic plan; therefore, activity planning shall focus on activities that are realistic and appropriate to engage these youth and aid them in developing life skills. Activities may range from personal health and development (group safety and respect, conflict resolution skills, dealing with anger, drug and alcohol awareness and sexually transmitted disease awareness), to practical life skills (budgeting and banking skills, cooking skills, first aid), to life and career planning (goal setting, mentoring, vocational and academic planning) to recreation and artistic development (arts and crafts, music therapy, cultural excursions, hiking and other physical recreation, movie nights).

The Day Program Counsellor/Group Facilitator shall liase with Centre programs, other Integrated Youth Service Centres, VSB and other academic and vocational programs and youth serving agencies. The Counsellor/Group Facilitator shall be required to possess a valid driver's licence and have access to appropriate transportation.

Hours of Service:

Day Programming shall be available Monday through Friday inclusive, 11:00am to 6:00pm.

Staffing:

One FTE shall be allocated to a Counsellor/Group Facilitator position. The incumbent shall possess a Bachelor of Social Work, or equivalent, and three years relevant experience.

Supervision

The Daytime Co-ordinator of the Intake, Assessment and Integrated Case Management service will supervise the Counsellor/Group Facilitator through regular supervisory and team meeting. Post-probationary period and annual performance evaluations will be conducted.

Attachment 1.2 to Subsidiary Component Agreement # FT08424009
Family Service of Greater Vancouver – Youth Services

Program Indicators 2009-2010

YSE Youth Services

No	Service	Indicator	Definition
101	GENERAL	GEN: # intakes to DAY PROGRAM	Number of youth accessing the DAY PROGRAM this month for the first time in this fiscal year. For most Day Programs, the majority of intakes will occur in September.
102	INTERVENTION	INT: # sessions of Day Program	Number of times this month that the Day Program staff offered the program. For Day Programs that run all day, the number of sessions will equal the number of days they were open. For Day Programs that offer the program to different youth in the morning/ afternoon/ evening, the number of sessions will be more than the number of days.
103	INTERVENTION	INT: # hours of Day Program sessions	Number of hours this month that the Day Progam was open to youth. The number of hours should be reported to the nearest quarter hour e.g. 0.25, 0.5, 0.75,1, 1.25 etc.
104	INTERVENTION	INT: # attendances at Day Program sessions	Total number of attendances at all Day Program sessions this month. A youth must be present for at least 75% of the duration of the session to be considered as having attended. Excludes youth who are on a monitored home study program, as well as youth absent for other reasons.
105	**INTERVENTION**	**INT: Average # attendances per Day Program session**	**# attendances / # sessions**
106	INTERVENTION	INT: # hours individual intervention	Number of hours this month that staff provided one-to-one intervention within the context of a Day Program. Time spent with a youth's family/ caregiver counts as time with the youth for the purposes of this indicator. Hours should be reported to the nearest quarter hour e.g. 0.25, 0.5, 0.75,1, 1.25 etc.
107	INTERVENTION	INT: # youth receiving individual intervention	Number of youth to whom staff provided one-to-one intervention this month. Intervention may be provided in person or over the phone.
108	**INTERVENTION**	**INT: Average # hours individual intervention per youth**	**# hours / youth**
109	INTERVENTION	INT: # sessions of group training and education	Number of times this month that staff provided group activity within the context of a Day Program i.e. provided service to 2 or more unrelated youth at the same time.
110	INTERVENTION	INT: # hours of group training and education sessions	Number of hours this month that Day Program staff provided group activity. The number of hours should be reported to the nearest quarter hour e.g. 0.25, 0.5, 0.75,1, 1.25 etc.
111	INTERVENTION	INT: # attendances at training and education sessions	Total number of attendances at all training and education sessions provided by Day Program staff this month.
112	**INTERVENTION**	**INT: Average # attendances per training and education session**	**# attendances / # sessions**
201	GENERAL	GEN: # intakes to HOUSING SUPPORT AND ASSISTANCE	Number of youth accessing HOUSING SUPPORT AND ASSISTANCE this month for the first time. 'Accessing' means the youth asked staff for help with housing, and provided staff with their name. Excludes youth in the Transition Youth to Adulthood program.

Program Indicators 2009-2010

YSE Youth Services

No	Service	Indicator	Definition
202	GENERAL	GEN: # intakes who are re-intakes	Number of youth accessing Housing Support and Assistance who have found housing with MCFD support and assistance within the past 12 months. This number is a sub-set of the total number of intakes and therefore cannot exceed that number.
203	**GENERAL**	**GEN: % intakes are re-intakes**	**# intakes who are re-intakes / # intakes**
204	INTERVENTION	INT: # hours of individual housing support	Number of hours this month that staff provided one-to-one Housing Support and Assistance services to youth. Individual housing support and assistance may be provided in person or by phone and should be reported to the nearest quarter hour e.g. 0.25, 0.5, 0.75,1, 1.25 etc.
205	TRAINING & EDUCATION	TRE: # sessions of group housing support	Number of times this month that staff provided housing support and assistance in a group setting i.e. provided service to 2 or more unrelated youth at the same time.
206	TRAINING & EDUCATION	TRE: # hours of group housing support	Number of hours this month that staff provided housing support and assistance in a group setting. The number of hours should be reported to the nearest quarter hour e.g. 0.25, 0.5, 0.75,1, 1.25 etc.
207	TRAINING & EDUCATION	TRE: # attendances at housing support sessions	Total number of attendances at all group housing support and assistance sessions provided by Housing Support and Assistance staff this month.
208	**TRAINING & EDUCATION**	**TRE: Average # attendances per housing support session**	**# attendances / # sessions**
209	OUTCOME	TRE: # youth receiving housing support who moved into accommodation	Number of youth accessing Housing Support and Assistance who reported moving into accommodation this month. Does not include youth who have 'found' accommodation but have not yet moved into it.
218	INFORMATION & REFERRAL	IFR: # units of housing registered this month	Number of units of housing available to youth that were added to the Housing Registry this month.
219	INFORMATION & REFERRAL	IFR: Total # units registered at month end	Total number of units of housing that were available to youth through the Housing Registry at the end of this month.
301	GENERAL	GEN: # intakes to FAMILY AND YOUTH MEDIATION AND REUNIFICATION	Number of youth accessing FAMILY AND YOUTH MEDIATION AND REUNIFICATION this month for the first time. Includes youth who have been previously discharged from Mediation and Reunification but are returning to address a new or changed situation. Excludes extensions of referals.
302	INTERVENTION	INT: # hours of individual intervention	Number of hours this month that staff provided one-to-one Mediation and Reunification services to youth and/or their families/ caregivers. Individual service may be provided in person or by phone and should be reported to the nearest quarter hour e.g. 0.25, 0.5, 0.75,1, 1.25 etc.
303	INTERVENTION	INT: # youth/caregivers receiving individual intervention	Number of different youth to whom staff provided one-to-one Mediation and Reunification services this month. A youth and their families/ caregivers count as a single unit for the purposes of this indicator.
304	**INTERVENTION**	**INT: Average # hours individual intervention per youth**	**# hours / youth**

Program Indicators 2009-2010

YSE Youth Services

No	Service	Indicator	Definition
305	INTERVENTION	INT: # sessions of group intervention	Number of times this month that staff provided Mediation and Reunification services in a group setting, i.e. provided service to 2 or more unrelated youth and/or their families/ caregivers at the same time
306	INTERVENTION	INT: # hours of group intervention sessions	Number of hours this month that staff provided Mediation and Reunification services in a group setting. The number of hours should be reported to the nearest quarter hour e.g. 0.25, 0.5, 0.75,1, 1.25 etc.
307	INTERVENTION	INT: # attendances at group intervention sessions	Total number of attendances at all group intervention sessions provided by Family and Youth Mediation staff this month. Each youth, family member/ caregiver is counted separately for the purposes of this indicator.
308	**INTERVENTION**	**INT: Average # attendances per group intervention session**	**# attendances / # sessions**
309	OUTCOME	INT: # discharges from Mediation/ Reunification (1a)	Number of youth for whom staff wrote a closing report this month (1a).
310	OUTCOME	INT: # of 1a who achieved their primary goal in relationship to their family	Number of youth for whom staff wrote a closing report this month who achieved their primary goal in relationship to their family
311	**OUTCOME**	**INT: % of 1a who achieved their primary goal in relationship to their family**	**# achieving goal / # discharged this month [310 / 309]**
312	OUTCOME	INT: # successful discharges 3 months ago (2a)	Number of youth who successfully completed Mediation and Reunification Services three months ago
313	OUTCOME	INT: # of 2a contacted this month (2b)	Number of youth who successfully completed Mediation and Reunification Services three months ago with whom contact was made this month.
314	**OUTCOME**	**INT: % of 2a contacted this month (2b)**	**[313 / 312]**
315	OUTCOME	INT: # of 2b with maintained or improved relationship with family	Number of youth who successfully completed Mediation and Reunification Services three months ago with whom contact was made this month who reported that their relationship with their family has improved or been maintained over the past three months.
316	**OUTCOME**	**INT: % of 2b with maintained or improved relationship with family**	**[315 / 314]**
317	OUTCOME	INT: # successful discharges 6 months ago (3a)	Number of youth who successfully completed Mediation and Reunification Services six months ago
318	OUTCOME	INT: # of 3a contacted this month (3b)	Number of youth who successfully completed Mediation and Reunification Services six months ago with whom contact was made this month
319	**OUTCOME**	**INT: % of 3a contacted this month (3b)**	**[318 / 317]**

Program Indicators 2009-2010

YSE Youth Services

No	Service	Indicator	Definition
320	OUTCOME	INT: # of 3b with maintained or improved relationship with family	Number of youth who successfully completed Mediation and Reunification Services six months ago with whom contact was made this month who reported that their relationship with their family has improved or been maintained over the past six months.
321	**OUTCOME**	**INT: % of 3b with maintained or improved relationship with family**	**[320 / 319]**
401	GENERAL	GEN: # intakes to SAFE CARE	Number of youth determined to be eligible to receive SAFE CARE services this month for the first time. Includes youth that have been previously discharged but are returning to address a new or changed situation.
402	GENERAL	GEN: # intakes who identify as Aboriginal	Number of youth contacted by Safe Care staff this month for the first time who consider themselves to be of Aboriginal heritage. This number is a sub-set of the total number of intakes and therefore cannot exceed that number
403	**GENERAL**	**GEN: % intakes that identify as Aboriginal**	**# intakes who identify as Aboriginal / # intakes**
421	LINKING & BROKERAGE	LNK: # hours linking and brokerage	Number of hours this month that Safe Care staff provided inking and brokerage for youth and/or their caregivers. Linking and brokerage refers to activities to connect the youth and/or their caregiver(s) to a formal support/ resource, or to facilitate the formal support's direct connection to the youth. Hours should be reported to the nearest quarter hour, e.g. 0.25, 0.5, 0.75,1, 1.25 etc.
422	LINKING & BROKERAGE	LNK: # youth receiving linking and brokerage	Number of youth for whom staff provided linking and brokerage this month. A youth and their caregivers count as a single unit for the purposes of this indicator.
423	**LINKING & BROKERAGE**	**LNK: Average # hours linking and brokerage per youth**	**# hours / # youth**
431	TRAINING & EDUCATION	TRE: # sessions of community training/ education provided	Number of times this month that staff provided training and/or education to other service providers and/or members of the public in a group setting.
432	TRAINING & EDUCATION	TRE: # hours of community training/ education	Number of hours this month that staff provided community training/ education in a group setting. The number of hours should be reported to the nearest quarter hour e.g. 0.25, 0.5, 0.75,1, 1.25 etc.
433	TRAINING & EDUCATION	TRE: # attendances at community training/ education sessions	Total number of attendances by other service providers and/or members of the public at all group training and education sessions provided by Safe Care staff this month.
434	**TRAINING & EDUCATION**	**TRE: Average # attendances per community training/ education session**	**# attendances / # sessions**
501	GENERAL	GEN: # intakes to TRANSITION YOUTH TO ADULTHOOD	Number of youth accessing services to TRANSITION YOUTH TO ADULTHOOD this month for the first time. Also includes youth who have been discharged from Transition Services before but are returning to address a new or changed situation

Program Indicators 2009-2010

YSE Youth Services

No	Service	Indicator	Definition
502	GENERAL	GEN: # intakes who identify as Aboriginal	Number of youth accessing services to Transition Youth to Adulthood this month for the first time who consider themselves to be of Aboriginal heritage. This number is a sub-set of the total number of intakes and therefore cannot exceed that number
503	**GENERAL**	**GEN: % intakes that identify as Aboriginal**	**# intakes who identify as Aboriginal / # intakes**
504	INTERVENTION	INT: # hours of individual transition services with youth/caregiver	Number of hours this month that staff provided one-to-one Transition Service to youth and/or their caregivers. Individual service may be provided in person or by phone and should be reported to the nearest quarter hour e.g. 0.25, 0.5, 0.75,1, 1.25 etc.
505	INTERVENTION	INT: # youth receiving individual transition services	Number of different youth to whom staff provided one-to-one Transition Services this month. A youth and his/her caregiver(s) count as a single unit for the purposes of this indicator.
506	**INTERVENTION**	**INT: Average # hours individual transition services per youth**	**# hours / # youth**
507	INTERVENTION	INT: # sessions of group transition services provided	Number of times this month that staff provided Transition Services in a group setting i.e. provided service to 2 or more unrelated youth at the same time
508	INTERVENTION	INT: # hours of group transition services	Number of hours this month that staff provided Transition Services in a group setting. The number of hours should be reported to the nearest quarter hour e.g. 0.25, 0.5, 0.75,1, 1.25 etc.
509	INTERVENTION	INT: # attendances at transition sessions	Total number of attendances by youth and/or their caregivers at Transition sessions this month. Each youth and/or caregiver counts as a separate individual for the purposes of this indicator.
510	**INTERVENTION**	**INT: Average # attendances per transition session**	**# attendances / # sessions**
511	TRAINING & EDUCATION	TRE: # sessions of community training/ education	Number of times this month that Transition staff provided general community training and/or education in a group setting i.e. provided service to 2 or more other service providers or members of the public
512	TRAINING & EDUCATION	TRE: # hours of community training/ education sessions	Number of hours this month that Transition staff provided general community training and/or education in a group setting. The number of hours should be reported to the nearest quarter hour e.g. 0.25, 0.5, 0.75,1, 1.25 etc.
513	TRAINING & EDUCATION	TRE: # attendances at community training/ education sessions	Total number of attendances this month at general community training and/or education sessions provided by Transition staff
514	**TRAINING & EDUCATION**	**TRE: Average # attendances per community training/ education session**	**# attendances / # sessions**
515	OUTCOME	INT: # of youth completing Transition program (1a)	Number of youth discharged from Transition services this month having completed the program
516	OUTCOME	INT: # of 1a with improved functioning	Number of youth completing Transition services this month with improved functioning.
517	**OUTCOME**	**INT: % of 1a with improved functioning**	**[516 / 515]**

Program Indicators 2009-2010

YSE Youth Services

No	Service	Indicator	Definition
518	OUTCOME	INT: # of 1a attending school, training or work at discharge	Number of youth completing Transition services this month who were attending school, training or work at time of discharge.
519	**OUTCOME**	**INT: % of 1a attending school, training or work at discharge**	**[518 / 515]**
520	OUTCOME	INT: # of 1a who have accommodation at discharge	Number of youth completing Transition services this month who reported having accommodation at time of discharge.
521	**OUTCOME**	**INT: % of 1a who have accommodation at discharge**	**[520 / 515]**
522	OUTCOME	INT: # of youth aging out (1a)	Number of youth discharged from Transition services this month having reached the age of 19 or older, i.e. having 'aged out.'
523	OUTCOME	INT: # of 1a with improved functioning	Number of youth aging out of Transition services this month with improved functioning.
524	**OUTCOME**	**INT: % of 1a with improved functioning**	**[523 / 522]**
525	OUTCOME	INT: # of 1a attending school, training or work at discharge	Number of youth aging out of Transition services this month who were attending school, training or work at time of discharge.
526	**OUTCOME**	**INT: % of 1a attending school, training or work at discharge**	**[525 / 522]**
527	OUTCOME	INT: # of 1a who have accommodation at discharge	Number of youth completing Transition services this month who reported having accommodation at time of discharge.
528	**OUTCOME**	**INT: % of 1a who have accommodation at discharge**	**[527 / 522]**
529	OUTCOME	INT: # of youth refusing service	Number of youth discharged from Transition services this month either because they refused service or because, despite the efforts of Transition and MCFD staff, there was no contact with them for six weeks.
530	OUTCOME	INT: # of youth referred on	Number of youth discharged from Transition services this month because they required services not provided by the Transition program.
541	BEDS	BDS: # occupied bed days	Number of bed days occupied by eligible youth this month.
542	BEDS	BDS: # funded bed days	Number of bed days funded by MCFD this month.
543	**BEDS**	**BDS: % bed days occupied**	**# bed days occupied by eligible youth / MCFD funded bed days**
601	GENERAL	VME: # intakes to VOLUNTEER MENTORING	Number of youth accessing VOLUNTEER MENTORING this month for the first time. Includes youth who have been previously discharged from Volunteer Mentoring but who are returning to address a new or changed situation.
602	GENERAL	VME: # intakes who identify as Aboriginal	Number of youth deemed eligible to receive volunteer mentoring this month for the first time who consider themselves to be of Aboriginal heritage. This number is a sub-set of the total number of intakes and therefore cannot exceed that number.
603	**GENERAL**	**VME: % intakes who identify as Aboriginal**	**# intakes who identify as Aboriginal / # intakes**
604	MENTORING	VME: # hours recruiting, monitoring volunteer mentors	Number of hours staff spent recruiting, training, linking, monitoring, etc. potential or actual volunteer mentors. Service may be provided in person or over the phone and should be reported to the nearest quarter hour e.g. 0.25, 0.5, 0.75, 1, 1.25 etc.
605	MENTORING	VME: # volunteer mentor matches made	Number of volunteer mentor matches that met for the first time this month

Program Indicators 2009-2010

YSE Youth Services

No	Service	Indicator	Definition
606	MENTORING	VME: # matches that met this month	Total number of Volunteer Mentor matches that met this month, including matches that met for the first time.
607	MENTORING	VME: # hours that matches met	Number of hours this month that Volunteer Mentor matches met. Meetings must take place in person and should be reported to the nearest quarter hour e.g. 0.25, 0.5, 0.75,1, 1.25 etc.
608	**MENTORING**	**VME: Average # hours each volunteer mentor match met**	**# hours / # matches that met**
701	GENERAL	OTR: # intakes to OUTREACH TO YOUTH	Number of youth contacted through OUTREACH TO YOUTH this month for the first time. Contact must be sufficient to allow staff to believe they have learned the youth's real name. Includes youth that were thought to have been repatriated/ engaged in services over 30 days ago, but who have reappeared.
702	OUTREACH	OTR: # hours outreach to youth/caregiver	Number of hours this month that staff provided outreach to youth and/or their caregivers. Outreach is defined as direct contact, either in person or by phone, initiated by staff for the purpose of engaging the youth in one or more services. Hours should be reported to the nearest quarter hour e.g. 0.25, 0.5, 0.75,1, 1.25 etc.
703	OUTREACH	OTR: # youth receiving outreach	Number of youth to whom staff provided outreach this month. A youth and his/her caregiver(s) count as a single unit for the purposes of this indicator.
705	OUTCOME	OTR: # youth first contacted 3 months ago (1a)	Number of youth contacted through Outreach Services for the first time 3 months ago this month
706	OUTCOME	OTR: # of 1a who are repatriated/ engaged outside of outreach program	Number of youth contacted through Outreach Services for the first time 3 months ago this month who have beenrepatirated and/or are engaged in appropriate services outside of the Outreach program.
707	**OUTCOME**	**OTR: % of 1a who are repatriated/ engaged outside of outreach program**	**[706 / 705]**
801	SELF-HELP	SHP: # days RESOURCES CENTRE open	Number of days this month that the RESOURCES CENTRE was open for self-help to youth age 18 and under or their caregivers.
802	SELF-HELP	SHP: # hours Resources Centre open	Number of hours this month that the Resources Centre was open for self-help to youth age 18 and under or their caregivers.
803	SELF-HELP	SHP: # attendances at Resources Centre	Number of times youth age 18 and under or their caretakers attended the Resources Centre for self-help this month.
804	**SELF-HELP**	**SHP: Average # attendances per day Resources Centre open**	**# attendances / # days**
999	**GENERAL**	**GEN: # unique clients YTD**	**# active client units as of April 1, plus # intakes May - March**

Attachment 2.1 to Subsidiary Component Agreement # FT08424009 - Financial Report

Financial Report **Sample Report**

Name of Organization: **Family Services of Greater Vancouver**

Contract #:

Month:

SCA # FT08424009		OUTREACH	SELF HELP	INTERVENTION	INTERVENTION	INTERVENTION	TOTALS
Detail	**#**	**Community Outreach**	**Intake, Assessment, & Integrated Case Mgmt**	**Housing Support & Assistance**	**Services to Transition Youth to Adulthood**	**Day Programming**	
Total Operational revenue							
Operational Expenses:							
Total Wages and Benefits							
Total Client Support Costs							
Total Transportation							
Total Family payments							
Total Program Support							
Total Program Admin. Support							
Total Facilities Expenses							
Total Operational Pre. Admin							
Total Admin. & Gen. exp.*							
Total Operational Expenses							
Number of Units							
Unit Cost							
Total surplus/(deficit)		$ (0)	$ 0	$ (0)	$ -		$ 0

* Definitions from the Specified Audit Procedures, Chapter 6, General Management Operating Policy.

Comments regarding variances:

This report has been prepared from the books and records of the Contractor for the funding period ended _____. I hereby confirm to the best of my knowledge and belief, that the information contained herein, was compiled in accordance with generally accepted accounting principles and in compliance with the Province's General Management Operating Policy. There is nothing to my knowledge that has not been disclosed in this report which would affect the accuracy and completeness of the financial information.

Signature Date

SUBSIDIARY COMPONENT AGREEMENT (SCA)

BRITISH COLUMBIA

Ministry of Children and Family Development

BRITISH COLUMBIA — Ministry of Children and Family Development	**SUBSIDIARY COMPONENT AGREEMENT: FT08424009** **DOING BUSINESS AS: FAMILY SERVICES OF GREATER VANCOUVER** **Agreement Name:** Youth Services

HER MAJESTY THE QUEEN IN RIGHT OF THE PROVINCE OF BRITISH COLUMBIA, represented by The Minister of Children and Family Development (the "Province", "we", "us", or "our" as applicable) at the following address:	AND FAMILY SERVICES OF GREATER VANCOUVER (Legal Name) (the "Contractor", "you", or "your" as applicable) at the following address:
SUITE 900-865 HORNBY ST VANCOUVER, B.C. CANADA V6Z 2G3 Fax Number: (604)660-4005	201-1638 BROADWAY E VANCOUVER, BC V5N 1W1 Fax Number: (604)733-7009

The term for the Subsidiary Component Agreement begins on: 01/04/2013 (Day/Month/Year) and ends on 31/03/2014 (Day/Month/Year)

THE PARTIES AGREE TO THE TERMS ON THE ATTACHED PAGES OF THIS DOCUMENT AND OUTLINED BELOW.
THIS SUBSIDIARY COMPONENT AGREEMENT IS PART OF THE THIRD PARTY SERVICE AGREEMENT FT08424000:

APPLICABLE SCHEDULES:

- **SCHEDULE A - SERVICES**
- **SCHEDULE B - PAYMENT & FINANCIAL REPORTING**
- **SCHEDULE C - APPROVED SUBCONTRACTOR(S)**
- **SCHEDULE D - RISK MANAGEMENT & CONFLICT RESOLUTION**
- **SCHEDULE E - AUTHORIZED PERSONS (FOR THE SUBSIDIARY COMPONENT AGREEMENT)**
- **SCHEDULE H - ADDITIONAL TERMS**

SIGNED AND DELIVERED on the 4th day of April 2013 on behalf of the Province by its duly authorized representative

Signature: Teresa Goodman

Print Name: Teresa Goodman

Position: Contract Manager or Designate

Responsibility Centre: CONTRACT MGMT OFFICE

SIGNED AND DELIVERED on the 2 day of April, 2013 by or on behalf of the Contractor (or by its authorized signatory or signatories if the Contractor is a corporation)

Signature: Caroline Bonesky

Print Name: Caroline Bonesky Position: Chief Executive Officer

Signature:

Print Name: Position:

Signature:

Print Name: Position:

READ TERMS ON THE ATTACHED PAGES OF THIS DOCUMENT

SCHEDULE A – SERVICES

General

The Contractor will provide all necessary components for delivery of the programs delineated below, including sufficient qualified program staff, administrative support, premises, materials and equipment.

Family, child or youth specific progress reports and reports suitable for presentation in Court proceedings will be provided where required and in a mutually agreed upon format.

The Province will appoint a contract supervisor for the Contractor's services funded under this Agreement. The parties agree to conduct contract reviews during the Funding Period to review the ***Service Deliverables*** and any other issues of mutual concern, including the following:

- statements and reports required in Schedule H, *Statements and Reports*;
- program elements, including hours of operation;
- access and admission criteria;
- intake and referral processes;
- frequency, content and format of progress and Court ready reports
- wait list management;
- exceptions to normal practice;
- critical incident reporting procedures;
- issue management;
- program liaison.

Services have been restructured based on a comprehensive system of care model, supported by accreditation and enhanced reporting requirements. The Province and the Contractor are using a collaborative approach to the continuing development of output-based contracts and measurable client outcomes. Both parties agree to work together to achieve these objectives. Data collected during the term of this agreement will be reviewed by both parties and then used to establish baseline targets for future contracts.

SUMMARY

Term **01/04/2013 to 31/03/2014** ***Total Amount of Component Agreement*** **$1,105,099.40**

Allocation by Programs and Services

Programs			
Youth Day Program			
	Intervention - General		$88,589.10
		Sub-Total	**$88,589.10**
Youth Outreach Program			
	Outreach - General		$239,721.86
		Sub-Total	**$239,721.86**
Youth Transition Program			

Programs			
	Intervention - General		$200,039.89
		Sub-Total	**$200,039.89**

Grouped Services			
Housing			
	Intervention - General		$54,348.49
		Sub-Total	**$54,348.49**
Self Help			
	Self-Help - General		$522,400.06
Non-Program Services			
		Sub-Total	**$0.00**
		Total	**$1,105,099.40**

Allocation by Community

Communities Served		
Vancouver North		$868,685.29
Vancouver South		$236,414.11
	Total	**$1,105,099.40**

Allocation by Business Area

Core Business Area	**Business Area - Sub Business Area**		
Child and Family Development			
	Youth Services		$1,105,099.40
		Sub-Total	**$1,105,099.40**
		Total	**$1,105,099.40**

PROGRAMS

Youth Transition Program

TARGET POPULATION:	Youth, who may or may not be involved with the Ministry, who require additional support or skill building to move from adolescence to responsible adulthood.
OUTCOME:	Youth develop adult competencies to enable them to achieve independent living with confidence and success.

SERVICE: INTERVENTION - GENERAL — **Total Amount** $200,039.89

Definitions	Activities provided to maintain or prompt a planned change in the behaviour, condition or functioning of children, youth, and/or families/caregivers.		
Project Code	18CN289		
Input	Qualified Staff		
Output Indicators	# Direct One to One Hours	**Quantity**	1576
	# Recipients of One to One Services		40
Reporting Frequency	Monthly		
Core Business Area	Child and Family Development		
Business Area	Youth Services		
Communities Served			

Vancouver North	**Recipient(s)**	13 to 18 years	**Amount**	$157,245.32
Vancouver South	**Recipient(s)**	13 to 18 years	**Amount**	$42,794.57

This allocation is provided as an estimate.

BUSINESS AREA OUTCOMES

- Youth participate in identifying their short and longer term needs and in developing plans to address them
- Youth experiencing high levels of risk to their health and safety have the levels of risk reduced
- Youth have immediate basic needs met including shelter, food and clothing
- Youth establish connections with community resources to address needs such as physical health, mental health, addictions and/or sexual exploitation
- Youth have improved connections to positive community supports including family/extended family, peers, education, employment, and/or housing
- Youth acquire skills and knowledge necessary to keep themselves safe, achieve identified goals, and successfully transition to adulthood

Youth Day Program

TARGET POPULATION:	Youth who have been unsuccessful in mainstream or alternative school-based programs due to social, behavioural, and / or cognitive difficulties.
OUTCOME:	Youth are able to engage or re-engage in school, training, or work.

SERVICE: INTERVENTION - GENERAL — **Total Amount** $88,589.10

Definitions	Activities provided to maintain or prompt a planned change in the behaviour, condition or functioning of children, youth, and/or families/caregivers.		
Project Code	18CN289		
Input	Qualified Staff		
Output Indicators	# Direct One to One Hours	**Quantity**	0
	# Recipients of One to One Services		0
Reporting Frequency	Monthly		

Core Business Area	Child and Family Development				
Business Area	Youth Services				
Communities Served					
Vancouver North	**Recipient(s)**	13 to 18 years		**Amount**	$69,637.22
Vancouver South	**Recipient(s)**	13 to 18 years		**Amount**	$18,951.88

This allocation is provided as an estimate.

Additional Descriptions

OTHER

Temporary Service and Funding Reallocation - Suspended Service

The Youth Day Program service is suspended until such time as the Youth Hub site is replaced. During that time, the target outputs are reduced to zero in this agreement and the funding (equivalent to 0.6 FTE) for direct one-to-one hours is reallocated to the Housing program.

BUSINESS AREA OUTCOMES

- Youth participate in identifying their short and longer term needs and in developing plans to address them
- Youth experiencing high levels of risk to their health and safety have the levels of risk reduced
- Youth have immediate basic needs met including shelter, food and clothing
- Youth establish connections with community resources to address needs such as physical health, mental health, addictions and/or sexual exploitation
- Youth have improved connections to positive community supports including family/extended family, peers, education, employment, and/or housing
- Youth acquire skills and knowledge necessary to keep themselves safe, achieve identified goals, and successfully transition to adulthood

Youth Outreach Program

TARGET POPULATION:	Youth who are at risk of high-risk situations, e.g. street-involved youth.
OUTCOME:	Youth avoid high risk situations through connections to community and / or family-based supports.

SERVICE: OUTREACH - GENERAL			**Total Amount**		$239,721.86
Definitions	Direct contact initiated with children, youth, families or communities for the purpose of engaging them in one or more services.				
Project Code	18CN409				
Input	Qualified Staff				
Output Indicators	# Recipients		**Quantity**	160	
	# Direct Hours			2363	
Reporting Frequency	Monthly				
Core Business Area	Child and Family Development				
Business Area	Youth Services				
Communities Served					
Vancouver North	**Recipient(s)**	13 to 18 years		**Amount**	$188,438.12
Vancouver South	**Recipient(s)**	13 to 18 years		**Amount**	$51,283.74

This allocation is provided as an estimate.

BUSINESS AREA OUTCOMES

- Youth participate in identifying their short and longer term needs and in developing plans to address them
- Youth experiencing high levels of risk to their health and safety have the levels of risk reduced
- Youth have immediate basic needs met including shelter, food and clothing
- Youth establish connections with community resources to address needs such as physical health,

mental health, addictions and/or sexual exploitation

- Youth have improved connections to positive community supports including family/extended family, peers, education, employment, and/or housing
- Youth acquire skills and knowledge necessary to keep themselves safe, achieve identified goals, and successfully transition to adulthood

Housing

SERVICE: INTERVENTION - GENERAL — **Total Amount** $54,348.49

Definitions	Activities provided to maintain or prompt a planned change in the behaviour, condition or functioning of children, youth, and/or families/caregivers.		
Project Code	18CN289		
Input	Qualified Staff		
Output Indicators	# Direct One to One Hours	**Quantity**	1260
	# Recipients of One to One Services		140
Reporting Frequency	Monthly		
Core Business Area	Child and Family Development		
Business Area	Youth Services		
Communities Served			
Vancouver North	**Recipient(s)** 13 to 18 years	**Amount**	$42,721.71
Vancouver South	**Recipient(s)** 13 to 18 years	**Amount**	$11,626.78

This allocation is provided as an estimate.

Additional Descriptions

OTHER

Temporary Reallocation from Youth Day Program Area re Suspended Service

As noted above, the Day Program service is suspended until such time as the Youth Hub site is replaced. During that time, day program target outputs and the funding (equivalent to 0.6 FTE) for direct one-to-one hours is reallocated to the Housing program.

BUSINESS AREA OUTCOMES

- Youth participate in identifying their short and longer term needs and in developing plans to address them
- Youth experiencing high levels of risk to their health and safety have the levels of risk reduced
- Youth have immediate basic needs met including shelter, food and clothing
- Youth establish connections with community resources to address needs such as physical health, mental health, addictions and/or sexual exploitation
- Youth have improved connections to positive community supports including family/extended family, peers, education, employment, and/or housing
- Youth acquire skills and knowledge necessary to keep themselves safe, achieve identified goals, and successfully transition to adulthood

Self Help

SERVICE: SELF-HELP - GENERAL — **Total Amount** $522,400.06

Definitions	Provision of means whereby children, youth and families use tools such as the internet, videos or books to enhance their skills.		
Project Code	18CN505		
Input	Qualified Staff		
Output Indicators	# Hours	**Quantity**	2000
Reporting Frequency	Monthly		
Core Business Area	Child and Family Development		
Business Area	Youth Services		
Communities Served			
Vancouver North	**Recipient(s)** 13 to 18 years	**Amount**	$410,642.92
Vancouver South	**Recipient(s)** 13 to 18 years	**Amount**	$111,757.14

This allocation is provided as an estimate.

BUSINESS AREA OUTCOMES

- Youth participate in identifying their short and longer term needs and in developing plans to address them
- Youth experiencing high levels of risk to their health and safety have the levels of risk reduced
- Youth have immediate basic needs met including shelter, food and clothing
- Youth establish connections with community resources to address needs such as physical health, mental health, addictions and/or sexual exploitation
- Youth have improved connections to positive community supports including family/extended family, peers, education, employment, and/or housing
- Youth acquire skills and knowledge necessary to keep themselves safe, achieve identified goals, and successfully transition to adulthood

Attachments

Name	Attachment 1.1 Service Overview	*Attachment 1.1 Service Overview.docx*
Name	Attachment 1.1 Output Indicators	*Attachment 1.2 Output Indicators.docx*

SCHEDULE B – PAYMENT & FINANCIAL REPORTING

Aggregate Maximum

1.1 Subject to the provisions of the Third Party Service Agreement and this Subsidiary Component Agreement, we will pay you an amount not exceeding $1,105,099.40, including GST, in the aggregate, for providing the Services set out in Schedule A, during the term of this Subsidiary Component Agreement.

Payments

2.1 **Monthly Recurring**

We will pay you on or about the 15th day of the month commencing on the 1st day of April, 2013 as provided in the following payment schedule:

From	To	Amount	GST	Total
April 1, 2013	April 30, 2013	$92,091.69	$0.00	$92,091.69
May 1, 2013	March 31, 2014	$92,091.61	$0.00	$1,013,007.71
				$1,105,099.40

2.2 **Payment Address**

201-1638 BROADWAY E VANCOUVER, BC V5N 1W1

Goods and Services Tax (GST)

Financial Reports

2.3 In addition to the financial statements referred to in the Audit and Service Evaluation section of FT08424000 any financial reports should, at a minimum, relate costs to service outputs. The following additional financial reports are required:

Name	Description
Semi-annual Service Cost Report	Report that outlines the semi-annual costs associated with a service.
9-Month Service Cost Report	Report that outlines the costs associated with a service every 9 months.

Transition to Unit Cost Based Payments

2.4 Not applicable

Attachments

Name	Attachment 2.1 Financial Report	*Attachment 2.1 Financial Report.docx*

SCHEDULE C – APPROVED SUBCONTRACTOR(S)

Subcontractors

1.1 The following persons or organizations, are specified as Subcontractors under section 12 of the Third Party Service Agreement, for purposes of this Subsidiary Component Agreement:

None

SCHEDULE D – RISK MANAGEMENT & CONFLICT RESOLUTION

Criminal Record Check

1.1 In accordance with the Criminal Records Review Act, you must undertake a criminal record check of each staff member or other person who has, or potentially has, unsupervised access to children, or who has access to their records.

1.2 In addition to any criminal record checks required under the Criminal Records Review Act, you must undertake a criminal record check on volunteers or other individuals who have, or potentially have, unsupervised access to children or their records.

1.3 Upon our written request you must provide us written confirmation that:

(a) criminal record checks have been initiated;
(b) you have acted on instructions from the adjudicator or us; and
(c) all other related procedures have been followed.

Conflict Resolution Officials

2.1 The designated "Officials" of the parties for the purposes of the Conflict Resolution Protocol are:

	Province	**Contractor**
Stage One:	Contract Manager	Executive Director or Designate
Stage Two:	Executive Director of Service	Executive Director or Designate
Stage Three:	Deputy Minister or Designate	Chair, Board of Directors or Designate

Permits and Licenses

3.1 You must obtain all the permits and licenses required to perform the Services, including, but not limited to:

(a) any permits or licenses required by municipal or health authorities for the operation of the Services delineated in Schedule A.

(b) any municipal, provincial, federal permits and licenses required to provide the Services including motor vehicle licenses of the appropriate class to provide transportation to clients.

Insurance and Indemnity

A. For all Contractor's activities under this Agreement to which the Master Insurance Program applies, as determined by the Province in its sole discretion:

4.1 The Province will purchase and maintain Comprehensive General Liability insurance in the amount of $2,000,000 inclusive per occurrence against bodily injury and property damage arising out of the Contractor's performance of the Services on behalf of the Province as outlined in this Agreement.

4.2 The Contractor shall be responsible for and pay any deductible under the policy.

4.3 The Contractor will be provided with a Certificate of Insurance and a copy of the insurance policy wording.

4.4 The Province will take reasonable steps to ensure the coverage specified in section 1 is continuous for the duration of this Agreement but the Province does not accept responsibility for providing coverage in the event the insurance is cancelled or reduced by the insurer.

4.5 The Province does not represent or warrant that the policy contains insurance for any and all losses. It is the Contractor's responsibility to ascertain the exact nature and extent of coverage of the policy as well as any and all terms and conditions of the policy.

4.6 The Contractor shall provide, maintain, and pay for, any additional insurance which the Contractor is required by law to carry, or which the Contractor considers necessary to cover risks not otherwise covered by insurance specified in section 1.

B. For all Contractor's activities to which the Master Insurance Program does not apply, the Contractor shall:

5.1 The Contractor must, without limiting its obligation or liabilities and at its own expense, purchase and maintain throughout the term of this Agreement the following insurances with insurers licensed in Canada in forms and amounts acceptable to the Province:

(a) Commercial General Liability in an amount not less than $2,000,000.00 inclusive per occurrence against bodily injury, personal injury and property damage and including liability assumed under this Agreement and this insurance must:

(i) include the Province as an additional insured;

(ii) be endorsed to provide the Province with 30 days advance written notice of cancellation or material change; and

(iii) include a cross liability clause.

5.2 All insurance described in paragraph 1 of this Schedule must:

(a) be primary; and

(b) not require the sharing of any loss by any insurer of the Province.

5.3 The Contractor must provide the Province with evidence of all required insurance:

(a) Within 10 working days of commencement of the Services, the Contractor must provide to the Province evidence of all required insurance in the form of a completed Province of British Columbia Certificate of Insurance.

(b) If the insurance policy(ies) expire before the end of the term of this Agreement, the Contractor must provide within 10 working days of expiration, evidence of new or renewal policy(ies) of all expired insurance in the form of a completed Province of British Columbia Certificate of Insurance.

(c) Notwithstanding paragraph 3(a) or (b) above, if requested by the Province at any time, the Contractor must provide to the Province certified copies of the required insurance policies.

5.4 The Contractor shall provide, maintain, and pay for, any additional insurance which it is required by law to carry, or which it considers necessary to cover risks not otherwise covered by insurance specified in this schedule in its sole discretion.

C. Whether A or B applies to the Services, for all Contractor activities under this Agreement:

6.1 The Contractor shall maintain Automobile Liability insurance on all vehicles owned, operated or licensed by the Contractor in an amount not less than $2,000,000 per occurrence, and where applicable the Contractor may show evidence of this insurance using an ICBC Confirmation of Insurance Coverage (APV-47) form in place of the requirement for the BC Certificate of Insurance.

6.2 Additional Insurance: Not applicable

SCHEDULE E – AUTHORIZED PERSONS (FOR THE SUBSIDIARY COMPONENT AGREEMENT)

Authorized Persons

1.1 The Contractor designates any of the following persons, (identified by name and/or position) to act for you in relation to this Subsidiary Component Agreement:

Caroline Bonesky, Chief Executive Officer

1.2 The Ministry designates any of the following persons (identify by name and/or position) to act for us in relation to this Subsidiary Component Agreement:

Procurement Specialist

SCHEDULE H – ADDITIONAL TERMS

Other

1. Notwithstanding Clause 55 (b) of the Third Party Service Agreement, the termination notice period for this Subsidiary Component Agreement is 90 days.

PAYMENT AND FINANCIAL INFORMATION

Aggregate Maximum

Subject to the provisions of this Agreement, the Province will pay to the Contractor an amount not exceeding **$1,105,099.40** in the aggregate for providing the Component Services during the Funding Period.

Annual baseline funding is **$1,105,099.40**.

STATEMENTS AND REPORTS

The Contractor will submit to the Province reports, in form and content acceptable to the Province, relating to the services and programs outlined in this Agreement. The required reports include, but are not limited to, the following:

(a) Monthly Indicator Reports – Indicators and Definitions are outlined in Attachment 1.2 to this Agreement

(b) Annual Report on Outcomes

(c) Other information as may be requested by the Province

The parties agree to work collaboratively in the development and implementation of outcome measurement tools that may be considered during the Funding Period.

Required reports will be submitted within 15 business days of the end of the period specified, commencing with a first report for the period ending April 30, 2013. For the purpose of this section and section 1.3, a "business day" is any day that is not a Saturday, a Sunday or a statutory holiday in British Columbia.

Financial Reports

Whether or not an annual financial statement (or review or audit of the same) is required and submitted under section 40 of the Third Party Service Agreement, the Contractor will, for the purposes of negotiation of any future agreement, submit to the Province, within 30 business days of the end of the 2nd and 3rd quarters of the Funding Period, a Financial Report (unaudited) showing revenues and expenditures for each service area. A sample of the Financial Report (unaudited) is included as Attachment 2.1 to this Agreement.

Attachment 1.1 to Subsidiary Component Agreement # FT08424009
Family Service of Greater Vancouver – Youth Services – Service Overview

Family Services of Greater Vancouver (FSGV) will deliver non-residential services to at-risk and high-risk youth and their families who live in, or identify with, downtown Vancouver and city-wide outreach services. At-risk youth demonstrate increased vulnerability to involvement in high risk activity. High risk youth include specialized populations such as runaway youth, homeless and street-involved youth, youth who are suicidal or substance-misusing, sexually exploited youth, and sexual minority youth.

To co-ordinate and deliver services, FSGV will establish a Downtown Vancouver Integrated Youth Service Centre (*Directions*). This will be one of four Vancouver Integrated Youth Service Centres whose establishment the Ministry will be funding: Downtown Vancouver, Mid-Town, South Vancouver and an Aboriginal centre. The FSGV staff of the Downtown Vancouver Integrated Youth Service Centre will be required to work collaboratively with the agencies who will be establishing the other Youth Service Centres on behalf of the Ministry.

Directions will be located in Vancouver. Hours of operation for each service area are included in detailed service descriptions below. In addition to the Services to be provided from the Centre, Centre staff will facilitate youth access to necessary services delivered by the other Youth Service Centres, as well as a broad range of community and government resources. Service Areas included in this agreement are:

- Community Outreach Services to Youth (centralized service for all of Vancouver)
- Intake, Assessment and Integrated Case Management (centre-specific service)
- Housing Support and Assistance (centre-specific service)
- Services to Transition Youth to Adulthood (centre-specific service)
- Day Programming (centre-specific service)

Following are detailed descriptions of the services to be provided:

OUTREACH (Community Outreach to Youth)
(Centralized Service)

Based from the Downtown Vancouver Centre, outreach services to youth will be provided **across the City of Vancouver**. The program will support at-risk or high-risk youth with assistance in exiting high-risk circumstances. Outreach to street-involved youth will consist of interventions that focus on connecting and reconnecting youth to their communities and families. Where indicated, these youth will be linked to Youth and Family Mediation and Reunification Services offered through the South Vancouver Integrated Youth Services Centre. The outreach program will focus on connecting youth with health care, mental health, addictions recovery, social welfare, and independence planning services.

This program will work with and link youth to any of the four Vancouver Youth Service Centres, depending on a youth's specific needs and the community with which the youth identifies.

The **activities of the service** will include, but are not limited to:

- Community-based engagement of at-risk and high-risk youth
- Screening and assessment of immediate food, shelter and health care needs
- Provision of or links to services to address basic needs identified by the youth
- Assessment regarding mental health, substance use, possibilities for reunification or repatriation and social networks to assist the youth in developing a range of support options
- Links to Ministry repatriation and other services
- Provision of an array of engagement strategies, including concrete incentives (i.e. food) and recreation or other pro-social activities
- Provision of trained and supported outreach workers
- Conflict resolution and mediation to support reconnection or reunification efforts
- Links to *Youth and Family Mediation and Reunification Services* where indicated

- Links to a range of life and pro-social skill development offered through the four Youth Service Centres
- Links to formal and informal support for youth
- One-to one support and crisis management.

The Outreach team will work closely with, refer to, and accept referrals from all four Youth Service Centres and Ministry staff. This will be accomplished through meetings, phone calls and dropping-in.

The Outreach team will monitor changes to congregation trends and periodically adjust target areas to reflect emerging areas of congregation. Two-person coverage will occur when doing street outreach through community partnerships

The Outreach staff will partner with appropriate community resources, (for example, BC Centre for Disease Control Street Nurse program, Covenant House and the Urban Native Youth Association outreach workers), to maximize service hours and coverage. This agreement does not preclude FSGV seeking funding from other partners to support additional Outreach staff. Each Outreach staff is required to have a valid driver's licence and access to appropriate transportation to provide outreach to the areas mentioned above. They will attend Reconnect Meetings, Integrated Case Management meetings and other meetings as necessary.

Target Population:
Street-involved, street-entrenched, sexually exploited, at-risk or high-risk youth, ages 12-18 throughout the Vancouver area, who require outreach to exit from high-risk circumstances and from high-risk geographical areas. With Ministry approval, pregnant and parenting youth between 19-24 years of age will be served.

Referral Process:
Open access, self-referral, and community referrals, with priority given to referrals by Ministry staff, and Mental Health and Youth Justice staff. The Ministry will have the responsibility for prioritizing referrals.

Hours of Service:
Outreach will occur Monday through Friday, Noon (12:00am) to 11:00pm.

Staffing:
The Outreach team will consist of 3 FTE Outreach Worker positions, supervised by the Daytime Coordinator for the Intake, Assessment and Integrated Case Management Service. Outreach Workers will possess a minimum of 2 years post-secondary education and 2 years relevant work experience.

Supervision:
The Daytime Coordinator will supervise the Outreach team through regular supervisory and staff meetings. Post-probationary period and annual performance evaluations will be completed.

RESOURCE ROOM (Self-Help)
(Centre specific service)

The Downtown Vancouver Integrated Youth Resource Centre will provide a safe, non-judgmental environment for youth. The focus shall be on engaging youth in dialogue that will support youth in moving toward safer and healthier lifestyles and becoming contributing members of their families and communities.

The **activities of the service** will include, but are not limited to:
- Information and Referral
- Screening, Intake and Basic Assessment
- Integrated Case Management (ICM)
- Attention to basic needs (food, shelter, hygiene)

- One-to-one support and crisis management
- Youth and Community Advisories
- Culturally specific services to Aboriginal Youth
- Pro-social and other activities.

The Centre will provide open access laundry facilities, hot meals, showers, locker facilities, clothing, and toiletries. An array of strategies to support engagement, including recreational and pro-social activities, life skills development, access to pet care, computers, and one-to-one support will also be available.

Centre staffs will liaise with all four Integrated Youth Service Centres, other services in the community and Ministry staff to facilitate youth referral to appropriate resources, such as health, alcohol and drug, mental health, and culturally appropriate services to aboriginal youth. Referrals will be conducted by meetings and phone calls. Based on need, an integrated plan will be developed and implemented with the youth and their family and/or caregiver, if appropriate, in co-ordination with Ministry staff and other community professionals and service providers. Integrated case management will be provided where indicated and agreed upon by Ministry staff.

To ensure site security, a minimum of two staff shall be on site at all times. Access to the site shall be controlled through a buzzer system. All individuals seeking access to the Centre will be screened by Centre staff prior to admittance. Standardized registration procedures will be implemented and adhered to at all times. Youth may be under the influence of drugs and/or alcohol when they enter the Centre. Youth found using drugs or alcohol on site, or who are abusive to others while at the Centre will be removed from the Centre.

The Centre shall establish a youth advisory group through which youth will have the opportunity to be involved in decisions about service delivery. Additionally, the Centre shall maintain programs that encourage youth voluntary participation in establishing and maintaining a safe and relaxed environment within the Centre.

Target Population:
All street-involved, street-entrenched, at-risk and high-risk youth between 12 and 18 years of age residing, or identifying with, downtown Vancouver or city-wide.

This agreement does not preclude FSGV from seeking other funding opportunities/partnerships to offer services to youth up to age 21. However, any services offered to 19 to 21 year olds must not infringe upon service availability to 12 to 18 year olds funded through this agreement, or negatively impact their safety or security.

Referral Process:
Open access service will be provided to each youth and their family and/or caregiver (if appropriate) who attend or are referred to the Centre.

HOUSING SUPPORT (Intervention)
(Centre-specific service)

Funding, equivalent of 0.6 FTE, is temporarily allocated to Housing Support from Day Program during site redevelopment.

This service will provide one-to-one support to assist youth to obtain safe, secure and affordable housing.

The **activities of the service** will include, but are not limited to:
- Linkage to the *Central Housing Registry* maintained by the Mid-Town Vancouver Integrated Youth Services Centre,
- Liaison with landlords to facilitate successful placement of youth,
- Housing skill development and education,

- Landlord/tenant dispute resolution,
- Co-ordination and facilitation of moving arrangements for youth, including provision of direct moving services,
- Liaison and collaborative planning with other Centre programs providing direct service to youth.

The Housing Worker will work closely with all other Centre staff, Ministry workers and the Central Housing Registry to ensure youth secure safe and affordable housing. The worker will work one-to-one with youth to conduct housing searches with youth, link youth with the Central Housing Registry, and assist youth in moving residence. If the youth is homeless, the program will refer them to FSGV Safehouse or other safe houses in the community. Following provision of service, the Housing Worker will follow up with youth to ensure continuing success of the housing placement.

The Housing Worker shall possess a valid driver's licence and shall have access to appropriate transportation to support the activities of the service.

Target Population:
At-risk or high-risk youth, between the ages of 12 and 18, who are homeless and/or in need of housing may receive Housing Support services.

Referral Process:
Priority for Ministry referred youth with additional open access referrals as capacity allows.

Hours of Service:
Housing support and assistance will be available Monday to Friday, inclusive, 12:00am to 8:00pm. Hours may vary based on client need.

Staffing:
1.6 FTE shall be allocated to a Housing Worker position. The Housing Worker shall possess two years post-secondary education and two years relevant experience.

Supervision:
The Daytime Co-ordinator of the Intake, Assessment and Integrated Case Management service will supervise the Housing Worker through regular supervisory and team meetings. Post-probationary period and annual performance evaluations will be completed.

SERVICES TO TRANSITION YOUTH (Intervention)
(Centre-specific service)

This service will provide interventions that promote the development of adult competencies so that youth may achieve independent living with confidence and success. Plans for service will be individualized and be appropriate to developmental differences in reference to age groups or challenges the young person may have (e.g. FAS, ADHD, developmentally challenged).

Interventions for youth 15 and under will include age appropriate activities that promote the attainment of age-appropriate life skills, educational programming and age-appropriate recreational and pro-social activities.

Interventions for youth aged 16 to 18 years will promote the attainment of life skills necessary for independent living and include attaining employment and vocational skills.

The **activities of the service** will include, but are not limited to:
- Life and pro-social skill development,
- Youth care intervention,
- Employment and vocational skills development,
- Liaison to health and education services,

- Housing support and assistance,
- After hours crisis response,
- Self help/mutual aid for youth,
- Links to Volunteer Mentoring for Youth, delivered through the Aboriginal Integrated Youth Services Centre
- Links to Centre and community recreation and pro-social activities,
- Links to formal and informal supports, including programs for youth who are parenting, and adult services where required,
- Transitional services to support post-service plan.

The after hours crisis response will be delivered through the Centre, Outreach Workers and Safe House. After hours response is further supported by on-call FSGV managers.

Counsellors must have a valid driver's licence and access to appropriate transportation.

Target Population:
Youth who require assistance in moving towards independence and are:

- between the ages of 12 and 18 and in Continuing Custody of the Ministry or
- between the ages of 16 and 18 and receiving Ministry support services through a youth agreement or
- Youth between the ages of 12 and 18 receiving Ministry support services

Priority will be given to the older youth in this population.

Referral Process:
Access to service will be limited to Ministry-involved youth. Prioritization of referrals will be a Ministry responsibility.

Hours of Service:
Services to Transition Youth to Adulthood shall be available Monday to Friday inclusive, 11:00am to 7:00pm.

Staffing:
2 FTEs shall be allocated to Counsellor positions for Services to Transition Youth to Adulthood. Counsellors will be required to possess a Bachelor of Social Work degree, or equivalent, and three years relevant experience.

Supervision:
The Daytime Coordinator of the Intake, Assessment and Integrated Case Management service shall supervise the Counsellor through regular supervisory and staff meetings. Post-probationary period and annual performance evaluations shall be completed.

DAY PROGRAM (Intervention)
(Centre-specific service)

Day program is current suspended during site redevelopment. Funding, equivalent of 0.6 FTE, has been temporarily allocated to Housing Support program.

Youth receiving Day Programming will present with social, behavioural and cognitive difficulties and have been unsuccessful in mainstream or alternative school-based programs. This program shall be targeted to youth aged 16 to 18 years of age. In consultation with the Ministry, services for 13 to 15 year old youth may be considered. Twenty youth may be involved with the program at any one time.

The **activities of the service** will include, but are not limited to:

- Life and pro-social skills development, individual and group,

- Specialized activities appropriate to individual youth,
- Outreach to re-engage and maintain youth in day programming,
- Individual and group academic tutoring provided by trained tutors,
- Vocational/academic training through Vancouver School Board teachers,
- Encouragement and facilitation of parent/caregiver involvement in a youth's day program plan (if available and appropriate),
- Planning for and facilitation of post-service school programs, vocational training, or employment,
- Transition services to support the post-service plan,
- Link to other Centre services, including *Youth and Family Mediation and Reunification, Services to Transition Youth to Adulthood,* and *Volunteer Mentoring,*
- Link with recreational and other activities provided at the Centre,
- Link to formal and informal supports.

Full year programming shall be provided and shall include educational programming, as well as teaching and reinforcement of life and vocational skills. Individualized plans shall be developed for each youth in the program, and involvement from parents and/or caregivers shall be encouraged if indicated. Plans and progress shall be monitored regularly. Discharges from the program shall be with the approval of Ministry staff.

Educational programming shall begin in alignment with the academic year. As a key partner, the Vancouver School Board (VSB) will provide academic/vocational programming. Centre staff will collaborate with the VSB and other educational, vocational, and skills enhancement services to meet the range of services required.

Bi-weekly life-skills and pro-social age-appropriate group activity programming shall be available to all youth. These activities shall be tailored to street-involved youth who may not be ready for an academic plan; therefore, activity planning shall focus on activities that are realistic and appropriate to engage these youth and aid them in developing life skills. Activities may range from personal health and development (group safety and respect, conflict resolution skills, dealing with anger, drug and alcohol awareness and sexually transmitted disease awareness), to practical life skills (budgeting and banking skills, cooking skills, first aid), to life and career planning (goal setting, mentoring, vocational and academic planning) to recreation and artistic development (arts and crafts, music therapy, cultural excursions, hiking and other physical recreation, movie nights).

The Day Program Counsellor/Group Facilitator shall liaise with Centre programs, other Integrated Youth Service Centres, VSB and other academic and vocational programs and youth serving agencies. The Counsellor/Group Facilitator shall be required to possess a valid driver's licence and have access to appropriate transportation.

Target Population:
Youth between the ages of 12 and 18 who are street-involved and in the care of the Ministry, or who have ongoing Ministry involvement may attend. Youth between 13 and 15 years of age will be considered for service in consultation with the Ministry.

Referral Process:
Referrals will be limited to Ministry-involved youth and prioritization of referrals will be a Ministry responsibility.

Hours of Service:
Day Programming shall be available Monday through Friday inclusive, 11:00am to 6:00pm.

Staffing:
0.6 FTE shall be allocated to a Counsellor/Group Facilitator position. The incumbent shall possess a Bachelor of Social Work, or equivalent, and three years relevant experience.

Supervision

The Daytime Co-ordinator of the Intake, Assessment and Integrated Case Management service will supervise the Counsellor/Group Facilitator through regular supervisory and team meeting. Post-probationary period and annual performance evaluations will be conducted.

Attachment 1.2 to Subsidiary Component Agreement No. FT08424009
Family Service of Greater Vancouver – Youth Services

Program Indicators

YSE Youth Services

No	Service	Indicator	Definition
101	GENERAL	GEN: # intakes to DAY PROGRAM	Number of youth accessing the DAY PROGRAM this month for the first time in this fiscal year. For most Day Programs, the majority of intakes will occur in September.
102	INTERVENTION	INT: # sessions of Day Program	Number of times this month that the Day Program staff offered the program. For Day Programs that run all day, the number of sessions will equal the number of days they were open. For Day Programs that offer the program to different youth in the morning/ afternoon/ evening, the number of sessions will be more than the number of days.
103	INTERVENTION	INT: # hours of Day Program sessions	Number of hours this month that the Day Program was open to youth. The number of hours should be reported to the nearest quarter hour e.g. 0.25, 0.5, 0.75,1, 1.25 etc.
104	INTERVENTION	INT: # attendances at Day Program sessions	Total number of attendances at all Day Program sessions this month. A youth must be present for at least 75% of the duration of the session to be considered as having attended. Excludes youth who are on a monitored home study program, as well as youth absent for other reasons.
105	**INTERVENTION**	**INT: Average # attendances per Day Program session**	**# attendances / # sessions**
106	INTERVENTION	INT: # hours individual intervention	Number of hours this month that staff provided one-to-one intervention within the context of a Day Program. Time spent with a youth's family/ caregiver counts as time with the youth for the purposes of this indicator. Hours should be reported to the nearest quarter hour e.g. 0.25, 0.5, 0.75,1, 1.25 etc.
107	INTERVENTION	INT: # youth receiving individual intervention	Number of youth to whom staff provided one-to-one intervention this month. Intervention may be provided in person or over the phone.
108	**INTERVENTION**	**INT: Average # hours individual intervention per youth**	**# hours / youth**
109	INTERVENTION	INT: # sessions of group training and education	Number of times this month that staff provided group activity within the context of a Day Program i.e. provided service to 2 or more unrelated youth at the same time.
110	INTERVENTION	INT: # hours of group training and education sessions	Number of hours this month that Day Program staff provided group activity. The number of hours should be reported to the nearest quarter hour e.g. 0.25, 0.5, 0.75,1, 1.25 etc.
111	INTERVENTION	INT: # attendances at training and education sessions	Total number of attendances at all training and education sessions provided by Day Program staff this month.
112	**INTERVENTION**	**INT: Average # attendances per training and education session**	**# attendances / # sessions**
201	GENERAL	GEN: # intakes to HOUSING SUPPORT AND ASSISTANCE	Number of youth accessing HOUSING SUPPORT AND ASSISTANCE this month for the first time. 'Accessing' means the youth asked staff for help with housing, and provided staff with their name. Excludes youth in the Transition Youth to Adulthood program.

Program Indicators

YSE Youth Services

No	Service	Indicator	Definition
202	GENERAL	GEN: # intakes who are re-intakes	Number of youth accessing Housing Support and Assistance who have found housing with MCFD support and assistance within the past 12 months. This number is a sub-set of the total number of intakes and therefore cannot exceed that number.
203	**GENERAL**	**GEN: % Intakes are re-intakes**	**# intakes who are re-intakes / # intakes**
204	INTERVENTION	INT: # hours of individual housing support	Number of hours this month that staff provided one-to-one Housing Support and Assistance services to youth. Individual housing support and assistance may be provided in person or by phone and should be reported to the nearest quarter hour e.g. 0.25, 0.5, 0.75,1, 1.25 etc.
205	TRAINING & EDUCATION	TRE: # sessions of group housing support	Number of times this month that staff provided housing support and assistance in a group setting i.e. provided service to 2 or more unrelated youth at the same time.
206	TRAINING & EDUCATION	TRE: # hours of group housing support	Number of hours this month that staff provided housing support and assistance in a group setting. The number of hours should be reported to the nearest quarter hour e.g. 0.25, 0.5, 0.75,1, 1.25 etc.
207	TRAINING & EDUCATION	TRE: # attendances at housing support sessions	Total number of attendances at all group housing support and assistance sessions provided by Housing Support and Assistance staff this month.
208	**TRAINING & EDUCATION**	**TRE: Average # attendances per housing support session**	**# attendances / # sessions**
209	OUTCOME	TRE: # youth receiving housing support who moved into accommodation	Number of youth accessing Housing Support and Assistance who reported moving into accommodation this month. Does not include youth who have 'found' accommodation but have not yet moved into it.
218	INFORMATION & REFERRAL	IFR: # units of housing registered this month	Number of units of housing available to youth that were added to the Housing Registry this month.
219	INFORMATION & REFERRAL	IFR: Total # units registered at month end	Total number of units of housing that were available to youth through the Housing Registry at the end of this month.
301	GENERAL	GEN: # intakes to FAMILY AND YOUTH MEDIATION AND REUNIFICATION	Number of youth accessing FAMILY AND YOUTH MEDIATION AND REUNIFICATION this month for the first time. Includes youth who have been previously discharged from Mediation and Reunification but are returning to address a new or changed situation. Excludes extensions of referrals.
302	INTERVENTION	INT: # hours of individual intervention	Number of hours this month that staff provided one-to-one Mediation and Reunification services to youth and/or their families/ caregivers. Individual service may be provided in person or by phone and should be reported to the nearest quarter hour e.g. 0.25, 0.5, 0.75,1, 1.25 etc.
303	INTERVENTION	INT: # youth/caregivers receiving individual intervention	Number of different youth to whom staff provided one-to-one Mediation and Reunification services this month. A youth and their families/ caregivers count as a single unit for the purposes of this indicator.
304	**INTERVENTION**	**INT: Average # hours individual intervention per youth**	**# hours / youth**

Program Indicators

YSE Youth Services

No	Service	Indicator	Definition
305	INTERVENTION	INT: # sessions of group intervention	Number of times this month that staff provided Mediation and Reunification services in a group setting, i.e. provided service to 2 or more unrelated youth and/or their families/ caregivers at the same time
306	INTERVENTION	INT: # hours of group intervention sessions	Number of hours this month that staff provided Mediation and Reunification services in a group setting. The number of hours should be reported to the nearest quarter hour e.g. 0.25, 0.5, 0.75,1, 1.25 etc.
307	INTERVENTION	INT: # attendances at group intervention sessions	Total number of attendances at all group intervention sessions provided by Family and Youth Mediation staff this month. Each youth, family member/ caregiver is counted separately for the purposes of this indicator.
308	**INTERVENTION**	**INT: Average # attendances per group intervention session**	**# attendances / # sessions**
309	OUTCOME	INT: # discharges from Mediation/ Reunification (1a)	Number of youth for whom staff wrote a closing report this month (1a).
310	OUTCOME	INT: # of 1a who achieved their primary goal in relationship to their family	Number of youth for whom staff wrote a closing report this month who achieved their primary goal in relationship to their family
311	**OUTCOME**	**INT: % of 1a who achieved their primary goal in relationship to their family**	**# achieving goal / # discharged this month [310 / 309]**
312	OUTCOME	INT: # successful discharges 3 months ago (2a)	Number of youth who successfully completed Mediation and Reunification Services three months ago
313	OUTCOME	INT: # of 2a contacted this month (2b)	Number of youth who successfully completed Mediation and Reunification Services three months ago with whom contact was made this month.
314	**OUTCOME**	**INT: % of 2a contacted this month (2b)**	**[313 / 312]**
315	OUTCOME	INT: # of 2b with maintained or improved relationship with family	Number of youth who successfully completed Mediation and Reunification Services three months ago with whom contact was made this month who reported that their relationship with their family has improved or been maintained over the past three months.
316	**OUTCOME**	**INT: % of 2b with maintained or improved relationship with family**	**[315 / 314]**
317	OUTCOME	INT: # successful discharges 6 months ago (3a)	Number of youth who successfully completed Mediation and Reunification Services six months ago
318	OUTCOME	INT: # of 3a contacted this month (3b)	Number of youth who successfully completed Mediation and Reunification Services six months ago with whom contact was made this month
319	**OUTCOME**	**INT: % of 3a contacted this month (3b)**	**[318 / 317]**

Program Indicators

YSE Youth Services

No	Service	Indicator	Definition
320	OUTCOME	INT: # of 3b with maintained or improved relationship with family	Number of youth who successfully completed Mediation and Reunification Services six months ago with whom contact was made this month who reported that their relationship with their family has improved or been maintained over the past six months.
321	**OUTCOME**	**INT: % of 3b with maintained or improved relationship with family**	**[320 / 319]**
401	GENERAL	GEN: # intakes to SAFE CARE	Number of youth determined to be eligible to receive SAFE CARE services this month for the first time. Includes youth that have been previously discharged but are returning to address a new or changed situation.
402	GENERAL	GEN: # intakes who identify as Aboriginal	Number of youth contacted by Safe Care staff this month for the first time who consider themselves to be of Aboriginal heritage. This number is a sub-set of the total number of intakes and therefore cannot exceed that number
403	**GENERAL**	**GEN: % intakes that identify as Aboriginal**	**# intakes who identify as Aboriginal / # intakes**
421	LINKING & BROKERAGE	LNK: # hours linking and brokerage	Number of hours this month that Safe Care staff provided inking and brokerage for youth and/or their caregivers. Linking and brokerage refers to activities to connect the youth and/or their caregiver(s) to a formal support/ resource, or to facilitate the formal support's direct connection to the youth. Hours should be reported to the nearest quarter hour, e.g. 0.25, 0.5, 0.75,1, 1.25 etc.
422	LINKING & BROKERAGE	LNK: # youth receiving linking and brokerage	Number of youth for whom staff provided linking and brokerage this month. A youth and their caregivers count as a single unit for the purposes of this indicator.
423	**LINKING & BROKERAGE**	**LNK: Average # hours linking and brokerage per youth**	**# hours / # youth**
431	TRAINING & EDUCATION	TRE: # sessions of community training/ education provided	Number of times this month that staff provided training and/or education to other service providers and/or members of the public in a group setting.
432	TRAINING & EDUCATION	TRE: # hours of community training/ education	Number of hours this month that staff provided community training/ education in a group setting. The number of hours should be reported to the nearest quarter hour e.g. 0.25, 0.5, 0.75,1, 1.25 etc.
433	TRAINING & EDUCATION	TRE: # attendances at community training/ education sessions	Total number of attendances by other service providers and/or members of the public at all group training and education sessions provided by Safe Care staff this month.
434	**TRAINING & EDUCATION**	**TRE: Average # attendances per community training/ education session**	**# attendances / # sessions**
501	GENERAL	GEN: # intakes to TRANSITION YOUTH TO ADULTHOOD	Number of youth accessing services to TRANSITION YOUTH TO ADULTHOOD this month for the first time. Also includes youth who have been discharged from Transition Services before but are returning to address a new or changed situation

Program Indicators

YSE Youth Services

No	Service	Indicator	Definition
502	GENERAL	GEN: # intakes who identify as Aboriginal	Number of youth accessing services to Transition Youth to Adulthood this month for the first time who consider themselves to be of Aboriginal heritage. This number is a sub-set of the total number of intakes and therefore cannot exceed that number
503	**GENERAL**	**GEN: % Intakes that identify as Aboriginal**	**# intakes who identify as Aboriginal / # intakes**
504	INTERVENTION	INT: # hours of individual transition services with youth/caregiver	Number of hours this month that staff provided one-to-one Transition Service to youth and/or their caregivers. Individual service may be provided in person or by phone and should be reported to the nearest quarter hour e.g. 0.25, 0.5, 0.75,1, 1.25 etc.
505	INTERVENTION	INT: # youth receiving individual transition services	Number of different youth to whom staff provided one-to-one Transition Services this month. A youth and his/her caregiver(s) count as a single unit for the purposes of this indicator.
506	**INTERVENTION**	**INT: Average # hours individual transition services per youth**	**# hours / # youth**
507	INTERVENTION	INT: # sessions of group transition services provided	Number of times this month that staff provided Transition Services in a group setting i.e. provided service to 2 or more unrelated youth at the same time
508	INTERVENTION	INT: # hours of group transition services	Number of hours this month that staff provided Transition Services in a group setting. The number of hours should be reported to the nearest quarter hour e.g. 0.25, 0.5, 0.75,1, 1.25 etc.
509	INTERVENTION	INT: # attendances at transition sessions	Total number of attendances by youth and/or their caregivers at Transition sessions this month. Each youth and/or caregiver counts as a separate individual for the purposes of this indicator.
510	**INTERVENTION**	**INT: Average # attendances per transition session**	**# attendances / # sessions**
511	TRAINING & EDUCATION	TRE: # sessions of community training/ education	Number of times this month that Transition staff provided general community training and/or education in a group setting i.e. provided service to 2 or more other service providers or members of the public
512	TRAINING & EDUCATION	TRE: # hours of community training/ education sessions	Number of hours this month that Transition staff provided general community training and/or education in a group setting. The number of hours should be reported to the nearest quarter hour e.g. 0.25, 0.5, 0.75,1, 1.25 etc.
513	TRAINING & EDUCATION	TRE: # attendances at community training/ education sessions	Total number of attendances this month at general community training and/or education sessions provided by Transition staff
514	**TRAINING & EDUCATION**	**TRE: Average # attendances per community training/ education session**	**# attendances / # sessions**
515	OUTCOME	INT: # of youth completing Transition program (1a)	Number of youth discharged from Transition services this month having completed the program
516	OUTCOME	INT: # of 1a with improved functioning	Number of youth completing Transition services this month with improved functioning.
517	**OUTCOME**	**INT: % of 1a with improved functioning**	**[516 / 515]**

Program Indicators

YSE Youth Services

No	Service	Indicator	Definition
518	OUTCOME	INT: # of 1a attending school, training or work at discharge	Number of youth completing Transition services this month who were attending school, training or work at time of discharge.
519	**OUTCOME**	**INT: % of 1a attending school, training or work at discharge**	**[518 / 515]**
520	OUTCOME	INT: # of 1a who have accommodation at discharge	Number of youth completing Transition services this month who reported having accommodation at time of discharge.
521	**OUTCOME**	**INT: % of 1a who have accommodation at discharge**	**[520 / 515]**
522	OUTCOME	INT: # of youth aging out (1a)	Number of youth discharged from Transition services this month having reached the age of 19 or older, i.e. having 'aged out.'
523	OUTCOME	INT: # of 1a with improved functioning	Number of youth aging out of Transition services this month with improved functioning.
524	**OUTCOME**	**INT: % of 1a with improved functioning**	**[523 / 522]**
525	OUTCOME	INT: # of 1a attending school, training or work at discharge	Number of youth aging out of Transition services this month who were attending school, training or work at time of discharge.
526	**OUTCOME**	**INT: % of 1a attending school, training or work at discharge**	**[525 / 522]**
527	OUTCOME	INT: # of 1a who have accommodation at discharge	Number of youth completing Transition services this month who reported having accommodation at time of discharge.
528	**OUTCOME**	**INT: % of 1a who have accommodation at discharge**	**[527 / 522]**
529	OUTCOME	INT: # of youth refusing service	Number of youth discharged from Transition services this month either because they refused service or because, despite the efforts of Transition and MCFD staff, there was no contact with them for six weeks.
530	OUTCOME	INT: # of youth referred on	Number of youth discharged from Transition services this month because they required services not provided by the Transition program.
541	BEDS	BDS: # occupied bed days	Number of bed days occupied by eligible youth this month.
542	BEDS	BDS: # funded bed days	Number of bed days funded by MCFD this month.
543	**BEDS**	**BDS: % bed days occupied**	**# bed days occupied by eligible youth / MCFD funded bed days**
601	GENERAL	VME: # intakes to VOLUNTEER MENTORING	Number of youth accessing VOLUNTEER MENTORING this month for the first time. Includes youth who have been previously discharged from Volunteer Mentoring but who are returning to address a new or changed situation.
602	GENERAL	VME: # intakes who identify as Aboriginal	Number of youth deemed eligible to receive volunteer mentoring this month for the first time who consider themselves to be of Aboriginal heritage. This number is a sub-set of the total number of intakes and therefore cannot exceed that number.
603	**GENERAL**	**VME: % intakes who identify as Aboriginal**	**# intakes who identify as Aboriginal / # intakes**
604	MENTORING	VME: # hours recruiting, monitoring volunteer mentors	Number of hours staff spent recruiting, training, linking, monitoring, etc. potential or actual volunteer mentors. Service may be provided in person or over the phone and should be reported to the nearest quarter hour e.g. 0.25, 0.5, 0.75, 1, 1.25 etc.
605	MENTORING	VME: # volunteer mentor matches made	Number of volunteer mentor matches that met for the first time this month

Program Indicators

YSE Youth Services

No	Service	Indicator	Definition
606	MENTORING	VME: # matches that met this month	Total number of Volunteer Mentor matches that met this month, including matches that met for the first time.
607	MENTORING	VME: # hours that matches met	Number of hours this month that Volunteer Mentor matches met. Meetings must take place in person and should be reported to the nearest quarter hour e.g. 0.25, 0.5, 0.75,1, 1.25 etc.
608	**MENTORING**	**VME: Average # hours each volunteer mentor match met**	**# hours / # matches that met**
701	GENERAL	OTR: # intakes to OUTREACH TO YOUTH	Number of youth contacted through OUTREACH TO YOUTH this month for the first time. Contact must be sufficient to allow staff to believe they have learned the youth's real name. Includes youth that were thought to have been repatriated/ engaged in services over 30 days ago, but who have reappeared.
702	OUTREACH	OTR: # hours outreach to youth/caregiver	Number of hours this month that staff provided outreach to youth and/or their caregivers. Outreach is defined as direct contact, either in person or by phone, initiated by staff for the purpose of engaging the youth in one or more services. Hours should be reported to the nearest quarter hour e.g. 0.25, 0.5, 0.75,1, 1.25 etc.
703	OUTREACH	OTR: # youth receiving outreach	Number of youth to whom staff provided outreach this month. A youth and his/her caregiver(s) count as a single unit for the purposes of this indicator.
705	OUTCOME	OTR: # youth first contacted 3 months ago (1a)	Number of youth contacted through Outreach Services for the first time 3 months ago this month
706	OUTCOME	OTR: # of 1a who are repatriated/ engaged outside of outreach program	Number of youth contacted through Outreach Services for the first time 3 months ago this month who have been repatriated and/or are engaged in appropriate services outside of the Outreach program.
707	**OUTCOME**	**OTR: % of 1a who are repatriated/ engaged outside of outreach program**	**[706 / 705]**
801	SELF-HELP	SHP: # days RESOURCES CENTRE open	Number of days this month that the RESOURCES CENTRE was open for self-help to youth age 18 and under or their caregivers.
802	SELF-HELP	SHP: # hours Resources Centre open	Number of hours this month that the Resources Centre was open for self-help to youth age 18 and under or their caregivers.
803	SELF-HELP	SHP: # attendances at Resources Centre	Number of times youth age 18 and under or their caretakers attended the Resources Centre for self-help this month.
804	**SELF-HELP**	**SHP: Average # attendances per day Resources Centre open**	**# attendances / # days**
999	**GENERAL**	**GEN: # unique clients YTD**	**# active client units as of April 1, plus # intakes May - March**

Attachment 2.1 to Subsidiary Component Agreement # FT08424009
Financial Report

Financial Report **Sample Report**

Name of Organization: **Family Services of Greater Vancouver**

Contract #:

Month:

Detail	Community Outreach	Intake, Assessment, & Integrated Case Mgmt	Housing Support & Assistance	Services to Transition Youth to Adulthood	Day Program	TOTALS
Total Operational revenue						
Operational Expenses:						
Total Wages and Benefits						
Total Client Support Costs						
Total Transportation						
Total Family payments						
Total Program Support						
Total Program Admin. Support						
Total Facilities Expenses						
Total Operational Pre. Admin						
Total Admin. & Gen. exp.*						
Total Operational Expenses						
Number of Units						
Unit Cost						
Total surplus/(deficit)						

* Definitions from the Specified Audit Procedures, Chapter 6, General Management Operating Policy.

Comments regarding variances:

This report has been prepared from the books and records of the Contractor for the funding period ended _____. I hereby confirm to the best of my knowledge and belief, that the information contained herein, was compiled in accordance with generally accepted accounting principles and in compliance with the Province's General Management Operating Policy. There is nothing to my knowledge that has not been disclosed in this report which would affect the accuracy and completeness of the financial information.

Signature Date

BRITISH COLUMBIA

Ministry of Children and Family Development

MODIFICATION AGREEMENT

BETWEEN

HER MAJESTY THE QUEEN IN RIGHT OF THE PROVINCE OF BRITISH COLUMBIA,
represented by the Minister of Children and Family Development

AND

FAMILY SERVICES OF GREATER VANCOUVER
(Legal Name)

BACKGROUND
A. The parties entered into an Agreement FT08424009, beginning April 01, 2014.
B. The parties have agreed to modify the Agreement effective April 01, 2015.

AGREEMENT

The parties agree as follows:

1. *Schedule A – Services* is amended as follows:

   (a) The Total Amount of Component Agreement is increased by $8,840.90 from $2,210,198.88 to **$2,219,039.78** to reflect the following:

   New annual funding of $8,840.90 for a General Wage Increase of 1% under the Economic Stability Mandate.

   (b) Annual baseline funding is increased by $8,840.90 from $1,105,099.44 to **$1,113,940.34.**

2. *Schedule B – Payment and Financial Reporting* is amended as follows:

   (a) The Aggregate Maximum amount is increased by $8,840.90 from $2,210,198.88 to **$2,219,039.78.**

   (b) The Province will make payments to the Contractor in the following amounts and manner:

   i. The monthly payment effective April 1, 2015 is increased by $736.74 from $92,091.62 to **$92,828.36.**

Additional Information

1. In all other respects, the Agreement is confirmed.

The parties have duly executed this modification agreement as of the 1st day of April, 2015.

SIGNED AND DELIVERED on the 17th day of FEB 2015 on behalf of the Province by its duly authorized representative	**SIGNED AND DELIVERED** on the 10th day of _____, _____ by or on behalf of the Contractor (or by its authorized signatory or signatories if the Contractor is a corporation)
Signature:	Signature: Caroline Bonesky
Print Name: Michael White	Print Name: Caroline Bonesky
Position: Community Services Manager or Designate	Position: Chief Executive Officer
Responsibility Centre:	Signature:
	Print Name:
	Position

SUBSIDIARY COMPONENT AGREEMENT (SCA)

BRITISH COLUMBIA

Ministry of Children and Family Development

BRITISH COLUMBIA — Ministry of Children and Family Development	**SUBSIDIARY COMPONENT AGREEMENT: FT08424009** **DOING BUSINESS AS: FAMILY SERVICES OF GREATER VANCOUVER** **Agreement Name:** Youth Services

HER MAJESTY THE QUEEN IN RIGHT OF THE PROVINCE OF BRITISH COLUMBIA, represented by The Minister of Children and Family Development (the "Province", "we", "us", or "our" as applicable) at the following address.	AND FAMILY SERVICES OF GREATER VANCOUVER (Legal Name) (the "Contractor", "you", or "your" as applicable) at the following address:
105 5550 FRASER ST VANCOUVER, B.C. CANADA V5W 2Z4 Fax Number: (604)660-4005	201-1638 BROADWAY E VANCOUVER, BC V5N 1W1 Fax Number: (604)733-7009

The term for the Subsidiary Component Agreement begins on: 01/04/2014 (Day/Month/Year) and ends on 31/03/2016 (Day/Month/Year)

THE PARTIES AGREE TO THE TERMS ON THE ATTACHED PAGES OF THIS DOCUMENT AND OUTLINED BELOW. THIS SUBSIDIARY COMPONENT AGREEMENT IS PART OF THE THIRD PARTY SERVICE AGREEMENT FT08424000:

APPLICABLE SCHEDULES:

- **SCHEDULE A - SERVICES**
- **SCHEDULE B - PAYMENT & FINANCIAL REPORTING**
- **SCHEDULE C - APPROVED SUBCONTRACTOR(S)**
- **SCHEDULE D - RISK MANAGEMENT & CONFLICT RESOLUTION**
- **SCHEDULE E - AUTHORIZED PERSONS (FOR THE SUBSIDIARY COMPONENT AGREEMENT)**
- **SCHEDULE H - ADDITIONAL TERMS**

SIGNED AND DELIVERED on the 14th day of April, 2014 on behalf of the Province by its duly authorized representative

Signature: Michael White

Print Name: Michael White

Position: Community Services Manager or Designate

Responsibility Centre: CSM - YOUTH SERVICES

SIGNED AND DELIVERED on the 31st day of March, 2014 by or on behalf of the Contractor (or by its authorized signatory or signatories if the Contractor is a corporation)

Signature: Caroline J. Bonesky

Print Name: Caroline Bonesky Position: Chief Executive Officer

Signature:

Print Name: Position:

Signature:

Print Name: Position:

READ TERMS ON THE ATTACHED PAGES OF THIS DOCUMENT

SCHEDULE A – SERVICES

General

The Contractor will provide all necessary components for delivery of the programs delineated below, including sufficient qualified program staff, administrative support, premises, materials and equipment.

Family, child or youth specific progress reports and reports suitable for presentation in Court proceedings will be provided where required and in a mutually agreed upon format.

The Province will appoint a contract supervisor for the Contractor's services funded under this Agreement. The parties agree to conduct contract reviews during the Funding Period to review the ***Service Deliverables*** and any other issues of mutual concern, including the following:

- statements and reports required in Schedule H, *Statements and Reports*;
- program elements, including hours of operation;
- access and admission criteria;
- intake and referral processes;
- frequency, content and format of progress and Court ready reports
- wait list management;
- exceptions to normal practice;
- critical incident reporting procedures;
- issue management;
- program liaison.

Services have been restructured based on a comprehensive system of care model, supported by accreditation and enhanced reporting requirements. The Province and the Contractor are using a collaborative approach to the continuing development of output-based contracts and measurable client outcomes. Both parties agree to work together to achieve these objectives. Data collected during the term of this agreement will be reviewed by both parties and then used to establish baseline targets for future contracts.

As part of a multiyear contracting initiative, this Agreement is subject to a two year term and will be in effect from April 1, 2014 to March 31, 2016 subject to Sections 55 to 58 of the Third Party Service Agreement. The Agreement may, from time to time and as necessary, be modified to represent changes in service deliverables, or in financial or other clauses.

As per the Financial Administration Act, our obligation to provide payments on this two year Agreement is subject to an appropriation being available in the fiscal year of the Province in which payment becomes due.

Commencing April 1, 2014, funding allocated to the Youth Day Program of $88,589 has been transferred to Housing Support and Assistance with funding of $54,348, for a total of $142,937, and a combined total of 1.6 FTEs. The parties agree to review and revise service descriptions for Housing Support and Assistance and Services to Transition specifically, to ensure the needs of youth are met and the intent of the programs are addressed.

The parties further agree to review overall service deliverables, staffing model, and reporting requirements during the term of the Agreement. This review will occur in the context of support to be provided to 10 youth in a newly developed residential setting.

SUMMARY

Term **01/04/2014 to 31/03/2016** ***Total Amount of Component Agreement*** **$2,210,198.88**

Allocation by Programs and Services

Programs			
Youth Outreach Program			
	Outreach - General		$479,443.68
		Sub-Total	**$479,443.68**
Youth Transition Program			
	Intervention - General		$400,079.76
		Sub-Total	**$400,079.76**

Grouped Services			
Housing Support and Assistance			
	Intervention - General		$285,875.28
		Sub-Total	**$285,875.28**
Resource Room			
	Self-Help - General		$1,044,800.16
Non-Program Services			
		Sub-Total	**$0.00**
		Total	**$2,210,198.88**

Allocation by Community

Communities Served		
Vancouver North		$1,737,370.63
Vancouver South		$472,828.25
	Total	**$2,210,198.88**

Allocation by Business Area

Core Business Area	**Business Area - Sub Business Area**		
Child and Family Development			
	Youth Services		$2,210,198.88
		Sub-Total	**$2,210,198.88**
		Total	**$2,210,198.88**

PROGRAMS

Youth Transition Program

TARGET POPULATION:	Youth, who may or may not be involved with the Ministry, who require additional support or skill building to move from adolescence to responsible adulthood.
OUTCOME:	Youth develop adult competencies to enable them to achieve independent living with confidence and success.

SERVICE: INTERVENTION - GENERAL — **Total Amount** $400,079.76

Definitions	Activities provided to maintain or prompt a planned change in the behaviour, condition or functioning of children, youth, and/or families/caregivers.			
Project Code	18CN289			
Input	Qualified Staff			
Output Indicators	# Direct One to One Hours	**Quantity**	3152	
	# Recipients of One to One Services		80	
Reporting Frequency	Monthly			
Core Business Area	Child and Family Development			
Business Area	Youth Services			
Communities Served				
Vancouver North	**Recipient(s)** 13 to 18 years		**Amount**	$314,490.62
Vancouver South	**Recipient(s)** 13 to 18 years		**Amount**	$85,589.14

This allocation is provided as an estimate.

BUSINESS AREA OUTCOMES

- Youth participate in identifying their short and longer term needs and in developing plans to address them
- Youth experiencing high levels of risk to their health and safety have the levels of risk reduced
- Youth have immediate basic needs met including shelter, food and clothing
- Youth establish connections with community resources to address needs such as physical health, mental health, addictions and/or sexual exploitation
- Youth have improved connections to positive community supports including family/extended family, peers, education, employment, and/or housing
- Youth acquire skills and knowledge necessary to keep themselves safe, achieve identified goals, and successfully transition to adulthood

Youth Outreach Program

TARGET POPULATION:	Youth who are at risk of high-risk situations, e.g. street-involved youth.
OUTCOME:	Youth avoid high risk situations through connections to community and / or family-based supports.

SERVICE: OUTREACH - GENERAL — **Total Amount** $479,443.68

Definitions	Direct contact initiated with children, youth, families or communities for the purpose of engaging them in one or more services.		
Project Code	18CN409		
Input	Qualified Staff		
Output Indicators	# Recipients	**Quantity**	320
	# Direct Hours		4726
Reporting Frequency	Monthly		
Core Business Area	Child and Family Development		
Business Area	Youth Services		

Communities Served				
Vancouver North	**Recipient(s)**	13 to 18 years	**Amount**	$376,876.21
Vancouver South	**Recipient(s)**	13 to 18 years	**Amount**	$102,567.47

This allocation is provided as an estimate.

BUSINESS AREA OUTCOMES

- Youth participate in identifying their short and longer term needs and in developing plans to address them
- Youth experiencing high levels of risk to their health and safety have the levels of risk reduced
- Youth have immediate basic needs met including shelter, food and clothing
- Youth establish connections with community resources to address needs such as physical health, mental health, addictions and/or sexual exploitation
- Youth have improved connections to positive community supports including family/extended family, peers, education, employment, and/or housing
- Youth acquire skills and knowledge necessary to keep themselves safe, achieve identified goals, and successfully transition to adulthood

Housing Support and Assistance

SERVICE: INTERVENTION - GENERAL — **Total Amount** $285,875.28

Definitions	Activities provided to maintain or prompt a planned change in the behaviour, condition or functioning of children, youth, and/or families/caregivers.		
Project Code	18CN289		
Input	Qualified Staff		
Output Indicators	# Direct One to One Hours	**Quantity**	3464
	# Recipients of One to One Services		280
Reporting Frequency	Monthly		
Core Business Area	Child and Family Development		
Business Area	Youth Services		
Communities Served			
Vancouver North	**Recipient(s)** 13 to 18 years	**Amount**	$224,717.93
Vancouver South	**Recipient(s)** 13 to 18 years	**Amount**	$61,157.35

This allocation is provided as an estimate.

BUSINESS AREA OUTCOMES

- Youth participate in identifying their short and longer term needs and in developing plans to address them
- Youth experiencing high levels of risk to their health and safety have the levels of risk reduced
- Youth have immediate basic needs met including shelter, food and clothing
- Youth establish connections with community resources to address needs such as physical health, mental health, addictions and/or sexual exploitation
- Youth have improved connections to positive community supports including family/extended family, peers, education, employment, and/or housing
- Youth acquire skills and knowledge necessary to keep themselves safe, achieve identified goals, and successfully transition to adulthood

Resource Room

SERVICE: SELF-HELP - GENERAL — **Total Amount** $1,044,800.16

Definitions	Provision of means whereby children, youth and families use tools such as the internet, videos or books to enhance their skills.		
Project Code	18CN505		
Input	Qualified Staff		
Output Indicators	# Hours	**Quantity**	4000
Reporting Frequency	Monthly		
Core Business Area	Child and Family Development		
Business Area	Youth Services		
Communities Served			
Vancouver North	**Recipient(s)** 13 to 18 years	**Amount**	$821,285.87
Vancouver South	**Recipient(s)** 13 to 18 years	**Amount**	$223,514.29

This allocation is provided as an estimate.

BUSINESS AREA OUTCOMES

- Youth participate in identifying their short and longer term needs and in developing plans to address them
- Youth experiencing high levels of risk to their health and safety have the levels of risk reduced
- Youth have immediate basic needs met including shelter, food and clothing
- Youth establish connections with community resources to address needs such as physical health, mental health, addictions and/or sexual exploitation
- Youth have improved connections to positive community supports including family/extended

family, peers, education, employment, and/or housing

- Youth acquire skills and knowledge necessary to keep themselves safe, achieve identified goals, and successfully transition to adulthood

Attachments

Name	Attachment 1.1 Service Overview	*Attachment 1.1 Service Overview.docx*
Name	Attachment 1.2 Output Indicators	*Attachment 1.2 Output Indicators.docx*

SCHEDULE B – PAYMENT & FINANCIAL REPORTING

Aggregate Maximum

1.1 Subject to the provisions of the Third Party Service Agreement and this Subsidiary Component Agreement, we will pay you an amount not exceeding $2,210,198.88, including GST, in the aggregate, for providing the Services set out in Schedule A, during the term of this Subsidiary Component Agreement.

Payments

2.1 **Monthly Recurring**

We will pay you on or about the 15th day of the month commencing on the 1st day of April, 2014 as provided in the following payment schedule:

From	To	Amount	GST	Total
April 1, 2014	March 31, 2016	$92,091.62	$0.00	$2,210,198.88
				$2,210,198.88

2.2 **Payment Address**

201-1638 BROADWAY E VANCOUVER, BC V5N 1W1

Goods and Services Tax (GST)

Financial Reports

2.3 In addition to the financial statements referred to in the Audit and Service Evaluation section of FT08424000 any financial reports should, at a minimum, relate costs to service outputs. The following additional financial reports are required:

Name	Description
Semi-annual Service Cost Report	Report that outlines the semi-annual costs associated with a service.
9-Month Service Cost Report	Report that outlines the costs associated with a service every 9 months.

Transition to Unit Cost Based Payments

2.4 Not applicable

Attachments

Name Attachment 2.1 Financial Report *Attachment 2.1 Financial Report.docx*

SCHEDULE C – APPROVED SUBCONTRACTOR(S)

Subcontractors

1.1 The following persons or organizations, are specified as Subcontractors under section 12 of the Third Party Service Agreement, for purposes of this Subsidiary Component Agreement:

None

SCHEDULE D – RISK MANAGEMENT & CONFLICT RESOLUTION

Criminal Record Check

1.1 In accordance with the Criminal Records Review Act, you must undertake a criminal record check of each staff member or other person who has, or potentially has, unsupervised access to children, or who has access to their records.

1.2 In addition to any criminal record checks required under the Criminal Records Review Act, you must undertake a criminal record check on volunteers or other individuals who have, or potentially have, unsupervised access to children or their records.

1.3 Upon our written request you must provide us written confirmation that:

(a) criminal record checks have been initiated;

(b) you have acted on instructions from the adjudicator or us; and

(c) all other related procedures have been followed.

Conflict Resolution Officials

2.1 The designated "Officials" of the parties for the purposes of the Conflict Resolution Protocol are:

	Province	**Contractor**
Stage One:	Community Services Manager or Designate	Executive Director or Designate
Stage Two:	Executive Director of Service	Executive Director or Designate
Stage Three:	Deputy Minister or Designate	Chair, Board of Directors or Designate

Permits and Licenses

3.1 You must obtain all the permits and licenses required to perform the Services, including, but not limited to:

(a) any permits or licenses required by municipal or health authorities for the operation of the Services delineated in Schedule A.

(b) any municipal, provincial, federal permits and licenses required to provide the Services including motor vehicle licenses of the appropriate class to provide transportation to clients.

Insurance and Indemnity

A. For all Contractor's activities under this Agreement to which the Master Insurance Program applies, as determined by the Province in its sole discretion:

4.1 The Province will purchase and maintain Comprehensive General Liability insurance in the amount of $2,000,000 inclusive per occurrence against bodily injury and property damage arising out of the Contractor's performance of the Services on behalf of the Province as outlined in this Agreement.

4.2 The Contractor shall be responsible for and pay any deductible under the policy.

4.3 The Contractor will be provided with a Certificate of Insurance and a copy of the insurance policy wording.

4.4 The Province will take reasonable steps to ensure the coverage specified in section 1 is continuous for the duration of this Agreement but the Province does not accept responsibility for providing coverage in the event the insurance is cancelled or reduced by the insurer.

4.5 The Province does not represent or warrant that the policy contains insurance for any and all losses. It is the Contractor's responsibility to ascertain the exact nature and extent of coverage of the policy as well as any and all terms and conditions of the policy.

4.6 The Contractor shall provide, maintain, and pay for, any additional insurance which the Contractor is required by law to carry, or which the Contractor considers necessary to cover risks not otherwise covered by insurance specified in section 1.

B. For all Contractor's activities to which the Master Insurance Program does not apply, the Contractor shall:

5.1 The Contractor must, without limiting its obligation or liabilities and at its own expense, purchase and maintain throughout the term of this Agreement the following insurances with insurers licensed in Canada in forms and amounts acceptable to the Province:

(a) Commercial General Liability in an amount not less than $2,000,000.00 inclusive per occurrence against bodily injury, personal injury and property damage and including liability assumed under this Agreement and this insurance must:

(i) include the Province as an additional insured;

(ii) be endorsed to provide the Province with 30 days advance written notice of cancellation or material change; and

(iii) include a cross liability clause.

5.2 All insurance described in paragraph 1 of this Schedule must:

(a) be primary; and

(b) not require the sharing of any loss by any insurer of the Province.

5.3 The Contractor must provide the Province with evidence of all required insurance:

(a) Within 10 working days of commencement of the Services, the Contractor must provide to the Province evidence of all required insurance in the form of a completed Province of British Columbia Certificate of Insurance.

(b) If the insurance policy(ies) expire before the end of the term of this Agreement, the Contractor must provide within 10 working days of expiration, evidence of new or renewal policy(ies) of all expired insurance in the form of a completed Province of British Columbia Certificate of Insurance.

(c) Notwithstanding paragraph 3(a) or (b) above, if requested by the Province at any time, the Contractor must provide to the Province certified copies of the required insurance policies.

5.4 The Contractor shall provide, maintain, and pay for, any additional insurance which it is required by law to carry, or which it considers necessary to cover risks not otherwise covered by insurance specified in this schedule in its sole discretion.

C. Whether A or B applies to the Services, for all Contractor activities under this Agreement:

6.1 The Contractor shall maintain Automobile Liability insurance on all vehicles owned, operated or licensed by the Contractor in an amount not less than $2,000,000 per occurrence, and where applicable the Contractor may show evidence of this insurance using an ICBC Confirmation of Insurance Coverage (APV-47) form in place of the requirement for the BC Certificate of Insurance.

6.2 Additional Insurance: Not applicable

SCHEDULE E – AUTHORIZED PERSONS (FOR THE SUBSIDIARY COMPONENT AGREEMENT)

Authorized Persons

1.1 The Contractor designates any of the following persons, (identified by name and/or position) to act for you in relation to this Subsidiary Component Agreement:

Caroline Bonesky, Chief Executive Officer

1.2 The Ministry designates any of the following persons (identify by name and/or position) to act for us in relation to this Subsidiary Component Agreement:

Community Services Manager or Designate

SCHEDULE F1 – PRIVACY PROTECTION SCHEDULE

This Schedule forms part of the agreement between Her Majesty the Queen in right of the Province of British Columbia represented by

The Ministry of Children and Family Development (the "Province") and FAMILY SERVICES OF GREATER VANCOUVER (the "Contractor")

respecting Youth Services (the "Agreement")

Definitions

1. In this Schedule,
   (a) "access" means disclosure by the provision of access;
   (b) "Act" means the Freedom of Information and Protection of Privacy Act (British Columbia), as amended from time to time;
   (c) "contact information" means information to enable an individual at a place of business to be contacted and includes the name, position name or title, business telephone number, business address, business email or business fax number of the individual;
   (d) "personal information" means recorded information about an identifiable individual, other than contact information, collected or created by the Contractor as a result of the Agreement or any previous agreement between the Province and the Contractor dealing with the same subject matter as the Agreement but excluding any such information that, if this Schedule did not apply to it, would not be under the "control of a public body" within the meaning of the Act.

Purpose

2. The purpose of this Schedule is to:
   (a) enable the Province to comply with its statutory obligations under the Act with respect to personal information; and
   (b) ensure that, as a service provider, the Contractor is aware of and complies with its statutory obligations under the Act with respect to personal information.

Collection of personal information

3. Unless the Agreement otherwise specifies or the Province otherwise directs in writing, the Contractor may only collect or create personal information that is necessary for the performance of the Contractor's obligations, or the exercise of the Contractor's rights, under the Agreement.
4. Unless the Agreement otherwise specifies or the Province otherwise directs in writing, the Contractor must collect personal information directly from the individual the information is about.
5. Unless the Agreement otherwise specifies or the Province otherwise directs in writing, the Contractor must tell an individual from whom the Contractor collects personal information:
   (a) the purpose for collecting it;

(b) the legal authority for collecting it; and

(c) the title, business address and business telephone number of the person designated by the Province to answer questions about the Contractor's collection of personal information.

Accuracy of personal information

6. The Contractor must make every reasonable effort to ensure the accuracy and completeness of any personal information to be used by the Contractor or the Province to make a decision that directly affects the individual the information is about.

Requests for access to personal information

7. If the Contractor receives a request for access to personal information from a person other than the Province, the Contractor must promptly advise the person to make the request to the Province unless the Agreement expressly requires the Contractor to provide such access and, if the Province has advised the Contractor of the name or title and contact information of an official of the Province to whom such requests are to be made, the Contractor must also promptly provide that official's name or title and contact information to the person making the request.

Correction of personal information

8. Within 5 business days of receiving a written direction from the Province to correct or annotate any personal information, the Contractor must annotate or correct the information in accordance with the direction.

9. When issuing a written direction under section 8, the Province must advise the Contractor of the date the correction request to which the direction relates was received by the Province in order that the Contractor may comply with section 10.

10. Within 5 business days of correcting or annotating any personal information under section 8, the Contractor must provide the corrected or annotated information to any party to whom, within one year prior to the date the correction request was made to the Province, the Contractor disclosed the information being corrected or annotated.

11. If the Contractor receives a request for correction of personal information from a person other than the Province, the Contractor must promptly advise the person to make the request to the Province and, if the Province has advised the Contractor of the name or title and contact information of an official of the Province to whom such requests are to be made, the Contractor must also promptly provide that official's name or title and contact information to the person making the request.

Protection of personal information

12. The Contractor must protect personal information by making reasonable security arrangements against such risks as unauthorized access, collection, use, disclosure or disposal, including any expressly set out in the Agreement.

Storage and access to personal information

13. Unless the Province otherwise directs in writing, the Contractor must not store personal information outside Canada or permit access to personal information from outside Canada.

Retention of personal information

14. Unless the Agreement otherwise specifies, the Contractor must retain personal information until directed by the Province in writing to dispose of it or deliver it as specified in the direction.

Use of personal information

15. Unless the Province otherwise directs in writing, the Contractor may only use personal information if that use is:

(a) for the performance of the Contractor's obligations, or the exercise of the Contractor's rights, under the Agreement; and

(b) in accordance with section 13.

Disclosure of personal information

16. Unless the Province otherwise directs in writing, the Contractor may only disclose personal information inside Canada to any person other than the Province if the disclosure is for the performance of the Contractor's obligations, or the exercise of the Contractor's rights, under the Agreement.

17. Unless the Agreement otherwise specifies or the Province otherwise directs in writing, the Contractor must not disclose personal information outside Canada.

Inspection of personal information

18. In addition to any other rights of inspection the Province may have under the Agreement or under statute, the Province may, at any reasonable time and on reasonable notice to the Contractor, enter on the Contractor's premises to inspect any personal information in the possession of the Contractor or any of the Contractor's information management policies or practices relevant to its management of personal information or its compliance with this Schedule and the Contractor must permit, and provide reasonable assistance to, any such inspection.

Compliance with the Act and directions

19. The Contractor must in relation to personal information comply with:

    (a) the requirements of the Act applicable to the Contractor as a service provider, including any applicable order of the commissioner under the Act; and

    (b) any direction given by the Province under this Schedule.

20. The Contractor acknowledges that it is familiar with the requirements of the Act governing personal information that are applicable to it as a service provider.

Notice of non-compliance

21. If for any reason the Contractor does not comply, or anticipates that it will be unable to comply, with a provision in this Schedule in any respect, the Contractor must promptly notify the Province of the particulars of the non-compliance or anticipated non-compliance and what steps it proposes to take to address, or prevent recurrence of, the non-compliance or anticipated non-compliance.

Termination of Agreement

22. In addition to any other rights of termination which the Province may have under the Agreement or otherwise at law, the Province may, subject to any provisions in the Agreement establishing mandatory cure periods for defaults by the Contractor, terminate the Agreement by giving written notice of such termination to the Contractor, upon any failure of the Contractor to comply with this Schedule in a material respect.

Interpretation

23. In this Schedule, references to sections by number are to sections of this Schedule unless otherwise specified in this Schedule.

24. Any reference to the "Contractor" in this Schedule includes any subcontractor or agent retained by the Contractor to perform obligations under the Agreement and the Contractor must ensure that any such subcontractors and agents comply with this Schedule.

25. The obligations of the Contractor in this Schedule will survive the termination of the Agreement.

26. If a provision of the Agreement (including any direction given by the Province under this Schedule) conflicts with a requirement of the Act or an applicable order of the commissioner under the Act, the conflicting provision of the Agreement (or direction) will be inoperative to the extent of the conflict.

27. The Contractor must comply with the provisions of this Schedule despite any conflicting provision of this Agreement or, subject to section 28, the law of any jurisdiction outside Canada.

28. Nothing in this Schedule requires the Contractor to contravene the law of any jurisdiction outside Canada unless such contravention is required to comply with the Act.

SCHEDULE H – ADDITIONAL TERMS

Other

1. Notwithstanding Clause 55 (b) of the Third Party Service Agreement, the termination notice period for this Subsidiary Component Agreement is 90 days.

PAYMENT AND FINANCIAL INFORMATION

Aggregate Maximum

Subject to the provisions of this Agreement, the Province will pay to the Contractor an amount not exceeding **$2,210,198.88** in the aggregate for providing the Component Services during the two year Funding Period.

Annual baseline funding is **$1,105,099.44**.

STATEMENTS AND REPORTS

The Contractor will submit to the Province reports, in form and content acceptable to the Province, relating to the services and programs outlined in this Agreement. The required reports include, but are not limited to, the following:

(a) Monthly Indicator Reports – Indicators and Definitions are outlined in Attachment 1.2 to this Agreement

(b) Annual Report on Outcomes

(c) Other information as may be requested by the Province

The parties agree to work collaboratively in the development and implementation of outcome measurement tools that may be considered during the Funding Period.

Required reports will be submitted within 15 business days of the end of the period specified, commencing with a first report for the period ending April 30th. For the purpose of this section and section 1.3, a "business day" is any day that is not a Saturday, a Sunday or a statutory holiday in British Columbia.

Financial Reports

Whether or not an annual financial statement (or review or audit of the same) is required and submitted under section 40 of the Third Party Service Agreement, the Contractor will, for the purposes of negotiation of any future agreement, submit to the Province, within 30 business days of the end of the 2nd and 3rd quarters of the Funding Period, a Financial Report (unaudited) showing revenues and expenditures for each service area. A sample of the Financial Report (unaudited) is included as Attachment 2.1 to this Agreement.

Attachment 1.1 to Subsidiary Component Agreement No. FT08424009
Family Service of Greater Vancouver – Youth Services – Service Overview

Family Services of Greater Vancouver (FSGV) will deliver non-residential services to at-risk and high-risk youth and their families who live in, or identify with, downtown Vancouver and city-wide outreach services. At-risk youth demonstrate increased vulnerability to involvement in high risk activity. High risk youth include specialized populations such as runaway youth, homeless and street-involved youth, youth who are suicidal or substance-misusing, sexually exploited youth, and sexual minority youth.

To co-ordinate and deliver services, FSGV will establish a Downtown Vancouver Integrated Youth Service Centre (*Directions*). This will be one of four Vancouver Integrated Youth Service Centres whose establishment the Ministry will be funding: Downtown Vancouver, Mid-Town, South Vancouver and an Aboriginal centre. The FSGV staff of the Downtown Vancouver Integrated Youth Service Centre will be required to work collaboratively with the agencies who will be establishing the other Youth Service Centres on behalf of the Ministry.

Directions will be located in Vancouver. Hours of operation for each service area are included in detailed service descriptions below. In addition to the Services to be provided from the Centre, Centre staff will facilitate youth access to necessary services delivered by the other Youth Service Centres, as well as a broad range of community and government resources. Service Areas included in this agreement are:

- Community Outreach Services to Youth (centralized service for all of Vancouver)
- Resource Room (centre-specific service)
- Housing Support and Assistance (centre-specific service)
- Services to Transition Youth to Adulthood (centre-specific service)

Day Programming was formally discontinued as of April 1, 2014. Annual funding of $88,589 and 0.6 FTE has been moved to Housing Support and Assistance. Funding and services overall will be reviewed during the term of this Agreement.

OUTREACH (Community Outreach to Youth)
(Centralized Service)

Based from the Downtown Vancouver Centre, outreach services to youth will be provided **across the City of Vancouver**. The program will support at-risk or high-risk youth with assistance in exiting high-risk circumstances. Outreach to street-involved youth will consist of interventions that focus on connecting and reconnecting youth to their communities and families. Where indicated, these youth will be linked to Youth and Family Mediation and Reunification Services offered through the South Vancouver Integrated Youth Services Centre. The outreach program will focus on connecting youth with health care, mental health, addictions recovery, social welfare, and independence planning services.

This program will work with and link youth to any of the four Vancouver Youth Service Centres, depending on a youth's specific needs and the community with which the youth identifies.

The **activities of the service** will include, but are not limited to:

- Community-based engagement of at-risk and high-risk youth
- Screening and assessment of immediate food, shelter and health care needs
- Provision of or links to services to address basic needs identified by the youth
- Assessment regarding mental health, substance use, possibilities for reunification or repatriation and social networks to assist the youth in developing a range of support options
- Links to Ministry repatriation and other services
- Provision of an array of engagement strategies, including concrete incentives (i.e. food) and recreation or other pro-social activities
- Provision of trained and supported outreach workers
- Conflict resolution and mediation to support reconnection or reunification efforts

- Links to *Youth and Family Mediation and Reunification Services* where indicated
- Links to a range of life and pro-social skill development offered through the four Youth Service Centres
- Links to formal and informal support for youth
- One-to one support and crisis management.

The Outreach team will work closely with, refer to, and accept referrals from all four Youth Service Centres and Ministry staff. This will be accomplished through meetings, phone calls and dropping-in.

The Outreach team will monitor changes to congregation trends and periodically adjust target areas to reflect emerging areas of congregation. Two-person coverage will occur when doing street outreach through community partnerships

The Outreach staff will partner with appropriate community resources, (for example, BC Centre for Disease Control Street Nurse program, Covenant House and the Urban Native Youth Association outreach workers), to maximize service hours and coverage. This agreement does not preclude FSGV seeking funding from other partners to support additional Outreach staff. Each Outreach staff is required to have a valid driver's licence and access to appropriate transportation to provide outreach to the areas mentioned above. They will attend Reconnect Meetings, Integrated Case Management meetings and other meetings as necessary.

Target Population:
Street-involved, street-entrenched, sexually exploited, at-risk or high-risk youth, ages 12-18 throughout the Vancouver area, who require outreach to exit from high-risk circumstances and from high-risk geographical areas. With Ministry approval, pregnant and parenting youth between 19-24 years of age will be served.

Referral Process:
Open access, self-referral, and community referrals, with priority given to referrals by Ministry staff, and Mental Health and Youth Justice staff. The Ministry will have the responsibility for prioritizing referrals.

Hours of Service:
Outreach will occur Monday through Friday, Noon (12:00am) to 11:00pm.

Staffing:
The Outreach team will consist of 3 FTE Outreach Worker positions, supervised by the Daytime Coordinator for the Intake, Assessment and Integrated Case Management Service. Outreach Workers will possess a minimum of 2 years post-secondary education and 2 years relevant work experience.

Supervision:
The Daytime Coordinator will supervise the Outreach team through regular supervisory and staff meetings. Post-probationary period and annual performance evaluations will be completed.

RESOURCE ROOM (Self-Help)
(Centre specific service)

The Downtown Vancouver Integrated Youth Resource Centre will provide a safe, non-judgmental environment for youth. The focus shall be on engaging youth in dialogue that will support youth in moving toward safer and healthier lifestyles and becoming contributing members of their families and communities.

The **activities of the service** will include, but are not limited to:
- Information and Referral
- Screening, Intake and Basic Assessment
- Integrated Case Management (ICM)

- Attention to basic needs (food, shelter, hygiene)
- One-to-one support and crisis management
- Youth and Community Advisories
- Culturally specific services to Aboriginal Youth
- Pro-social and other activities.

The Centre will provide open access laundry facilities, hot meals, showers, locker facilities, clothing, and toiletries. An array of strategies to support engagement, including recreational and pro-social activities, life skills development, access to pet care, computers, and one-to-one support will also be available.

Centre staffs will liaise with all four Integrated Youth Service Centres, other services in the community and Ministry staff to facilitate youth referral to appropriate resources, such as health, alcohol and drug, mental health, and culturally appropriate services to aboriginal youth. Referrals will be conducted by meetings and phone calls. Based on need, an integrated plan will be developed and implemented with the youth and their family and/or caregiver, if appropriate, in co-ordination with Ministry staff and other community professionals and service providers. Integrated case management will be provided where indicated and agreed upon by Ministry staff.

To ensure site security, a minimum of two staff shall be on site at all times. Access to the site shall be controlled through a buzzer system. All individuals seeking access to the Centre will be screened by Centre staff prior to admittance. Standardized registration procedures will be implemented and adhered to at all times. Youth may be under the influence of drugs and/or alcohol when they enter the Centre. Youth found using drugs or alcohol on site, or who are abusive to others while at the Centre will be removed from the Centre.

The Centre shall establish a youth advisory group through which youth will have the opportunity to be involved in decisions about service delivery. Additionally, the Centre shall maintain programs that encourage youth voluntary participation in establishing and maintaining a safe and relaxed environment within the Centre.

Target Population:
All street-involved, street-entrenched, at-risk and high-risk youth between 12 and 18 years of age residing, or identifying with, downtown Vancouver or city-wide.

This agreement does not preclude FSGV from seeking other funding opportunities/partnerships to offer services to youth up to age 21. However, any services offered to 19 to 21 year olds must not infringe upon service availability to 12 to 18 year olds funded through this agreement, or negatively impact their safety or security.

Referral Process:
Open access service will be provided to each youth and their family and/or caregiver (if appropriate) who attend or are referred to the Centre.

HOUSING SUPPORT (Intervention)
(Centre-specific service)

This service will provide one-to-one support to assist youth to obtain safe, secure and affordable housing.

The **activities of the service** will include, but are not limited to:
- Linkage to the *Central Housing Registry* maintained by the Mid-Town Vancouver Integrated Youth Services Centre,
- Liaison with landlords to facilitate successful placement of youth,
- Housing skill development and education,
- Landlord/tenant dispute resolution,

- Co-ordination and facilitation of moving arrangements for youth, including provision of direct moving services,
- Liaison and collaborative planning with other Centre programs providing direct service to youth.

The Housing Worker will work closely with all other Centre staff, Ministry workers and the Central Housing Registry to ensure youth secure safe and affordable housing. The worker will work one-to-one with youth to conduct housing searches with youth, link youth with the Central Housing Registry, and assist youth in moving residence. If the youth is homeless, the program will refer them to FSGV Safehouse or other safe houses in the community. Following provision of service, the Housing Worker will follow up with youth to ensure continuing success of the housing placement.

The Housing Worker shall possess a valid driver's licence and shall have access to appropriate transportation to support the activities of the service.

Target Population:
At-risk or high-risk youth, between the ages of 12 and 18, who are homeless and/or in need of housing may receive Housing Support services.

Referral Process:
Priority for Ministry referred youth with additional open access referrals as capacity allows.

Hours of Service:
Housing support and assistance will be available Monday to Friday, inclusive, 12:00am to 8:00pm. Hours may vary based on client need.

Staffing:
1.6 FTE shall be allocated to a Housing Worker position. The Housing Worker shall possess two years post-secondary education and two years relevant experience.

An additional 0.6 FTE has been added from the Youth Day Program commencing April 1, 2014, for a total of 2.2 FTEs.

Supervision:
The Daytime Co-ordinator of the Intake, Assessment and Integrated Case Management service will supervise the Housing Worker through regular supervisory and team meetings. Post-probationary period and annual performance evaluations will be completed.

SERVICES TO TRANSITION YOUTH (Intervention)
(Centre-specific service)

This service will provide interventions that promote the development of adult competencies so that youth may achieve independent living with confidence and success. Plans for service will be individualized and be appropriate to developmental differences in reference to age groups or challenges the young person may have (e.g. FAS, ADHD, developmentally challenged).

Interventions for youth 15 and under will include age appropriate activities that promote the attainment of age-appropriate life skills, educational programming and age-appropriate recreational and pro-social activities.

Interventions for youth aged 16 to 18 years will promote the attainment of life skills necessary for independent living and include attaining employment and vocational skills.

The **activities of the service** will include, but are not limited to:
- Life and pro-social skill development,
- Youth care intervention,
- Employment and vocational skills development,

- Liaison to health and education services,
- Housing support and assistance,
- After hours crisis response,
- Self help/mutual aid for youth,
- Links to Volunteer Mentoring for Youth, delivered through the Aboriginal Integrated Youth Services Centre
- Links to Centre and community recreation and pro-social activities,
- Links to formal and informal supports, including programs for youth who are parenting, and adult services where required,
- Transitional services to support post-service plan.

The after-hours crisis response will be delivered through the Centre, Outreach Workers and Safe House. After hours response is further supported by on-call FSGV managers.

Counsellors must have a valid driver's licence and access to appropriate transportation.

Target Population:
Youth who require assistance in moving towards independence and are:

- between the ages of 12 and 18 and in Continuing Custody of the Ministry or
- between the ages of 16 and 18 and receiving Ministry support services through a youth agreement or
- Youth between the ages of 12 and 18 receiving Ministry support services

Priority will be given to the older youth in this population.

Referral Process:
Access to service will be limited to Ministry-involved youth. Prioritization of referrals will be a Ministry responsibility.

Hours of Service:
Services to Transition Youth to Adulthood shall be available Monday to Friday inclusive, 11:00am to 7:00pm.

Staffing:
2 FTEs shall be allocated to Counsellor positions for Services to Transition Youth to Adulthood. Counsellors will be required to possess a Bachelor of Social Work degree, or equivalent, and three years relevant experience.

Supervision:
The Daytime Coordinator of the Intake, Assessment and Integrated Case Management service shall supervise the Counsellor through regular supervisory and staff meetings. Post-probationary period and annual performance evaluations shall be completed.

Program Indicators

YSE Youth Services

No	Service	Indicator	Definition
101	GENERAL	GEN: # intakes to DAY PROGRAM	Number of youth accessing the DAY PROGRAM this month for the first time in this fiscal year. For most Day Programs, the majority of intakes will occur in September.
102	INTERVENTION	INT: # sessions of Day Program	Number of times this month that the Day Program staff offered the program. For Day Programs that run all day, the number of sessions will equal the number of days they were open. For Day Programs that offer the program to different youth in the morning/ afternoon/ evening, the number of sessions will be more than the number of days.
103	INTERVENTION	INT: # hours of Day Program sessions	Number of hours this month that the Day Program was open to youth. The number of hours should be reported to the nearest quarter hour e.g. 0.25, 0.5, 0.75,1, 1.25 etc.
104	INTERVENTION	INT: # attendances at Day Program sessions	Total number of attendances at all Day Program sessions this month. A youth must be present for at least 75% of the duration of the session to be considered as having attended. Excludes youth who are on a monitored home study program, as well as youth absent for other reasons.
105	**INTERVENTION**	**INT: Average # attendances per Day Program session**	**# attendances / # sessions**
106	INTERVENTION	INT: # hours individual intervention	Number of hours this month that staff provided one-to-one intervention within the context of a Day Program. Time spent with a youth's family/ caregiver counts as time with the youth for the purposes of this indicator. Hours should be reported to the nearest quarter hour e.g. 0.25, 0.5, 0.75,1, 1.25 etc.
107	INTERVENTION	INT: # youth receiving individual intervention	Number of youth to whom staff provided one-to-one intervention this month. Intervention may be provided in person or over the phone.
108	**INTERVENTION**	**INT: Average # hours individual intervention per youth**	**# hours / youth**
109	INTERVENTION	INT: # sessions of group training and education	Number of times this month that staff provided group activity within the context of a Day Program i.e. provided service to 2 or more unrelated youth at the same time.
110	INTERVENTION	INT: # hours of group training and education sessions	Number of hours this month that Day Program staff provided group activity. The number of hours should be reported to the nearest quarter hour e.g. 0.25, 0.5, 0.75,1, 1.25 etc.
111	INTERVENTION	INT: # attendances at training and education sessions	Total number of attendances at all training and education sessions provided by Day Program staff this month.
112	**INTERVENTION**	**INT: Average # attendances per training and education session**	**# attendances / # sessions**
201	GENERAL	GEN: # intakes to HOUSING SUPPORT AND ASSISTANCE	Number of youth accessing HOUSING SUPPORT AND ASSISTANCE this month for the first time. 'Accessing' means the youth asked staff for help with housing, and provided staff with their name. Excludes youth in the Transition Youth to Adulthood program.

Program Indicators

YSE Youth Services

No	Service	Indicator	Definition
202	GENERAL	GEN: # intakes who are re-intakes	Number of youth accessing Housing Support and Assistance who have found housing with MCFD support and assistance within the past 12 months. This number is a sub-set of the total number of intakes and therefore cannot exceed that number.
203	**GENERAL**	**GEN: % intakes are re-intakes**	**# intakes who are re-intakes / # intakes**
204	INTERVENTION	INT: # hours of individual housing support	Number of hours this month that staff provided one-to-one Housing Support and Assistance services to youth. Individual housing support and assistance may be provided in person or by phone and should be reported to the nearest quarter hour e.g. 0.25, 0.5, 0.75,1, 1.25 etc.
205	TRAINING & EDUCATION	TRE: # sessions of group housing support	Number of times this month that staff provided housing support and assistance in a group setting i.e. provided service to 2 or more unrelated youth at the same time.
206	TRAINING & EDUCATION	TRE: # hours of group housing support	Number of hours this month that staff provided housing support and assistance in a group setting. The number of hours should be reported to the nearest quarter hour e.g. 0.25, 0.5, 0.75,1, 1.25 etc.
207	TRAINING & EDUCATION	TRE: # attendances at housing support sessions	Total number of attendances at all group housing support and assistance sessions provided by Housing Support and Assistance staff this month.
208	**TRAINING & EDUCATION**	**TRE: Average # attendances per housing support session**	**# attendances / # sessions**
209	OUTCOME	TRE: # youth receiving housing support who moved into accommodation	Number of youth accessing Housing Support and Assistance who reported moving into accommodation this month. Does not include youth who have 'found' accommodation but have not yet moved into it.
218	INFORMATION & REFERRAL	IFR: # units of housing registered this month	Number of units of housing available to youth that were added to the Housing Registry this month.
219	INFORMATION & REFERRAL	IFR: Total # units registered at month end	Total number of units of housing that were available to youth through the Housing Registry at the end of this month.
301	GENERAL	GEN: # intakes to FAMILY AND YOUTH MEDIATION AND REUNIFICATION	Number of youth accessing FAMILY AND YOUTH MEDIATION AND REUNIFICATION this month for the first time. Includes youth who have been previously discharged from Mediation and Reunification but are returning to address a new or changed situation. Excludes extensions of referrals.
302	INTERVENTION	INT: # hours of individual intervention	Number of hours this month that staff provided one-to-one Mediation and Reunification services to youth and/or their families/ caregivers. Individual service may be provided in person or by phone and should be reported to the nearest quarter hour e.g. 0.25, 0.5, 0.75,1, 1.25 etc.
303	INTERVENTION	INT: # youth/caregivers receiving individual intervention	Number of different youth to whom staff provided one-to-one Mediation and Reunification services this month. A youth and their families/ caregivers count as a single unit for the purposes of this indicator.
304	**INTERVENTION**	**INT: Average # hours individual intervention per youth**	**# hours / youth**

Program Indicators

YSE Youth Services

No	Service	Indicator	Definition
305	INTERVENTION	INT: # sessions of group intervention	Number of times this month that staff provided Mediation and Reunification services in a group setting, i.e. provided service to 2 or more unrelated youth and/or their families/ caregivers at the same time
306	INTERVENTION	INT: # hours of group intervention sessions	Number of hours this month that staff provided Mediation and Reunification services in a group setting. The number of hours should be reported to the nearest quarter hour e.g. 0.25, 0.5, 0.75,1, 1.25 etc.
307	INTERVENTION	INT: # attendances at group intervention sessions	Total number of attendances at all group intervention sessions provided by Family and Youth Mediation staff this month. Each youth, family member/ caregiver is counted separately for the purposes of this indicator.
308	**INTERVENTION**	**INT: Average # attendances per group intervention session**	**# attendances / # sessions**
309	OUTCOME	INT: # discharges from Mediation/ Reunification (1a)	Number of youth for whom staff wrote a closing report this month (1a).
310	OUTCOME	INT: # of 1a who achieved their primary goal in relationship to their family	Number of youth for whom staff wrote a closing report this month who achieved their primary goal in relationship to their family
311	**OUTCOME**	**INT: % of 1a who achieved their primary goal in relationship to their family**	**# achieving goal / # discharged this month [310 / 309]**
312	OUTCOME	INT: # successful discharges 3 months ago (2a)	Number of youth who successfully completed Mediation and Reunification Services three months ago
313	OUTCOME	INT: # of 2a contacted this month (2b)	Number of youth who successfully completed Mediation and Reunification Services three months ago with whom contact was made this month.
314	**OUTCOME**	**INT: % of 2a contacted this month (2b)**	**[313 / 312]**
315	OUTCOME	INT: # of 2b with maintained or improved relationship with family	Number of youth who successfully completed Mediation and Reunification Services three months ago with whom contact was made this month who reported that their relationship with their family has improved or been maintained over the past three months.
316	**OUTCOME**	**INT: % of 2b with maintained or improved relationship with family**	**[315 / 314]**
317	OUTCOME	INT: # successful discharges 6 months ago (3a)	Number of youth who successfully completed Mediation and Reunification Services six months ago
318	OUTCOME	INT: # of 3a contacted this month (3b)	Number of youth who successfully completed Mediation and Reunification Services six months ago with whom contact was made this month
319	**OUTCOME**	**INT: % of 3a contacted this month (3b)**	**[318 / 317]**

Program Indicators

YSE Youth Services

No	Service	Indicator	Definition
320	OUTCOME	INT: # of 3b with maintained or improved relationship with family	Number of youth who successfully completed Mediation and Reunification Services six months ago with whom contact was made this month who reported that their relationship with their family has improved or been maintained over the past six months.
321	**OUTCOME**	**INT: % of 3b with maintained or improved relationship with family**	**[320 / 319]**
401	GENERAL	GEN: # intakes to SAFE CARE	Number of youth determined to be eligible to receive SAFE CARE services this month for the first time. Includes youth that have been previously discharged but are returning to address a new or changed situation.
402	GENERAL	GEN: # intakes who identify as Aboriginal	Number of youth contacted by Safe Care staff this month for the first time who consider themselves to be of Aboriginal heritage. This number is a sub-set of the total number of intakes and therefore cannot exceed that number
403	**GENERAL**	**GEN: % intakes that identify as Aboriginal**	**# intakes who identify as Aboriginal / # intakes**
421	LINKING & BROKERAGE	LNK: # hours linking and brokerage	Number of hours this month that Safe Care staff provided inking and brokerage for youth and/or their caregivers. Linking and brokerage refers to activities to connect the youth and/or their caregiver(s) to a formal support/ resource, or to facilitate the formal support's direct connection to the youth. Hours should be reported to the nearest quarter hour, e.g. 0.25, 0.5, 0.75,1, 1.25 etc.
422	LINKING & BROKERAGE	LNK: # youth receiving linking and brokerage	Number of youth for whom staff provided linking and brokerage this month. A youth and their caregivers count as a single unit for the purposes of this indicator.
423	**LINKING & BROKERAGE**	**LNK: Average # hours linking and brokerage per youth**	**# hours / # youth**
431	TRAINING & EDUCATION	TRE: # sessions of community training/ education provided	Number of times this month that staff provided training and/or education to other service providers and/or members of the public in a group setting.
432	TRAINING & EDUCATION	TRE: # hours of community training/ education	Number of hours this month that staff provided community training/ education in a group setting. The number of hours should be reported to the nearest quarter hour e.g. 0.25, 0.5, 0.75,1, 1.25 etc.
433	TRAINING & EDUCATION	TRE: # attendances at community training/ education sessions	Total number of attendances by other service providers and/or members of the public at all group training and education sessions provided by Safe Care staff this month.
434	**TRAINING & EDUCATION**	**TRE: Average # attendances per community training/ education session**	**# attendances / # sessions**
501	GENERAL	GEN: # intakes to TRANSITION YOUTH TO ADULTHOOD	Number of youth accessing services to TRANSITION YOUTH TO ADULTHOOD this month for the first time. Also includes youth who have been discharged from Transition Services before but are returning to address a new or changed situation

Program Indicators

YSE Youth Services

No	Service	Indicator	Definition
502	GENERAL	GEN: # intakes who identify as Aboriginal	Number of youth accessing services to Transition Youth to Adulthood this month for the first time who consider themselves to be of Aboriginal heritage. This number is a sub-set of the total number of intakes and therefore cannot exceed that number
503	**GENERAL**	**GEN: % intakes that identify as Aboriginal**	**# intakes who identify as Aboriginal / # intakes**
504	INTERVENTION	INT: # hours of individual transition services with youth/caregiver	Number of hours this month that staff provided one-to-one Transition Service to youth and/or their caregivers. Individual service may be provided in person or by phone and should be reported to the nearest quarter hour e.g. 0.25, 0.5, 0.75,1, 1.25 etc.
505	INTERVENTION	INT: # youth receiving individual transition services	Number of different youth to whom staff provided one-to-one Transition Services this month. A youth and his/her caregiver(s) count as a single unit for the purposes of this indicator.
506	**INTERVENTION**	**INT: Average # hours individual transition services per youth**	**# hours / # youth**
507	INTERVENTION	INT: # sessions of group transition services provided	Number of times this month that staff provided Transition Services in a group setting i.e. provided service to 2 or more unrelated youth at the same time
508	INTERVENTION	INT: # hours of group transition services	Number of hours this month that staff provided Transition Services in a group setting. The number of hours should be reported to the nearest quarter hour e.g. 0.25, 0.5, 0.75,1, 1.25 etc.
509	INTERVENTION	INT: # attendances at transition sessions	Total number of attendances by youth and/or their caregivers at Transition sessions this month. Each youth and/or caregiver counts as a separate individual for the purposes of this indicator.
510	**INTERVENTION**	**INT: Average # attendances per transition session**	**# attendances / # sessions**
511	TRAINING & EDUCATION	TRE: # sessions of community training/ education	Number of times this month that Transition staff provided general community training and/or education in a group setting i.e. provided service to 2 or more other service providers or members of the public
512	TRAINING & EDUCATION	TRE: # hours of community training/ education sessions	Number of hours this month that Transition staff provided general community training and/or education in a group setting. The number of hours should be reported to the nearest quarter hour e.g. 0.25, 0.5, 0.75,1, 1.25 etc.
513	TRAINING & EDUCATION	TRE: # attendances at community training/ education sessions	Total number of attendances this month at general community training and/or education sessions provided by Transition staff
514	**TRAINING & EDUCATION**	**TRE: Average # attendances per community training/ education session**	**# attendances / # sessions**
515	OUTCOME	INT: # of youth completing Transition program (1a)	Number of youth discharged from Transition services this month having completed the program
516	OUTCOME	INT: # of 1a with improved functioning	Number of youth completing Transition services this month with improved functioning.
517	**OUTCOME**	**INT: % of 1a with improved functioning**	**[516 / 515]**

Program Indicators

YSE Youth Services

No	Service	Indicator	Definition
518	OUTCOME	INT: # of 1a attending school, training or work at discharge	Number of youth completing Transition services this month who were attending school, training or work at time of discharge.
519	**OUTCOME**	**INT: % of 1a attending school, training or work at discharge**	**[518 / 515]**
520	OUTCOME	INT: # of 1a who have accommodation at discharge	Number of youth completing Transition services this month who reported having accommodation at time of discharge.
521	**OUTCOME**	**INT: % of 1a who have accommodation at discharge**	**[520 / 515]**
522	OUTCOME	INT: # of youth aging out (1a)	Number of youth discharged from Transition services this month having reached the age of 19 or older, i.e. having 'aged out.'
523	OUTCOME	INT: # of 1a with improved functioning	Number of youth aging out of Transition services this month with improved functioning.
524	**OUTCOME**	**INT: % of 1a with improved functioning**	**[523 / 522]**
525	OUTCOME	INT: # of 1a attending school, training or work at discharge	Number of youth aging out of Transition services this month who were attending school, training or work at time of discharge.
526	**OUTCOME**	**INT: % of 1a attending school, training or work at discharge**	**[525 / 522]**
527	OUTCOME	INT: # of 1a who have accommodation at discharge	Number of youth completing Transition services this month who reported having accommodation at time of discharge.
528	**OUTCOME**	**INT: % of 1a who have accommodation at discharge**	**[527 / 522]**
529	OUTCOME	INT: # of youth refusing service	Number of youth discharged from Transition services this month either because they refused service or because, despite the efforts of Transition and MCFD staff, there was no contact with them for six weeks.
530	OUTCOME	INT: # of youth referred on	Number of youth discharged from Transition services this month because they required services not provided by the Transition program.
541	BEDS	BDS: # occupied bed days	Number of bed days occupied by eligible youth this month.
542	BEDS	BDS: # funded bed days	Number of bed days funded by MCFD this month.
543	**BEDS**	**BDS: % bed days occupied**	**# bed days occupied by eligible youth / MCFD funded bed days**
601	GENERAL	VME: # intakes to VOLUNTEER MENTORING	Number of youth accessing VOLUNTEER MENTORING this month for the first time. Includes youth who have been previously discharged from Volunteer Mentoring but who are returning to address a new or changed situation.
602	GENERAL	VME: # intakes who identify as Aboriginal	Number of youth deemed eligible to receive volunteer mentoring this month for the first time who consider themselves to be of Aboriginal heritage. This number is a sub-set of the total number of intakes and therefore cannot exceed that number.
603	**GENERAL**	**VME: % intakes who identify as Aboriginal**	**# intakes who identify as Aboriginal / # intakes**
604	MENTORING	VME: # hours recruiting, monitoring volunteer mentors	Number of hours staff spent recruiting, training, linking, monitoring, etc. potential or actual volunteer mentors. Service may be provided in person or over the phone and should be reported to the nearest quarter hour e.g. 0.25, 0.5, 0.75, 1, 1.25 etc.
605	MENTORING	VME: # volunteer mentor matches made	Number of volunteer mentor matches that met for the first time this month

Program Indicators

YSE Youth Services

No	Service	Indicator	Definition
606	MENTORING	VME: # matches that met this month	Total number of Volunteer Mentor matches that met this month, including matches that met for the first time.
607	MENTORING	VME: # hours that matches met	Number of hours this month that Volunteer Mentor matches met. Meetings must take place in person and should be reported to the nearest quarter hour e.g. 0.25, 0.5, 0.75,1, 1.25 etc.
608	**MENTORING**	**VME: Average # hours each volunteer mentor match met**	**# hours / # matches that met**
701	GENERAL	OTR: # intakes to OUTREACH TO YOUTH	Number of youth contacted through OUTREACH TO YOUTH this month for the first time. Contact must be sufficient to allow staff to believe they have learned the youth's real name. Includes youth that were thought to have been repatriated/ engaged in services over 30 days ago, but who have reappeared.
702	OUTREACH	OTR: # hours outreach to youth/caregiver	Number of hours this month that staff provided outreach to youth and/or their caregivers. Outreach is defined as direct contact, either in person or by phone, initiated by staff for the purpose of engaging the youth in one or more services. Hours should be reported to the nearest quarter hour e.g. 0.25, 0.5, 0.75,1, 1.25 etc.
703	OUTREACH	OTR: # youth receiving outreach	Number of youth to whom staff provided outreach this month. A youth and his/her caregiver(s) count as a single unit for the purposes of this indicator.
705	OUTCOME	OTR: # youth first contacted 3 months ago (1a)	Number of youth contacted through Outreach Services for the first time 3 months ago this month
706	OUTCOME	OTR: # of 1a who are repatriated/ engaged outside of outreach program	Number of youth contacted through Outreach Services for the first time 3 months ago this month who have been repatriated and/or are engaged in appropriate services outside of the Outreach program.
707	**OUTCOME**	**OTR: % of 1a who are repatriated/ engaged outside of outreach program**	**[706 / 705]**
801	SELF-HELP	SHP: # days RESOURCES CENTRE open	Number of days this month that the RESOURCES CENTRE was open for self-help to youth age 18 and under or their caregivers.
802	SELF-HELP	SHP: # hours Resources Centre open	Number of hours this month that the Resources Centre was open for self-help to youth age 18 and under or their caregivers.
803	SELF-HELP	SHP: # attendances at Resources Centre	Number of times youth age 18 and under or their caretakers attended the Resources Centre for self-help this month.
804	**SELF-HELP**	**SHP: Average # attendances per day Resources Centre open**	**# attendances / # days**
999	**GENERAL**	**GEN: # unique clients YTD**	**# active client units as of April 1, plus # intakes May - March**

Attachment 2.1 to Subsidiary Component Agreement # FT08424009
Financial Report

Financial Report
Name of Organization:
Contract #:
Month:

Sample Report

Family Services of Greater Vancouver

Detail	Community Outreach	Resource Room	Housing Support & Assistance	Services to Transition Youth to Adulthood	Day Program	TOTALS
Total Operational revenue						
Operational Expenses:						
Total Wages and Benefits						
Total Client Support Costs						
Total Transportation						
Total Family payments						
Total Program Support						
Total Program Admin. Support						
Total Facilities Expenses						
Total Operational Pre. Admin						
Total Admin. & Gen. exp.*						
Total Operational Expenses						
Number of Units						
Unit Cost						
Total surplus/(deficit)						

* Definitions from the Specified Audit Procedures, Chapter 6, General Management Operating Policy.

Comments regarding variances:

This report has been prepared from the books and records of the Contractor for the funding period ended _____. I hereby confirm to the best of my knowledge and belief, that the information contained herein, was compiled in accordance with generally accepted accounting principles and in compliance with the Province's General Management Operating Policy. There is nothing to my knowledge that has not been disclosed in this report which would affect the accuracy and completeness of the financial information.

Signature Date

SERVICE AGREEMENT

MINISTRY OF CHILDREN AND FAMILY DEVELOPMENT

BRITISH COLUMBIA — Ministry of Children and Family Development	**MINISTRY SERVICE AGREEMENT: FT08424009** **DOING BUSINESS AS: FAMILY SERVICES OF GREATER VANCOUVER** **Agreement Name:** Youth Services

HER MAJESTY THE QUEEN IN RIGHT OF THE PROVINCE OF BRITISH COLUMBIA, represented by The Minister of Children and Family Development (the "Province", "we", "us", or "our" as applicable) at the following address:	AND FAMILY SERVICES OF GREATER VANCOUVER (Legal Name) (the "Contractor", "you", or "your" as applicable) at the following address:
105 5550 FRASER ST VANCOUVER, B.C. CANADA V5W 2Z4 Fax Number: (604)660-4005 Email: Mike.White@gov.bc.ca	201-1638 BROADWAY E VANCOUVER, BC V5N 1W1 Fax Number: (604)733-7009 Email: cbonesky@fsgv.ca

The term for the Service Agreement begins on: 01/04/2016 (Day/Month/Year) and ends on 31/03/2018 (Day/Month/Year)

THE PARTIES AGREE TO THE TERMS AND CONDITIONS OF THE SERVICE AGREEMENT LOCATED ON THE MINISTRY OF CHILDREN AND FAMILY DEVELOPMENT'S WEBSITE, VERSION 1.1 DATED JANUARY 13, 2015, AND AGREE TO BE BOUND BY THE SCHEDULES LISTED BELOW AND ATTACHED TO THIS AGREEMENT:

SCHEDULE A	-	SERVICES
SCHEDULE B	-	PAYMENT
SCHEDULE C	-	APPROVED SUBCONTRACTOR(S)
SCHEDULE D	-	INSURANCE
SCHEDULE E	-	AUTHORIZED PERSON
SCHEDULE F	-	INFORMATION MANAGEMENT (RECORDS, PRIVACY AND SECURITY)
SCHEDULE G	-	ASSETS
SCHEDULE H	-	ADDITIONAL TERMS
SCHEDULE I	-	REPORTING REQUIREMENTS

(collectively, the "Agreement")

SIGNED AND DELIVERED on the 31st day of March, 2016 on behalf of the Province by its duly authorized representative

Signature: [signature]

Print Name: Michael White

Position: Community Services Manager or Designate

Responsibility Centre: CSM - YOUTH SERVICES

SIGNED AND DELIVERED on the 31st day of March 2016 by or on behalf of the Contractor (or by its authorized signatory or signatories if the Contractor is a corporation)

Signature: [signature]

Print Name: Caroline Bonesky

Position: Chief Executive Officer

Signature:

Print Name:

Position:

Contractor: By signing above you agree that you have read, understand, and agree to be bound by, the Terms and Conditions and the Schedules for the Service Agreement

SUMMARY

Term **01/04/2016 to 31/03/2018**

Total Amount of Agreement (not including any applicable taxes) **$2,313,116.24**

Allocation by Programs and Services

Programs			
Youth Outreach Program			
	Outreach - General		$494,289.24
		Sub-Total	**$494,289.24**
Youth Transition Program			
	Intervention - General		$412,467.84
		Sub-Total	**$412,467.84**
Grouped Services			
Economic Stability Mandate Increases			
	Additional Cost - Service Providers		$34,480.64
		Sub-Total	**$34,480.64**
Housing Support and Assistance			
	Intervention - General		$294,727.08
		Sub-Total	**$294,727.08**
Resource Room			
	Self-Help - General		$1,077,151.44
Non-Program Services			
		Sub-Total	**$0.00**
		Total	**$2,313,116.24**

Allocation by Community

Communities Served		
Vancouver North		$1,818,270.86
Vancouver South		$494,845.38
	Total	**$2,313,116.24**

Allocation by Business Area

Core Business Area	**Business Area - Sub Business Area**		
Child and Family Development			
	Youth Services		$2,313,116.24
		Sub-Total	**$2,313,116.24**
		Total	**$2,313,116.24**

SCHEDULE A - SERVICES

General

The Contractor will provide all necessary components for delivery of the programs delineated below, including sufficient qualified program staff, administrative support, premises, materials and equipment.

Family, child or youth specific progress reports and reports suitable for presentation in Court proceedings will be provided where required and in a mutually agreed upon format.

The Province will appoint a contract supervisor for the Contractor's services funded under this Agreement. The parties agree to conduct contract reviews during the Funding Period to review the ***Service Deliverables*** and any other issues of mutual concern, including the following:

- statements and reports required;
- program elements, including hours of operation;
- access and admission criteria;
- intake and referral processes;
- frequency, content and format of progress and Court ready reports
- wait list management;
- exceptions to normal practice;
- critical incident reporting procedures;
- issue management; and
- program liaison.

Services have been restructured based on a comprehensive system of care model, supported by accreditation and enhanced reporting requirements. The Province and the Contractor are using a collaborative approach to the continuing development of output-based contracts and measurable client outcomes. Both parties agree to work together to achieve these objectives. Data collected during the term of this agreement will be reviewed by both parties and then used to establish baseline targets for future contracts.

The parties further agree to review overall service deliverables, staffing model, and reporting requirements during the term of this Agreement. This review will occur in the context of support to be provided to youth in the newly developed *10K Supported Housing Program.*

Funding and Output Summary

Annual baseline funding and aggregate increases related to the Economic Stability Mandate are outlined in *Schedule B – Payment*.

Following are the services, annual funding, and expected outputs relating to this Agreement:

Program	Service	FY16-17 Annualized Funding	FY17-18 Annualized Funding	Direct Service FTEs	Annual Direct Service Hours	Other Units Annuall y
Youth Outreach Program	Outreach	$249,047.66	$255,796.41	3.0	2,361	160 Youth
Resource Room	Self Help	$542,722.74	$557,429.56	4.8	2,000	
Housing Support and Assistance/10K Supported Housing Program	Intervention	$148,498.24	$152,522.27	1.6	1,259	70 Youth
Youth Transition Program	Intervention	$207,821.88	$213,453.48	2.0	1,574	30 Youth
		$1,148,090.52	**$1,179,201.72**	**11.4**	**7,194**	

The number of youth served is estimated and is to be reviewed during the term of the Agreement.

Outputs

A Direct Service Hour is defined as time spent providing service to a client or group of clients, either in person or over the phone, where service information is being provided. This includes meetings where the child, youth or a member of their family is present, and travel time with the child, youth or a member of their family.

Direct Service Hours are derived through the following conversion:

Direct Target Hours = 1.0 Direct Service FTE x 35 hours in 1 work week x 45 weeks in one year x 50%

One (1.0) FTE converts to 787 direct service hours per year.

Direct service hours for the Resource Room are based on the estimated portion of time funded through this Agreement, as the Resource Room operates 24 hours per day, seven days per week.

Reporting Requirements

The Contractor will submit to the Province reports, in form and content acceptable to the Province, relating to the services and programs outlined in this Agreement. The required reports include, but are not limited to, the following:

a) Monthly Indicator Reports

b) Annual Report on Outcomes

c) Other information as may be requested by the Province

Financial reporting requirements are outlined in *Schedule I – Reporting Requirements*.

The parties agree to work collaboratively in the development and implementation of outcome measurement tools that may be considered during the Funding Period.

PROGRAM OVERVIEW

Family Services of Greater Vancouver (FSGV) will deliver non-residential services to at-risk and high-risk youth and their families who live in, or identify with, downtown Vancouver and city-wide outreach services. At-risk youth demonstrate increased vulnerability to involvement in high risk activity. High risk youth include specialized populations such as runaway youth, homeless and street-involved youth, youth who are suicidal or substance-misusing, sexually exploited youth, and sexual minority youth.

The FSGV Directions Youth Services Centre (the Centre) is one of four Vancouver Integrated Youth Service Centres that the Ministry funds to coordinate and deliver services: Downtown Vancouver, Mid-Town (Pacific Community Resources Society), South Vancouver (Milieu Family Services) and the Aboriginal Youth Centre (Urban Native Youth Association). The staff of Directions Youth Services Centre will work collaboratively with the other Youth Service Centres on behalf of the Ministry.

The Directions Youth Services Centre is located at 1138 Burrard Street in Vancouver. Hours of operation for each service area are included in detailed service descriptions below. In addition to the services to be provided from the Centre, Centre staff will facilitate youth access to necessary services delivered by the other Youth Service Centres, as well as a broad range of community and government resources. Service Areas included in this Agreement are:

1. Community Outreach Services to Youth (centralized service for all of Vancouver)
2. Resource Room (centre-specific service)
3. Housing Support and Assistance (centre-specific service), and the *10K Supported Housing Program*
4. Services to Transition Youth to Adulthood (centre-specific service)

FSGV is a partner with the Ministry, B.C. Housing Corporation and the Kettle Friendship Society in the provision of the *10K Supported Housing Program* housed at Directions Youth Services Centre and located on the 10th floor at 1134 Burrard Street in Vancouver.

Please see *Attachment 1.1 - Service Details* for detailed service description.

PROGRAMS

Youth Transition Program

TARGET POPULATION:	Youth, who may or may not be involved with the Ministry, who require additional support or skill building to move from adolescence to responsible adulthood.
OUTCOME:	Youth develop adult competencies to enable them to achieve independent living with confidence and success.

SERVICE: INTERVENTION - GENERAL — **Total Amount** $412,467.84

Definitions	Activities provided to maintain or prompt a planned change in the behaviour, condition or functioning of children, youth, and/or families/caregivers.		
Project Code	18CN289		
Input	Qualified Staff		
Output Indicators	# Direct One to One Hours	**Quantity**	3148
	# Recipients of One to One Services		80
Reporting Frequency	Monthly		
Core Business Area	Child and Family Development		
Business Area	Youth Services		
Communities Served			
Vancouver North	**Recipient(s)** 13 to 18 years	**Amount**	$324,228.52
Vancouver South	**Recipient(s)** 13 to 18 years	**Amount**	$88,239.32

This allocation is provided as an estimate.

BUSINESS AREA OUTCOMES

- Youth participate in identifying their short and longer term needs and in developing plans to address them

- Youth experiencing high levels of risk to their health and safety have the levels of risk reduced
- Youth have immediate basic needs met including shelter, food and clothing
- Youth establish connections with community resources to address needs such as physical health, mental health, addictions and/or sexual exploitation
- Youth have improved connections to positive community supports including family/extended family, peers, education, employment, and/or housing
- Youth acquire skills and knowledge necessary to keep themselves safe, achieve identified goals, and successfully transition to adulthood

Youth Outreach Program

TARGET POPULATION:	Youth who are at risk of high-risk situations, e.g. street-involved youth.
OUTCOME:	Youth avoid high risk situations through connections to community and / or family-based supports.

SERVICE: OUTREACH - GENERAL			**Total Amount**	$494,289.24
Definitions	Direct contact initiated with children, youth, families or communities for the purpose of engaging them in one or more services.			
Project Code	18CN409			
Input	Qualified Staff			
Output Indicators	# Recipients	**Quantity**	320	
	# Direct Hours		4726	
Reporting Frequency	Monthly			
Core Business Area	Child and Family Development			
Business Area	Youth Services			
Communities Served				
Vancouver North	**Recipient(s)**	13 to 18 years	**Amount**	$388,545.85
Vancouver South	**Recipient(s)**	13 to 18 years	**Amount**	$105,743.39

This allocation is provided as an estimate.

BUSINESS AREA OUTCOMES

- Youth participate in identifying their short and longer term needs and in developing plans to address them
- Youth experiencing high levels of risk to their health and safety have the levels of risk reduced
- Youth have immediate basic needs met including shelter, food and clothing
- Youth establish connections with community resources to address needs such as physical health, mental health, addictions and/or sexual exploitation
- Youth have improved connections to positive community supports including family/extended family, peers, education, employment, and/or housing
- Youth acquire skills and knowledge necessary to keep themselves safe, achieve identified goals, and successfully transition to adulthood

Housing Support and Assistance

SERVICE: INTERVENTION - GENERAL **Total Amount** $294,727.08

Definitions	Activities provided to maintain or prompt a planned change in the behaviour, condition or functioning of children, youth, and/or families/caregivers.
Project Code	18CN289
Input	Qualified Staff
Output Indicators	# Direct One to One Hours **Quantity** # Recipients of One to One Services
Reporting Frequency	Monthly
Core Business Area	Child and Family Development
Business Area	Youth Services
Communities Served	

Vancouver North	**Recipient(s)**	13 to 18 years	**Amount**	$231,676.06
Vancouver South	**Recipient(s)**	13 to 18 years	**Amount**	$63,051.02

This allocation is provided as an estimate.

BUSINESS AREA OUTCOMES

- Youth participate in identifying their short and longer term needs and in developing plans to address them
- Youth experiencing high levels of risk to their health and safety have the levels of risk reduced
- Youth have immediate basic needs met including shelter, food and clothing
- Youth establish connections with community resources to address needs such as physical health, mental health, addictions and/or sexual exploitation
- Youth have improved connections to positive community supports including family/extended family, peers, education, employment, and/or housing
- Youth acquire skills and knowledge necessary to keep themselves safe, achieve identified goals, and successfully transition to adulthood

Resource Room

SERVICE: SELF-HELP - GENERAL **Total Amount** $1,077,151.44

Definitions	Provision of means whereby children, youth and families use tools such as the internet, videos or books to enhance their skills.
Project Code	18CN505
Input	Qualified Staff
Output Indicators	# Hours **Quantity** 4000
Reporting Frequency	Monthly
Core Business Area	Child and Family Development
Business Area	Youth Services
Communities Served	

Vancouver North	**Recipient(s)**	13 to 18 years	**Amount**	$846,716.24
Vancouver South	**Recipient(s)**	13 to 18 years	**Amount**	$230,435.20

This allocation is provided as an estimate.

BUSINESS AREA OUTCOMES

- Youth participate in identifying their short and longer term needs and in developing plans to address them
- Youth experiencing high levels of risk to their health and safety have the levels of risk reduced
- Youth have immediate basic needs met including shelter, food and clothing
- Youth establish connections with community resources to address needs such as physical health, mental health, addictions and/or sexual exploitation
- Youth have improved connections to positive community supports including family/extended

family, peers, education, employment, and/or housing
- Youth acquire skills and knowledge necessary to keep themselves safe, achieve identified goals, and successfully transition to adulthood

Economic Stability Mandate Increases

_____	ADDITIONAL COST - SERVICE PROVIDERS			**Total Amount**	$34,480.64
	Definitions				
	Project Code	4450			
	Name	Economic Stability Mandate Increases			
	Reporting Frequency				
	Core Business Area	Child and Family Development			
	Business Area	Youth Services			
	One Time Only	Yes			
	Communities Served				
	Vancouver North	**Recipient(s)**	Service Providers	**Amount**	$27,104.19
	Vancouver South	**Recipient(s)**	Service Providers	**Amount**	$7,376.45

This allocation is provided as an estimate.

BUSINESS AREA OUTCOMES

- Youth participate in identifying their short and longer term needs and in developing plans to address them
- Youth experiencing high levels of risk to their health and safety have the levels of risk reduced
- Youth have immediate basic needs met including shelter, food and clothing
- Youth establish connections with community resources to address needs such as physical health, mental health, addictions and/or sexual exploitation
- Youth have improved connections to positive community supports including family/extended family, peers, education, employment, and/or housing
- Youth acquire skills and knowledge necessary to keep themselves safe, achieve identified goals, and successfully transition to adulthood

Attachments

Name	Attachment 1.1 - Service Details	*Attachment 1.1 Service Details (2016_18).docx*

SCHEDULE B – PAYMENT

Aggregate Maximum and Taxes

1.1 Subject to the provisions of the Agreement, we will pay you an amount not exceeding $2,313,116.24 (not including any applicable taxes), in the aggregate, for providing the Services set out in Schedule A, during the term of this Agreement.

1.2 In addition, we will pay you any applicable taxes payable by the Province under law or agreement with the relevant taxation authority in relation to amounts payable under this schedule.

Payments

2.1 Monthly Recurring

We will pay you on or about the 15th day of the month commencing on the 1st day of April, 2016 as provided in the following payment schedule:

From	To	Amount	Total
April 1, 2016	March 31, 2018	$94,943.15	$2,278,635.60
			$2,278,635.60

2.2 One-Time-Only Payments and Additional Costs

We will pay you the amount of $34,480.64 as specified:

Additional Cost - Service Providers	$34,480.64

Additional Costs

ADDITIONAL COSTS DESCRIPTION

From	To	Increase to Monthly Payment Amount	Total
Lump Sum Payment (ESD Feb/Mar 2016)			**$643.30**
February 1, 2017	March 31, 2018	**$731.06**	**$10,234.84**
April 1, 2017	March 31, 2018	**$1,841.73**	**$22,100.76**
February 1, 2018	March 31, 2018	**$750.87**	**$1,501.74**
			$34,480.64

A lump sum payment in the amount of **$643.30** is to cover the Economic Stability Dividend between the dates of February 1, 2016 and March 31, 2016.

Effective April 1, 2016, your monthly payment will increase by **$2,114.79** (**$321.65** from the February 1, 2016 0.45 % Economic Stability Dividend, and **$1,793.14** from the April 1, 2016 2.5% Comparability Adjustment or 0.5% General Wage Increase equivalent), from **$92,828.36** to **$94,943.15**.

Effective February 1, 2017, your monthly payment will increase by **$731.06**, from **$94,943.15** to **$95,674.21** as a result of a 1.0% General Wage Increase.

As a result of the Economic Stability Mandate, fiscal year 2016/2017 contract funding has increased by **$26,839.60**, and annualized baseline funding has increased by **$34,150.19**, from **$1,113,940.33** to **$1,148,090.52**.

Effective April 1, 2017, your monthly payment will increase by **$1,841.73**, from **$95,674.21** to **$97,515.94** as a result of a 2.5% Comparability Adjustment or 0.5% General Wage Increase equivalent.

Effective February 1, 2018, your monthly payment will increase by **$750.87**, from **$97,515.94** to **$98,266.81** as a

result of a 1.0% General Wage Increase.

As a result of the Economic Stability Mandate, fiscal year 2017/2018 contract funding has increased by **$23,602.50** , and annualized baseline funding has increased by **$31,111.20**, from **$1,148,090.52** to **$1,179,201.72** .

SCHEDULE C – APPROVED SUBCONTRACTOR(S)

Subcontractors

1.1 The following persons, groups of persons, or organizations, are specified as Subcontractors under section 12 of the Service Agreement:

None

SCHEDULE D – INSURANCE

A. On behalf of the Contractor, the Province will purchase and maintain Commercial General Liability insurance (Master Insurance Program) in the amount of $2,000,000 inclusive per occurrence against personal injury (including bodily injury), third party property damage arising out of the Contractor's performance of the Services set out in this Agreement.

B. The Contractor is responsible for and will pay any deductible under the Master Insurance Program.

C. The Province will obligate the Master Insurance Program's managing broker to provide the Contractor with a Certificate of Insurance and a copy of the Master Insurance Program policy wording.

D. The Province will take reasonable steps to ensure the coverage specified in section A is continuous for the duration of this Agreement. The Province will not be responsible for providing coverage in the event the insurance is cancelled or reduced by the insurer.

E. The Province does not represent or warrant that the Master Insurance Program covers any and all losses. The Contractor is responsible for ascertaining the exact nature and extent of coverage of the Master Insurance Program as well as the terms and conditions of the Master Insurance Program policy wording. No term or condition of this Agreement amends, extends or alters the coverage afforded by the Master Insurance Program policy wordings.

F. Where the contractor uses a vehicle to perform the services as described in Schedule A the Contractor shall maintain Automobile Liability insurance on all vehicles owned, operated or licensed by the Contractor in an amount not less than $2,000,000 per occurrence, and where applicable the Contractor may show evidence of this insurance using an ICBC Confirmation of Insurance Coverage (APV-47) form.

G. The Contractor will provide, maintain, and pay for, any additional insurance which the Contractor is required by law to carry, or which the Contractor considers necessary to cover risks not otherwise covered by insurance specified in section A.

SCHEDULE E – AUTHORIZED PERSONS

Authorized Persons

1.1 The Contractor designates any of the following persons, (identified by name and/or position) to act for you in relation to this Service Agreement:

Caroline Bonesky, Chief Executive Officer

1.2 The Ministry designates any of the following persons (identify by name and/or position) to act for us in relation to this Service Agreement:

Community Services Manager or Designate

Conflict Resolution Officials

1.1 The designated "Officials" of the parties for the purposes of the Conflict Resolution Protocol are:

	Province	**Contractor**
Stage One:	Community Services Manager or Designate	Executive Director or Designate
Stage Two:	Executive Director of Service	Executive Director or Designate
Stage Three:	Assistant Deputy Minister	Chair, Board of Directors or Designate

SCHEDULE F – INFORMATION MANAGEMENT (RECORDS, PRIVACY AND SECURITY)

Purpose

The purpose of this Schedule is to:

(a) enable the Province to comply with the Province's obligations with respect to:
  (i) creation, maintenance, retention and final disposition of the Province's Records, and
  (ii) protection of Personal Information collected under this Agreement and pursuant to *FOIPPA*.
(b) ensure that, as a service provider, the Contractor is aware of, and complies with, the Contractor's information management and protection (records, privacy and security) obligations with respect to:
  (i) the Province's Records, and
  (ii) the Personal Information collected or created under this Agreement.

Applicability

This Schedule applies to the management of the Province's Records and to the management of Personal Information contained in the Province's Records.

The Contractor must manage the Province's Records in accordance with this Schedule and in accordance with MCFD Contractor's Information Management Guidelines, which provide directions and standards to assist the Contractor in complying with this Schedule.

Definitions

1. In this Schedule:
  a) "**access**" means the ability or opportunity of a person to view, study, or obtain a copy of records;
  b) "***FOIPPA***" means the *Freedom of Information and Protection of Privacy Act* (British Columbia);
  c) "**contact information**" means information to enable an individual at a place of business to be contacted and includes the name, position name or title, business telephone number, business address, business email or business fax number of the individual;
  d) "**control**" (of a record) means the power or authority to manage the record throughout its life cycle, including restricting, regulating and administering its use and disclosure;
  e) "**custody**" (of a record) means having physical possession of a record, regardless of the format (e.g., paper or electronic).
  f) "**Personal Information**" means recorded information about an identifiable individual, other than contact information, collected or created by the Contractor as a result of the Agreement or any previous agreement between the Province or the Contractor dealing with the same subject matter as the Agreement, but excluding any information that, if this Schedule did not apply to it, would not be under the control of a public body as interpreted under the FOIPPA;
  g) "**Services Worker**" means an individual involved in providing the Services for or on behalf of the Contractor and, for greater certainty, may include the Contractor or a subcontractor of an individual, or an employee or volunteer of the Contractor or of a subcontractor.

RECORDS MANAGEMENT

Records Retention and Disposition

2. The Contractor must return the Province's Records regardless of format to the Province within the following time frames:

   (a) within 30 calendar days of expiry or termination of the Agreement;
   (b) within 7 calendar days of the Contractor receiving a request for return from the Province;
   (c) when closed records volume is identified by the Contractor as warranting the transfer and the Province has provided written approval; or
   (d) immediately when a Contractor advises the Province that they are no longer providing services or when the Province is concerned about the management of the Province's Records following a breach of security or privacy, including an unauthorized disclosure.

PRIVACY PROTECTION

Collection of Personal Information

3. The Contractor may only collect or create Personal Information that is necessary for the performance of the Contractor's obligations, or the exercise of the Contractor's rights, under the Agreement.

4. Unless the Agreement otherwise specifies or the Province otherwise directs in writing, the Contractor must collect Personal Information directly from the individual the Personal Information is about.

5. Except as otherwise permitted by FOIPPA, the Contractor must tell an individual from whom the Contractor collects Personal Information:

   (a) the purpose for collecting it,
   (b) the legal authority for collecting it, and
   (c) the title, business address and business telephone number of the person designated by the Province to answer questions about the Contractor's collection of Personal Information.

Accuracy of Personal Information

6. The Contractor must make every reasonable effort to ensure the accuracy and completeness of any Personal Information to be used by the Contractor or the Province to make a decision that directly affects the individual the Personal Information is about.

Requests for access to Personal Information

7. If the Contractor receives a request for access to Personal Information from a person other than the Province, the Contractor must promptly advise the person to make the request to Information Access Operations with the Ministry of Technology, Innovation and Citizens' Services or successor.

Correction of Personal Information

8. Within 5 business days of receiving a written direction from the Province to correct or annotate any Personal Information, the Contractor must correct or annotate the information in accordance with the direction.

9. When issuing a written direction under section 8 of this Schedule, the Province must advise the Contractor of the date the correction request to which the direction relates was received by the Province in order that the Contractor may comply with section 10 of this Schedule.

10. Within 5 business days of correcting or annotating any Personal Information under section 8 of this Schedule, the Contractor must provide the corrected or annotated information to any party to whom, within one year prior to the date the correction request was made to the Province, the Contractor disclosed the information being corrected or annotated.

11. If the Contractor receives a request for correction of Personal Information from a person other than the Province, the Contractor must promptly advise the person to make the request to the Province and provide the Provincial official's name or title and contact information to the person making the request.

Protection of Personal Information

12. The Contractor must protect Personal Information by making reasonable security arrangements against such risks as unauthorized access, collection, use, disclosure or disposal, including any security arrangements expressly set out in the Security section of this Schedule.

Storage and access to Personal Information

13. Unless the Province otherwise directs in writing, the Contractor must not store Personal Information outside Canada or permit access to the Personal Information from outside Canada.

Retention of Personal Information

14. Unless the Agreement otherwise specifies, the Contractor must retain Personal Information until directed by the Province in writing to dispose of it or deliver it as specified in the direction.

Use of Personal Information

15. Unless the Province otherwise directs in writing, the Contractor may only use Personal Information if that use is for the performance of the Contractor's obligations, or the exercise of the Contractor's rights, under the Agreement.

Disclosure of Personal Information

16. Unless the Province otherwise directs in writing, the Contractor may only disclose Personal Information inside Canada to any person other than the Province if the disclosure is for the performance of the Contractor's obligations, or the exercise of the Contractor's rights, under the Agreement.

17. Unless the Agreement otherwise specifies or the Province otherwise directs in writing, the Contractor must not disclose Personal Information outside Canada.

SECURITY

Services Worker confidentiality agreements

18. The contractor must immediately provide notice to the contract manager of any suspected information incident that threatens privacy or information security.

19. The Contractor must not permit a Services Worker who is an employee or volunteer of the Contractor to have access to Personal Information unless the Services Worker has first entered into a confidentiality agreement with the Contractor to keep Personal Information confidential on substantially similar terms as those that apply to the Contractor under the Agreement.

Services Worker security screening

20. The Contractor may only permit a Services Worker who is an employee or a volunteer of the Contractor to collect or have access to Personal Information, or otherwise be involved in providing the Services if, after having subjected the Services Worker to personnel security screening requirements as outlined in Appendix F1 to this Schedule, the Contractor is satisfied that the Services Worker does not constitute an unreasonable security risk.

Services Worker activity logging

21. The Contractor must create and maintain detailed Contractor's Records logging the activities of all Service Workers in relation to:

    (a) their access to Personal Information; and

    (b) any other matters specified by the Province in writing for the purposes of this section.

Facilities and Equipment protection and access

22. The Contractor must create, maintain and follow a documented process to:

    (a) protect Facilities and Equipment of the Contractor required by the Contractor to provide the Services from loss, damage or any other occurrence that may result in any of those Facilities and Equipment being unavailable when required to provide the Services; and,

(b) limit access to Facilities and Equipment of the Contractor:

i. being used by the Contractor to provide the Services; or
ii. that may be used by someone to access information,

to those persons who are authorized to have that access and for the purposes for which they are authorized, which process must include measures to verify the identity of those persons.

23. If the Province makes available to the Contractor any Facilities or Equipment of the Province for the use of the Contractor in providing the Services, the Contractor must comply with any policies and procedures provided to it by the Province on acceptable use, protection of, and access to, such Facilities or Equipment.

Integrity of Information

24. The Contractor must create, maintain and follow a documented process for maintaining the integrity of information while in the custody of or accessed by the Contractor.

25. For the purposes of section 24 of this Schedule, maintaining the integrity of information means that, except to the extent expressly authorized by the Agreement or approved in writing by the Province, the information has:

(a) remained as complete as when it was acquired or accessed by the Contractor; and

(b) not been altered in any material respect.

Documentation of changes to processes

26. The Contractor must create and maintain detailed Records logging any changes it makes to the processes described in sections 21 and 22of this Schedule.

Secure Storage

27. The Contractor must securely store the Province's Records in the Contractor's custody.

GENERAL

Notice

28. The Contractor must immediately provide notice to the Province of

(a) a possible or confirmed foreign demand or request for disclosure, including the information required by section 30.2(3) of FOIPPA or

(b) anticipated or actual non-compliance with this Schedule, unauthorized access, collection, use, disclosure, storage, alteration or disposal of information or Records containing information; or

(c) unauthorized access to Facilities or Equipment.

In this provision, "foreign demand for disclosure" and "unauthorized disclosure of personal information" bear the same meanings as in section 30.2 of FOIPPA.

29. The Contractor must immediately provide notice to the Province of any non-compliance, or anticipated inability to comply, with a provision in this Schedule in any respect.

Compliance, Audit and Review

30. The Contractor must, in relation to the Province's Records, comply with:

(a) the requirements of *FOIPPA* applicable to the Contractor as a service provider, including any applicable order of the commissioner under *FOIPPA,* and

(b) any direction given by the Province under this Schedule.

31. The Contractor acknowledges that it is familiar with the requirements of FOIPPA governing Personal Information that are applicable to it as a service provider.

32. In addition to any other rights of inspection the Province may have under the Agreement or under statute, the Province may, at any reasonable time and on reasonable notice to the Contractor, enter on the Contractor's premises to inspect, and at the Province's discretion, copy, any of the Province's Records, or any of the Contractor's information management policies or practices or Records relevant to the Contractor's management

of the Province's Records or the Contractor's compliance with this Schedule. The Contractor must permit and provide reasonable assistance to any such inspection.

33. If the Province conducts a review of a matter described in section 28 or 29 of this Schedule (whether or not the matter came to the attention of the Province as a result of a notification under section 28 or 29 of this Schedule), the Contractor must, on the request of the Province, participate in the review to the extent that it is reasonably practicable for the Contractor to do so.

Interpretation

34. Any reference to the "Contractor" in this Schedule includes any subcontractor, agent, or volunteer retained by the Contractor to perform obligations under the Agreement and the Contractor must ensure that any such subcontractors, agents, and volunteers comply with this Schedule.

35. If a direction or provision of the Agreement or any Schedule conflicts with a requirement of FOIPPA or an applicable order of the commissioner under FOIPPA, the conflicting provision of the Agreement or Schedule will be inoperative to the extent of the conflict.

    (a) If there is a conflict between a documented process required by this Schedule to be created or maintained by the Contractor and this Schedule, the provision of this Schedule will prevail to the extent of the conflict.

36. The obligations of the Contractor in this Schedule will survive the termination of the Agreement.

37. The Contractor must comply with the provisions of this Schedule despite any conflicting provision of this Agreement or, subject to section 38 of this Schedule, the law of any jurisdiction outside Canada.

38. Nothing in this Schedule requires the Contractor to contravene the law of any jurisdiction outside Canada unless such contravention is required to comply with FOIPPA.

SCHEDULE F – Appendix F1 – Security screening requirements

The personnel security screening requirements set out in this Appendix F1 are for the purpose of assisting the Contractor to determine whether or not a Services Worker constitutes an unreasonable security risk.

Verification of name, date of birth and address

1. The Contractor must verify the name, date of birth and current address of a Services Worker by viewing at least one piece of "primary identification" of the Services Worker and at least one piece of "secondary identification" of the Services Worker,* as described in the table following this section. The Contractor must obtain or create, as applicable, Records of all such verifications and retain a copy of those Records. For a Services Worker from another province or jurisdiction, reasonably equivalent identification documents are acceptable.

Primary Identification	Secondary Identification
Issued by ICBC: • B.C. driver's licence or learner's licence (must have photo) • B.C. Identification (BCID) card **Issued by provincial or territorial government:** • Canadian birth certificate **Issued by Government of Canada:** • Canadian Citizenship Card • Permanent Resident Card • Canadian Record of Landing/Canadian Immigration Identification Record	• School ID card (student card) • Bank card (only if holder's name is on card) • Credit card (only if holder's name is on card) • Passport • Foreign birth certificate (a baptismal certificate is not acceptable) • Canadian or U.S. driver's licence • Naturalization certificate • Canadian Forces identification • Police identification • Foreign Affairs Canada or consular identification • Vehicle registration (only if owner's signature is shown) • Picture employee ID card • Firearms Acquisition Certificate • Social Insurance Card (only if has signature strip) • B.C. CareCard • Native Status Card • Parole Certificate ID • Correctional Service Conditional Release Card

*It is not necessary that each piece of identification viewed by the Contractor contains the name, date of birth and current address of the Services Worker. It is sufficient that, in combination, the identification viewed contains that information.

Verification of education and professional qualifications

2. The Contractor must verify, by reasonable means, any relevant education and professional qualifications of a Services Worker, obtain or create, as applicable, Records of all such verifications, and retain a copy of those Records.

Verification of employment history and reference checks

3. The Contractor must verify, by reasonable means, any relevant employment history of a Services Worker, which will generally consist of the Contractor requesting that a Services Worker provide employment references and the Contractor contacting those references. If a Services Worker has no relevant employment history, the Contractor must seek to verify the character or other relevant personal characteristics of the Services Worker by requesting the Services Worker to provide one or more personal references and contacting those references. The Contractor must obtain or create, as applicable, Records of all such verifications and retain a copy of those Records.

Security interview

4. The Contractor must allow the Province to conduct a security-focused interview with a Services Worker if the Province identifies a reasonable security concern and notifies the Contractor it wishes to do so.

SCHEDULE G – ASSETS

Property

1.1 The following property to be acquired by you with funds to be paid by us under this Service Agreement is specified in this Service Agreement as property to be owned by us:

None

1.2 The following property provided by us to you or a subcontractor for the purposes of this Service Agreement is to be owned by you or subcontractor as indicated:

None

SCHEDULE H – ADDITIONAL TERMS

Notwithstanding section 47(b) of the Terms and Conditions of the Services Agreement, the termination notice period for this Service Agreement is 90 days.

SCHEDULE I – REPORTING REQUIREMENTS

Service Delivery Reports

1.1 The reports referred to in schedule A will be submitted within 30 days of the end of the period specified in form and content as determined by the Province.

Financial Reports

1.2 In addition to the financial statements requirements referred to in the Audit and Service Evaluation section of the Agreement, any financial reports should relate to service outputs at a minimum. The following additional financial reports are required:

i.

Name	Description
Semi-annual Service Cost Report	Report that outlines the semi-annual costs associated with a service.
Annual Service Cost Report	Report that outlines the annual costs associated with a service.

Additional Reporting Requirements

1.3 Other information as requested by the Province.

Attachment 1.1 to Service Agreement No. FT08424009
Service Details

PROGRAMS AND SERVICES

OUTREACH (Community Outreach to Youth) (Centralized Service)

Based from the Downtown Vancouver Centre, outreach services to youth will be provided across the City of Vancouver. The program will support at-risk or high-risk youth with assistance in exiting high-risk circumstances. Outreach to street-involved youth will consist of interventions that focus on connecting and reconnecting youth to their communities and families. Where indicated, these youth will be linked to Youth and Family Mediation and Reunification Services offered through the South Vancouver Integrated Youth Services Centre. The outreach program will focus on connecting youth with health care, mental health, addictions recovery, social welfare, and independence planning services.

This program will work with and link youth to any of the four Vancouver Youth Service Centres, depending on a youth's specific needs and the community with which the youth identifies.

The activities of the service will include, but are not limited to:

- Community-based engagement of at-risk and high-risk youth
- Screening and assessment of immediate food, shelter and health care needs
- Provision of or links to services to address basic needs identified by the youth
- Assessment regarding mental health, substance use, possibilities for reunification or repatriation and social networks to assist the youth in developing a range of support options
- Links to Ministry repatriation and other services
- Provision of an array of engagement strategies, including concrete incentives (i.e. food) and recreation or other pro-social activities
- Provision of trained and supported outreach workers
- Conflict resolution and mediation to support reconnection or reunification efforts
- Links to *Youth and Family Mediation and Reunification Services* where indicated
- Links to a range of life and pro-social skill development offered through the four Youth Service Centres
- Links to formal and informal support for youth
- One-to one support and crisis management.

The Outreach team will work closely with, refer to, and accept referrals from all four Youth Service Centres and Ministry staff. This will be accomplished through meetings, phone calls and drop-in.

The Outreach team will monitor changes to congregation trends and periodically adjust target areas to reflect emerging areas of congregation. Two-person coverage will occur when doing street outreach through community partnerships

The Outreach staff will partner with appropriate community resources, (for example, BC Centre for Disease Control Street Nurse program, Covenant House and the Urban Native Youth Association outreach workers), to maximize service hours and coverage. This Agreement does not preclude FSGV seeking funding from other partners to support additional Outreach staff. Each Outreach staff is required to have a valid driver's licence and access to appropriate transportation to provide outreach to the areas mentioned above. They will attend Reconnect Meetings, Integrated Case Management meetings and other meetings as necessary.

Target Population:
Street-involved, street-entrenched, sexually exploited, at-risk or high-risk youth, ages 12-18 throughout the Vancouver area, who require outreach to exit from high-risk circumstances and from high-risk geographical areas. With Ministry approval, pregnant and parenting youth between 19-24 years of age will be served.

Referral Process:
Open access, self-referral, and community referrals, with priority given to referrals by Ministry staff, and Mental Health and Youth Justice staff. The Ministry will have responsibility for prioritizing referrals.

Hours of Service:
Outreach will occur Monday through Friday, Noon (12:00pm) to 11:00pm.

Staff Qualifications:
Outreach Workers will possess a minimum of two years post-secondary education and two years relevant work experience.

Supervision:
The Outreach team will be supervised by the Program Manager. The Manager will supervise the Outreach team through regular supervisory and staff meetings. Post-probationary period and annual performance evaluations will be completed.

RESOURCE ROOM (Centre specific service)

The Centre will provide a safe, non-judgmental environment for youth. The focus shall be on engaging youth in dialogue that will support youth in moving toward safer and healthier lifestyles and becoming contributing members of their families and communities.

The activities of the service will include, but are not limited to:
- Information and Referral
- Screening, Intake and Basic Assessment
- Integrated Case Management (ICM)
- Attention to basic needs (food, shelter, hygiene)
- One-to-one support and crisis management
- Youth and Community Advisories
- Culturally relevant services to Aboriginal Youth or linkages to cultural services in the community
- Pro-social and other activities.

The Centre will provide open access laundry facilities, hot meals, showers, locker facilities, clothing, and toiletries. An array of strategies to support engagement, including recreational and pro-social activities, life skills development, access to pet care, computers, and one-to-one support will also be available.

Centre staff will liaise with all four Integrated Youth Service Centres, other services in the community and Ministry staff to facilitate youth referral to appropriate resources, such as health, alcohol and drug, mental health, and culturally appropriate services to aboriginal youth. Referrals will be conducted by meetings and phone calls. Based on need, an integrated plan will be developed and implemented with the youth and their family and/or caregiver, if appropriate, in co-ordination with Ministry staff and other community professionals and service providers. Integrated case management will be provided where indicated and agreed upon by Ministry staff.

To ensure site security, a minimum of two staff shall be on site at all times. Access to the site shall be controlled through a buzzer system. All individuals seeking access to the Centre will be screened by Centre staff prior to admittance. Standardized registration procedures will be implemented and adhered to at all times. Youth may be under the influence of drugs and/or alcohol when they enter the Centre. Youth found using drugs or alcohol on site, or who are abusive to others while at the Centre will be removed from the Centre.

The Centre's youth advisory group will have the opportunity to be involved in decisions about service delivery. Additionally, the Centre will maintain program that encourage youth voluntary participation in establishing and maintaining a safe and relaxed environment within the Centre.

Target Population:
All street-involved, street-entrenched, at-risk and high-risk youth between 12 and 18 years of age residing, or identifying with, downtown Vancouver or city-wide.

This Agreement does not preclude FSGV from seeking other funding opportunities/partnerships to offer services to youth up to age 24. However, any services offered to 19 to 24 year olds must not infringe upon service availability to 12 to 18 year olds funded through this Agreement, or negatively impact their safety or security.

Referral Process:
Open access service will be provided to each youth and their family and/or caregiver (if appropriate) who attend or are referred to the Centre.

HOUSING SUPPORT AND ASSISTANCE (Centre-specific service)

1. ***Individual Housing Support and Assistance***

   This service will provide one-to-one support to assist youth with the goal of obtaining safe, secure and affordable housing.

   The activities of the service will include, but are not limited to:
   - Linkage to the *Affordable Housing List,*
   - Support to complete housing applications,
   - Liaison with landlords to facilitate successful placement of youth,
   - Housing skill development and education,
   - Landlord/tenant dispute resolution,
   - Co-ordination and facilitation of moving arrangements for youth, including provision of direct moving services,
   - Liaison and collaborative planning with other Centre programs providing direct service to youth.

   The Housing Worker will work closely with all other Centre staff and with Ministry social workers in the delivery of this service. The worker will work one-to-one with youth to conduct housing searches, link youth with the *Affordable Housing List*, and assist youth in moving residence. If the youth is homeless, the program will refer them to FSGV Safehouse or other safe houses in the community. Following provision of service, the Housing Worker will follow up with youth to ensure continuing success of the housing placement.

   The Housing Worker shall possess a valid driver's licence and shall have access to appropriate transportation to support the activities of the service.

   Target Population:
   At-risk or high-risk youth, between the ages of 12 and 18, who are homeless and/or in need of housing may receive Housing Support services.

   Referral Process:
   Priority for Ministry referred youth with additional open access referrals as capacity allows.

   Hours of Service:
   Housing support and assistance will typically be available Monday to Friday, inclusive, 12:00pm to 8:00pm. Hours may vary based on client need.

Staffing
A total of 1.6 FTEs will be allocated to Housing Support and Assistance. It is anticipated that 0.8 FTEs will be designated to work with youth on-site in the *10K Supported Housing Program* and 0.8 FTE will be designated to Individual Housing Support and Assistance for other Ministry referred youth. Allocation of the 1.6 FTEs may be adjusted in discussion with the Ministry based on needs arising in the new residential program.

Staff shall possess two years post-secondary education and two years relevant experience.

Supervision:
The Program Manager will supervise the Housing Workers through regular supervisory and team meetings. Post-probationary period and annual performance evaluations will be completed.

2. ***10K Supported Housing Program***

Located at the Kettle on Burrard, the program has 10 self-contained suites for youth ages 16-18 that are connected to a Social Worker and Transition Worker. The supportive housing program is for youth interested in living independently and willing to engage in program objectives. The goal of the program is to support youth in transitioning to independent living and to assist youth with transition from Ministry services when they turn 19. The program will be available for youth for a period of one year and up to two years. Services may be offered to youth over 18 years of age with Ministry approval.

The Contractor will provide on-site coordination and support to youth in the residence. Activities may include but are not limited to:

- Assessment – *Vulnerability Assessment Tool (VAT)* may be utilized
- Goal planning and implementation
- Integrated Case Management
- Life and pro-social skill development
- Housing skill development and education
- Landlord/tenant dispute resolution
- Links to community recreation and pro-social activities
- Links to formal and informal supports
- Transitional services to support post-service plan

SERVICES TO TRANSITION YOUTH (Centre-specific service)

This service will provide interventions that promote the development of adult competencies so that youth may achieve independent living with confidence and success. Plans for service will be individualized and be appropriate to developmental differences in reference to age groups or challenges the young person may have (e.g. FAS, ADHD, developmentally challenged).

Interventions for youth aged 16 to 18 years will promote the attainment of life skills necessary for independent living and include attaining employment and vocational skills. Services may be offered to youth over 18 years of age with Ministry approval.

The activities of the service will include, but are not limited to:

- Life and pro-social skill development,
- Youth care intervention,
- Employment and vocational skills development,
- Liaison to health and education services,
- Housing support and assistance,
- After hours crisis response,
- Self help/mutual aid for youth,
- Links to Volunteer Mentoring for Youth, delivered through the Aboriginal Integrated Youth Services Centre or other volunteer mentoring programs,

- Links to Centre and community recreation and pro-social activities,
- Links to formal and informal supports, including programs for youth who are parenting, and adult services where required,
- Transitional services to support post-service plan.

The after-hours crisis response will be delivered through the Centre, Outreach Workers and Safe House. After hours response is further supported by on-call FSGV managers.

Counsellors must have a valid driver's licence and access to appropriate transportation.

Target Population:
Youth who require assistance in moving towards independence and are:

- between the ages of 16 and 18 and in Continuing Custody of the Ministry or
- between the ages of 16 and 18 and receiving Ministry support services through a youth agreement or
- Youth between the ages of 16 and 18 receiving Ministry support services

Transition services will also be offered to Ministry referred youth in residence at the *10K Supported Housing Program.*

Referral Process:
Access to service will be limited to Ministry-involved youth. Prioritization of referrals will be a Ministry responsibility.

Hours of Service:
Services to Transition Youth to Adulthood shall be available Monday to Friday inclusive, 11:00am to 7:00pm.

Staff Qualifications:
Counsellors for Services to Transition Youth to Adulthood will be required to possess a Bachelor of Social Work degree, or equivalent, and three years relevant experience.

Supervision:
The Program Manager shall supervise the Counsellor through regular supervisory and staff meetings. Post-probationary period and annual performance evaluations shall be completed.

SUBSIDIARY COMPONENT AGREEMENT (SCA)

BRITISH COLUMBIA

Ministry of Children and Family Development

BRITISH COLUMBIA — Ministry of Children and Family Development	**SUBSIDIARY COMPONENT AGREEMENT: FT08424009** **DOING BUSINESS AS: FAMILY SERVICES OF GREATER VANCOUVER** **Agreement Name:** Youth Services

HER MAJESTY THE QUEEN IN RIGHT OF THE PROVINCE OF BRITISH COLUMBIA, represented by The Minister of Children and Family Development (the "Province", "we", "us", or "our" as applicable) at the following address:	AND FAMILY SERVICES OF GREATER VANCOUVER (Legal Name) (the "Contractor", "you", or "your" as applicable) at the following address:
SUITE 900-865 HORNBY ST VANCOUVER, B.C. CANADA V6Z 2G3 Fax Number: (604)660-4005	1616 7TH AVE W VANCOUVER, BC V6J 1S5 Fax Number: (604)733-7009

The term for the Subsidiary Component Agreement begins on: 01/04/2012 (Day/Month/Year) and ends on 31/03/2013 (Day/Month/Year)

THE PARTIES AGREE TO THE TERMS ON THE ATTACHED PAGES OF THIS DOCUMENT AND OUTLINED BELOW.
THIS SUBSIDIARY COMPONENT AGREEMENT IS PART OF THE THIRD PARTY SERVICE AGREEMENT FT08424000:

APPLICABLE SCHEDULES:

- **SCHEDULE A - SERVICES**
- **SCHEDULE B - PAYMENT & FINANCIAL REPORTING**
- **SCHEDULE C - APPROVED SUBCONTRACTOR(S)**
- **SCHEDULE D - RISK MANAGEMENT & CONFLICT RESOLUTION**
- **SCHEDULE E - AUTHORIZED PERSONS (FOR THE SUBSIDIARY COMPONENT AGREEMENT)**
- **SCHEDULE H - ADDITIONAL TERMS**

SIGNED AND DELIVERED on the 24th day of May, 2012 on behalf of the Province by its duly authorized representative	**SIGNED AND DELIVERED** on the 8 day of May 2012 by or on behalf of the Contractor (or by its authorized signatory or signatories if the Contractor is a corporation)
Signature: Teresa Goodman	Signature: Caroline J Bonesky
Print Name: Teresa Goodman	Print Name: Caroline Bonesky Position: Chief Executive Officer
Position: Contract Manager or Designate	Signature:
Responsibility Centre: CONTRACT MGMT OFFICE	Print Name: Position:
	Signature:
	Print Name: Position:

READ TERMS ON THE ATTACHED PAGES OF THIS DOCUMENT

SCHEDULE A – SERVICES

General

The Contractor will provide all necessary components for delivery of the programs delineated below, including sufficient qualified program staff, administrative support, premises, materials and equipment.

The Province will appoint a contract supervisor for the Contractor's services funded under this Agreement. The Parties agree to conduct contract reviews during the Funding Period to review the ***Service Deliverables*** and any other issues of mutual concern, including the following:

- statements and reports;
- program elements, including hours of operation;
- access and admission criteria;
- intake and referral processes;
- numbers of clients to be served;
- hours of direct client service;
- frequency, content and format of progress and Court Ready reports;
- wait list management;
- exceptions to normal practice;
- critical incident reporting procedures;
- issue management;
- program liaison.

Services have been restructured based on a comprehensive system of care model, supported by accreditation and enhanced reporting requirements. The Province and the Contractor are using a collaborative approach to the continuing development of output-based contracts and measurable client outcomes. Both parties agree to work together to achieve these objectives. Data collected during the term of this agreement will be reviewed by both parties and then used to establish baseline targets for future contracts.

SUMMARY

Term **01/04/2012 to 31/03/2013** ***Total Amount of Component Agreement*** **$1,105,099.40**

Allocation by Programs and Services

Programs			
Youth Day Program			
	Intervention - General		$88,589.10
		Sub-Total	**$88,589.10**
Youth Outreach Program			
	Outreach - General		$239,721.86
		Sub-Total	**$239,721.86**
Youth Transition Program			

Programs			
	Intervention - General		$200,039.89
		Sub-Total	**$200,039.89**

Grouped Services			
Housing			
	Intervention - General		$54,348.49
		Sub-Total	**$54,348.49**
Self Help			
	Self-Help - General		$522,400.06
Non-Program Services			
		Sub-Total	**$0.00**
		Total	**$1,105,099.40**

Allocation by Community

Communities Served		
Vancouver North		$868,685.29
Vancouver South		$236,414.11
	Total	**$1,105,099.40**

Allocation by Business Area

Core Business Area	**Business Area - Sub Business Area**		
Child and Family Development			
	Youth Services		$1,105,099.40
		Sub-Total	**$1,105,099.40**
		Total	**$1,105,099.40**

PROGRAMS

Youth Transition Program

TARGET POPULATION: Youth, who may or may not be involved with the Ministry, who require additional support or skill building to move from adolescence to responsible adulthood.

OUTCOME: Youth develop adult competencies to enable them to achieve independent living with confidence and success.

SERVICE: INTERVENTION - GENERAL **Total Amount** $200,039.89

Definitions	Activities provided to maintain or prompt a planned change in the behaviour, condition or functioning of children, youth, and/or families/caregivers.		
Project Code	18CN289		
Input	Qualified Staff		
Output Indicators	# Direct One to One Hours	**Quantity**	1576
	# Recipients of One to One Services		40
Reporting Frequency	Monthly		
Core Business Area	Child and Family Development		
Business Area	Youth Services		
Communities Served			

Vancouver North	**Recipient(s)**	13 to 18 years	**Amount**	$157,245.32
Vancouver South	**Recipient(s)**	13 to 18 years	**Amount**	$42,794.57

This allocation is provided as an estimate.

BUSINESS AREA OUTCOMES

- Youth participate in identifying their short and longer term needs and in developing plans to address them
- Youth experiencing high levels of risk to their health and safety have the levels of risk reduced
- Youth have immediate basic needs met including shelter, food and clothing
- Youth establish connections with community resources to address needs such as physical health, mental health, addictions and/or sexual exploitation
- Youth have improved connections to positive community supports including family/extended family, peers, education, employment, and/or housing
- Youth acquire skills and knowledge necessary to keep themselves safe, achieve identified goals, and successfully transition to adulthood

Youth Day Program

TARGET POPULATION: Youth who have been unsuccessful in mainstream or alternative school-based programs due to social, behavioural, and / or cognitive difficulties.

OUTCOME: Youth are able to engage or re-engage in school, training, or work.

SERVICE: INTERVENTION - GENERAL **Total Amount** $88,589.10

Definitions	Activities provided to maintain or prompt a planned change in the behaviour, condition or functioning of children, youth, and/or families/caregivers.		
Project Code	18CN289		
Input	Qualified Staff		
Output Indicators	# Direct One to One Hours	**Quantity**	0
	# Recipients of One to One Services		0
Reporting Frequency	Monthly		

Core Business Area	Child and Family Development				
Business Area	Youth Services				
Communities Served					
Vancouver North	**Recipient(s)**	13 to 18 years		**Amount**	$69,637.22
Vancouver South	**Recipient(s)**	13 to 18 years		**Amount**	$18,951.88

This allocation is provided as an estimate.

Additional Descriptions

OTHER

Temporary Service and Funding Reallocation - Suspended Service

The Youth Day Program service is suspended until such time as the Youth Hub site is replaced. During that time, the target outputs are reduced to zero in this agreement and the funding (equivalent to 0.6 FTE) for direct one-to-one hours is reallocated to the Housing program.

BUSINESS AREA OUTCOMES

- Youth participate in identifying their short and longer term needs and in developing plans to address them
- Youth experiencing high levels of risk to their health and safety have the levels of risk reduced
- Youth have immediate basic needs met including shelter, food and clothing
- Youth establish connections with community resources to address needs such as physical health, mental health, addictions and/or sexual exploitation
- Youth have improved connections to positive community supports including family/extended family, peers, education, employment, and/or housing
- Youth acquire skills and knowledge necessary to keep themselves safe, achieve identified goals, and successfully transition to adulthood

Youth Outreach Program

TARGET POPULATION:	Youth who are at risk of high-risk situations, e.g. street-involved youth.
OUTCOME:	Youth avoid high risk situations through connections to community and / or family-based supports.

SERVICE: OUTREACH - GENERAL			**Total Amount**		$239,721.86
Definitions	Direct contact initiated with children, youth, families or communities for the purpose of engaging them in one or more services.				
Project Code	18CN409				
Input	Qualified Staff				
Output Indicators	# Recipients		**Quantity**	160	
	# Direct Hours			2363	
Reporting Frequency	Monthly				
Core Business Area	Child and Family Development				
Business Area	Youth Services				
Communities Served					
Vancouver North	**Recipient(s)**	13 to 18 years		**Amount**	$188,438.12
Vancouver South	**Recipient(s)**	13 to 18 years		**Amount**	$51,283.74

This allocation is provided as an estimate.

BUSINESS AREA OUTCOMES

- Youth participate in identifying their short and longer term needs and in developing plans to address them
- Youth experiencing high levels of risk to their health and safety have the levels of risk reduced
- Youth have immediate basic needs met including shelter, food and clothing
- Youth establish connections with community resources to address needs such as physical health,

mental health, addictions and/or sexual exploitation

- Youth have improved connections to positive community supports including family/extended family, peers, education, employment, and/or housing
- Youth acquire skills and knowledge necessary to keep themselves safe, achieve identified goals, and successfully transition to adulthood

Housing

SERVICE: INTERVENTION - GENERAL — **Total Amount** $54,348.49

Definitions	Activities provided to maintain or prompt a planned change in the behaviour, condition or functioning of children, youth, and/or families/caregivers.			
Project Code	18CN289			
Input	Qualified Staff			
Output Indicators	# Direct One to One Hours	**Quantity**	1260	
	# Recipients of One to One Services		140	
Reporting Frequency	Monthly			
Core Business Area	Child and Family Development			
Business Area	Youth Services			
Communities Served				
Vancouver North	**Recipient(s)**	13 to 18 years	**Amount**	$42,721.71
Vancouver South	**Recipient(s)**	13 to 18 years	**Amount**	$11,626.78

This allocation is provided as an estimate.

Additional Descriptions

OTHER

Temporary Reallocation from Youth Day Program Area re Suspended Service

As noted above, the Day Program service is suspended until such time as the Youth Hub site is replaced. During that time, day program target outputs and the funding (equivalent to 0.6 FTE) for direct one-to-one hours is reallocated to the Housing program.

BUSINESS AREA OUTCOMES

- Youth participate in identifying their short and longer term needs and in developing plans to address them
- Youth experiencing high levels of risk to their health and safety have the levels of risk reduced
- Youth have immediate basic needs met including shelter, food and clothing
- Youth establish connections with community resources to address needs such as physical health, mental health, addictions and/or sexual exploitation
- Youth have improved connections to positive community supports including family/extended family, peers, education, employment, and/or housing
- Youth acquire skills and knowledge necessary to keep themselves safe, achieve identified goals, and successfully transition to adulthood

Self Help

SERVICE: SELF-HELP - GENERAL — **Total Amount** $522,400.06

Definitions	Provision of means whereby children, youth and families use tools such as the internet, videos or books to enhance their skills.			
Project Code	18CN505			
Input	Qualified Staff			
Output Indicators	# Hours	**Quantity**	2000	
Reporting Frequency	Monthly			
Core Business Area	Child and Family Development			
Business Area	Youth Services			
Communities Served				
Vancouver North	**Recipient(s)**	13 to 18 years	**Amount**	$410,642.92
Vancouver South	**Recipient(s)**	13 to 18 years	**Amount**	$111,757.14

This allocation is provided as an estimate.

BUSINESS AREA OUTCOMES

- Youth participate in identifying their short and longer term needs and in developing plans to address them
- Youth experiencing high levels of risk to their health and safety have the levels of risk reduced
- Youth have immediate basic needs met including shelter, food and clothing
- Youth establish connections with community resources to address needs such as physical health, mental health, addictions and/or sexual exploitation
- Youth have improved connections to positive community supports including family/extended family, peers, education, employment, and/or housing
- Youth acquire skills and knowledge necessary to keep themselves safe, achieve identified goals, and successfully transition to adulthood

Attachments

Name	Attachment 1.1 Service Overview	*Attachment 1.1 Service Overview.docx*
Name	Attachment 1.2 Output Indicators	*Attachment 1.2 Output Indicators.docx*

SCHEDULE B – PAYMENT & FINANCIAL REPORTING

Aggregate Maximum

1.1 Subject to the provisions of the Third Party Service Agreement and this Subsidiary Component Agreement, we will pay you an amount not exceeding $1,105,099.40, including HST, in the aggregate, for providing the Services set out in Schedule A, during the term of this Subsidiary Component Agreement.

Payments

2.1 **Monthly Recurring**

We will pay you on or about the 15th day of the month commencing on the 1st day of April, 2012 as provided in the following payment schedule:

From	To	Amount	HST	Total
April 1, 2012	April 30, 2012	$92,091.58	$0.00	$92,091.58
May 1, 2012	March 31, 2013	$92,091.62	$0.00	$1,013,007.82
				$1,105,099.40

2.2 **Payment Address**

1616 7TH AVE W VANCOUVER, BC V6J 1S5

Harmonized Sales Tax (HST)

Financial Reports

2.3 In addition to the financial statements referred to in the Audit and Service Evaluation section of FT08424000 any financial reports should, at a minimum, relate costs to service outputs. The following additional financial reports are required:

Name	Description
9-Month Service Cost Report	Report that outlines the costs associated with a service every 9 months.
Semi-annual Service Cost Report	Report that outlines the semi-annual costs associated with a service.

2.4 Not applicable

Attachments

Name	Attachment 2.1 Financial Report	*Attachment 2.1 Financial Report.docx*

SCHEDULE C – APPROVED SUBCONTRACTOR(S)

Subcontractors

1.1 The following persons or organizations, are specified as Subcontractors under section 12 of the Third Party Service Agreement, for purposes of this Subsidiary Component Agreement:

None

SCHEDULE D – RISK MANAGEMENT & CONFLICT RESOLUTION

Criminal Record Check

1.1 In accordance with the Criminal Records Review Act, you must undertake a criminal record check of each staff member or other person who has, or potentially has, unsupervised access to children, or who has access to their records.

1.2 In addition to any criminal record checks required under the Criminal Records Review Act, you must undertake a criminal record check on volunteers or other individuals who have, or potentially have, unsupervised access to children or their records.

1.3 Upon our written request you must provide us written confirmation that:

(a) criminal record checks have been initiated;
(b) you have acted on instructions from the adjudicator or us; and
(c) all other related procedures have been followed.

Conflict Resolution Officials

2.1 The designated "Officials" of the parties for the purposes of the Conflict Resolution Protocol are:

	Province	**Contractor**
Stage One:	Contract Manager	Executive Director or Designate
Stage Two:	Executive Director of Service	Executive Director or Designate
Stage Three:	Deputy Minister or Designate	Chair, Board of Directors or Designate

Permits and Licenses

3.1 You must obtain all the permits and licenses required to perform the Services, including, but not limited to:

(a) any permits or licenses required by municipal or health authorities for the operation of the Services delineated in Schedule A.

(b) any municipal, provincial, federal permits and licenses required to provide the Services including motor vehicle licenses of the appropriate class to provide transportation to clients.

Insurance and Indemnity

A. For all Contractor's activities under this Agreement to which the Master Insurance Program applies, as determined by the Province in its sole discretion:

4.1 The Province will purchase and maintain Comprehensive General Liability insurance in the amount of $2,000,000 inclusive per occurrence against bodily injury and property damage arising out of the Contractor's performance of the Services on behalf of the Province as outlined in this Agreement.

4.2 The Contractor shall be responsible for and pay any deductible under the policy.

4.3 The Contractor will be provided with a Certificate of Insurance and a copy of the insurance policy wording.

4.4 The Province will take reasonable steps to ensure the coverage specified in section 1 is continuous for the duration of this Agreement but the Province does not accept responsibility for providing coverage in the event the insurance is cancelled or reduced by the insurer.

4.5 The Province does not represent or warrant that the policy contains insurance for any and all losses. It is the Contractor's responsibility to ascertain the exact nature and extent of coverage of the policy as well as any and all terms and conditions of the policy.

4.6 The Contractor shall provide, maintain, and pay for, any additional insurance which the Contractor is required by law to carry, or which the Contractor considers necessary to cover risks not otherwise covered by insurance specified in section 1.

B. For all Contractor's activities to which the Master Insurance Program does not apply, the Contractor shall:

5.1 The Contractor must, without limiting its obligation or liabilities and at its own expense, purchase and maintain throughout the term of this Agreement the following insurances with insurers licensed in Canada in forms and amounts acceptable to the Province:

(a) Commercial General Liability in an amount not less than $2,000,000.00 inclusive per occurrence against bodily injury, personal injury and property damage and including liability assumed under this Agreement and this insurance must:

(i) include the Province as an additional insured;

(ii) be endorsed to provide the Province with 30 days advance written notice of cancellation or material change; and

(iii) include a cross liability clause.

5.2 All insurance described in paragraph 1 of this Schedule must:

(a) be primary; and

(b) not require the sharing of any loss by any insurer of the Province.

5.3 The Contractor must provide the Province with evidence of all required insurance:

(a) Within 10 working days of commencement of the Services, the Contractor must provide to the Province evidence of all required insurance in the form of a completed Province of British Columbia Certificate of Insurance.

(b) If the insurance policy(ies) expire before the end of the term of this Agreement, the Contractor must provide within 10 working days of expiration, evidence of new or renewal policy(ies) of all expired insurance in the form of a completed Province of British Columbia Certificate of Insurance.

(c) Notwithstanding paragraph 3(a) or (b) above, if requested by the Province at any time, the Contractor must provide to the Province certified copies of the required insurance policies.

5.4 The Contractor shall provide, maintain, and pay for, any additional insurance which it is required by law to carry, or which it considers necessary to cover risks not otherwise covered by insurance specified in this schedule in its sole discretion.

C. Whether A or B applies to the Services, for all Contractor activities under this Agreement:

6.1 The Contractor shall maintain Automobile Liability insurance on all vehicles owned, operated or licensed by the Contractor in an amount not less than $2,000,000 per occurrence, and where applicable the Contractor may show evidence of this insurance using an ICBC Confirmation of Insurance Coverage (APV-47) form in place of the requirement for the BC Certificate of Insurance.

6.2 Additional Insurance: Not applicable

SCHEDULE E – AUTHORIZED PERSONS (FOR THE SUBSIDIARY COMPONENT AGREEMENT)

Authorized Persons

1.1 The Contractor designates any of the following persons, (identified by name and/or position) to act for you in relation to this Subsidiary Component Agreement:

Caroline Bonesky, Chief Executive Officer

1.2 The Ministry designates any of the following persons (identify by name and/or position) to act for us in relation to this Subsidiary Component Agreement:

Procurement Specialist

SCHEDULE H – ADDITIONAL TERMS

Other

1. Notwithstanding Clause 55 (b) of the Third Party Service Agreement, the termination notice period for this Subsidiary Component Agreement is 90 days.

PAYMENT AND FINANCIAL INFORMATION

Aggregate Maximum

Subject to the provisions of this Agreement, the Province will pay to the Contractor an amount not exceeding **$1,105,099.40** in the aggregate for providing the Component Services during the Funding Period.

Annual baseline funding is **$1,105,099.40**.

STATEMENTS AND REPORTS

The Contractor will submit to the Province reports, in form and content acceptable to the Province, relating to the services and programs outlined in this Agreement. The required reports include, but are not limited to, the following:

(a) Monthly Indicator Reports – Indicators and Definitions are outlined in Attachment 1.2 to this Agreement

(b) Annual Report on Outcomes

(c) Other information as may be requested by the Province

The parties agree to work collaboratively in the development and implementation of outcome measurement tools that may be considered during the Funding Period.

Required reports will be submitted within 15 business days of the end of the period specified, commencing with a first report for the period ending April 30, 2012. For the purpose of this section and section 1.3, a "business day" is any day that is not a Saturday, a Sunday or a statutory holiday in British Columbia.

Financial Reports

Whether or not an annual financial statement (or review or audit of the same) is required and submitted under section 40 of the Third Party Service Agreement, the Contractor will, for the purposes of negotiation of any future agreement, submit to the Province, within 30 business days of the end of the 2nd and 3rd quarters of the Funding Period, a Financial Report (unaudited) showing revenues and expenditures for each service area. A sample of the Financial Report (unaudited) is included as Attachment 2.1 to this Agreement.

Attachment 1.1 to Subsidiary Component Agreement # FT08424009
Family Service of Greater Vancouver – Youth Services – Service Overview

Family Services of Greater Vancouver (FSGV) will deliver non-residential services to at-risk and high-risk youth and their families who live in, or identify with, downtown Vancouver and city-wide outreach services. At-risk youth demonstrate increased vulnerability to involvement in high risk activity. High risk youth include specialized populations such as runaway youth, homeless and street-involved youth, youth who are suicidal or substance-misusing, sexually exploited youth, and sexual minority youth.

To co-ordinate and deliver services, FSGV will establish a Downtown Vancouver Integrated Youth Service Centre (*Directions*). This will be one of four Vancouver Integrated Youth Service Centres whose establishment the Ministry will be funding: Downtown Vancouver, Mid-Town, South Vancouver and an Aboriginal centre. The FSGV staff of the Downtown Vancouver Integrated Youth Service Centre will be required to work collaboratively with the agencies who will be establishing the other Youth Service Centres on behalf of the Ministry.

Directions will be located in Vancouver. Hours of operation for each service area are included in detailed service descriptions below. In addition to the Services to be provided from the Centre, Centre staff will facilitate youth access to necessary services delivered by the other Youth Service Centres, as well as a broad range of community and government resources. Service Areas included in this agreement are:

- Community Outreach Services to Youth (centralized service for all of Vancouver)
- Intake, Assessment and Integrated Case Management (centre-specific service)
- Housing Support and Assistance (centre-specific service)
- Services to Transition Youth to Adulthood (centre-specific service)
- Day Programming (centre-specific service)

Following are detailed descriptions of the services to be provided:

OUTREACH (Community Outreach to Youth)
(Centralized Service)

Based from the Downtown Vancouver Centre, outreach services to youth will be provided **across the City of Vancouver**. The program will support at-risk or high-risk youth with assistance in exiting high-risk circumstances. Outreach to street-involved youth will consist of interventions that focus on connecting and reconnecting youth to their communities and families. Where indicated, these youth will be linked to Youth and Family Mediation and Reunification Services offered through the South Vancouver Integrated Youth Services Centre. The outreach program will focus on connecting youth with health care, mental health, addictions recovery, social welfare, and independence planning services.

This program will work with and link youth to any of the four Vancouver Youth Service Centres, depending on a youth's specific needs and the community with which the youth identifies.

The **activities of the service** will include, but are not limited to:
- Community-based engagement of at-risk and high-risk youth
- Screening and assessment of immediate food, shelter and health care needs
- Provision of or links to services to address basic needs identified by the youth

- Assessment regarding mental health, substance use, possibilities for reunification or repatriation and social networks to assist the youth in developing a range of support options
- Links to Ministry repatriation and other services
- Provision of an array of engagement strategies, including concrete incentives (i.e. food) and recreation or other pro-social activities
- Provision of trained and supported outreach workers
- Conflict resolution and mediation to support reconnection or reunification efforts
- Links to *Youth and Family Mediation and Reunification Services* where indicated
- Links to a range of life and pro-social skill development offered through the four Youth Service Centres
- Links to formal and informal support for youth
- One-to one support and crisis management.

The Outreach team will work closely with, refer to, and accept referrals from all four Youth Service Centres and Ministry staff. This will be accomplished through meetings, phone calls and dropping-in.

The Outreach team will monitor changes to congregation trends and periodically adjust target areas to reflect emerging areas of congregation. Two-person coverage will occur when doing street outreach through community partnerships

The Outreach staff will partner with appropriate community resources, (for example, BC Centre for Disease Control Street Nurse program, Covenant House and the Urban Native Youth Association outreach workers), to maximize service hours and coverage. This agreement does not preclude FSGV seeking funding from other partners to support additional Outreach staff. Each Outreach staff is required to have a valid driver's licence and access to appropriate transportation to provide outreach to the areas mentioned above. They will attend Reconnect Meetings, Integrated Case Management meetings and other meetings as necessary.

Target Population:
Street-involved, street-entrenched, sexually exploited, at-risk or high-risk youth, ages 12-18 throughout the Vancouver area, who require outreach to exit from high-risk circumstances and from high-risk geographical areas. With Ministry approval, pregnant and parenting youth between 19-24 years of age will be served.

Referral Process:
Open access, self-referral, and community referrals, with priority given to referrals by Ministry staff, and Mental Health and Youth Justice staff. The Ministry will have the responsibility for prioritizing referrals.

Hours of Service:
Outreach will occur Monday through Friday, Noon (12:00am) to 11:00pm.

Staffing:
The Outreach team will consist of 3 FTE Outreach Worker positions, supervised by the Daytime Coordinator for the Intake, Assessment and Integrated Case Management Service. Outreach Workers will possess a minimum of 2 years post-secondary education and 2 years relevant work experience.

Supervision:
The Daytime Coordinator will supervise the Outreach team through regular supervisory and staff meetings. Post-probationary period and annual performance evaluations will be completed.

RESOURCE ROOM (Self-Help)
(Centre specific service)

The Downtown Vancouver Integrated Youth Resource Centre will provide a safe, non-judgmental environment for youth. The focus shall be on engaging youth in dialogue that will support youth in moving toward safer and healthier lifestyles and becoming contributing members of their families and communities.

The **activities of the service** will include, but are not limited to:

- Information and Referral
- Screening, Intake and Basic Assessment
- Integrated Case Management (ICM)
- Attention to basic needs (food, shelter, hygiene)
- One-to-one support and crisis management
- Youth and Community Advisories
- Culturally specific services to Aboriginal Youth
- Pro-social and other activities.

The Centre will provide open access laundry facilities, hot meals, showers, locker facilities, clothing, and toiletries. An array of strategies to support engagement, including recreational and pro-social activities, life skills development, access to pet care, computers, and one-to-one support will also be available.

Centre staffs will liaise with all four Integrated Youth Service Centres, other services in the community and Ministry staff to facilitate youth referral to appropriate resources, such as health, alcohol and drug, mental health, and culturally appropriate services to aboriginal youth. Referrals will be conducted by meetings and phone calls. Based on need, an integrated plan will be developed and implemented with the youth and their family and/or caregiver, if appropriate, in co-ordination with Ministry staff and other community professionals and service providers. Integrated case management will be provided where indicated and agreed upon by Ministry staff.

To ensure site security, a minimum of two staff shall be on site at all times. Access to the site shall be controlled through a buzzer system. All individuals seeking access to the Centre will be screened by Centre staff prior to admittance. Standardized registration procedures will be implemented and adhered to at all times. Youth may be under the influence of drugs and/or alcohol when they enter the Centre. Youth found using drugs or alcohol on site, or who are abusive to others while at the Centre will be removed from the Centre.

The Centre shall establish a youth advisory group through which youth will have the opportunity to be involved in decisions about service delivery. Additionally, the Centre shall maintain programs that encourage youth voluntary participation in establishing and maintaining a safe and relaxed environment within the Centre.

Target Population:
All street-involved, street-entrenched, at-risk and high-risk youth between 12 and 18 years of age residing, or identifying with, downtown Vancouver or city-wide may receive Outreach services.

This agreement does not preclude FSGV from seeking other funding opportunities/partnerships to offer services to youth up to age 21. However, any services offered to 19 to 21 year olds must not infringe upon service availability to 12 to 18 year olds funded through this agreement, or negatively impact their safety or security.

Referral Process:
Open access service will be provided to each youth and their family and/or caregiver (if appropriate) who attend or are referred to the Centre.

HOUSING SUPPORT (Intervention)
(Centre-specific service)

Funding, equivalent of 0.6 FTE, is temporarily allocated to Housing Support from Day Program during site redevelopment.

This service will provide one-to-one support to assist youth to obtain safe, secure and affordable housing.

The **activities of the service** will include, but are not limited to:

- Linkage to the *Central Housing Registry* maintained by the Mid-Town Vancouver Integrated Youth Services Centre,
- Liaison with landlords to facilitate successful placement of youth,
- Housing skill development and education,
- Landlord/tenant dispute resolution,
- Co-ordination and facilitation of moving arrangements for youth, including provision of direct moving services,
- Liaison and collaborative planning with other Centre programs providing direct service to youth.

The Housing Worker will work closely with all other Centre staff, Ministry workers and the Central Housing Registry to ensure youth secure safe and affordable housing. The worker will work one-to-one with youth to conduct housing searches with youth, link youth with the Central Housing Registry, and assist youth in moving residence. If the youth is homeless, the program will refer them to FSGV Safehouse or other safe houses in the community. Following provision of service, the Housing Worker will follow up with youth to ensure continuing success of the housing placement.

The Housing Worker shall possess a valid driver's licence and shall have access to appropriate transportation to support the activities of the service.

Target Population:
At-risk or high-risk youth, between the ages of 12 and 18, who are homeless and/or in need of housing may receive Housing Support services.

Referral Process:
Priority for Ministry referred youth with additional open access referrals as capacity allows.

Hours of Service:
Housing support and assistance will be available Monday to Friday, inclusive, 12:00am to 8:00pm. Hours may vary based on client need.

Staffing:
1.6 FTE shall be allocated to a Housing Worker position. The Housing Worker shall possess two years post-secondary education and two years relevant experience.

Supervision:
The Daytime Co-ordinator of the Intake, Assessment and Integrated Case Management service will supervise the Housing Worker through regular supervisory and team meetings. Post-probationary period and annual performance evaluations will be completed.

SERVICES TO TRANSITION YOUTH (Intervention)
(Centre-specific service)

This service will provide interventions that promote the development of adult competencies so that youth may achieve independent living with confidence and success. Plans for service will be individualized and be appropriate to developmental differences in reference to age groups or challenges the young person may have (e.g. FAS, ADHD, developmentally challenged).

Interventions for youth 15 and under will include age appropriate activities that promote the attainment of age-appropriate life skills, educational programming and age-appropriate recreational and pro-social activities.

Interventions for youth aged 16 to 18 years will promote the attainment of life skills necessary for independent living and include attaining employment and vocational skills.

The **activities of the service** will include, but are not limited to:
- Life and pro-social skill development,
- Youth care intervention,
- Employment and vocational skills development,
- Liaison to health and education services,
- Housing support and assistance,
- After hours crisis response,
- Self help/mutual aid for youth,
- Links to Volunteer Mentoring for Youth, delivered through the Aboriginal Integrated Youth Services Centre
- Links to Centre and community recreation and pro-social activities,
- Links to formal and informal supports, including programs for youth who are parenting, and adult services where required,
- Transitional services to support post-service plan.

The afterhours crisis response will be delivered through the Centre, Outreach Workers and Safe House. After hours response is further supported by on-call FSGV managers.

Counsellors must have a valid driver's licence and access to appropriate transportation.

Target Population:
Youth who require assistance in moving towards independence and are:

- between the ages of 12 and 18 and in Continuing Custody of the Ministry or
- between the ages of 16 and 18 and receiving Ministry support services through a youth agreement or
- Youth between the ages of 12 and 18 receiving Ministry support services

Priority will be given to the older youth in this population.

Referral Process:
Access to service will be limited to Ministry-involved youth. Prioritization of referrals will be a Ministry responsibility.

Hours of Service:
Services to Transition Youth to Adulthood shall be available Monday to Friday inclusive, 11:00am to 7:00pm.

Staffing:
2 FTEs shall be allocated to Counsellor positions for Services to Transition Youth to Adulthood. Counsellors will be required to possess a Bachelor of Social Work degree, or equivalent, and three years relevant experience.

Supervision:
The Daytime Coordinator of the Intake, Assessment and Integrated Case Management service shall supervise the Counsellor through regular supervisory and staff meetings. Post-probationary period and annual performance evaluations shall be completed.

DAY PROGRAM (Intervention)
(Centre-specific service)

Day program is current suspended during site redevelopment. Funding, equivalent of 0.6 FTE, has been temporarily allocated to Housing Support program.

Youth receiving Day Programming will present with social, behavioural and cognitive difficulties and have been unsuccessful in mainstream or alternative school-based programs. This program shall be targeted to youth aged 16 to 18 years of age. In consultation with the Ministry, services for 13 to 15 year old youth may be considered. Twenty youth may be involved with the program at any one time.

The **activities of the service** will include, but are not limited to:
- Life and pro-social skills development, individual and group,
- Specialized activities appropriate to individual youth,
- Outreach to re-engage and maintain youth in day programming,
- Individual and group academic tutoring provided by trained tutors,
- Vocational/academic training through Vancouver School Board teachers,
- Encouragement and facilitation of parent/caregiver involvement in a youth's day program plan (if available and appropriate),
- Planning for and facilitation of post-service school programs, vocational training, or employment,
- Transition services to support the post-service plan,
- Link to other Centre services, including *Youth and Family Mediation and Reunification, Services to Transition Youth to Adulthood*, and *Volunteer Mentoring,*

- Link with recreational and other activities provided at the Centre,
- Link to formal and informal supports.

Full year programming shall be provided and shall include educational programming, as well as teaching and reinforcement of life and vocational skills. Individualized plans shall be developed for each youth in the program, and involvement from parents and/or caregivers shall be encouraged if indicated. Plans and progress shall be monitored regularly. Discharges from the program shall be with the approval of Ministry staff.

Educational programming shall begin in alignment with the academic year. As a key partner, the Vancouver School Board (VSB) will provide academic/vocational programming. Centre staff will collaborate with the VSB and other educational, vocational, and skills enhancement services to meet the range of services required.

Bi-weekly life-skills and pro-social age-appropriate group activity programming shall be available to all youth. These activities shall be tailored to street-involved youth who may not be ready for an academic plan; therefore, activity planning shall focus on activities that are realistic and appropriate to engage these youth and aid them in developing life skills. Activities may range from personal health and development (group safety and respect, conflict resolution skills, dealing with anger, drug and alcohol awareness and sexually transmitted disease awareness), to practical life skills (budgeting and banking skills, cooking skills, first aid), to life and career planning (goal setting, mentoring, vocational and academic planning) to recreation and artistic development (arts and crafts, music therapy, cultural excursions, hiking and other physical recreation, movie nights).

The Day Program Counsellor/Group Facilitator shall liaise with Centre programs, other Integrated Youth Service Centres, VSB and other academic and vocational programs and youth serving agencies. The Counsellor/Group Facilitator shall be required to possess a valid driver's licence and have access to appropriate transportation.

Target Population:
Youth between the ages of 12 and 18 who are street-involved and in the care of the Ministry, or who have ongoing Ministry involvement may attend. Youth between 13 and 15 years of age will be considered for service in consultation with the Ministry.

Referral Process:
Referrals will be limited to Ministry-involved youth and prioritization of referrals will be a Ministry responsibility.

Hours of Service:
Day Programming shall be available Monday through Friday inclusive, 11:00am to 6:00pm.

Staffing:
0.6 FTE shall be allocated to a Counsellor/Group Facilitator position. The incumbent shall possess a Bachelor of Social Work, or equivalent, and three years relevant experience.

Supervision
The Daytime Co-ordinator of the Intake, Assessment and Integrated Case Management service will supervise the Counsellor/Group Facilitator through regular supervisory and team meeting. Post-probationary period and annual performance evaluations will be conducted.

Attachment 1.2 to Subsidiary Component Agreement No. FT08424009
Family Service of Greater Vancouver – Youth Services

Program Indicators

YSE Youth Services

No	Service	Indicator	Definition
101	GENERAL	GEN: # intakes to DAY PROGRAM	Number of youth accessing the DAY PROGRAM this month for the first time in this fiscal year. For most Day Programs, the majority of intakes will occur in September.
102	INTERVENTION	INT: # sessions of Day Program	Number of times this month that the Day Program staff offered the program. For Day Programs that run all day, the number of sessions will equal the number of days they were open. For Day Programs that offer the program to different youth in the morning/ afternoon/ evening, the number of sessions will be more than the number of days.
103	INTERVENTION	INT: # hours of Day Program sessions	Number of hours this month that the Day Program was open to youth. The number of hours should be reported to the nearest quarter hour e.g. 0.25, 0.5, 0.75,1, 1.25 etc.
104	INTERVENTION	INT: # attendances at Day Program sessions	Total number of attendances at all Day Program sessions this month. A youth must be present for at least 75% of the duration of the session to be considered as having attended. Excludes youth who are on a monitored home study program, as well as youth absent for other reasons.
105	**INTERVENTION**	**INT: Average # attendances per Day Program session**	**# attendances / # sessions**
106	INTERVENTION	INT: # hours individual intervention	Number of hours this month that staff provided one-to-one intervention within the context of a Day Program. Time spent with a youth's family/ caregiver counts as time with the youth for the purposes of this indicator. Hours should be reported to the nearest quarter hour e.g. 0.25, 0.5, 0.75,1, 1.25 etc.
107	INTERVENTION	INT: # youth receiving individual intervention	Number of youth to whom staff provided one-to-one intervention this month. Intervention may be provided in person or over the phone.
108	**INTERVENTION**	**INT: Average # hours individual intervention per youth**	**# hours / youth**
109	INTERVENTION	INT: # sessions of group training and education	Number of times this month that staff provided group activity within the context of a Day Program i.e. provided service to 2 or more unrelated youth at the same time.
110	INTERVENTION	INT: # hours of group training and education sessions	Number of hours this month that Day Program staff provided group activity. The number of hours should be reported to the nearest quarter hour e.g. 0.25, 0.5, 0.75,1, 1.25 etc.
111	INTERVENTION	INT: # attendances at training and education sessions	Total number of attendances at all training and education sessions provided by Day Program staff this month.
112	**INTERVENTION**	**INT: Average # attendances per training and education session**	**# attendances / # sessions**
201	GENERAL	GEN: # intakes to HOUSING SUPPORT AND ASSISTANCE	Number of youth accessing HOUSING SUPPORT AND ASSISTANCE this month for the first time. 'Accessing' means the youth asked staff for help with housing, and provided staff with their name. Excludes youth in the Transition Youth to Adulthood program.

Program Indicators

YSE Youth Services

No	Service	Indicator	Definition
202	GENERAL	GEN: # intakes who are re-intakes	Number of youth accessing Housing Support and Assistance who have found housing with MCFD support and assistance within the past 12 months. This number is a sub-set of the total number of intakes and therefore cannot exceed that number.
203	**GENERAL**	**GEN: % intakes are re-intakes**	**# intakes who are re-intakes / # intakes**
204	INTERVENTION	INT: # hours of individual housing support	Number of hours this month that staff provided one-to-one Housing Support and Assistance services to youth. Individual housing support and assistance may be provided in person or by phone and should be reported to the nearest quarter hour e.g. 0.25, 0.5, 0.75,1, 1.25 etc.
205	TRAINING & EDUCATION	TRE: # sessions of group housing support	Number of times this month that staff provided housing support and assistance in a group setting i.e. provided service to 2 or more unrelated youth at the same time.
206	TRAINING & EDUCATION	TRE: # hours of group housing support	Number of hours this month that staff provided housing support and assistance in a group setting. The number of hours should be reported to the nearest quarter hour e.g. 0.25, 0.5, 0.75,1, 1.25 etc.
207	TRAINING & EDUCATION	TRE: # attendances at housing support sessions	Total number of attendances at all group housing support and assistance sessions provided by Housing Support and Assistance staff this month.
208	**TRAINING & EDUCATION**	**TRE: Average # attendances per housing support session**	**# attendances / # sessions**
209	OUTCOME	TRE: # youth receiving housing support who moved into accommodation	Number of youth accessing Housing Support and Assistance who reported moving into accommodation this month. Does not include youth who have 'found' accommodation but have not yet moved into it.
218	INFORMATION & REFERRAL	IFR: # units of housing registered this month	Number of units of housing available to youth that were added to the Housing Registry this month.
219	INFORMATION & REFERRAL	IFR: Total # units registered at month end	Total number of units of housing that were available to youth through the Housing Registry at the end of this month.
301	GENERAL	GEN: # intakes to FAMILY AND YOUTH MEDIATION AND REUNIFICATION	Number of youth accessing FAMILY AND YOUTH MEDIATION AND REUNIFICATION this month for the first time. Includes youth who have been previously discharged from Mediation and Reunification but are returning to address a new or changed situation. Excludes extensions of referrals.
302	INTERVENTION	INT: # hours of individual intervention	Number of hours this month that staff provided one-to-one Mediation and Reunification services to youth and/or their families/ caregivers. Individual service may be provided in person or by phone and should be reported to the nearest quarter hour e.g. 0.25, 0.5, 0.75,1, 1.25 etc.
303	INTERVENTION	INT: # youth/caregivers receiving individual intervention	Number of different youth to whom staff provided one-to-one Mediation and Reunification services this month. A youth and their families/ caregivers count as a single unit for the purposes of this indicator.
304	**INTERVENTION**	**INT: Average # hours individual intervention per youth**	**# hours / youth**

Program Indicators

YSE Youth Services

No	Service	Indicator	Definition
305	INTERVENTION	INT: # sessions of group intervention	Number of times this month that staff provided Mediation and Reunification services in a group setting, i.e. provided service to 2 or more unrelated youth and/or their families/ caregivers at the same time
306	INTERVENTION	INT: # hours of group intervention sessions	Number of hours this month that staff provided Mediation and Reunification services in a group setting. The number of hours should be reported to the nearest quarter hour e.g. 0.25, 0.5, 0.75,1, 1.25 etc.
307	INTERVENTION	INT: # attendances at group intervention sessions	Total number of attendances at all group intervention sessions provided by Family and Youth Mediation staff this month. Each youth, family member/ caregiver is counted separately for the purposes of this indicator.
308	**INTERVENTION**	**INT: Average # attendances per group intervention session**	**# attendances / # sessions**
309	OUTCOME	INT: # discharges from Mediation/ Reunification (1a)	Number of youth for whom staff wrote a closing report this month (1a).
310	OUTCOME	INT: # of 1a who achieved their primary goal in relationship to their family	Number of youth for whom staff wrote a closing report this month who achieved their primary goal in relationship to their family
311	**OUTCOME**	**INT: % of 1a who achieved their primary goal in relationship to their family**	**# achieving goal / # discharged this month [310 / 309]**
312	OUTCOME	INT: # successful discharges 3 months ago (2a)	Number of youth who successfully completed Mediation and Reunification Services three months ago
313	OUTCOME	INT: # of 2a contacted this month (2b)	Number of youth who successfully completed Mediation and Reunification Services three months ago with whom contact was made this month.
314	**OUTCOME**	**INT: % of 2a contacted this month (2b)**	**[313 / 312]**
315	OUTCOME	INT: # of 2b with maintained or improved relationship with family	Number of youth who successfully completed Mediation and Reunification Services three months ago with whom contact was made this month who reported that their relationship with their family has improved or been maintained over the past three months.
316	**OUTCOME**	**INT: % of 2b with maintained or improved relationship with family**	**[315 / 314]**
317	OUTCOME	INT: # successful discharges 6 months ago (3a)	Number of youth who successfully completed Mediation and Reunification Services six months ago
318	OUTCOME	INT: # of 3a contacted this month (3b)	Number of youth who successfully completed Mediation and Reunification Services six months ago with whom contact was made this month
319	**OUTCOME**	**INT: % of 3a contacted this month (3b)**	**[318 / 317]**

Program Indicators

YSE Youth Services

No	Service	Indicator	Definition
320	OUTCOME	INT: # of 3b with maintained or improved relationship with family	Number of youth who successfully completed Mediation and Reunification Services six months ago with whom contact was made this month who reported that their relationship with their family has improved or been maintained over the past six months.
321	**OUTCOME**	**INT: % of 3b with maintained or improved relationship with family**	**[320 / 319]**
401	GENERAL	GEN: # intakes to SAFE CARE	Number of youth determined to be eligible to receive SAFE CARE services this month for the first time. Includes youth that have been previously discharged but are returning to address a new or changed situation.
402	GENERAL	GEN: # intakes who identify as Aboriginal	Number of youth contacted by Safe Care staff this month for the first time who consider themselves to be of Aboriginal heritage. This number is a sub-set of the total number of intakes and therefore cannot exceed that number
403	**GENERAL**	**GEN: % intakes that identify as Aboriginal**	**# intakes who identify as Aboriginal / # intakes**
421	LINKING & BROKERAGE	LNK: # hours linking and brokerage	Number of hours this month that Safe Care staff provided inking and brokerage for youth and/or their caregivers. Linking and brokerage refers to activities to connect the youth and/or their caregiver(s) to a formal support/ resource, or to facilitate the formal support's direct connection to the youth. Hours should be reported to the nearest quarter hour, e.g. 0.25, 0.5, 0.75,1, 1.25 etc.
422	LINKING & BROKERAGE	LNK: # youth receiving linking and brokerage	Number of youth for whom staff provided linking and brokerage this month. A youth and their caregivers count as a single unit for the purposes of this indicator.
423	**LINKING & BROKERAGE**	**LNK: Average # hours linking and brokerage per youth**	**# hours / # youth**
431	TRAINING & EDUCATION	TRE: # sessions of community training/ education provided	Number of times this month that staff provided training and/or education to other service providers and/or members of the public in a group setting.
432	TRAINING & EDUCATION	TRE: # hours of community training/ education	Number of hours this month that staff provided community training/ education in a group setting. The number of hours should be reported to the nearest quarter hour e.g. 0.25, 0.5, 0.75,1, 1.25 etc.
433	TRAINING & EDUCATION	TRE: # attendances at community training/ education sessions	Total number of attendances by other service providers and/or members of the public at all group training and education sessions provided by Safe Care staff this month.
434	**TRAINING & EDUCATION**	**TRE: Average # attendances per community training/ education session**	**# attendances / # sessions**
501	GENERAL	GEN: # intakes to TRANSITION YOUTH TO ADULTHOOD	Number of youth accessing services to TRANSITION YOUTH TO ADULTHOOD this month for the first time. Also includes youth who have been discharged from Transition Services before but are returning to address a new or changed situation

Program Indicators

YSE Youth Services

No	Service	Indicator	Definition
502	GENERAL	GEN: # intakes who identify as Aboriginal	Number of youth accessing services to Transition Youth to Adulthood this month for the first time who consider themselves to be of Aboriginal heritage. This number is a sub-set of the total number of intakes and therefore cannot exceed that number
503	**GENERAL**	**GEN: % intakes that identify as Aboriginal**	**# intakes who identify as Aboriginal / # intakes**
504	INTERVENTION	INT: # hours of individual transition services with youth/caregiver	Number of hours this month that staff provided one-to-one Transition Service to youth and/or their caregivers. Individual service may be provided in person or by phone and should be reported to the nearest quarter hour e.g. 0.25, 0.5, 0.75,1, 1.25 etc.
505	INTERVENTION	INT: # youth receiving individual transition services	Number of different youth to whom staff provided one-to-one Transition Services this month. A youth and his/her caregiver(s) count as a single unit for the purposes of this indicator.
506	**INTERVENTION**	**INT: Average # hours individual transition services per youth**	**# hours / # youth**
507	INTERVENTION	INT: # sessions of group transition services provided	Number of times this month that staff provided Transition Services in a group setting i.e. provided service to 2 or more unrelated youth at the same time
508	INTERVENTION	INT: # hours of group transition services	Number of hours this month that staff provided Transition Services in a group setting. The number of hours should be reported to the nearest quarter hour e.g. 0.25, 0.5, 0.75,1, 1.25 etc.
509	INTERVENTION	INT: # attendances at transition sessions	Total number of attendances by youth and/or their caregivers at Transition sessions this month. Each youth and/or caregiver counts as a separate individual for the purposes of this indicator.
510	**INTERVENTION**	**INT: Average # attendances per transition session**	**# attendances / # sessions**
511	TRAINING & EDUCATION	TRE: # sessions of community training/ education	Number of times this month that Transition staff provided general community training and/or education in a group setting i.e. provided service to 2 or more other service providers or members of the public
512	TRAINING & EDUCATION	TRE: # hours of community training/ education sessions	Number of hours this month that Transition staff provided general community training and/or education in a group setting. The number of hours should be reported to the nearest quarter hour e.g. 0.25, 0.5, 0.75,1, 1.25 etc.
513	TRAINING & EDUCATION	TRE: # attendances at community training/ education sessions	Total number of attendances this month at general community training and/or education sessions provided by Transition staff
514	**TRAINING & EDUCATION**	**TRE: Average # attendances per community training/ education session**	**# attendances / # sessions**
515	OUTCOME	INT: # of youth completing Transition program (1a)	Number of youth discharged from Transition services this month having completed the program
516	OUTCOME	INT: # of 1a with improved functioning	Number of youth completing Transition services this month with improved functioning.
517	**OUTCOME**	**INT: % of 1a with improved functioning**	**[516 / 515]**

Program Indicators

YSE Youth Services

No	Service	Indicator	Definition
518	OUTCOME	INT: # of 1a attending school, training or work at discharge	Number of youth completing Transition services this month who were attending school, training or work at time of discharge.
519	**OUTCOME**	**INT: % of 1a attending school, training or work at discharge**	**[518 / 515]**
520	OUTCOME	INT: # of 1a who have accommodation at discharge	Number of youth completing Transition services this month who reported having accommodation at time of discharge.
521	**OUTCOME**	**INT: % of 1a who have accommodation at discharge**	**[520 / 515]**
522	OUTCOME	INT: # of youth aging out (1a)	Number of youth discharged from Transition services this month having reached the age of 19 or older, i.e. having 'aged out.'
523	OUTCOME	INT: # of 1a with improved functioning	Number of youth aging out of Transition services this month with improved functioning.
524	**OUTCOME**	**INT: % of 1a with improved functioning**	**[523 / 522]**
525	OUTCOME	INT: # of 1a attending school, training or work at discharge	Number of youth aging out of Transition services this month who were attending school, training or work at time of discharge.
526	**OUTCOME**	**INT: % of 1a attending school, training or work at discharge**	**[525 / 522]**
527	OUTCOME	INT: # of 1a who have accommodation at discharge	Number of youth completing Transition services this month who reported having accommodation at time of discharge.
528	**OUTCOME**	**INT: % of 1a who have accommodation at discharge**	**[527 / 522]**
529	OUTCOME	INT: # of youth refusing service	Number of youth discharged from Transition services this month either because they refused service or because, despite the efforts of Transition and MCFD staff, there was no contact with them for six weeks.
530	OUTCOME	INT: # of youth referred on	Number of youth discharged from Transition services this month because they required services not provided by the Transition program.
541	BEDS	BDS: # occupied bed days	Number of bed days occupied by eligible youth this month.
542	BEDS	BDS: # funded bed days	Number of bed days funded by MCFD this month.
543	**BEDS**	**BDS: % bed days occupied**	**# bed days occupied by eligible youth / MCFD funded bed days**
601	GENERAL	VME: # intakes to VOLUNTEER MENTORING	Number of youth accessing VOLUNTEER MENTORING this month for the first time. Includes youth who have been previously discharged from Volunteer Mentoring but who are returning to address a new or changed situation.
602	GENERAL	VME: # intakes who identify as Aboriginal	Number of youth deemed eligible to receive volunteer mentoring this month for the first time who consider themselves to be of Aboriginal heritage. This number is a sub-set of the total number of intakes and therefore cannot exceed that number.
603	**GENERAL**	**VME: % intakes who identify as Aboriginal**	**# intakes who identify as Aboriginal / # intakes**
604	MENTORING	VME: # hours recruiting, monitoring volunteer mentors	Number of hours staff spent recruiting, training, linking, monitoring, etc. potential or actual volunteer mentors. Service may be provided in person or over the phone and should be reported to the nearest quarter hour e.g. 0.25, 0.5, 0.75, 1, 1.25 etc.
605	MENTORING	VME: # volunteer mentor matches made	Number of volunteer mentor matches that met for the first time this month

Program Indicators

YSE Youth Services

No	Service	Indicator	Definition
606	MENTORING	VME: # matches that met this month	Total number of Volunteer Mentor matches that met this month, including matches that met for the first time.
607	MENTORING	VME: # hours that matches met	Number of hours this month that Volunteer Mentor matches met. Meetings must take place in person and should be reported to the nearest quarter hour e.g. 0.25, 0.5, 0.75,1, 1.25 etc.
608	**MENTORING**	**VME: Average # hours each volunteer mentor match met**	**# hours / # matches that met**
701	GENERAL	OTR: # intakes to OUTREACH TO YOUTH	Number of youth contacted through OUTREACH TO YOUTH this month for the first time. Contact must be sufficient to allow staff to believe they have learned the youth's real name. Includes youth that were thought to have been repatriated/ engaged in services over 30 days ago, but who have reappeared.
702	OUTREACH	OTR: # hours outreach to youth/caregiver	Number of hours this month that staff provided outreach to youth and/or their caregivers. Outreach is defined as direct contact, either in person or by phone, initiated by staff for the purpose of engaging the youth in one or more services. Hours should be reported to the nearest quarter hour e.g. 0.25, 0.5, 0.75,1, 1.25 etc.
703	OUTREACH	OTR: # youth receiving outreach	Number of youth to whom staff provided outreach this month. A youth and his/her caregiver(s) count as a single unit for the purposes of this indicator.
705	OUTCOME	OTR: # youth first contacted 3 months ago (1a)	Number of youth contacted through Outreach Services for the first time 3 months ago this month
706	OUTCOME	OTR: # of 1a who are repatriated/ engaged outside of outreach program	Number of youth contacted through Outreach Services for the first time 3 months ago this month who have been repatriated and/or are engaged in appropriate services outside of the Outreach program.
707	**OUTCOME**	**OTR: % of 1a who are repatriated/ engaged outside of outreach program**	**[706 / 705]**
801	SELF-HELP	SHP: # days RESOURCES CENTRE open	Number of days this month that the RESOURCES CENTRE was open for self-help to youth age 18 and under or their caregivers.
802	SELF-HELP	SHP: # hours Resources Centre open	Number of hours this month that the Resources Centre was open for self-help to youth age 18 and under or their caregivers.
803	SELF-HELP	SHP: # attendances at Resources Centre	Number of times youth age 18 and under or their caretakers attended the Resources Centre for self-help this month.
804	**SELF-HELP**	**SHP: Average # attendances per day Resources Centre open**	**# attendances / # days**
999	**GENERAL**	**GEN: # unique clients YTD**	**# active client units as of April 1, plus # intakes May - March**

Attachment 2.1 to Subsidiary Component Agreement # FT08424009
Financial Report

Financial Report **Sample Report**

Name of Organization: **Family Services of Greater Vancouver**

Contract #:

Month:

Detail	Community Outreach	Intake, Assessment, & Integrated Case Mgmt	Housing Support & Assistance	Services to Transition Youth to Adulthood	Day Program	TOTALS
Total Operational revenue						
Operational Expenses:						
Total Wages and Benefits						
Total Client Support Costs						
Total Transportation						
Total Family payments						
Total Program Support						
Total Program Admin. Support						
Total Facilities Expenses						
Total Operational Pre. Admin						
Total Admin. & Gen. exp.*						
Total Operational Expenses						
Number of Units						
Unit Cost						
Total surplus/(deficit)	$ (0)	$ 0	$ (0)	$ -		$ 0

* Definitions from the Specified Audit Procedures, Chapter 6, General Management Operating Policy.

Comments regarding variances:

This report has been prepared from the books and records of the Contractor for the funding period ended _____. I hereby confirm to the best of my knowledge and belief, that the information contained herein, was compiled in accordance with generally accepted accounting principles and in compliance with the Province's General Management Operating Policy. There is nothing to my knowledge that has not been disclosed in this report which would affect the accuracy and completeness of the financial information.

Signature Date

BRITISH COLUMBIA | Ministry of Children and Family Development

MODIFICATION AGREEMENT

BETWEEN

HER MAJESTY THE QUEEN IN RIGHT OF THE PROVINCE OF BRITISH COLUMBIA,
represented by the Minister of Children and Family Development

AND

FAMILY SERVICES OF GREATER VANCOUVER
(Legal Name)

BACKGROUND
A. The parties entered into an Agreement FT08424013, beginning April 01, 2015.
B. The parties have agreed to modify the Agreement effective April 01, 2016.

AGREEMENT

1. *Schedule A – Services* is amended as follows:

   a) The Total Amount of Component Agreement is increased by $7,368.10 from $597,293.76 to **$604,661.86.**

   b) Annual baseline funding and aggregate increases related to Economic Stability Mandate are outlined in *Schedule B – Payment* as described below.

2. *Schedule B – Payment and Financial Reporting* is amended as follows:

   a) The Aggregate Maximum amount is increased by $7,368.10 from $597,293.76 to **$604,661.86.**

   b) As a result of the compensation increases in the CSSEA Collective Agreement, the Ministry of Children and Family Development is increasing the funding for contract FT08424013.

      Effective February 1, 2016, the ministry is retroactively increasing your monthly payment by **$86.23** from **$24,887.24** to **$24,973.47** as a result of the 0.45% Economic Stability Dividend.

      Effective April 1, 2016, the ministry is retroactively increasing your monthly payment by **$480.74** from **$24,973.47** to **$25,454.21** as a result of the 2.5% Comparability Adjustment or 0.5% General Wage Increase equivalent.

      The ministry will provide you with a lump sum payment to cover the cost of the increases between their respective effective dates and the effective date of this modification agreement. All monthly payments after the execution of this modification agreement will contain the increases.

      Effective February 1, 2017, your monthly payment will increase by **$196.00** , from **$25,454.21** to **$25,650.21** as a result of a 1.0% General Wage Increase.

      As a result of the Economic Stability Mandate, contract funding has increased by **$7,368.10** , and annualized baseline funding has increased by **$9,155.64** , from **$298,646.88** to **$307,802.52** .

Additional Information

1. In all other respects, the Agreement is confirmed.

The parties have duly executed this modification agreement as of the 1st day of April, 2016.

SIGNED AND DELIVERED on the 14th day of June 2016 on behalf of the Province by its duly authorized representative	**SIGNED AND DELIVERED** on the 25th day of May 2016 by or on behalf of the Contractor (or by its authorized signatory or signatories if the Contractor is a corporation)
Signature:	Signature:
Print Name: Shirin Jangi	Print Name: Jessica Denholm
Position: Community Services Manager or Designate	Position: Chief Executive Officer
Responsibility Centre:	Signature:
	Print Name:
	Position

SUBSIDIARY COMPONENT AGREEMENT (SCA)

BRITISH COLUMBIA

Ministry of Children and Family Development

BRITISH COLUMBIA | Ministry of Children and Family Development	**SUBSIDIARY COMPONENT AGREEMENT: FT08424013** **DOING BUSINESS AS: FAMILY SERVICES OF GREATER VANCOUVER** **Agreement Name:** Sexual Abuse Intervention Program

HER MAJESTY THE QUEEN IN RIGHT OF THE PROVINCE OF BRITISH COLUMBIA, represented by The Minister of Children and Family Development (the "Province", "we", "us", or "our" as applicable) at the following address:	AND FAMILY SERVICES OF GREATER VANCOUVER (Legal Name) (the "Contractor", "you", or "your" as applicable) at the following address:
SUITE 900 - 865 HORNBY S VANCOUVER. B C. CANADA V6Z 2G3 Fax Number: (604)660-4005	1616 7TH AVE W VANCOUVER, BC V6J 1S5 Authorized Email: lwhittaker@fsgv.ca Fax Number: (604)733-7009

The term for the Subsidiary Component Agreement begins on: 01/04/2011 (Day/Month/Year) and ends on 31/03/2012 (Day/Month/Year)

THE PARTIES AGREE TO THE TERMS ON THE ATTACHED PAGES OF THIS DOCUMENT AND OUTLINED BELOW.
THIS SUBSIDIARY COMPONENT AGREEMENT IS PART OF THE THIRD PARTY SERVICE AGREEMENT FT08424000.

APPLICABLE SCHEDULES:

- **SCHEDULE A - SERVICES**
- **SCHEDULE B - PAYMENT & FINANCIAL REPORTING**
- **SCHEDULE C - APPROVED SUBCONTRACTOR(S)**
- **SCHEDULE D - RISK MANAGEMENT & CONFLICT RESOLUTION**
- **SCHEDULE E - AUTHORIZED PERSONS (FOR THE SUBSIDIARY COMPONENT AGREEMENT)**
- **SCHEDULE H - ADDITIONAL TERMS**

SIGNED AND DELIVERED on the 11 day of Mar 2011 on behalf of the Province by its duly authorized representative

Signature: _____

Print Name: Teresa Goodman

Position: Contract Manager or Designate

Responsibility Centre: CONTRACT MGMT OFFICE

SIGNED AND DELIVERED on the 11 day of Mch, 2011 by or on behalf of the Contractor (or by its authorized signatory or signatories if the Contractor is a corporation)

Signature: _____

Print Name: Lyn Martens Position: A/ Chief Executive Officer

Signature: _____

Print Name _____ Position: _____

Signature: _____

Print Name: _____ Position: _____

READ TERMS ON THE ATTACHED PAGES OF THIS DOCUMENT

SCHEDULE A – SERVICES
General

The Ministry of Children and Family Development (MCFD), supported by the Ministry of Health Services, has embarked on a planning process for Child and Youth Mental Health to ensure that children and youth in British Columbia have access to resources that promote health, well being and optimal human development. The planning process is based on the *Child and Youth Mental Health Plan for British Columbia and the Vancouver Coastal Region Child and Youth Mental Health Plan Implementation 2005/06 to 2007/08, Project Charter.*

Services provided in the Child and Youth Mental Health program are consistent with the Catalogue of Services definitions (available on request). Sexual Abuse Intervention Programs (SAIP) are provided through the MCFD Child and Youth Mental Health mandate and include intervention and prevention services to promote the reduction of risk for children and youth, and to enhance both parental and community capacity.

Additionally, a provincial review of the SAIP program was undertaken in 2005 with a report and recommendations released in 2006. The review concluded the SAIP program would benefit from greater collaboration and direction from the Ministry and stated there was a need for clarification of the program mandate and clear program standards. *Standards for Sexual Abuse Intervention Programs funded by the Ministry of Children and Family Development (March 27, 2008)* (herein after known as the *SAIP Standards*) have subsequently been released and are available upon request.

Programs and services outlined in this Subsidiary Component Agreement will be reviewed during the Funding Period within the context of the above-noted planning processes. All case management and intervention practices will be consistent with the performance standards described in the *SAIP Standards*. During fiscal year 08/09, the Ministry provided financial enhancements to contracted SAIP service providers to assist in their delivering services which are consistent with the *SAIP Standards*.

The Parties agree:

1. The contractor will maintain relationships with clinical Child and Youth Mental Health services, whether in-house or contracted services, to facilitate clinical consultation for SAIP service providers and provide for a more integrated delivery of mental health services to clients.

2. The contractor will use the financial SAIP enhancements mentioned above to enhance the delivery of service to clients in risk reduction, and parental and community capacity building initiatives.

3. Services will be shared on the following basis: Vancouver: 66.7% and Richmond: 33.3%. Any variations in this allocation must be approved by the Province. The Parties agree to review this allocation during the Funding Period.

4. Funding allocations as applied to specific services are estimates and will be reviewed by both parties during the Funding Period.

The Province and the Contractor are using a collaborative approach to the continuing development of output-based contracts and measurable client outcomes. Both parties agree to work together to achieve these objectives. Data collected during the term of this agreement will be reviewed by both parties and then used to establish baseline targets for future contracts. The Province will appoint a contract supervisor for the Contractor's Child and Youth Mental Health Services. The Parties agree to conduct contract reviews during the Funding Period to review the ***Service Deliverables*** and any other issues of mutual concern, including the following:

- statements and reports required in Part V, ***Statements and Reports***;
- program elements, including hours of operation;
- access and admission criteria;
- intake and referral processes;
- number of clients to be served;
- hours of direct client service by program;
- wait list management;
- exceptions to normal practice;
- critical incident reporting procedures;
- issue management;
- program liaison.

SUMMARY

Term **01/04/2011 to 31/03/2012** ***Total Amount of Component Agreement*** **$306,276.64**

Allocation by Programs and Services

Programs		
Sexual Abuse Intervention Program		
	Intervention - Therapeutic Intervention/Treatment	$288,276.64
	Training and Education - General	$18,000.00
	Sub-Total	**$306,276.64**
	Total	**$306,276.64**

Allocation by Community

Communities Served		
Vancouver North		$102,092.22
Richmond (38)		$102,092.21
Vancouver South		$102,092.21
	Total	**$306,276.64**

Allocation by Business Area

Core Business Area	**Business Area - Sub Business Area**	
Child and Family Development		
	Community Child and Youth Mental Health	$306,276.64
	Sub-Total	**$306,276.64**
	Total	**$306,276.64**

PROGRAMS

Sexual Abuse Intervention Program

TARGET POPULATION:	Children and Youth who have experienced sexual abuse
OUTCOME:	Children and Youth progress towards overcoming the effects of sexual abuse.

SERVICE: INTERVENTION - THERAPEUTIC INTERVENTION/TREATMENT — **Total Amount** $288,276.64

Definitions	Structured, planned and empirically supported therapy/treatment.		
Project Code	18CN294		
Input	Degreed Staff		
Output Indicators	# Recipients of Group Services	**Quantity**	
	# Direct One to One Hours		2235
	# Recipients of One to One Services		110
	# Direct Group Hours		
Reporting Frequency	Monthly		
Core Business Area	Child and Family Development		
Business Area	Community Child and Youth Mental Health		

Communities Served

Richmond (38)	**Recipient(s)**	0 to 18 years	**Amount**	$96,092.21
Vancouver North	**Recipient(s)**	0 to 18 years	**Amount**	$96,092.22
Vancouver South	**Recipient(s)**	0 to 18 years	**Amount**	$96,092.21

This allocation is provided as an estimate.

SERVICE: TRAINING AND EDUCATION - GENERAL — **Total Amount** $18,000.00

Definitions	Range of strategies for imparting knowledge, improving skills and building awareness of resources.		
Project Code	18CN529		
Input	Qualified Staff		
Output Indicators	# Direct Group Hours	**Quantity**	127
	# Group Sessions		
	# Attendances at Group Sessions		
Reporting Frequency	Monthly		
Core Business Area	Child and Family Development		
Business Area	Community Child and Youth Mental Health		

Communities Served

Richmond (38)	**Recipient(s)**	6 to 18 years	**Amount**	$2,000.40
Richmond (38)	**Recipient(s)**	Community	**Amount**	$2,000.40
Richmond (38)	**Recipient(s)**	Parents/Caregivers	**Amount**	$1,999.20
Vancouver North	**Recipient(s)**	6 to 18 years	**Amount**	$1,999.80
Vancouver North	**Recipient(s)**	Community	**Amount**	$1,999.80
Vancouver North	**Recipient(s)**	Parents/Caregivers	**Amount**	$2,000.40
Vancouver South	**Recipient(s)**	6 to 18 years	**Amount**	$1,999.80
Vancouver South	**Recipient(s)**	Community	**Amount**	$1,999.80
Vancouver South	**Recipient(s)**	Parents/Caregivers	**Amount**	$2,000.40

This allocation is provided as an estimate.

BUSINESS AREA OUTCOMES

- Improved Mental Health for children and youth
- Increased resilience to promote positive mental health and to prevent/delay mental disorders among children at risk
- Decreased stigma, empowerment, and improved community supports
- Access to timely and appropriate interventions for children, youth & their families resulting in

improved functioning

Attachments

Name	Attachment 1.1 FSGV Service Overview	*Attachment 1.1. FSGV Service Overview.doc*
Name	Attachment 1.2 Monthy Indicator Report	*Attachment 1.2. SAIP Monthly Output Indicator.doc*

SCHEDULE B – PAYMENT & FINANCIAL REPORTING

Aggregate Maximum

1.1 Subject to the provisions of the Third Party Service Agreement and this Subsidiary Component Agreement, we will pay you an amount not exceeding $306,276.64, including HST, in the aggregate, for providing the Services set out in Schedule A, during the term of this Subsidiary Component Agreement.

Payments

2.1 **Monthly Recurring**

We will pay you on or about the 15th day of the month commencing on the 1st day of April, 2011 as provided in the following payment schedule:

From	To	Amount	HST	Total
April 1, 2011	April 30, 2011	$25,523.09	$0.00	$25,523.09
May 1, 2011	March 31, 2012	$25,523.05	$0.00	$280,753.55
				$306,276.64

2.2 **Payment Address**

1616 7TH AVE W VANCOUVER, BC V6J 1S5

Harmonized Sales Tax (HST)

Financial Reports

2.3 In addition to the financial statements referred to in the Audit and Service Evaluation section of FT08424000 any financial reports should, at a minimum, relate costs to service outputs. The following additional financial reports are required:

Name	Description
9-Month Service Cost Report	Report that outlines the costs associated with a service every 9 months.
Semi-annual Service Cost Report	Report that outlines the semi-annual costs associated with a service.

Transition to Unit Cost Based Payments

2.4 Not applicable

Attachments

Name	Attachment 2.2 Price Structure Chart	*Attachment 2.2. Price Structure chart.doc*
Name	Attachment 2.1 Financial Report	*Attachment 2.1. Financial Report.doc*

SCHEDULE C – APPROVED SUBCONTRACTOR(S)

Subcontractors

1.1 The following persons or organizations, are specified as Subcontractors under section 12 of the Third Party Service Agreement, for purposes of this Subsidiary Component Agreement:

None

SCHEDULE D – RISK MANAGEMENT & CONFLICT RESOLUTION

Criminal Record Check

1.1 In accordance with the Criminal Records Review Act, you must undertake a criminal record check of each staff member or other person who has, or potentially has, unsupervised access to children, or who has access to their records.

1.2 In addition to any criminal record checks required under the Criminal Records Review Act, you must undertake a criminal record check on volunteers or other individuals who have, or potentially have, unsupervised access to children or their records.

1.3 Upon our written request you must provide us written confirmation that:

(a) criminal record checks have been initiated;
(b) you have acted on instructions from the adjudicator or us; and
(c) all other related procedures have been followed.

Conflict Resolution Officials

2.1 The designated "Officials" of the parties for the purposes of the Conflict Resolution Protocol are:

	Province	**Contractor**
Stage One:	Contract Manager	Executive Director or Chairperson
Stage Two:	Regional Executive Director	Executive Director or Chairperson
Stage Three:	Deputy Minister or Designate	Chair, Board of Directors or Designate

Permits and Licenses

3.1 You must obtain all the permits and licenses required to perform the Services, including, but not limited to:

(a) any permits or licenses required by municipal or health authorities for the operation of the Services delineated in Schedule A.

(b) any municipal, provincial, federal permits and licenses required to provide the Services including motor vehicle licenses of the appropriate class to provide transportation to clients.

Insurance and Indemnity

4.1 If eligible, you will be enrolled for insurance coverage under our Master Insurance Program (MIP).

4.2 In the event that you are deemed ineligible for coverage under the Master Insurance Program (MIP), you must, without limiting your obligations or liabilities and at your own expense, provide and maintain throughout the Term, Comprehensive General Liability in an amount not less than $2,000,000 inclusive per occurrence insuring against bodily injury, personal injury and property damage and including liability assumed under contract with insurers licensed in the province of British Columbia and in the forms and amounts acceptable to us.

4.3 You must ensure all required insurance is endorsed to provide us with 30 days advance written notice of cancellation or material change.

4.4 You must provide us with evidence of the required insurance, in the form of a completed Province of British Columbia Certificate of Insurance, immediately following execution and delivery of the Agreement.

4.5 You must maintain a minimum of $2,000,000.00 automobile third party insurance on any vehicle used to provide Services to the public.

4.6 Additional Insurance: Not applicable

SCHEDULE E – AUTHORIZED PERSONS (FOR THE SUBSIDIARY COMPONENT AGREEMENT)

Authorized Persons

1.1 The Contractor designates any of the following persons, (identified by name and/or position) to act for you in relation to this Subsidiary Component Agreement:

Lisa Whittaker, Vice President

1.2 The Ministry designates any of the following persons (identify by name and/or position) to act for us in relation to this Subsidiary Component Agreement:

Deborah Goldman, Procurement Specialist

SCHEDULE H – ADDITIONAL TERMS

Other

1. Notwithstanding Clause 55 (b) of the Third Party Service Agreement, the termination notice period for this Subsidiary Component Agreement is 90 days.

Other
Payment and Financial Reporting

1.1 **Aggregate Maximum**

The total aggregate for this contract for the term April 1, 2011 to March 31, 2012 is **$334,404.00**

1.2 **Annual baseline funding for this Agreement is $334,404.00.**

1.3 **Financial Reports**

Whether or not an annual financial statement (or review or audit of the same) is required and submitted under section 40 of the Third Party Service Agreement, the Contractor will, for the purposes of negotiation of any future agreement, submit to the Province, within 30 business days of the end of the 2nd and 3rd quarters of the Fiscal Year, a Financial Report (unaudited) showing revenues and expenditures for each service area. A sample of the Financial Report (unaudited) is included as Attachment 2.1 to this Subsidiary Component Agreement.

ADDITIONAL REPORTING REQUIREMENTS

2.1 **Monthly Indicator Reports**

The reports referred to in Schedule A will be submitted within 15 business days of the end of the period specified, commencing with a first report for the period ending April 30, 2011. For the purpose of this section and section 1.3, a "business day" is any day that is not a Saturday, a Sunday or a statutory holiday in British Columbia.

2.2 Price Structure Chart due **June 30, 2011.**

2.3 Other information as may be requested by the Province.

Attachment 1.1 to Subsidiary Agreement FT08424013 - Service Overview

Sexual Abuse Intervention Program

General

The Ministry of Children and Family Development (MCFD), supported by the Ministry of Health Services, has embarked on a planning process for Child and Youth Mental Health to ensure that children and youth in British Columbia have access to resources that promote health, well being and optimal human development. The planning process is based on the *Child and Youth Mental Health Plan for British Columbia* and the *Vancouver Coastal Region Child and Youth Mental Health Plan Implementation 2005/06 to 2007/08, Project Charter.*

Services provided in the Child and Youth Mental Health program are consistent with the Catalogue of Services definitions (available on request). Sexual Abuse Intervention Programs (SAIP) are provided through the MCFD Child and Youth Mental Health mandate and include intervention and prevention services to promote the reduction of risk for children and youth, and to enhance both parental and community capacity.

Additionally, a provincial review of the SAIP program was undertaken in 2005 with a report and recommendations released in 2006. The review concluded the SAIP program would benefit from greater collaboration and direction from the Ministry and stated there was a need for clarification of the program mandate and clear program standards. *Standards for Sexual Abuse Intervention Programs funded by the Ministry of Children and Family Development (March 27, 2008)* (herein after known as the *SAIP Standards*) have subsequently been released and are attached to this Agreement as Attachment 1.3.

All case management and intervention practices will be consistent with the performance standards as described in *the SAIP Standards* (Attachment 1.3).

The Province and the Contractor are using a collaborative approach to the continuing development of output-based contracts and measurable client outcomes. Both parties agree to work together to achieve these objectives. Data collected during the term of this agreement will be reviewed by both parties and then used to establish baseline targets for future contracts.

Deliverables

Minimum Annual Output Number: 110 Children and Youth
2362 Hours of direct service

Family Services of Greater Vancouver will provide specialized assessment and treatment services to children and youth (0 -19), who have been sexually abused and who live in the communities of Vancouver and Richmond.

These services will be shared on the following basis: Vancouver: 66.7% and Richmond: 33.3%. *(to be reviewed during the Funding Period.)*

SAIP services will be offered as time-limited therapeutic interventions to children, with service to parent as an integral part of the program and within the context of providing

service to the child. Clinical interventions will include individual, group and family therapeutic work.

The responsibility for treatment is placed on the family.

For some unstable families and very seriously traumatized children, longer term and more intensive treatment may be required from other agencies and practitioners.

SAIP programs will include the provision of training and education services to non-client youth groups, both for at-risk youth and general youth populations.

Additionally, the program will provide for education services to community members through training and education initiatives to parents, community professionals, and other members of the community.

A collaborative relationship will be maintained between the SAIP provider and Child and Youth Mental Health clinical services to deal with such issues as clinical consultation and referral of clients.

Service Description

The Program will provide assessment and treatment in accordance to the *SAIP Standards.*

Referrals will be accepted from self, physicians or agencies and screening will be completed to determine eligibility, nature and severity of the presenting problems and urgency.

In addition to:

- appropriate intake screening procedures;
- referral of clients that do not meet the client criteria or may be better served by another Agency or private professional, to other agencies and registered private professionals (i.e. registered psychologists – note: "Clinical Counselors" are not legislated as a professional body. An agency may not refer to a private practitioner who is an employee or member of the agency's Board of Directors);
- child and family assessment;
- signed case management and treatment plans;
- individual family (and/or group counseling, if offered) according to the assessed needs of the client and with their full consent;
- clinical interventions are time limited and delivered in the least intrusive manner;
- appropriate referral and follow-up upon termination.

Specifically, the Contractor will provide

- Individual Intervention to children and youth who have been sexually abused
- Training and Education to parents and/or caregivers of children who are being seen.
- Training and Education to community (youth, caregivers, teachers, service providers, others in the community) regarding childhood sexual abuse issues and intervention.

Additionally,

The Contractor agrees to assist with data collection, which consists of either entering data into Client Patient Information Management (CPIM) system, or participating in periodic data collection. Larger agencies will use CPIM directly, or (if approved) provide data that is compliant with the Mental Health Minimum Data Set via a file transfer (documentation and specifications will be provided by Child and Youth Mental Health Services (CYMH) in Victoria). The Ministry of Children and Family Development CYMH in Victoria will assist with the initial set-up for CPIM entry.

CYMH is in the process of developing a new information management tool as a replacement for CPIM and a new intake and screening tool. The *Community and Residential Information System* (CARIS) is a highly secure, web-based tool that will function as a clinical file as well as a client tracking tool. The *Brief Child and Family Phone Interview* (BCFPI) is also highly secure and web-based and will assist contractors in identifying the most appropriate clients, determining their priority need for service, selecting an evidence-based treatment approach and following up on client outcomes. The Contractor agrees to use CARIS when it is available as a substitute for CPIM, with contractors who have file transfer agreements continuing to use file transfers, unless they prefer to use CARIS. Initial set-up and training for CARIS will be provided by Ministry of Children and Family Development CYMH. Contractors that provide a range of mental health services and conduct intake procedures agree to use the BCFPI as one component of their intake process.

ATTACHMENT 1.2 – Monthly Output Indicator Reports

Attachment 1.2 to Subsidiary Component Agreement No. FT08424013

Program Indicators 2011/2012

CYM Child & Youth Mental Health

No	Service	Indicator	Definition
100	GENERAL	GEN: # intakes	Number of children/youth deemed eligible to receive service this month for the first time. Includes children/ youth who have received services before but who have returned to address a new or changed situation.
101	GENERAL	GEN: # intakes who identify as Aboriginal	Number of children/ youth deemed eligible to receive service this month for the first time who identify themselves (or whose primary caregiver identifies them) as being of Aboriginal heritage. This number is a sub-set of the total number of intakes and therefore cannot exceed that number.
102	**GENERAL**	**GEN: % intakes that identify as Aboriginal**	**# intakes who identify as Aboriginal / # intakes**
123	CONSULTATION	CON: # consultations to service providers	Number of requests for consultation from service providers outside the program that were met by staff this month. Consultation comprises subject matter expertise delivered by one service provider to another upon request, either in person or over the phone.
124	CONSULTATION	CON: # hours of consultation	Number of hours staff provided one-to-one consultation to other service providers this month. The number of hours should be reported to the nearest quarter hour, e.g. 0.25, 0.5, 0.75, 1, 1.25, etc.
125	**CONSULTATION**	**CON: Average # hours per consultation**	**# hours / # consultations**
150	INTERVENTION	INT: # children/ youth receiving individual intervention	Number of children/ youth to whom staff provided one-to-one intervention this month. Intervention comprises activities intended to prompt or maintain a planned change in the behaviour, condition, or functioning of children, youth, or their family members. Intervention may be provided in person or over the phone
151	INTERVENTION	INT: # hours individual intervention to children/ youth	Number of hours staff provided one-to-one intervention to children/ youth and/or members of their families this month. Includes "consultation" time with families. The number of hours should be reported to the nearest quarter hour, e.g. 0.25, 0.5, 0.75, 1, 1.25, etc.
152	**INTERVENTION**	**INT: Average # hours individual intervention per child/ youth**	**# hours / # children/youth**
153	INTERVENTION	INT: # sessions of group intervention to children/ youth	Number of times this month that staff provided intervention to children/ youth in a group setting, i.e. provided service to 2 or more unrelated children/ youth and/or members of their families at the same time. Intervention comprises activities intended to prompt or maintain a planned change in the behaviour, condition, or functioning of children, youth, or their family members.
154	INTERVENTION	INT: # hours of group intervention to children/ youth	Number of hours this month that staff provided therapeutic intervention to children/ youth in a group setting. The number of hours should be reported to the nearest quarter hour, e.g. 0.25, 0.5, 0.75, 1, 1.25, etc.
155	INTERVENTION	INT: # attendances at child/ youth intervention sessions	Total number of attendances this month by children, youth and/or their family members at group intervention sessions. Each child, youth and family member attending counts separately for the purposes of this indicator

156	**INTERVENTION**	**INT: Average attendance per child/ youth intervention session**	**# attendances / # sessions**
196	TRAINING & EDUCATION	TRE: # sessions of community training/ education	Number of times this month that staff provided training and/or education to other service providers and/or members of the public in a group setting. Training and education comprises a range of strategies for imparting knowledge, improving skills and building awareness of resources.
197	TRAINING & EDUCATION	TRE: # hours of community training/ education	Number of hours this month that staff provided training/ education to service providers and/or members of the public in a group setting. The number of hours should be reported to the nearest quarter hour, e.g. 0.25, 0.5, 0.75, 1, 1.25, etc.
198	TRAINING & EDUCATION	TRE: # attendances at community training/ education sessions	Total number of attendances by service providers and/or members of the public at training and education sessions this month. For example, if you provided 2 sessions this month, and 3 individuals attended the first session and 15 attended the second, you would report 18 attendances for the month.
199	**TRAINING & EDUCATION**	**TRE: Average attendance per community training/ education session**	**# attendances / # sessions**

ATTACHMENT 2.1 – Financial Report

Attachment 2.1 to Subsidiary Component Agreement No.FT08424013

Financial Report **Sample Report**

Name of Organization: Family Services of Greater Vancouver

Contract No.: FT08424013

Period Covered:

Subsidiary Component Agreement FT08424013 Detail	Therapeutic Intervention	Training and Education	TOTALS
Total Operational Revenue			
Operational Expenses:			
Total Wages and Benefits			
Total Client Support Costs			
Total Transportation			
Total Program Support			
Total Program Admin. Support			
Total Facilities Expenses			
Total Operational Pre. Admin			
Total Admin. & Gen. Exp.*			
Total Operational Expenses			
Number of Units			
Unit Cost			
Total Surplus/(deficit)			$

* Definitions from the Specified Audit Procedures, Core Policy and Procedures Manual, 6.3.2(d) Continuing Service Agreements, Policy 1, Appendix F.

Comments regarding variances:

This report has been prepared from the books and records of the Contractor for the funding period ended _____. I hereby confirm to the best of my knowledge and belief, that the information contained herein, was compiled in accordance with generally accepted accounting principles and in compliance with the Province's Core Policy and Procedures Manual. There is nothing to my knowledge that has not been disclosed in this report that would affect the accuracy and completeness of the financial information.

Signature: Date

Print Name: Print Title: Executive Director

Attachment 2.2 to SCA FT08424013 – Price Structure Chart

	Service Areas								
	Therapeutic Intervention	Training and Education							TOTALS
Operational Revenue:									
Total Revenue									
Operational Expenses:									
Wages and Benefits									
Staff Wages by Classification									
Relief									
Benefits									
Other (specify)									
Total Wages and Benefits									
Client Support Costs									
Activities									
Meeting Expenses									
Other Client Support Costs (specify)									
Total Client Support Costs									
Transportation									
Auto Insurance									
Client Transportation									
Staff Transportation									
Vehicle Costs									
Other (specify)									
Total Transportation									
Program Support									
Contracted Services									
Telephones/ Cellulars/ Pagers									
Materials									
Memberships									
Staff Training - Mandatory									
Staff Training - Discretionary									
Other (specify)									
Total Program Support									
Program Administrative Support									
Advertising									
Computer software and development									
Recruitment and Training									
Office Supplies									
CPIC and Criminal Record Review									
Other (specify)									
Total Program Administrative Support									
Facilities Expenses:									
Rent/ Lease/ Mortgage									
Insurance									
Other (specify)									
Total Facilities Expenses									
Administrative and General Expenses:									
Total Administrative and General Expenses									
Total Operational Expenses									
Number of Units									
Unit Cost									

SUBSIDIARY COMPONENT AGREEMENT (SCA)

BRITISH COLUMBIA | Ministry of Children and Family Development

SUBSIDIARY COMPONENT AGREEMENT: FT08424013

DOING BUSINESS AS: FAMILY SERVICES OF GREATER VANCOUVER
Agreement Name: Sexual Abuse Intervention Program

HER MAJESTY THE QUEEN IN RIGHT OF THE PROVINCE OF BRITISH COLUMBIA, represented by The Minister of Children and Family Development (the "Province", "we", "us", or "our" as applicable) at the following address:	AND FAMILY SERVICES OF GREATER VANCOUVER (Legal Name) (the "Contractor", "you", or "your" as applicable) at the following address:
SUITE 900-865 HORNBY ST VANCOUVER, B C CANADA V6Z 2G3 Authorized Email: Deborah Goldman@gov bc.ca Fax Number: (604)660-4005	1616 7TH AVE W VANCOUVER, BC V6J 1S5 Authorized Email: lwhittaker@fsgv.ca Fax Number: (604)733-7009

The term for the Subsidiary Component Agreement begins on: 01/04/2012 (Day/Month/Year) and ends on 31/03/2013 (Day/Month/Year)

THE PARTIES AGREE TO THE TERMS ON THE ATTACHED PAGES OF THIS DOCUMENT AND OUTLINED BELOW. THIS SUBSIDIARY COMPONENT AGREEMENT IS PART OF THE THIRD PARTY SERVICE AGREEMENT FT08424000:

APPLICABLE SCHEDULES:

- **SCHEDULE A** - **SERVICES**
- **SCHEDULE B** - **PAYMENT & FINANCIAL REPORTING**
- **SCHEDULE C** - **APPROVED SUBCONTRACTOR(S)**
- **SCHEDULE D** - **RISK MANAGEMENT & CONFLICT RESOLUTION**
- **SCHEDULE E** - **AUTHORIZED PERSONS (FOR THE SUBSIDIARY COMPONENT AGREEMENT)**
- **SCHEDULE H** - **ADDITIONAL TERMS**

SIGNED AND DELIVERED on the 24th day of May 2012 on behalf of the Province by its duly authorized representative

Signature: Teresa Goodman

Print Name: Teresa Goodman

Position: Contract Manager or Designate

Responsibility Centre: CONTRACT MGMT OFFICE

SIGNED AND DELIVERED on the 8 day of May 2012 by or on behalf of the Contractor (or by its authorized signatory or signatories if the Contractor is a corporation)

Signature: Caroline Bonesky

Print Name: Caroline Bonesky Position: Chief Executive Officer

Signature:

Print Name: Position:

Signature:

Print Name: Position:

READ TERMS ON THE ATTACHED PAGES OF THIS DOCUMENT

SCHEDULE A – SERVICES
General

The Contractor will provide all necessary components for delivery of the programs delineated below, including sufficient qualified program staff, administrative support, premises, materials and equipment.

The Province will appoint a contract supervisor for the Contractor's services funded under this Component Schedule. The Parties agree to conduct contract reviews during the Funding Period to review the Service Deliverables and any other issues of mutual concern, including the following:

- statements and reports;
- program elements, including hours of operation;
- access and admission criteria;
- intake and referral processes;
- numbers of clients to be served;
- hours of direct client service by program;
- wait list management;
- exceptions to normal practice;
- critical incident reporting procedures;
- issue management;
- program liaison.

Services have been restructured based on a comprehensive system of care model, supported by accreditation and enhanced reporting requirements. The Province and the Contractor are using a collaborative approach to the continuing development of output-based contracts and measurable client outcomes. Both parties agree to work together to achieve these objectives. Data collected during the term of this agreement will be reviewed by both parties and then used to establish baseline targets for future contracts.

SUMMARY

Term **01/04/2012 to 31/03/2013** ***Total Amount of Component Agreement*** **$306,276.64**

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Sexual Abuse Intervention Program		
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	Total	**$306,276.64**

Allocation by Community

Communities Served	
Vancouver North	$102,092.22

Communities Served		
Richmond (38)		$102,092.21
Vancouver South		$102,092.21
	Total	**$306,276.64**

Allocation by Business Area

Core Business Area	Business Area - Sub Business Area	
Child and Family Development		
	Community Child and Youth Mental Health	$306,276.64
	Sub-Total	**$306,276.64**
	Total	**$306,276.64**

PROGRAMS

Sexual Abuse Intervention Program

TARGET POPULATION:	Children and Youth who have experienced sexual abuse
OUTCOME:	Children and Youth progress towards overcoming the effects of sexual abuse.

SERVICE: INTERVENTION - THERAPEUTIC INTERVENTION/TREATMENT — **Total Amount** $288,276.64

Definitions	Structured, planned and empirically supported therapy/treatment.		
Project Code	18CN294		
Input	Degreed Staff		
Output Indicators	# Recipients of Group Services	**Quantity**	
	# Direct One to One Hours		2235
	# Recipients of One to One Services		110
	# Direct Group Hours		
Reporting Frequency	Monthly		
Core Business Area	Child and Family Development		
Business Area	Community Child and Youth Mental Health		
Communities Served			

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Vancouver North	**Recipient(s)**	0 to 18 years	**Amount**	$96,092.22
Vancouver South	**Recipient(s)**	0 to 18 years	**Amount**	$96,092.21

This allocation is provided as an estimate.

SERVICE: TRAINING AND EDUCATION - GENERAL — **Total Amount** $18,000.00

Definitions	Range of strategies for imparting knowledge, improving skills and building awareness of resources.		
Project Code	18CN529		
Input	Qualified Staff		
Output Indicators	# Direct Group Hours	**Quantity**	127
	# Group Sessions		
	# Attendances at Group Sessions		
Reporting Frequency	Monthly		
Core Business Area	Child and Family Development		
Business Area	Community Child and Youth Mental Health		
Communities Served			

Richmond (38)	**Recipient(s)**	6 to 18 years	**Amount**	$1,999.80
Richmond (38)	**Recipient(s)**	Community	**Amount**	$1,999.80
Richmond (38)	**Recipient(s)**	Parents/Caregivers	**Amount**	$2,000.40
Vancouver North	**Recipient(s)**	6 to 18 years	**Amount**	$1,999.80
Vancouver North	**Recipient(s)**	Community	**Amount**	$1,999.80
Vancouver North	**Recipient(s)**	Parents/Caregivers	**Amount**	$2,000.40
Vancouver South	**Recipient(s)**	6 to 18 years	**Amount**	$2,000.40
Vancouver South	**Recipient(s)**	Community	**Amount**	$2,000.40
Vancouver South	**Recipient(s)**	Parents/Caregivers	**Amount**	$1,999.20

This allocation is provided as an estimate.

Additional Descriptions

SERVICE DESCRIPTION

Sexual Abuse Intervention Program

Minimum Annual Output Number: 110 Children and Youth / 2362 Hours of Direct Service

Family Services of Greater Vancouver will provide specialized assessment and treatment services to children and youth (0 -19), who have been sexually abused and who live in the communities of Vancouver and Richmond.

These services will be shared on the following basis: Vancouver: 66.7% and Richmond: 33.3%. *(to be reviewed during the Funding Period.)*

SAIP services will be offered as time-limited therapeutic interventions to children, with service to parent as an integral part of the program and within the context of providing service to the child. Clinical interventions will include individual, group and family therapeutic work.

The responsibility for treatment is placed on the family.

For some unstable families and very seriously traumatized children, longer term and more intensive treatment may be required from other agencies and practitioners.

SAIP programs will include the provision of training and education services to non-client youth groups, both for at-risk youth and general youth populations.

Additionally, the program will provide for education services to community members through training and education initiatives to parents, community professionals, and other members of the community.

A collaborative relationship will be maintained between the SAIP provider and Child and Youth Mental Health clinical services to deal with such issues as clinical consultation and referral of clients.

Service Description

The Program will provide assessment and treatment in accordance to the *SAIP Standards.*

Referrals will be accepted from self, physicians or agencies and screening will be completed to determine eligibility, nature and severity of the presenting problems and urgency.

In addition to:

- appropriate intake screening procedures;
- referral of clients that do not meet the client criteria or may be better served by another Agency or private professional, to other agencies and registered private professionals (i.e. registered psychologists – note: "Clinical Counselors" are not legislated as a professional body. An agency may not refer to a private practitioner who is an employee or member of the agency's Board of Directors);
- child and family assessment;
- signed case management and treatment plans;
- individual family (and/or group counseling, if offered) according to the assessed needs of the client and with their full consent;
- clinical interventions are time limited and delivered in the least intrusive manner;
- appropriate referral and follow-up upon termination.

Specifically, the Contractor will provide

- Individual Intervention to children and youth who have been sexually abused
- Training and Education to parents and/or caregivers of children who are being seen.
- Training and Education to community (youth, caregivers, teachers, service providers,

others in the community) regarding childhood sexual abuse issues and intervention.

Additionally,

The Contractor agrees to assist with data collection, which consists of either entering data into Client Patient Information Management (CPIM) system, or participating in periodic data collection. Larger agencies will use CPIM directly, or (if approved) provide data that is compliant with the Mental Health Minimum Data Set via a file transfer (documentation and specifications will be provided by Child and Youth Mental Health Services (CYMH) in Victoria). The Ministry of Children and Family Development CYMH in Victoria will assist with the initial set-up for CPIM entry.

CYMH is in the process of developing a new information management tool as a replacement for CPIM and a new intake and screening tool. The *Community and Residential Information System* (CARIS) is a highly secure, web-based tool that will function as a clinical file as well as a client tracking tool. The *Brief Child and Family Phone Interview* (BCFPI) is also highly secure and web-based and will assist contractors in identifying the most appropriate clients, determining their priority need for service, selecting an evidence-based treatment approach and following up on client outcomes. The Contractor agrees to use CARIS when it is available as a substitute for CPIM, with contractors who have file transfer agreements continuing to use file transfers, unless they prefer to use CARIS. Initial set-up and training for CARIS will be provided by Ministry of Children and Family Development CYMH. Contractors that provide a range of mental health services and conduct intake procedures agree to use the BCFPI as one component of their intake process.

BUSINESS AREA OUTCOMES

- Improved Mental Health for children and youth
- Increased resilience to promote positive mental health and to prevent/delay mental disorders among children at risk
- Decreased stigma, empowerment, and improved community supports
- Access to timely and appropriate interventions for children, youth & their families resulting in improved functioning

Attachments

Name	Attachment 1.1 SAIP Monthly Output Indicators	*Attachment 1.1 SAIP Monthly Output Indicator.doc*

SCHEDULE B – PAYMENT & FINANCIAL REPORTING

Aggregate Maximum

1.1 Subject to the provisions of the Third Party Service Agreement and this Subsidiary Component Agreement, we will pay you an amount not exceeding $306,276.64, including HST, in the aggregate, for providing the Services set out in Schedule A, during the term of this Subsidiary Component Agreement.

Payments

2.1 **Monthly Recurring**

We will pay you on or about the 15th day of the month commencing on the 1st day of April, 2012 as provided in the following payment schedule:

From	To	Amount	HST	Total
April 1, 2012	April 30, 2012	$25,523.09	$0.00	$25,523.09
May 1, 2012	March 31, 2013	$25,523.05	$0.00	$280,753.55
				$306,276.64

2.2 **Payment Address**

1616 7TH AVE W VANCOUVER, BC V6J 1S5

Harmonized Sales Tax (HST)

Financial Reports

2.3 In addition to the financial statements referred to in the Audit and Service Evaluation section of FT08424000 any financial reports should, at a minimum, relate costs to service outputs. The following additional financial reports are required:

Name	Description
9-Month Service Cost Report	Report that outlines the costs associated with a service every 9 months.
Semi-annual Service Cost Report	Report that outlines the semi-annual costs associated with a service.

2.4 Not applicable

Attachments

Name	Attachment 2.1 Financial Report	*Attachment 2.1. Financial Report.doc*
Name	Attachment 2.2 Price Structure Chart	*Attachment 2.2. Price Structure chart.doc*

SCHEDULE C – APPROVED SUBCONTRACTOR(S)

Subcontractors

1.1 The following persons or organizations, are specified as Subcontractors under section 12 of the Third Party Service Agreement, for purposes of this Subsidiary Component Agreement:

None

SCHEDULE D – RISK MANAGEMENT & CONFLICT RESOLUTION

Criminal Record Check

1.1 In accordance with the Criminal Records Review Act, you must undertake a criminal record check of each staff member or other person who has, or potentially has, unsupervised access to children, or who has access to their records.

1.2 In addition to any criminal record checks required under the Criminal Records Review Act, you must undertake a criminal record check on volunteers or other individuals who have, or potentially have, unsupervised access to children or their records.

1.3 Upon our written request you must provide us written confirmation that:

(a) criminal record checks have been initiated;
(b) you have acted on instructions from the adjudicator or us; and
(c) all other related procedures have been followed.

Conflict Resolution Officials

2.1 The designated "Officials" of the parties for the purposes of the Conflict Resolution Protocol are:

	Province	**Contractor**
Stage One:	Contract Manager	Executive Director or Chairperson
Stage Two:	Executive Director of Service	Executive Director or Chairperson
Stage Three:	Deputy Minister or Designate	Chair, Board of Directors or Designate

Permits and Licenses

3.1 You must obtain all the permits and licenses required to perform the Services, including, but not limited to:

(a) any permits or licenses required by municipal or health authorities for the operation of the Services delineated in Schedule A.

(b) any municipal, provincial, federal permits and licenses required to provide the Services including motor vehicle licenses of the appropriate class to provide transportation to clients.

Insurance and Indemnity

A. For all Contractor's activities under this Agreement to which the Master Insurance Program applies, as determined by the Province in its sole discretion:

4.1 The Province will purchase and maintain Comprehensive General Liability insurance in the amount of $2,000,000 inclusive per occurrence against bodily injury and property damage arising out of the Contractor's performance of the Services on behalf of the Province as outlined in this Agreement.

4.2 The Contractor shall be responsible for and pay any deductible under the policy.

4.3 The Contractor will be provided with a Certificate of Insurance and a copy of the insurance policy wording.

4.4 The Province will take reasonable steps to ensure the coverage specified in section 1 is continuous for the duration of this Agreement but the Province does not accept responsibility for providing coverage in the event the insurance is cancelled or reduced by the insurer.

4.5 The Province does not represent or warrant that the policy contains insurance for any and all losses. It is the Contractor's responsibility to ascertain the exact nature and extent of coverage of the policy as well as any and all terms and conditions of the policy.

4.6 The Contractor shall provide, maintain, and pay for, any additional insurance which the Contractor is required by law to carry, or which the Contractor considers necessary to cover risks not otherwise covered by insurance specified in section 1.

B. For all Contractor's activities to which the Master Insurance Program does not apply, the Contractor shall:

5.1 The Contractor must, without limiting its obligation or liabilities and at its own expense, purchase and maintain throughout the term of this Agreement the following insurances with insurers licensed in Canada in forms and amounts acceptable to the Province:

(a) Commercial General Liability in an amount not less than $2,000,000.00 inclusive per occurrence against bodily injury, personal injury and property damage and including liability assumed under this Agreement and this insurance must:

(i) include the Province as an additional insured;

(ii) be endorsed to provide the Province with 30 days advance written notice of cancellation or material change; and

(iii) include a cross liability clause.

5.2 All insurance described in paragraph 1 of this Schedule must:

(a) be primary; and

(b) not require the sharing of any loss by any insurer of the Province.

5.3 The Contractor must provide the Province with evidence of all required insurance:

(a) Within 10 working days of commencement of the Services, the Contractor must provide to the Province evidence of all required insurance in the form of a completed Province of British Columbia Certificate of Insurance.

(b) If the insurance policy(ies) expire before the end of the term of this Agreement, the Contractor must provide within 10 working days of expiration, evidence of new or renewal policy(ies) of all expired insurance in the form of a completed Province of British Columbia Certificate of Insurance.

(c) Notwithstanding paragraph 3(a) or (b) above, if requested by the Province at any time, the Contractor must provide to the Province certified copies of the required insurance policies.

5.4 The Contractor shall provide, maintain, and pay for, any additional insurance which it is required by law to carry, or which it considers necessary to cover risks not otherwise covered by insurance specified in this schedule in its sole discretion.

C. Whether A or B applies to the Services, for all Contractor activities under this Agreement:

6.1 The Contractor shall maintain Automobile Liability insurance on all vehicles owned, operated or licensed by the Contractor in an amount not less than $2,000,000 per occurrence, and where applicable the Contractor may show evidence of this insurance using an ICBC Confirmation of Insurance Coverage (APV-47) form in place of the requirement for the BC Certificate of Insurance.

6.2 Additional Insurance: Not applicable

SCHEDULE E – AUTHORIZED PERSONS (FOR THE SUBSIDIARY COMPONENT AGREEMENT)

Authorized Persons

1.1 The Contractor designates any of the following persons, (identified by name and/or position) to act for you in relation to this Subsidiary Component Agreement:

Lisa Whittaker, Vice President

1.2 The Ministry designates any of the following persons (identify by name and/or position) to act for us in relation to this Subsidiary Component Agreement:

Deborah Goldman, Procurement Specialist

SCHEDULE H – ADDITIONAL TERMS

Other

1. Notwithstanding Clause 55 (b) of the Third Party Service Agreement, the termination notice period for this Subsidiary Component Agreement is 90 days.

Payment and Financial Reporting

1.1 **Annual baseline funding** for this Agreement is **$306,276.64.**

1.2 **Financial Reports**

Whether or not an annual financial statement (or review or audit of the same) is required and submitted under section 40 of the Third Party Service Agreement, the Contractor will, for the purposes of negotiation of any future agreement, submit to the Province, within 30 business days of the end of the 2nd and 3rd quarters of the Fiscal Year, a Financial Report (unaudited) showing revenues and expenditures for each service area. A sample of the Financial Report (unaudited) is included as Attachment 2.1 to this Subsidiary Component Agreement.

ADDITIONAL REPORTING REQUIREMENTS

2.1 **Monthly Indicator Reports**

The reports referred to in Schedule A will be submitted within 15 business days of the end of the period specified, commencing with a first report for the period ending April 30, 2012. For the purpose of this section and section 1.3, a "business day" is any day that is not a Saturday, a Sunday or a statutory holiday in British Columbia.

2.2 **Price Structure Chart** due June 30, 2012.

2.3 **Other information as may be requested by the Province.**

ATTACHMENT 1.1 – Monthly Output Indicator Reports

Program Indicators 2012/2013

CYM Child & Youth Mental Health

No	Service	Indicator	Definition
100	GENERAL	GEN: # intakes	Number of children/youth deemed eligible to receive service this month for the first time. Includes children/ youth who have received services before but who have returned to address a new or changed situation.
101	GENERAL	GEN: # intakes who identify as Aboriginal	Number of children/ youth deemed eligible to receive service this month for the first time who identify themselves (or whose primary caregiver identifies them) as being of Aboriginal heritage. This number is a sub-set of the total number of intakes and therefore cannot exceed that number.
102	**GENERAL**	**GEN: % intakes that identify as Aboriginal**	**# intakes who identify as Aboriginal / # intakes**
123	CONSULTATION	CON: # consultations to service providers	Number of requests for consultation from service providers outside the program that were met by staff this month. Consultation comprises subject matter expertise delivered by one service provider to another upon request, either in person or over the phone.
124	CONSULTATION	CON: # hours of consultation	Number of hours staff provided one-to-one consultation to other service providers this month. The number of hours should be reported to the nearest quarter hour, e.g. 0.25, 0.5, 0.75, 1, 1.25, etc.
125	**CONSULTATION**	**CON: Average # hours per consultation**	**# hours / # consultations**
150	INTERVENTION	INT: # children/ youth receiving individual intervention	Number of children/ youth to whom staff provided one-to-one intervention this month. Intervention comprises activities intended to prompt or maintain a planned change in the behaviour, condition, or functioning of children, youth, or their family members. Intervention may be provided in person or over the phone
151	INTERVENTION	INT: # hours individual intervention to children/ youth	Number of hours staff provided one-to-one intervention to children/ youth and/or members of their families this month. Includes "consultation" time with families. The number of hours should be reported to the nearest quarter hour, e.g. 0.25, 0.5, 0.75, 1, 1.25, etc.
152	**INTERVENTION**	**INT: Average # hours individual intervention per child/ youth**	**# hours / # children/youth**
153	INTERVENTION	INT: # sessions of group intervention to children/ youth	Number of times this month that staff provided intervention to children/ youth in a group setting, i.e. provided service to 2 or more unrelated children/ youth and/or members of their families at the same time. Intervention comprises activities intended to prompt or maintain a planned change in the behaviour, condition, or functioning of children, youth, or their family members.
154	INTERVENTION	INT: # hours of group intervention to children/ youth	Number of hours this month that staff provided therapeutic intervention to children/ youth in a group setting. The number of hours should be reported to the nearest quarter hour, e.g. 0.25, 0.5, 0.75, 1, 1.25, etc.
155	INTERVENTION	INT: # attendances at child/ youth intervention sessions	Total number of attendances this month by children, youth and/or their family members at group intervention sessions. Each child, youth and family member attending counts separately for the purposes of this indicator

156	**INTERVENTION**	**INT: Average attendance per child/ youth intervention session**	**# attendances / # sessions**
196	TRAINING & EDUCATION	TRE: # sessions of community training/ education	Number of times this month that staff provided training and/or education to other service providers and/or members of the public in a group setting. Training and education comprises a range of strategies for imparting knowledge, improving skills and building awareness of resources.
197	TRAINING & EDUCATION	TRE: # hours of community training/ education	Number of hours this month that staff provided training/ education to service providers and/or members of the public in a group setting. The number of hours should be reported to the nearest quarter hour, e.g. 0.25, 0.5, 0.75, 1, 1.25, etc.
198	TRAINING & EDUCATION	TRE: # attendances at community training/ education sessions	Total number of attendances by service providers and/or members of the public at training and education sessions this month. For example, if you provided 2 sessions this month, and 3 individuals attended the first session and 15 attended the second, you would report 18 attendances for the month.
199	**TRAINING & EDUCATION**	**TRE: Average attendance per community training/ education session**	**# attendances / # sessions**

ATTACHMENT 2.1 – Financial Report

Attachment 2.1 to Subsidiary Component Agreement No.FT08424013

Financial Report

Sample Report

Name of Organization: Family Services of Greater Vancouver

Contract No.: FT08424013

Period Covered:

Subsidiary Component Agreement FT08424013 Detail	Therapeutic Intervention	Training and Education	TOTALS
Total Operational Revenue			
Operational Expenses:			
Total Wages and Benefits			
Total Client Support Costs			
Total Transportation			
Total Program Support			
Total Program Admin. Support			
Total Facilities Expenses			
Total Operational Pre. Admin			
Total Admin. & Gen. Exp.*			
Total Operational Expenses			
Number of Units			
Unit Cost			
Total Surplus/(deficit)			$

* Definitions from the Specified Audit Procedures, Core Policy and Procedures Manual, 6.3.2(d) Continuing Service Agreements, Policy 1, Appendix F.

Comments regarding variances:
!!!!!

This report has been prepared from the books and records of the Contractor for the funding period ended _____. I hereby confirm to the best of my knowledge and belief, that the information contained herein, was compiled in accordance with generally accepted accounting principles and in compliance with the Province's Core Policy and Procedures Manual. There is nothing to my knowledge that has not been disclosed in this report that would affect the accuracy and completeness of the financial information.

Signature:
!!!!!

Date
!!!!!

Print Name:

Print Title: Executive Director

Attachment 2.2 to SCA FT08424013 – Price Structure Chart

	Service Areas								
	Therapeutic Intervention	Training and Education							TOTALS
Operational Revenue:									
Total Revenue									
Operational Expenses:									
Wages and Benefits									
Staff Wages by Classification									
Relief									
Benefits									
Other (specify)									
Total Wages and Benefits									
Client Support Costs									
Activities									
Meeting Expenses									
Other Client Support Costs (specify)									
Total Client Support Costs									
Transportation									
Auto Insurance									
Client Transportation									
Staff Transportation									
Vehicle Costs									
Other (specify)									
Total Transportation									
Program Support									
Contracted Services									
Telephones/ Cellulars/ Pagers									
Materials									
Memberships									
Staff Training - Mandatory									
Staff Training - Discretionary									
Other (specify)									
Total Program Support									
Program Administrative Support									
Advertising									
Computer software and development									
Recruitment and Training									
Office Supplies									
CPIC and Criminal Record Review									
Other (specify)									
Total Program Administrative Support									
Facilities Expenses:									
Rent/ Lease/ Mortgage									
Insurance									
Other (specify)									
Total Facilities Expenses									
Administrative and General Expenses:									
Total Administrative and General Expenses									
Total Operational Expenses									
Number of Units									
Unit Cost									

SUBSIDIARY COMPONENT AGREEMENT (SCA)

BRITISH COLUMBIA

Ministry of Children and Family Development

BRITISH COLUMBIA | Ministry of Children and Family Development

SUBSIDIARY COMPONENT AGREEMENT: FT08424013

DOING BUSINESS AS: FAMILY SERVICES OF GREATER VANCOUVER
Agreement Name: Sexual Abuse Intervention Program

HER MAJESTY THE QUEEN IN RIGHT OF THE PROVINCE OF BRITISH COLUMBIA, represented by The Minister of Children and Family Development (the "Province", "we", "us", or "our" as applicable) at the following address:	AND FAMILY SERVICES OF GREATER VANCOUVER (Legal Name) (the "Contractor", "you", or "your" as applicable) at the following address:
SUITE 900-865 HORNBY ST VANCOUVER, B.C. CANADA V6Z 2G3 Authorized Email: Deborah.Goldman@gov.bc.ca Fax Number: (604)660-4005	201-1638 BROADWAY E VANCOUVER, BC V5N 1W1 Authorized Email: lwhittaker@fsgv.ca Fax Number: (604)733-7009

The term for the Subsidiary Component Agreement begins on: 01/04/2013 (Day/Month/Year) and ends on 31/03/2014 (Day/Month/Year)

THE PARTIES AGREE TO THE TERMS ON THE ATTACHED PAGES OF THIS DOCUMENT AND OUTLINED BELOW.
THIS SUBSIDIARY COMPONENT AGREEMENT IS PART OF THE THIRD PARTY SERVICE AGREEMENT FT08424000:

APPLICABLE SCHEDULES:

- **SCHEDULE A - SERVICES**
- **SCHEDULE B - PAYMENT & FINANCIAL REPORTING**
- **SCHEDULE C - APPROVED SUBCONTRACTOR(S)**
- **SCHEDULE D - RISK MANAGEMENT & CONFLICT RESOLUTION**
- **SCHEDULE E - AUTHORIZED PERSONS (FOR THE SUBSIDIARY COMPONENT AGREEMENT)**
- **SCHEDULE H - ADDITIONAL TERMS**

SIGNED AND DELIVERED on the 4th day of April, 2013 on behalf of the Province by its duly authorized representative

Signature: Teresa Goodman

Print Name: Teresa Goodman

Position: Contract Manager or Designate

Responsibility Centre: CONTRACT MGMT OFFICE

SIGNED AND DELIVERED on the 5 day of April 2013 by or on behalf of the Contractor (or by its authorized signatory or signatories if the Contractor is a corporation)

Signature: Caroline Bonesky

Print Name: Caroline Bonesky Position: Chief Executive Officer

Signature:

Print Name: Position:

Signature:

Print Name: Position:

READ TERMS ON THE ATTACHED PAGES OF THIS DOCUMENT

SCHEDULE A – SERVICES

General

The Contractor will provide all necessary components for delivery of the programs delineated below, including sufficient qualified program staff, administrative support, premises, materials and equipment.

Family, child or youth specific progress reports and reports suitable for presentation in Court proceedings will be provided where required and in a mutually agreed upon format.

The Province will appoint a contract supervisor for the Contractor's services funded under this Agreement. The parties agree to conduct contract reviews during the Funding Period to review the ***Service Deliverables*** and any other issues of mutual concern, including the following:

- statements and reports;
- program elements, including hours of operation;
- access and admission criteria;
- intake and referral processes;
- frequency, content and format of progress and Court ready reports
- wait list management;
- exceptions to normal practice;
- critical incident reporting procedures;
- issue management;
- program liaison.

Services have been restructured based on a comprehensive system of care model, supported by accreditation and enhanced reporting requirements. The Province and the Contractor are using a collaborative approach to the continuing development of output-based contracts and measurable client outcomes. Both parties agree to work together to achieve these objectives. Data collected during the term of this agreement will be reviewed by both parties and then used to establish baseline targets for future contracts.

SUMMARY

Term **01/04/2013 to 31/03/2014** ***Total Amount of Component Agreement*** **$296,276.64**

Allocation by Programs and Services

Programs		
Sexual Abuse Intervention Program		
	Intervention - Therapeutic Intervention/Treatment	$288,276.64
	Training and Education - General	$8,000.00
	Sub-Total	**$296,276.64**
	Total	**$296,276.64**

Allocation by Community

Communities Served

Communities Served		
Vancouver North		$98,758.88
Richmond (38)		$98,758.88
Vancouver South		$98,758.88
	Total	**$296,276.64**

Allocation by Business Area

Core Business Area	Business Area - Sub Business Area	
Child and Family Development		
	Community Child and Youth Mental Health	$296,276.64
	Sub-Total	**$296,276.64**
	Total	**$296,276.64**

PROGRAMS

Sexual Abuse Intervention Program

TARGET POPULATION: Children and Youth who have experienced sexual abuse
OUTCOME: Children and Youth progress towards overcoming the effects of sexual abuse.

SERVICE: INTERVENTION - THERAPEUTIC INTERVENTION/TREATMENT — **Total Amount** $288,276.64

Definitions	Structured, planned and empirically supported therapy/treatment.	
Project Code	18CN294	
Input	Degreed Staff	
Output Indicators	# Direct Group Hours	**Quantity**
	# Direct One to One Hours	2235
	# Recipients of One to One Services	110
	# Recipients of Group Services	
Reporting Frequency	Monthly	
Core Business Area	Child and Family Development	
Business Area	Community Child and Youth Mental Health	

Communities Served

Richmond (38)	**Recipient(s)**	0 to 18 years	**Amount**	$96,092.21
Vancouver North	**Recipient(s)**	0 to 18 years	**Amount**	$96,092.21
Vancouver South	**Recipient(s)**	0 to 18 years	**Amount**	$96,092.22

This allocation is provided as an estimate.

SERVICE: TRAINING AND EDUCATION - GENERAL — **Total Amount** $8,000.00

Definitions	Range of strategies for imparting knowledge, improving skills and building awareness of resources.	
Project Code	18CN529	
Input	Qualified Staff	
Output Indicators	# Attendances at Group Sessions	**Quantity**
	# Direct Group Hours	127
	# Group Sessions	
Reporting Frequency	Monthly	
Core Business Area	Child and Family Development	
Business Area	Community Child and Youth Mental Health	

Communities Served

Richmond (38)	**Recipient(s)**	6 to 18 years	**Amount**	$888.80
Richmond (38)	**Recipient(s)**	Community	**Amount**	$888.80
Richmond (38)	**Recipient(s)**	Parents/Caregivers	**Amount**	$889.07
Vancouver North	**Recipient(s)**	6 to 18 years	**Amount**	$888.80
Vancouver North	**Recipient(s)**	Community	**Amount**	$888.80
Vancouver North	**Recipient(s)**	Parents/Caregivers	**Amount**	$889.07
Vancouver South	**Recipient(s)**	6 to 18 years	**Amount**	$889.07
Vancouver South	**Recipient(s)**	Community	**Amount**	$889.07
Vancouver South	**Recipient(s)**	Parents/Caregivers	**Amount**	$888.52

This allocation is provided as an estimate.

Additional Descriptions

SERVICE DESCRIPTION

Sexual Abuse Intervention Program

Minimum Annual Output Number: 110 Children and Youth / 2362 Hours of Direct Service

Family Services of Greater Vancouver will provide specialized assessment and treatment services to children and youth (0 -19), who have been sexually abused and who live in the communities of Vancouver and Richmond.

These services will be shared on the following basis: Vancouver: 66.7% and Richmond: 33.3%. *(to be reviewed during the Funding Period.)*

SAIP services will be offered as time-limited therapeutic interventions to children, with service to parent as an integral part of the program and within the context of providing service to the child. Clinical interventions will include individual, group and family therapeutic work.

The responsibility for treatment is placed on the family.

For some unstable families and very seriously traumatized children, longer term and more intensive treatment may be required from other agencies and practitioners.

SAIP programs will include the provision of training and education services to non-client youth groups, both for at-risk youth and general youth populations.

Additionally, the program will provide for education services to community members through training and education initiatives to parents, community professionals, and other members of the community.

A collaborative relationship will be maintained between the SAIP provider and Child and Youth Mental Health clinical services to deal with such issues as clinical consultation and referral of clients.

Service Description

The Program will provide assessment and treatment in accordance to the *SAIP Standards.*

Referrals will be accepted from self, physicians or agencies and screening will be completed to determine eligibility, nature and severity of the presenting problems and urgency.

In addition to:

- appropriate intake screening procedures;
- referral of clients that do not meet the client criteria or may be better served by another Agency or private professional, to other agencies and registered private professionals (i.e. registered psychologists – note: "Clinical Counselors" are not legislated as a professional body. An agency may not refer to a private practitioner who is an employee or member of the agency's Board of Directors);
- child and family assessment;
- signed case management and treatment plans;
- individual family (and/or group counseling, if offered) according to the assessed needs of the client and with their full consent;
- clinical interventions are time limited and delivered in the least intrusive manner;
- appropriate referral and follow-up upon termination.

Specifically, the Contractor will provide:

- Individual Intervention to children and youth who have been sexually abused;
- Training and Education to parents and/or caregivers of children who are being seen;
- Training and Education to community (youth, caregivers, teachers, service providers, others in the community) regarding childhood sexual abuse issues and intervention.

Additionally, the Contractor agrees to assist with data collection, which consists of either entering data into

Client Patient Information Management (CPIM) system or participating in periodic data collection. Larger agencies will use CPIM directly, or (if approved) provide data that is compliant with the Mental Health Minimum Data Set via a file transfer (documentation and specifications will be provided by Child and Youth Mental Health Services (CYMH) in Victoria). The Ministry of Children and Family Development CYMH in Victoria will assist with the initial set-up for CPIM entry.

CYMH is in the process of developing a new information management tool as a replacement for CPIM and a new intake and screening tool. The *Community and Residential Information System* (CARIS) is a highly secure, web-based tool that will function as a clinical file as well as a client tracking tool. The *Brief Child and Family Phone Interview* (BCFPI) is also highly secure and web-based and will assist contractors in identifying the most appropriate clients, determining their priority need for service, selecting an evidence-based treatment approach and following up on client outcomes. The Contractor agrees to use CARIS when it is available as a substitute for CPIM, with contractors who have file transfer agreements continuing to use file transfers, unless they prefer to use CARIS. Initial set-up and training for CARIS will be provided by Ministry of Children and Family Development CYMH. Contractors that provide a range of mental health services and conduct intake procedures agree to use the BCFPI as one component of their intake process.

BUSINESS AREA OUTCOMES

- Improved Mental Health for children and youth
- Increased resilience to promote positive mental health and to prevent/delay mental disorders among children at risk
- Decreased stigma, empowerment, and improved community supports
- Access to timely and appropriate interventions for children, youth & their families resulting in improved functioning

Attachments

Name	Attachment 1.1 SAIP Monthly Output Indicator	*Attachment 1.1 SAIP Monthly Output Indicator.doc*

SCHEDULE B – PAYMENT & FINANCIAL REPORTING

Aggregate Maximum

1.1 Subject to the provisions of the Third Party Service Agreement and this Subsidiary Component Agreement, we will pay you an amount not exceeding $296,276.64, including GST, in the aggregate, for providing the Services set out in Schedule A, during the term of this Subsidiary Component Agreement.

Payments

2.1 **Monthly Recurring**

We will pay you on or about the 15th day of the month commencing on the 1st day of April, 2013 as provided in the following payment schedule:

From	To	Amount	GST	Total
April 1, 2013	March 31, 2014	$24,689.72	$0.00	$296,276.64
				$296,276.64

2.2 **Payment Address**

201-1638 BROADWAY E VANCOUVER, BC V5N 1W1

Goods and Services Tax (GST)

Financial Reports

2.3 In addition to the financial statements referred to in the Audit and Service Evaluation section of FT08424000 any financial reports should, at a minimum, relate costs to service outputs. The following additional financial reports are required:

Name	Description
9-Month Service Cost Report	Report that outlines the costs associated with a service every 9 months.
Semi-annual Service Cost Report	Report that outlines the semi-annual costs associated with a service.

Transition to Unit Cost Based Payments

2.4 Not applicable

Attachments

Name	Attachment 2.1 Financial Report	*Attachment 2.1. Financial Report.doc*
Name	Attachment 2.2 Price Structure Chart	*Attachment 2.2. Price Structure chart.doc*

SCHEDULE C – APPROVED SUBCONTRACTOR(S)

Subcontractors

1.1 The following persons or organizations, are specified as Subcontractors under section 12 of the Third Party Service Agreement, for purposes of this Subsidiary Component Agreement:

None

SCHEDULE D – RISK MANAGEMENT & CONFLICT RESOLUTION

Criminal Record Check

1.1 In accordance with the Criminal Records Review Act, you must undertake a criminal record check of each staff member or other person who has, or potentially has, unsupervised access to children, or who has access to their records.

1.2 In addition to any criminal record checks required under the Criminal Records Review Act, you must undertake a criminal record check on volunteers or other individuals who have, or potentially have, unsupervised access to children or their records.

1.3 Upon our written request you must provide us written confirmation that:

(a) criminal record checks have been initiated;
(b) you have acted on instructions from the adjudicator or us; and
(c) all other related procedures have been followed.

Conflict Resolution Officials

2.1 The designated "Officials" of the parties for the purposes of the Conflict Resolution Protocol are:

	Province	**Contractor**
Stage One:	Contract Manager	Executive Director or Chairperson
Stage Two:	Executive Director of Service	Executive Director or Chairperson
Stage Three:	Deputy Minister or Designate	Chair, Board of Directors or Designate

Permits and Licenses

3.1 You must obtain all the permits and licenses required to perform the Services, including, but not limited to:

(a) any permits or licenses required by municipal or health authorities for the operation of the Services delineated in Schedule A.

(b) any municipal, provincial, federal permits and licenses required to provide the Services including motor vehicle licenses of the appropriate class to provide transportation to clients.

Insurance and Indemnity

A. For all Contractor's activities under this Agreement to which the Master Insurance Program applies, as determined by the Province in its sole discretion:

4.1 The Province will purchase and maintain Comprehensive General Liability insurance in the amount of $2,000,000 inclusive per occurrence against bodily injury and property damage arising out of the Contractor's performance of the Services on behalf of the Province as outlined in this Agreement.

4.2 The Contractor shall be responsible for and pay any deductible under the policy.

4.3 The Contractor will be provided with a Certificate of Insurance and a copy of the insurance policy wording.

4.4 The Province will take reasonable steps to ensure the coverage specified in section 1 is continuous for the duration of this Agreement but the Province does not accept responsibility for providing coverage in the event the insurance is cancelled or reduced by the insurer.

4.5 The Province does not represent or warrant that the policy contains insurance for any and all losses. It is the Contractor's responsibility to ascertain the exact nature and extent of coverage of the policy as well as any and all terms and conditions of the policy.

4.6 The Contractor shall provide, maintain, and pay for, any additional insurance which the Contractor is required by law to carry, or which the Contractor considers necessary to cover risks not otherwise covered by insurance specified in section 1.

B. For all Contractor's activities to which the Master Insurance Program does not apply, the Contractor shall:

5.1 The Contractor must, without limiting its obligation or liabilities and at its own expense, purchase and maintain throughout the term of this Agreement the following insurances with insurers licensed in Canada in forms and amounts acceptable to the Province:

(a) Commercial General Liability in an amount not less than $2,000,000.00 inclusive per occurrence against bodily injury, personal injury and property damage and including liability assumed under this Agreement and this insurance must:

(i) include the Province as an additional insured;

(ii) be endorsed to provide the Province with 30 days advance written notice of cancellation or material change; and

(iii) include a cross liability clause.

5.2 All insurance described in paragraph 1 of this Schedule must:

(a) be primary; and

(b) not require the sharing of any loss by any insurer of the Province.

5.3 The Contractor must provide the Province with evidence of all required insurance:

(a) Within 10 working days of commencement of the Services, the Contractor must provide to the Province evidence of all required insurance in the form of a completed Province of British Columbia Certificate of Insurance.

(b) If the insurance policy(ies) expire before the end of the term of this Agreement, the Contractor must provide within 10 working days of expiration, evidence of new or renewal policy(ies) of all expired insurance in the form of a completed Province of British Columbia Certificate of Insurance.

(c) Notwithstanding paragraph 3(a) or (b) above, if requested by the Province at any time, the Contractor must provide to the Province certified copies of the required insurance policies.

5.4 The Contractor shall provide, maintain, and pay for, any additional insurance which it is required by law to carry, or which it considers necessary to cover risks not otherwise covered by insurance specified in this schedule in its sole discretion.

C. Whether A or B applies to the Services, for all Contractor activities under this Agreement:

6.1 The Contractor shall maintain Automobile Liability insurance on all vehicles owned, operated or licensed by the Contractor in an amount not less than $2,000,000 per occurrence, and where applicable the Contractor may show evidence of this insurance using an ICBC Confirmation of Insurance Coverage (APV-47) form in place of the requirement for the BC Certificate of Insurance.

6.2 Additional Insurance: Not applicable

SCHEDULE E – AUTHORIZED PERSONS (FOR THE SUBSIDIARY COMPONENT AGREEMENT)

Authorized Persons

1.1 The Contractor designates any of the following persons, (identified by name and/or position) to act for you in relation to this Subsidiary Component Agreement:

Lisa Whittaker, Vice President

1.2 The Ministry designates any of the following persons (identify by name and/or position) to act for us in relation to this Subsidiary Component Agreement:

Deborah Goldman, Procurement Specialist

SCHEDULE H – ADDITIONAL TERMS

Other

1. Notwithstanding Clause 55 (b) of the Third Party Service Agreement, the termination notice period for this Subsidiary Component Agreement is 90 days.

PAYMENT AND FINANCIAL INFORMATION

Aggregate Maximum

Subject to the provisions of this Agreement, the Province will pay to the Contractor an amount not exceeding **$296,276.64** in the aggregate for providing the Component Services during the Funding Period.

Aggregate and annual baseline funding has been decreased by $10,000.00 from $306,276.64 to **$296,276.64** due to the transfer of baseline funding to Subsidiary Component Agreement FT08424005 for the provision of Safe House services.

STATEMENTS AND REPORTS

The Contractor will submit to the Province reports, in form and content acceptable to the Province, relating to the services and programs outlined in this Agreement. The required reports include, but are not limited to, the following:

(a) Monthly Indicator Reports – Indicators and Definitions are outlined in Attachment 1.1 to this Agreement

(b) Annual Report on Outcomes

(c) Price Structure Chart due June 30, 2013

(d) Other information as may be requested by the Province

Required reports will be submitted within 15 business days of the end of the period specified, commencing with a first report for the period ending April 30, 2013. For the purpose of this section and section 1.3, a "business day" is any day that is not a Saturday, a Sunday or a statutory holiday in British Columbia.

Financial Reports

Whether or not an annual financial statement (or review or audit of the same) is required and submitted under section 40 of the Third Party Service Agreement, the Contractor will, for the purposes of negotiation of any future agreement, submit to the Province, within 30 business days of the end of the 2nd and 3rd quarters of the Funding Period, a Financial Report (unaudited) showing revenues and expenditures for each service area. A sample of the Financial Report (unaudited) is included as Attachment 2.1 to this Agreement.

ATTACHMENT 1.1 – Monthly Output Indicator Reports

Program Indicators

CYM Child & Youth Mental Health

No	Service	Indicator	Definition
100	GENERAL	GEN: # intakes	Number of children/youth deemed eligible to receive service this month for the first time. Includes children/ youth who have received services before but who have returned to address a new or changed situation.
101	GENERAL	GEN: # intakes who identify as Aboriginal	Number of children/ youth deemed eligible to receive service this month for the first time who identify themselves (or whose primary caregiver identifies them) as being of Aboriginal heritage. This number is a sub-set of the total number of intakes and therefore cannot exceed that number.
102	**GENERAL**	**GEN: % intakes that identify as Aborlginal**	**# intakes who identify as Aboriginal / # intakes**
123	CONSULTATION	CON: # consultations to service providers	Number of requests for consultation from service providers outside the program that were met by staff this month. Consultation comprises subject matter expertise delivered by one service provider to another upon request, either in person or over the phone.
124	CONSULTATION	CON: # hours of consultation	Number of hours staff provided one-to-one consultation to other service providers this month. The number of hours should be reported to the nearest quarter hour, e.g. 0.25, 0.5, 0.75, 1, 1.25, etc.
125	**CONSULTATION**	**CON: Average # hours per consultation**	**# hours / # consultations**
150	INTERVENTION	INT: # children/ youth receiving individual intervention	Number of children/ youth to whom staff provided one-to-one intervention this month. Intervention comprises activities intended to prompt or maintain a planned change in the behaviour, condition, or functioning of children, youth, or their family members. Intervention may be provided in person or over the phone
151	INTERVENTION	INT: # hours individual intervention to children/ youth	Number of hours staff provided one-to-one intervention to children/ youth and/or members of their families this month. Includes "consultation" time with families. The number of hours should be reported to the nearest quarter hour, e.g. 0.25, 0.5, 0.75, 1, 1.25, etc.
152	**INTERVENTION**	**INT: Average # hours individual intervention per child/ youth**	**# hours / # children/youth**
153	INTERVENTION	INT: # sessions of group intervention to children/ youth	Number of times this month that staff provided intervention to children/ youth in a group setting, i.e. provided service to 2 or more unrelated children/ youth and/or members of their families at the same time. Intervention comprises activities intended to prompt or maintain a planned change in the behaviour, condition, or functioning of children, youth, or their family members.
154	INTERVENTION	INT: # hours of group intervention to children/ youth	Number of hours this month that staff provided therapeutic intervention to children/ youth in a group setting. The number of hours should be reported to the nearest quarter hour, e.g. 0.25, 0.5, 0.75, 1, 1.25, etc.
155	INTERVENTION	INT: # attendances at child/ youth intervention sessions	Total number of attendances this month by children, youth and/or their family members at group intervention sessions. Each child, youth and family member attending counts separately for the purposes of this indicator

156	**INTERVENTION**	**INT: Average attendance per child/ youth intervention session**	**# attendances / # sessions**
196	TRAINING & EDUCATION	TRE: # sessions of community training/ education	Number of times this month that staff provided training and/or education to other service providers and/or members of the public in a group setting. Training and education comprises a range of strategies for imparting knowledge, improving skills and building awareness of resources.
197	TRAINING & EDUCATION	TRE: # hours of community training/ education	Number of hours this month that staff provided training/ education to service providers and/or members of the public in a group setting. The number of hours should be reported to the nearest quarter hour, e.g. 0.25, 0.5, 0.75, 1, 1.25, etc.
198	TRAINING & EDUCATION	TRE: # attendances at community training/ education sessions	Total number of attendances by service providers and/or members of the public at training and education sessions this month. For example, if you provided 2 sessions this month, and 3 individuals attended the first session and 15 attended the second, you would report 18 attendances for the month.
199	**TRAINING & EDUCATION**	**TRE: Average attendance per community training/ education session**	**# attendances / # sessions**

ATTACHMENT 2.1 – Financial Report

Attachment 2.1 to Subsidiary Component Agreement No.FT08424013

Financial Report **Sample Report**

Name of Organization: Family Services of Greater Vancouver

Contract No.: FT08424013

Period Covered:

Subsidiary Component Agreement FT08424013 Detail	Therapeutic Intervention	Training and Education	TOTALS
Total Operational Revenue			
Operational Expenses:			
Total Wages and Benefits			
Total Client Support Costs			
Total Transportation			
Total Program Support			
Total Program Admin. Support			
Total Facilities Expenses			
Total Operational Pre. Admin			
Total Admin. & Gen. Exp.*			
Total Operational Expenses			
Number of Units			
Unit Cost			
Total Surplus/(deficit)			$

* Definitions from the Specified Audit Procedures, Core Policy and Procedures Manual, 6.3.2(d) Continuing Service Agreements. Policy I, Appendix F.

Comments regarding variances:

This report has been prepared from the books and records of the Contractor for the funding period ended _____. I hereby confirm to the best of my knowledge and belief, that the information contained herein, was compiled in accordance with generally accepted accounting principles and in compliance with the Province's Core Policy and Procedures Manual. There is nothing to my knowledge that has not been disclosed in this report that would affect the accuracy and completeness of the financial information.

Signature: Date

Print Name: Print Title: Executive Director

Attachment 2.2 to SCA FT08424013 – Price Structure Chart

	Service Areas								
	Therapeutic Intervention	Training and Education							TOTALS
Operational Revenue:									
Total Revenue									
Operational Expenses:									
Wages and Benefits									
Staff Wages by Classification									
Relief									
Benefits									
Other (specify)									
Total Wages and Benefits									
Client Support Costs									
Activities									
Meeting Expenses									
Other Client Support Costs (specify)									
Total Client Support Costs									
Transportation									
Auto Insurance									
Client Transportation									
Staff Transportation									
Vehicle Costs									
Other (specify)									
Total Transportation									
Program Support									
Contracted Services									
Telephones/ Cellulars/ Pagers									
Materials									
Memberships									
Staff Training - Mandatory									
Staff Training - Discretionary									
Other (specify)									
Total Program Support									
Program Administrative Support									
Advertising									
Computer software and development									
Recruitment and Training									
Office Supplies									
CPIC and Criminal Record Review									
Other (specify)									
Total Program Administrative Support									
Facilities Expenses:									
Rent/ Lease/ Mortgage									
Insurance									
Other (specify)									
Total Facilities Expenses									
Administrative and General Expenses:									
Total Administrative and General Expenses									
Total Operational Expenses									
Number of Units									
Unit Cost									

SUBSIDIARY COMPONENT AGREEMENT (SCA)

BRITISH COLUMBIA

Ministry of Children and Family Development

BRITISH COLUMBIA | Ministry of Children and Family Development

SUBSIDIARY COMPONENT AGREEMENT: FT08424013

DOING BUSINESS AS: FAMILY SERVICES OF GREATER VANCOUVER
Agreement Name: Sexual Abuse Intervention Program

HER MAJESTY THE QUEEN IN RIGHT OF THE PROVINCE OF BRITISH COLUMBIA, represented by The Minister of Children and Family Development (the "Province", "we", "us", or "our" as applicable) at the following address	AND FAMILY SERVICES OF GREATER VANCOUVER (Legal Name) (the "Contractor", "you", or "your" as applicable) at the following address
3455 Victoria Drive Vancouver, British Columbia Canada V5N 4M5 Fax Number: (604)660-0647	201-1638 BROADWAY E VANCOUVER, BC V5N 1W1 Fax Number: (604)733-7009

The term for the Subsidiary Component Agreement begins on 01/04/2014 (Day/Month/Year) and ends on 31/03/2015 (Day/Month/Year)

THE PARTIES AGREE TO THE TERMS ON THE ATTACHED PAGES OF THIS DOCUMENT AND OUTLINED BELOW. THIS SUBSIDIARY COMPONENT AGREEMENT IS PART OF THE THIRD PARTY SERVICE AGREEMENT FT08424000

APPLICABLE SCHEDULES.

SCHEDULE A	-	**SERVICES**
SCHEDULE B	-	**PAYMENT & FINANCIAL REPORTING**
SCHEDULE C	-	**APPROVED SUBCONTRACTOR(S)**
SCHEDULE D	-	**RISK MANAGEMENT & CONFLICT RESOLUTION**
SCHEDULE E	-	**AUTHORIZED PERSONS (FOR THE SUBSIDIARY COMPONENT AGREEMENT)**
SCHEDULE H	-	**ADDITIONAL TERMS**

SIGNED AND DELIVERED on the 5th day of June, 2014 on behalf of the Province by its duly authorized representative:

Signature:

Print Name: Shirin Jang

Position: Community Services Manager or Designate

Responsibility Centre: CSM - VANCOUVER NORTH

SIGNED AND DELIVERED on the 28 day of May, 2014 by or on behalf of the Contractor (or by its authorized signatory or signatories if the Contractor is a corporation)

Signature: Caroline Bonesky

Print Name: Caroline Bonesky Position: Chief Executive Officer

Signature:

Print Name: Position:

Signature

Print Name Position:

READ TERMS ON THE ATTACHED PAGES OF THIS DOCUMENT

SCHEDULE A – SERVICES

General

The Contractor will provide all necessary components for delivery of the program delineated below, including sufficient qualified program staff, administrative support, premises, materials and equipment.

Family, child or youth specific progress reports and reports suitable for presentation in Court proceedings will be provided where required and in a mutually agreed upon format.

The Province will appoint a contract supervisor for the Contractor's services funded under this Agreement. The parties agree to conduct contract reviews during the Funding Period to review the ***Service Deliverables*** and any other issues of mutual concern, including the following:

- statements and reports;
- program elements, including hours of operation;
- access and admission criteria;
- intake and referral processes;
- frequency, content and format of progress and Court ready reports;
- wait list management;
- exceptions to normal practice;
- critical incident reporting procedures;
- issue management; and
- program liaison.

Services have been restructured based on a comprehensive system of care model, supported by accreditation and enhanced reporting requirements. The Province and the Contractor are using a collaborative approach to the continuing development of output-based contracts and measurable client outcomes. Both parties agree to work together to achieve these objectives. Data collected during the term of this agreement will be reviewed by both parties and then used to establish baseline targets for future contracts.

SUMMARY

Term **01/04/2014 to 31/03/2015** ***Total Amount of Component Agreement*** **$296,276.64**

Allocation by Programs and Services

Programs		
Sexual Abuse Intervention Program		
	Intervention - Therapeutic Intervention/Treatment	$288,276.60
	Training and Education - General	$8,000.04
	Sub-Total	**$296,276.64**
	Total	**$296,276.64**

Allocation by Community

Communities Served

Communities Served		
Vancouver North		$98,758.88
Richmond (38)		$98,758.88
Vancouver South		$98,758.88
	Total	**$296,276.64**

Allocation by Business Area

Core Business Area	Business Area - Sub Business Area	
Child and Family Development		
	Community Child and Youth Mental Health	$296,276.64
	Sub-Total	**$296,276.64**
	Total	**$296,276.64**

PROGRAMS

Sexual Abuse Intervention Program

TARGET POPULATION:	Children and Youth who have experienced sexual abuse
OUTCOME:	Children and Youth progress towards overcoming the effects of sexual abuse.

SERVICE: INTERVENTION - THERAPEUTIC INTERVENTION/TREATMENT — **Total Amount** $288,276.60

Definitions	Structured, planned and empirically supported therapy/treatment.		
Project Code	18CN294		
Input	Degreed Staff		
Output Indicators	# Recipients of One to One Services	**Quantity**	110
	# Recipients of Group Services		
	# Direct Group Hours		
	# Direct One to One Hours		2235
Reporting Frequency	Monthly		
Core Business Area	Child and Family Development		
Business Area	Community Child and Youth Mental Health		
Communities Served			

Richmond (38)	**Recipient(s)**	0 to 18 years	**Amount**	$96,092.20
Vancouver North	**Recipient(s)**	0 to 18 years	**Amount**	$96,092.20
Vancouver South	**Recipient(s)**	0 to 18 years	**Amount**	$96,092.20

This allocation is provided as an estimate.

SERVICE: TRAINING AND EDUCATION - GENERAL — **Total Amount** $8,000.04

Definitions	Range of strategies for imparting knowledge, improving skills and building awareness of resources.
Project Code	18CN529
Input	Qualified Staff
Output Indicators	# Attendances at Group Sessions **Quantity**
	# Direct Group Hours
	# Group Sessions
Reporting Frequency	Monthly
Core Business Area	Child and Family Development
Business Area	Community Child and Youth Mental Health
Communities Served	

124 X 56.5

Richmond (38)	**Recipient(s)**	6 to 18 years	**Amount**	$888.80
Richmond (38)	**Recipient(s)**	Community	**Amount**	$888.80
Richmond (38)	**Recipient(s)**	Parents/Caregivers	**Amount**	$889.08
Vancouver North	**Recipient(s)**	6 to 18 years	**Amount**	$888.80
Vancouver North	**Recipient(s)**	Community	**Amount**	$888.80
Vancouver North	**Recipient(s)**	Parents/Caregivers	**Amount**	$889.08
Vancouver South	**Recipient(s)**	6 to 18 years	**Amount**	$889.08
Vancouver South	**Recipient(s)**	Community	**Amount**	$889.08
Vancouver South	**Recipient(s)**	Parents/Caregivers	**Amount**	$888.52

This allocation is provided as an estimate.

Additional Descriptions

SERVICE DESCRIPTION

Sexual Abuse Intervention Program

Minimum Annual Output Number: 110 Children and Youth / 2362 Hours of Direct Service

Family Services of Greater Vancouver will provide specialized assessment and treatment services to children and youth (0 -19), who have been sexually abused and who live in the communities of Vancouver and Richmond.

These services will be shared on the following basis: Vancouver: 66.7% and Richmond: 33.3%. *(to be reviewed during the Funding Period.)*

SAIP services will be offered as time-limited therapeutic interventions to children, with service to parent as an integral part of the program and within the context of providing service to the child. Clinical interventions will include individual, group and family therapeutic work.

The responsibility for treatment is placed on the family.

For some unstable families and very seriously traumatized children, longer term and more intensive treatment may be required from other agencies and practitioners.

SAIP programs will include the provision of training and education services to non-client youth groups, both for at-risk youth and general youth populations.

Additionally, the program will provide for education services to community members through training and education initiatives to parents, community professionals, and other members of the community.

A collaborative relationship will be maintained between the SAIP provider and Child and Youth Mental Health clinical services to deal with such issues as clinical consultation and referral of clients.

Service Description

The Program will provide assessment and treatment in accordance to the *SAIP Standards*.

Referrals will be accepted from self, physicians or agencies and screening will be completed to determine eligibility, nature and severity of the presenting problems and urgency.

In addition to:

- appropriate intake screening procedures;
- referral of clients that do not meet the client criteria or may be better served by another Agency or private professional, to other agencies and registered private professionals (i.e. registered psychologists – note: "Clinical Counselors" are not legislated as a professional body. An agency may not refer to a private practitioner who is an employee or member of the agency's Board of Directors);
- child and family assessment;
- signed case management and treatment plans;
- individual family (and/or group counseling, if offered) according to the assessed needs of the client and with their full consent;
- clinical interventions are time limited and delivered in the least intrusive manner;
- appropriate referral and follow-up upon termination.

Specifically, the Contractor will provide:

- Individual Intervention to children and youth who have been sexually abused;
- Training and Education to parents and/or caregivers of children who are being seen;
- Training and Education to community (youth, caregivers, teachers, service providers, others in the community) regarding childhood sexual abuse issues and intervention.

Additionally, the Contractor agrees to assist with data collection, which consists of either entering data into Client Patient Information Management (CPIM) system or participating in periodic data collection. Larger agencies will use CPIM directly, or (if approved) provide data that is compliant with the Mental Health Minimum Data Set via a file transfer (documentation and specifications will be provided by Child and

Youth Mental Health Services (CYMH) in Victoria). The Ministry of Children and Family Development CYMH in Victoria will assist with the initial set-up for CPIM entry.

CYMH is in the process of developing a new information management tool as a replacement for CPIM and a new intake and screening tool. The *Community and Residential Information System* (CARIS) is a highly secure, web-based tool that will function as a clinical file as well as a client tracking tool. The *Brief Child and Family Phone Interview* (BCFPI) is also highly secure and web-based and will assist contractors in identifying the most appropriate clients, determining their priority need for service, selecting an evidence-based treatment approach and following up on client outcomes. The Contractor agrees to use CARIS when it is available as a substitute for CPIM, with contractors who have file transfer agreements continuing to use file transfers, unless they prefer to use CARIS. Initial set-up and training for CARIS will be provided by Ministry of Children and Family Development CYMH. Contractors that provide a range of mental health services and conduct intake procedures agree to use the BCFPI as one component of their intake process.

BUSINESS AREA OUTCOMES

- Improved Mental Health for children and youth
- Increased resilience to promote positive mental health and to prevent/delay mental disorders among children at risk
- Decreased stigma, empowerment, and improved community supports
- Access to timely and appropriate interventions for children, youth & their families resulting in improved functioning

Attachments

Name	Attachment 1.1 - SAIP Monthly Output Indicator	*Attachment 1.1 SAIP Monthly Output Indicator.doc*

BRITISH COLUMBIA | Ministry of Children and Family Development	**SUBSIDIARY COMPONENT AGREEMENT:** FT08424013 **SCHEDULE B**

SCHEDULE B – PAYMENT & FINANCIAL REPORTING

Aggregate Maximum

1.1 Subject to the provisions of the Third Party Service Agreement and this Subsidiary Component Agreement, we will pay you an amount not exceeding $296,276.64, including GST, in the aggregate, for providing the Services set out in Schedule A, during the term of this Subsidiary Component Agreement.

Payments

2.1 **Monthly Recurring**

We will pay you on or about the 15th day of the month commencing on the 1st day of April, 2014 as provided in the following payment schedule:

From	To	Amount	GST	Total
April 1, 2014	March 31, 2015	$24,689.72	$0.00	$296,276.64
				$296,276.64

2.2 **Payment Address**

201-1638 BROADWAY E VANCOUVER, BC V5N 1W1

Goods and Services Tax (GST)

Financial Reports

2.3 In addition to the financial statements referred to in the Audit and Service Evaluation section of FT08424000 any financial reports should, at a minimum, relate costs to service outputs. The following additional financial reports are required:

Name	Description
Semi-annual Service Cost Report	Report that outlines the semi-annual costs associated with a service.
9-Month Service Cost Report	Report that outlines the costs associated with a service every 9 months.

Transition to Unit Cost Based Payments

2.4 Not applicable

Attachments

Name	Attachment 2.1 - Financial Report	*Attachment 2.1. Financial Report.doc*
Name	Attachment 2.2 - Price Structure Chart	*Attachment 2.2. Price Structure chart.doc*

SCHEDULE C – APPROVED SUBCONTRACTOR(S)

Subcontractors

1.1 The following persons or organizations, are specified as Subcontractors under section 12 of the Third Party Service Agreement, for purposes of this Subsidiary Component Agreement:

None

SCHEDULE D – RISK MANAGEMENT & CONFLICT RESOLUTION

Criminal Record Check

1.1 In accordance with the Criminal Records Review Act, you must undertake a criminal record check of each staff member or other person who has, or potentially has, unsupervised access to children, or who has access to their records.

1.2 In addition to any criminal record checks required under the Criminal Records Review Act, you must undertake a criminal record check on volunteers or other individuals who have, or potentially have, unsupervised access to children or their records.

1.3 Upon our written request you must provide us written confirmation that:

(a) criminal record checks have been initiated;

(b) you have acted on instructions from the adjudicator or us; and

(c) all other related procedures have been followed.

Conflict Resolution Officials

2.1 The designated "Officials" of the parties for the purposes of the Conflict Resolution Protocol are:

	Province	**Contractor**
Stage One:	Community Services Manager or Designate	Executive Director or Chairperson
Stage Two:	Executive Director of Service	Executive Director or Chairperson
Stage Three:	Deputy Minister or Designate	Chair, Board of Directors or Designate

Permits and Licenses

3.1 You must obtain all the permits and licenses required to perform the Services, including, but not limited to:

(a) any permits or licenses required by municipal or health authorities for the operation of the Services delineated in Schedule A.

(b) any municipal, provincial, federal permits and licenses required to provide the Services including motor vehicle licenses of the appropriate class to provide transportation to clients.

Insurance and Indemnity

A. For all Contractor's activities under this Agreement to which the Master Insurance Program applies, as determined by the Province in its sole discretion:

4.1 The Province will purchase and maintain Comprehensive General Liability insurance in the amount of $2,000,000 inclusive per occurrence against bodily injury and property damage arising out of the Contractor's performance of the Services on behalf of the Province as outlined in this Agreement.

4.2 The Contractor shall be responsible for and pay any deductible under the policy.

4.3 The Contractor will be provided with a Certificate of Insurance and a copy of the insurance policy wording.

4.4 The Province will take reasonable steps to ensure the coverage specified in section 1 is continuous for the duration of this Agreement but the Province does not accept responsibility for providing coverage in the event the insurance is cancelled or reduced by the insurer.

4.5 The Province does not represent or warrant that the policy contains insurance for any and all losses. It is the Contractor's responsibility to ascertain the exact nature and extent of coverage of the policy as well as any and all terms and conditions of the policy.

4.6 The Contractor shall provide, maintain, and pay for, any additional insurance which the Contractor is required by law to carry, or which the Contractor considers necessary to cover risks not otherwise covered by insurance specified in section 1.

B. For all Contractor's activities to which the Master Insurance Program does not apply, the Contractor shall:

5.1 The Contractor must, without limiting its obligation or liabilities and at its own expense, purchase and maintain throughout the term of this Agreement the following insurances with insurers licensed in Canada in forms and amounts acceptable to the Province:

(a) Commercial General Liability in an amount not less than $2,000,000.00 inclusive per occurrence against bodily injury, personal injury and property damage and including liability assumed under this Agreement and this insurance must:

(i) include the Province as an additional insured;

(ii) be endorsed to provide the Province with 30 days advance written notice of cancellation or material change; and

(iii) include a cross liability clause.

5.2 All insurance described in paragraph 1 of this Schedule must:

(a) be primary; and

(b) not require the sharing of any loss by any insurer of the Province.

5.3 The Contractor must provide the Province with evidence of all required insurance:

(a) Within 10 working days of commencement of the Services, the Contractor must provide to the Province evidence of all required insurance in the form of a completed Province of British Columbia Certificate of Insurance.

(b) If the insurance policy(ies) expire before the end of the term of this Agreement, the Contractor must provide within 10 working days of expiration, evidence of new or renewal policy(ies) of all expired insurance in the form of a completed Province of British Columbia Certificate of Insurance.

(c) Notwithstanding paragraph 3(a) or (b) above, if requested by the Province at any time, the Contractor must provide to the Province certified copies of the required insurance policies.

5.4 The Contractor shall provide, maintain, and pay for, any additional insurance which it is required by law to carry, or which it considers necessary to cover risks not otherwise covered by insurance specified in this schedule in its sole discretion.

C. Whether A or B applies to the Services, for all Contractor activities under this Agreement:

6.1 The Contractor shall maintain Automobile Liability insurance on all vehicles owned, operated or licensed by the Contractor in an amount not less than $2,000,000 per occurrence, and where applicable the Contractor may show evidence of this insurance using an ICBC Confirmation of Insurance Coverage (APV-47) form in place of the requirement for the BC Certificate of Insurance.

6.2 Additional Insurance: Not applicable

SCHEDULE E – AUTHORIZED PERSONS (FOR THE SUBSIDIARY COMPONENT AGREEMENT)

Authorized Persons

1.1 The Contractor designates any of the following persons, (identified by name and/or position) to act for you in relation to this Subsidiary Component Agreement:

Caroline Bonesky, Chief Executive Officer

1.2 The Ministry designates any of the following persons (identify by name and/or position) to act for us in relation to this Subsidiary Component Agreement:

Shirin Jangi, Community Services Manager or Designate

Trudy Westermark, Procurement Specialist

SCHEDULE F1 – PRIVACY PROTECTION SCHEDULE

This Schedule forms part of the agreement between Her Majesty the Queen in right of the Province of British Columbia represented by

The Ministry of Children and Family Development (the "Province") and FAMILY SERVICES OF GREATER VANCOUVER (the "Contractor")

respecting Sexual Abuse Intervention Program (the "Agreement")

Definitions

1. In this Schedule,

   (a) "access" means disclosure by the provision of access;

   (b) "Act" means the Freedom of Information and Protection of Privacy Act (British Columbia), as amended from time to time;

   (c) "contact information" means information to enable an individual at a place of business to be contacted and includes the name, position name or title, business telephone number, business address, business email or business fax number of the individual;

   (d) "personal information" means recorded information about an identifiable individual, other than contact information, collected or created by the Contractor as a result of the Agreement or any previous agreement between the Province and the Contractor dealing with the same subject matter as the Agreement but excluding any such information that, if this Schedule did not apply to it, would not be under the "control of a public body" within the meaning of the Act.

Purpose

2. The purpose of this Schedule is to:

   (a) enable the Province to comply with its statutory obligations under the Act with respect to personal information; and

   (b) ensure that, as a service provider, the Contractor is aware of and complies with its statutory obligations under the Act with respect to personal information.

Collection of personal information

3. Unless the Agreement otherwise specifies or the Province otherwise directs in writing, the Contractor may only collect or create personal information that is necessary for the performance of the Contractor's obligations, or the exercise of the Contractor's rights, under the Agreement.

4. Unless the Agreement otherwise specifies or the Province otherwise directs in writing, the Contractor must collect personal information directly from the individual the information is about.

5. Unless the Agreement otherwise specifies or the Province otherwise directs in writing, the Contractor must tell an individual from whom the Contractor collects personal information:

   (a) the purpose for collecting it;

(b) the legal authority for collecting it; and

(c) the title, business address and business telephone number of the person designated by the Province to answer questions about the Contractor's collection of personal information.

Accuracy of personal information

6. The Contractor must make every reasonable effort to ensure the accuracy and completeness of any personal information to be used by the Contractor or the Province to make a decision that directly affects the individual the information is about.

Requests for access to personal information

7. If the Contractor receives a request for access to personal information from a person other than the Province, the Contractor must promptly advise the person to make the request to the Province unless the Agreement expressly requires the Contractor to provide such access and, if the Province has advised the Contractor of the name or title and contact information of an official of the Province to whom such requests are to be made, the Contractor must also promptly provide that official's name or title and contact information to the person making the request.

Correction of personal information

8. Within 5 business days of receiving a written direction from the Province to correct or annotate any personal information, the Contractor must annotate or correct the information in accordance with the direction.

9. When issuing a written direction under section 8, the Province must advise the Contractor of the date the correction request to which the direction relates was received by the Province in order that the Contractor may comply with section 10.

10. Within 5 business days of correcting or annotating any personal information under section 8, the Contractor must provide the corrected or annotated information to any party to whom, within one year prior to the date the correction request was made to the Province, the Contractor disclosed the information being corrected or annotated.

11. If the Contractor receives a request for correction of personal information from a person other than the Province, the Contractor must promptly advise the person to make the request to the Province and, if the Province has advised the Contractor of the name or title and contact information of an official of the Province to whom such requests are to be made, the Contractor must also promptly provide that official's name or title and contact information to the person making the request.

Protection of personal information

12. The Contractor must protect personal information by making reasonable security arrangements against such risks as unauthorized access, collection, use, disclosure or disposal, including any expressly set out in the Agreement.

Storage and access to personal information

13. Unless the Province otherwise directs in writing, the Contractor must not store personal information outside Canada or permit access to personal information from outside Canada.

Retention of personal information

14. Unless the Agreement otherwise specifies, the Contractor must retain personal information until directed by the Province in writing to dispose of it or deliver it as specified in the direction.

Use of personal information

15. Unless the Province otherwise directs in writing, the Contractor may only use personal information if that use is:

(a) for the performance of the Contractor's obligations, or the exercise of the Contractor's rights, under the Agreement; and

(b) in accordance with section 13.

Disclosure of personal information

16. Unless the Province otherwise directs in writing, the Contractor may only disclose personal information inside Canada to any person other than the Province if the disclosure is for the performance of the Contractor's obligations, or the exercise of the Contractor's rights, under the Agreement.

17. Unless the Agreement otherwise specifies or the Province otherwise directs in writing, the Contractor must not disclose personal information outside Canada.

Inspection of personal information

18. In addition to any other rights of inspection the Province may have under the Agreement or under statute, the Province may, at any reasonable time and on reasonable notice to the Contractor, enter on the Contractor's premises to inspect any personal information in the possession of the Contractor or any of the Contractor's information management policies or practices relevant to its management of personal information or its compliance with this Schedule and the Contractor must permit, and provide reasonable assistance to, any such inspection.

Compliance with the Act and directions

19. The Contractor must in relation to personal information comply with:

    (a) the requirements of the Act applicable to the Contractor as a service provider, including any applicable order of the commissioner under the Act; and

    (b) any direction given by the Province under this Schedule.

20. The Contractor acknowledges that it is familiar with the requirements of the Act governing personal information that are applicable to it as a service provider.

Notice of non-compliance

21. If for any reason the Contractor does not comply, or anticipates that it will be unable to comply, with a provision in this Schedule in any respect, the Contractor must promptly notify the Province of the particulars of the non-compliance or anticipated non-compliance and what steps it proposes to take to address, or prevent recurrence of, the non-compliance or anticipated non-compliance.

Termination of Agreement

22. In addition to any other rights of termination which the Province may have under the Agreement or otherwise at law, the Province may, subject to any provisions in the Agreement establishing mandatory cure periods for defaults by the Contractor, terminate the Agreement by giving written notice of such termination to the Contractor, upon any failure of the Contractor to comply with this Schedule in a material respect.

Interpretation

23. In this Schedule, references to sections by number are to sections of this Schedule unless otherwise specified in this Schedule.

24. Any reference to the "Contractor" in this Schedule includes any subcontractor or agent retained by the Contractor to perform obligations under the Agreement and the Contractor must ensure that any such subcontractors and agents comply with this Schedule.

25. The obligations of the Contractor in this Schedule will survive the termination of the Agreement.

26. If a provision of the Agreement (including any direction given by the Province under this Schedule) conflicts with a requirement of the Act or an applicable order of the commissioner under the Act, the conflicting provision of the Agreement (or direction) will be inoperative to the extent of the conflict.

27. The Contractor must comply with the provisions of this Schedule despite any conflicting provision of this Agreement or, subject to section 28, the law of any jurisdiction outside Canada.

28. Nothing in this Schedule requires the Contractor to contravene the law of any jurisdiction outside Canada unless such contravention is required to comply with the Act.

SCHEDULE H – ADDITIONAL TERMS

Other

1. Notwithstanding Clause 55 (b) of the Third Party Service Agreement, the termination notice period for this Subsidiary Component Agreement is 90 days.

PAYMENT AND FINANCIAL INFORMATION

The Annualized Baseline funding for this contract remains at $296,276.64.

STATEMENTS AND REPORTS

The Contractor will submit to the Province reports, in form and content acceptable to the Province, relating to the services and programs outlined in this Agreement. The required reports include, but are not limited to, the following:

(a) Monthly Indicator Reports – Indicators and Definitions are outlined in Attachment 1.1 to this Agreement

(b) Annual Report on Outcomes

(c) Price Structure Chart due June 30, 2014

(d) Other information as may be requested by the Province

Required reports will be submitted within 15 business days of the end of the period specified, commencing with a first report for the period ending April 30, 2014. For the purpose of this section and section 1.3, a "business day" is any day that is not a Saturday, a Sunday or a statutory holiday in British Columbia.

Financial Reports

Whether or not an annual financial statement (or review or audit of the same) is required and submitted under section 40 of the Third Party Service Agreement, the Contractor will, for the purposes of negotiation of any future agreement, submit to the Province, within 30 business days of the end of the 2nd and 3rd quarters of the Funding Period, a Financial Report (unaudited) showing revenues and expenditures for each service area. A sample of the Financial Report (unaudited) is included as Attachment 2.1 to this Agreement.

SERVICE AGREEMENT

BRITISH COLUMBIA

Ministry of Children and Family Development

MINISTRY OF CHILDREN AND FAMILY DEVELOPMENT

BRITISH COLUMBIA | Ministry of Children and Family Development	**MINISTRY SERVICE AGREEMENT: FT08424013** **DOING BUSINESS AS: FAMILY SERVICES OF GREATER VANCOUVER** **Agreement Name:** Sexual Abuse Intervention Program

HER MAJESTY THE QUEEN IN RIGHT OF THE PROVINCE OF BRITISH COLUMBIA, represented by The Minister of Children and Family Development (the "Province", "we", "us", or "our" as applicable) at the following address:	AND FAMILY SERVICES OF GREATER VANCOUVER (Legal Name) (the "Contractor", "you", or "your" as applicable) at the following address
11th Floor - 1177 West Broadway Vancouver, British Columbia Canada V6H 1G3 Fax Number: (604)775-2726	201-1638 BROADWAY E VANCOUVER, BC V5N 1W1 Fax Number: (604)733-7009

The term for the Service Agreement begins on: 01/04/2015 (Day/Month/Year) and ends on 31/03/2017 (Day/Month/Year)

THE PARTIES AGREE TO THE TERMS AND CONDITIONS OF THE SERVICE AGREEMENT LOCATED ON THE MINISTRY OF CHILDREN AND FAMILY DEVELOPMENT'S WEBSITE, VERSION 1.1 DATED JANUARY 13, 2015, AND AGREE TO BE BOUND BY THE SCHEDULES LISTED BELOW AND ATTACHED TO THIS AGREEMENT:

SCHEDULE A	-	SERVICES
SCHEDULE B	-	PAYMENT
SCHEDULE C	-	APPROVED SUBCONTRACTOR(S)
SCHEDULE D	-	INSURANCE
SCHEDULE E	-	AUTHORIZED PERSONS
SCHEDULE F	-	INFORMATION MANAGEMENT (RECORDS, PRIVACY AND SECURITY)
SCHEDULE H	-	ADDITIONAL TERMS

(collectively, the "Agreement")

SIGNED AND DELIVERED on the 3rd day of June, 2015 on behalf of the Province by its duly authorized representative

Signature: [signature]

Print Name: Shirin Jangi

Position: Community Services Manager or Designate

Responsibility Centre: CSM - VANCOUVER NORTH

SIGNED AND DELIVERED on the 24th day of April, 2015 by or on behalf of the Contractor (or by its authorized signatory or signatories if the Contractor is a corporation)

Signature: [signature]

Print Name: Caroline Bonesky Position: Chief Executive Officer

Signature:

Print Name: Position:

Signature:

Print Name: Position:

Contractor: By signing above you agree that you have read, understand, and agree to be bound by, the Terms and Conditions and the Schedules for the Service Agreement

SCHEDULE A – SERVICES

The Annual Baseline is $298,646.88.

The Annual Baseline funding is increased by $2,370.24 from $296,276.64 to $298,646.88. The increase is due to a general wage increase of 1% under the *Economic Stability Mandate*.

The Aggregate Maximum for the two year term of this Agreement is $597,293.76.

SUMMARY

Term **01/04/2015 to 31/03/2017** ***Total Amount of Agreement*** **$597,293.76**

Allocation by Programs and Services

Programs		
Sexual Abuse Intervention Program		
	Intervention - Therapeutic Intervention/Treatment	$581,293.68
	Training and Education - General	$16,000.08
	Sub-Total	**$597,293.76**
	Total	**$597,293.76**

Allocation by Community

Communities Served		
Vancouver North		$199,097.92
Richmond (38)		$199,097.92
Vancouver South		$199,097.92
	Total	**$597,293.76**

Allocation by Business Area

Core Business Area	**Business Area - Sub Business Area**	
Child and Family Development		
	Community Child and Youth Mental Health	$597,293.76
	Sub-Total	**$597,293.76**
	Total	**$597,293.76**

PROGRAMS

Sexual Abuse Intervention Program

TARGET POPULATION:	Children and Youth who have experienced sexual abuse
OUTCOME:	Children and Youth progress towards overcoming the effects of sexual abuse.

SERVICE: INTERVENTION - THERAPEUTIC INTERVENTION/TREATMENT — **Total Amount** $581,293.68

Definitions	Structured, planned and empirically supported therapy/treatment.		
Project Code	18CN294		
Input	Degreed Staff		
Output Indicators	# Recipients of Group Services	**Quantity**	
	# Direct Group Hours		
	# Direct One to One Hours		4470
	# Recipients of One to One Services		220
Reporting Frequency	Monthly		
Core Business Area	Child and Family Development		
Business Area	Community Child and Youth Mental Health		
Communities Served			

Richmond (38)	**Recipient(s)**	0 to 18 years	**Amount**	$193,764.56
Vancouver North	**Recipient(s)**	0 to 18 years	**Amount**	$193,764.56
Vancouver South	**Recipient(s)**	0 to 18 years	**Amount**	$193,764.56

This allocation is provided as an estimate.

SERVICE: TRAINING AND EDUCATION - GENERAL — **Total Amount** $16,000.08

Definitions	Range of strategies for imparting knowledge, improving skills and building awareness of resources.		
Project Code	18CN529		
Input	Qualified Staff		
Output Indicators	# Attendances at Group Sessions	**Quantity**	
	# Group Sessions		
	# Direct Group Hours		113
Reporting Frequency	Monthly		
Core Business Area	Child and Family Development		
Business Area	Community Child and Youth Mental Health		
Communities Served			

Richmond (38)	**Recipient(s)**	6 to 18 years	**Amount**	$1,778.14
Richmond (38)	**Recipient(s)**	Community	**Amount**	$1,777.61
Richmond (38)	**Recipient(s)**	Parents/Caregivers	**Amount**	$1,777.61
Vancouver North	**Recipient(s)**	6 to 18 years	**Amount**	$1,778.14
Vancouver North	**Recipient(s)**	Community	**Amount**	$1,777.61
Vancouver North	**Recipient(s)**	Parents/Caregivers	**Amount**	$1,777.61
Vancouver South	**Recipient(s)**	6 to 18 years	**Amount**	$1,777.08
Vancouver South	**Recipient(s)**	Community	**Amount**	$1,778.14
Vancouver South	**Recipient(s)**	Parents/Caregivers	**Amount**	$1,778.14

This allocation is provided as an estimate.

Additional Descriptions

SERVICE DESCRIPTION

Sexual Abuse Intervention Program

Minimum Annual Output Number: 110 Children and Youth / 2362 Hours of Direct Service

Family Services of Greater Vancouver will provide specialized assessment and treatment services to children and youth (0 – 19), who have been sexually abused and who live in the communities of Vancouver and Richmond.

These services will be shared on the following basis: Vancouver: 66.7% and Richmond: 33.3%.

SAIP services will be offered as time-limited therapeutic interventions to children, with service to parent as an integral part of the program and within the context of providing service to the child. Clinical interventions will include individual, group and family therapeutic work.

The responsibility for treatment is placed on the family.

For some unstable families and very seriously traumatized children, longer term and more intensive treatment may be required from other agencies and practitioners.

SAIP programs will include the provision of training and education services to non-client youth groups, both for at-risk youth and general youth populations.

Additionally, the program will provide for education services to community members through training and education initiatives to parents, community professionals, and other members of the community.

A collaborative relationship will be maintained between the SAIP provider and Child and Youth Mental Health clinical services to deal with such issues as clinical consultation and referral of clients.

Service Description

The Program will provide assessment and treatment in accordance to the *SAIP Standards*.

Referrals will be accepted from self, physicians or agencies and screening will be completed to determine eligibility, nature and severity of the presenting problems and urgency.

In addition to:

- appropriate intake screening procedures;
- referral of clients that do not meet the client criteria or may be better served by another Agency or private professional, to other agencies and registered private professionals (i.e. registered psychologists – note: "Clinical Counselors" are not legislated as a professional body. An agency may not refer to a private practitioner who is an employee or member of the agency's Board of Directors);
- child and family assessment;
- signed case management and treatment plans;
- individual family (and/or group counseling, if offered) according to the assessed needs of the client and with their full consent;
- clinical interventions are time limited and delivered in the least intrusive manner; and
- appropriate referral and follow-up upon termination.

Specifically, the Contractor will provide:

- Individual Intervention to children and youth who have been sexually abused.
- Training and Education to parents and/or caregivers of children who are being seen.
- Training and Education to community (youth, caregivers, teachers, service providers, others in the community) regarding childhood sexual abuse issues and intervention.

Additionally, the Contractor agrees to assist with data collection, which consists of either entering data into Client Patient Information Management (CPIM) system or participating in periodic data collection. Larger agencies will use CPIM directly, or (if approved) provide data that is compliant with the Mental Health Minimum Data Set via a file transfer (documentation and specifications will be provided by Child and Youth Mental Health Services (CYMH) in Victoria). The Ministry of Children and Family Development

CYMH in Victoria will assist with the initial set-up for CPIM entry.

CYMH is in the process of developing a new information management tool as a replacement for CPIM and a new intake and screening tool. The *Community and Residential Information System* (CARIS) is a highly secure, web-based tool that will function as a clinical file as well as a client tracking tool. The *Brief Child and Family Phone Interview* (BCFPI) is also highly secure and web-based and will assist contractors in identifying the most appropriate clients, determining their priority need for service, selecting an evidence-based treatment approach and following up on client outcomes. The Contractor agrees to use CARIS when it is available as a substitute for CPIM, with contractors who have file transfer agreements continuing to use file transfers, unless they prefer to use CARIS. Initial set-up and training for CARIS will be provided by Ministry of Children and Family Development CYMH. Contractors that provide a range of mental health services and conduct intake procedures agree to use the BCFPI as one component of their intake process.

BUSINESS AREA OUTCOMES

- Improved Mental Health for children and youth
- Increased resilience to promote positive mental health and to prevent/delay mental disorders among children at risk
- Decreased stigma, empowerment, and improved community supports
- Access to timely and appropriate interventions for children, youth & their families resulting in improved functioning

SCHEDULE B – PAYMENT

Aggregate Maximum

1.1 Subject to the provisions of this Agreement, we will pay you an amount not exceeding $597,293.76, including GST, in the aggregate, for providing the Services set out in Schedule A, during the term of this Agreement.

Payments

2.1 Monthly Recurring

We will pay you on or about the 15th day of the month commencing on the 1st day of April, 2015 as provided in the following payment schedule:

From	To	Amount	GST	Total
April 1, 2015	March 31, 2017	$24,887.24	$0.00	$597,293.76
				$597,293.76

2.2 Payment Address

201-1638 BROADWAY E VANCOUVER, BC V5N 1W1

Goods and Services Tax (GST)

Financial Reports

2.3 In addition to the financial statements referred to in the Audit and Service Evaluation section of FT08424000 any financial reports should, at a minimum, relate costs to service outputs. The following additional financial reports are required:

Name	Description
Semi-annual Service Cost Report	Report that outlines the semi-annual costs associated with a service.
Annual Service Cost Report	Report that outlines the annual costs associated with a service.

Transition to Unit Cost Based Payments

2.4 Not applicable

SCHEDULE C – APPROVED SUBCONTRACTOR(S)

Subcontractors

1.1 The following persons, groups of persons, or organizations, are specified as Subcontractors under section 12 of the Agreement:

None

SCHEDULE D – INSURANCE

Conflict Resolution Officials

1.1 The designated "Officials" of the parties for the purposes of the Conflict Resolution Protocol are:

	Province	**Contractor**
Stage One:	Community Services Manager or Designate	Executive Director or Chairperson
Stage Two:	Executive Director of Service	Executive Director or Chairperson
Stage Three:	Assistant Deputy Minister	Chair, Board of Directors or Designate

Insurance and Indemnity

A. For all Contractor's activities under this Agreement to which the Master Insurance Program applies, as determined by the Province in its sole discretion:

2.1 The Province will purchase and maintain Comprehensive General Liability insurance in the amount of $2,000,000 inclusive per occurrence against bodily injury and property damage arising out of the Contractor's performance of the Services on behalf of the Province as outlined in this Agreement.

2.2 The Contractor shall be responsible for and pay any deductible under the policy.

2.3 The Contractor will be provided with a Certificate of Insurance and a copy of the insurance policy wording.

2.4 The Province will take reasonable steps to ensure the coverage specified in section 1 is continuous for the duration of this Agreement but the Province does not accept responsibility for providing coverage in the event the insurance is cancelled or reduced by the insurer.

2.5 The Province does not represent or warrant that the policy contains insurance for any and all losses. It is the Contractor's responsibility to ascertain the exact nature and extent of coverage of the policy as well as any and all terms and conditions of the policy.

2.6 The Contractor shall provide, maintain, and pay for, any additional insurance which the Contractor is required by law to carry, or which the Contractor considers necessary to cover risks not otherwise covered by insurance specified in section 1.

B. For all Contractor's activities to which the Master Insurance Program does not apply, the Contractor shall:

3.1 The Contractor must, without limiting its obligation or liabilities and at its own expense, purchase and maintain throughout the term of this Agreement the following insurances with insurers licensed in Canada in forms and amounts acceptable to the Province:

(a) Commercial General Liability in an amount not less than $2,000,000.00 inclusive per occurrence against bodily injury, personal injury and property damage and including liability assumed under this Agreement and this insurance must:

(i) include the Province as an additional insured;

(ii) be endorsed to provide the Province with 30 days advance written notice of cancellation or material change; and

(iii) include a cross liability clause.

3.2 All insurance described in paragraph 1 of this Schedule must:

(a) be primary; and

(b) not require the sharing of any loss by any insurer of the Province.

3.3 The Contractor must provide the Province with evidence of all required insurance:

(a) Within 10 working days of commencement of the Services, the Contractor must provide to the Province evidence of all required insurance in the form of a completed Province of British Columbia Certificate of Insurance.

(b) If the insurance policy(ies) expire before the end of the term of this Agreement, the Contractor must provide within 10 working days of expiration, evidence of new or renewal policy(ies) of all expired insurance in the form of a completed Province of British Columbia Certificate of Insurance.

(c) Notwithstanding paragraph 3(a) or (b) above, if requested by the Province at any time, the Contractor must provide to the Province certified copies of the required insurance policies.

3.4 The Contractor shall provide, maintain, and pay for, any additional insurance which it is required by law to carry, or which it considers necessary to cover risks not otherwise covered by insurance specified in this schedule in its sole discretion.

C. Whether A or B applies to the Services, for all Contractor activities under this Agreement:

4.1 The Contractor shall maintain Automobile Liability insurance on all vehicles owned, operated or licensed by the Contractor in an amount not less than $2,000,000 per occurrence, and where applicable the Contractor may show evidence of this insurance using an ICBC Confirmation of Insurance Coverage (APV-47) form in place of the requirement for the BC Certificate of Insurance.

4.2 Additional Insurance: Not applicable

SCHEDULE E – AUTHORIZED PERSONS

Authorized Persons

1.1 The Contractor designates any of the following persons, (identified by name and/or position) to act for you in relation to this Agreement:

Caroline Bonesky, Chief Executive Officer

1.2 The Ministry designates any of the following persons (identify by name and/or position) to act for us in relation to this Agreement:

Community Services Manager or Designate

SCHEDULE F – INFORMATION MANAGEMENT (RECORDS, PRIVACY AND SECURITY)

Purpose

The purpose of this Schedule is to:

(a) enable the Province to comply with the Province's obligations with respect to:
  (i) creation, maintenance, retention and final disposition of the Province's Records, and
  (ii) protection of Personal Information collected under this Agreement and pursuant to *FOIPPA.*

(b) ensure that, as a service provider, the Contractor is aware of, and complies with, the Contractor's information management and protection (records, privacy and security) obligations with respect to:
  (i) the Province's Records, and
  (ii) the Personal Information collected or created under this Agreement.

Applicability

This Schedule applies to the management of the Province's Records and to the management of Personal Information contained in the Province's Records.

The Contractor must manage the Province's Records in accordance with this Schedule and in accordance with MCFD Contractor's Information Management Guidelines, which provide directions and standards to assist the Contractor in complying with this Schedule.

Definitions

1. In this Schedule:
  a) "**access**" means the ability or opportunity of a person to view, study, or obtain a copy of records;
  b) "***FOIPPA***" means the *Freedom of Information and Protection of Privacy Act* (British Columbia);
  c) "**contact information**" means information to enable an individual at a place of business to be contacted and includes the name, position name or title, business telephone number, business address, business email or business fax number of the individual;
  d) **"control"** (of a record) means the power or authority to manage the record throughout its life cycle, including restricting, regulating and administering its use and disclosure;
  e) **"custody"**(of a record) means having physical possession of a record, regardless of the format (e.g.. paper or electronic).
  f) "**Personal Information**" means recorded information about an identifiable individual, other than contact information, collected or created by the Contractor as a result of the Agreement or any previous agreement between the Province or the Contractor dealing with the same subject matter as the Agreement, but excluding any information that, if this Schedule did not apply to it, would not be under the control of a public body as interpreted under the FOIPPA;
  g) "**Services Worker**" means an individual involved in providing the Services for or on behalf of the Contractor and, for greater certainty, may include the Contractor or a subcontractor of an individual, or an employee or volunteer of the Contractor or of a subcontractor.

RECORDS MANAGEMENT

Records Retention and Disposition

2. The Contractor must return the Province's Records regardless of format to the Province within the following time frames:

   (a) within 30 calendar days of expiry or termination of the Agreement;
   (b) within 7 calendar days of the Contractor receiving a request for return from the Province;
   (c) when closed records volume is identified by the Contractor as warranting the transfer and the Province has provided written approval; or
   (d) immediately when a Contractor advises the Province that they are no longer providing services or when the Province is concerned about the management of the Province's Records following a breach of security or privacy, including an unauthorized disclosure.

PRIVACY PROTECTION

Collection of Personal Information

3. The Contractor may only collect or create Personal Information that is necessary for the performance of the Contractor's obligations, or the exercise of the Contractor's rights, under the Agreement.

4. Unless the Agreement otherwise specifies or the Province otherwise directs in writing, the Contractor must collect Personal Information directly from the individual the Personal Information is about.

5. Except as otherwise permitted by FOIPPA, the Contractor must tell an individual from whom the Contractor collects Personal Information:

   (a) the purpose for collecting it,

   (b) the legal authority for collecting it, and

   (c) the title, business address and business telephone number of the person designated by the Province to answer questions about the Contractor's collection of Personal Information.

Accuracy of Personal Information

6. The Contractor must make every reasonable effort to ensure the accuracy and completeness of any Personal Information to be used by the Contractor or the Province to make a decision that directly affects the individual the Personal Information is about.

Requests for access to Personal Information

7. If the Contractor receives a request for access to Personal Information from a person other than the Province, the Contractor must promptly advise the person to make the request to Information Access Operations with the Ministry of Technology, Innovation and Citizens' Services or successor.

Correction of Personal Information

8. Within 5 business days of receiving a written direction from the Province to correct or annotate any Personal Information, the Contractor must correct or annotate the information in accordance with the direction.

9. When issuing a written direction under section 8 of this Schedule, the Province must advise the Contractor of the date the correction request to which the direction relates was received by the Province in order that the Contractor may comply with section 10 of this Schedule.

10. Within 5 business days of correcting or annotating any Personal Information under section 8 of this Schedule, the Contractor must provide the corrected or annotated information to any party to

whom, within one year prior to the date the correction request was made to the Province, the Contractor disclosed the information being corrected or annotated.

11. If the Contractor receives a request for correction of Personal Information from a person other than the Province, the Contractor must promptly advise the person to make the request to the Province and provide the Provincial official's name or title and contact information to the person making the request.

Protection of Personal Information

12. The Contractor must protect Personal Information by making reasonable security arrangements against such risks as unauthorized access, collection, use, disclosure or disposal, including any security arrangements expressly set out in the Security section of this Schedule.

Storage and access to Personal Information

13. Unless the Province otherwise directs in writing, the Contractor must not store Personal Information outside Canada or permit access to the Personal Information from outside Canada.

Retention of Personal Information

14. Unless the Agreement otherwise specifies, the Contractor must retain Personal Information until directed by the Province in writing to dispose of it or deliver it as specified in the direction.

Use of Personal Information

15. Unless the Province otherwise directs in writing, the Contractor may only use Personal Information if that use is for the performance of the Contractor's obligations, or the exercise of the Contractor's rights, under the Agreement.

Disclosure of Personal Information

16. Unless the Province otherwise directs in writing, the Contractor may only disclose Personal Information inside Canada to any person other than the Province if the disclosure is for the performance of the Contractor's obligations, or the exercise of the Contractor's rights, under the Agreement.

17. Unless the Agreement otherwise specifies or the Province otherwise directs in writing, the Contractor must not disclose Personal Information outside Canada.

SECURITY

Services Worker confidentiality agreements

18. The contractor must immediately provide notice to the contract manager of any suspected information incident that threatens privacy or information security.

19. The Contractor must not permit a Services Worker who is an employee or volunteer of the Contractor to have access to Personal Information unless the Services Worker has first entered into a confidentiality agreement with the Contractor to keep Personal Information confidential on substantially similar terms as those that apply to the Contractor under the Agreement.

Services Worker security screening

20. The Contractor may only permit a Services Worker who is an employee or a volunteer of the Contractor to collect or have access to Personal Information, or otherwise be involved in providing the Services if, after having subjected the Services Worker to personnel security screening requirements as outlined in Appendix F1 to this Schedule, the Contractor is satisfied that the Services Worker does not constitute an unreasonable security risk.

Services Worker activity logging

21. The Contractor must create and maintain detailed Contractor's Records logging the activities of all Service Workers in relation to:

(a) their access to Personal Information; and

(b) any other matters specified by the Province in writing for the purposes of this section.

Facilities and Equipment protection and access

22. The Contractor must create, maintain and follow a documented process to:

(a) protect Facilities and Equipment of the Contractor required by the Contractor to provide the Services from loss, damage or any other occurrence that may result in any of those Facilities and Equipment being unavailable when required to provide the Services; and,

(b) limit access to Facilities and Equipment of the Contractor:

i. being used by the Contractor to provide the Services; or
ii. that may be used by someone to access information,

to those persons who are authorized to have that access and for the purposes for which they are authorized, which process must include measures to verify the identity of those persons.

23. If the Province makes available to the Contractor any Facilities or Equipment of the Province for the use of the Contractor in providing the Services, the Contractor must comply with any policies and procedures provided to it by the Province on acceptable use, protection of, and access to, such Facilities or Equipment.

Integrity of Information

24. The Contractor must create, maintain and follow a documented process for maintaining the integrity of information while in the custody of or accessed by the Contractor.

25. For the purposes of section 24 of this Schedule, maintaining the integrity of information means that, except to the extent expressly authorized by the Agreement or approved in writing by the Province, the information has:

(a) remained as complete as when it was acquired or accessed by the Contractor; and

(b) not been altered in any material respect.

Documentation of changes to processes

26. The Contractor must create and maintain detailed Records logging any changes it makes to the processes described in sections 21 and 22of this Schedule.

Secure Storage

27. The Contractor must securely store the Province's Records in the Contractor's custody.

GENERAL

Notice

28. The Contractor must immediately provide notice to the Province of

(a) a possible or confirmed foreign demand or request for disclosure, including the information required by section 30.2(3) of FOIPPA or

(b) anticipated or actual non-compliance with this Schedule, unauthorized access, collection, use, disclosure, storage, alteration or disposal of information or Records containing information; or

(c) unauthorized access to Facilities or Equipment.

In this provision, "foreign demand for disclosure" and "unauthorized disclosure of personal information" bear the same meanings as in section 30.2 of FOIPPA.

29. The Contractor must immediately provide notice to the Province of any non-compliance, or anticipated inability to comply, with a provision in this Schedule in any respect.

Compliance, Audit and Review

30. The Contractor must, in relation to the Province's Records, comply with:

    (a) the requirements of *FOIPPA* applicable to the Contractor as a service provider, including any applicable order of the commissioner under *FOIPPA,* and

    (b) any direction given by the Province under this Schedule.

31. The Contractor acknowledges that it is familiar with the requirements of FOIPPA governing Personal Information that are applicable to it as a service provider.

32. In addition to any other rights of inspection the Province may have under the Agreement or under statute, the Province may, at any reasonable time and on reasonable notice to the Contractor, enter on the Contractor's premises to inspect, and at the Province's discretion, copy, any of the Province's Records, or any of the Contractor's information management policies or practices or Records relevant to the Contractor's management of the Province's Records or the Contractor's compliance with this Schedule. The Contractor must permit and provide reasonable assistance to any such inspection.

33. If the Province conducts a review of a matter described in section 28 or 29 of this Schedule (whether or not the matter came to the attention of the Province as a result of a notification under section 28 or 29 of this Schedule), the Contractor must, on the request of the Province, participate in the review to the extent that it is reasonably practicable for the Contractor to do so.

Interpretation

34. Any reference to the "Contractor" in this Schedule includes any subcontractor, agent, or volunteer retained by the Contractor to perform obligations under the Agreement and the Contractor must ensure that any such subcontractors, agents, and volunteers comply with this Schedule.

35. If a direction or provision of the Agreement or any Schedule conflicts with a requirement of FOIPPA or an applicable order of the commissioner under FOIPPA, the conflicting provision of the Agreement or Schedule will be inoperative to the extent of the conflict.

    (a) If there is a conflict between a documented process required by this Schedule to be created or maintained by the Contractor and this Schedule, the provision of this Schedule will prevail to the extent of the conflict.

36. The obligations of the Contractor in this Schedule will survive the termination of the Agreement.

37. The Contractor must comply with the provisions of this Schedule despite any conflicting provision of this Agreement or, subject to section 38 of this Schedule, the law of any jurisdiction outside Canada.

38. Nothing in this Schedule requires the Contractor to contravene the law of any jurisdiction outside Canada unless such contravention is required to comply with FOIPPA.

SCHEDULE F – Appendix F1 – Security screening requirements

The personnel security screening requirements set out in this Appendix F1 are for the purpose of assisting the Contractor to determine whether or not a Services Worker constitutes an unreasonable security risk.

Verification of name, date of birth and address

1. The Contractor must verify the name, date of birth and current address of a Services Worker by viewing at least one piece of "primary identification" of the Services Worker and at least one piece of "secondary identification" of the Services Worker,* as described in the table following this section. The Contractor must obtain or create, as applicable, Records of all such verifications and retain a copy of those Records. For a Services Worker from another province or jurisdiction, reasonably equivalent identification documents are acceptable.

Primary Identification	Secondary Identification
Issued by ICBC: • B.C. driver's licence or learner's licence (must have photo) • B.C. Identification (BCID) card **Issued by provincial or territorial government:** • Canadian birth certificate **Issued by Government of Canada:** • Canadian Citizenship Card • Permanent Resident Card • Canadian Record of Landing/Canadian Immigration Identification Record	• School ID card (student card) • Bank card (only if holder's name is on card) • Credit card (only if holder's name is on card) • Passport • Foreign birth certificate (a baptismal certificate is not acceptable) • Canadian or U.S. driver's licence • Naturalization certificate • Canadian Forces identification • Police identification • Foreign Affairs Canada or consular identification • Vehicle registration (only if owner's signature is shown) • Picture employee ID card • Firearms Acquisition Certificate • Social Insurance Card (only if has signature strip) • B.C. CareCard • Native Status Card • Parole Certificate ID • Correctional Service Conditional Release Card

*It is not necessary that each piece of identification viewed by the Contractor contains the name, date of birth and current address of the Services Worker. It is sufficient that, in combination, the identification viewed contains that information.

Verification of education and professional qualifications

2. The Contractor must verify, by reasonable means, any relevant education and professional qualifications of a Services Worker, obtain or create, as applicable, Records of all such verifications, and retain a copy of those Records.

Verification of employment history and reference checks

3. The Contractor must verify, by reasonable means, any relevant employment history of a Services Worker, which will generally consist of the Contractor requesting that a Services Worker provide employment references and the Contractor contacting those references. If a Services Worker has no relevant employment history, the Contractor must seek to verify the character or other relevant personal characteristics of the Services Worker by requesting the Services Worker to provide one or more personal references and contacting those references. The Contractor must obtain or create, as applicable, Records of all such verifications and retain a copy of those Records.

Security interview

4. The Contractor must allow the Province to conduct a security-focused interview with a Services Worker if the Province identifies a reasonable security concern and notifies the Contractor it wishes to do so.

SCHEDULE H – ADDITIONAL TERMS

Notwithstanding section 47(b) of the Terms and Conditions of the Services Agreement, the termination notice period for this Service Agreement is 90 days.

SUBSIDIARY COMPONENT AGREEMENT (SCA)

Ministry of Children
and Family Development

BRITISH COLUMBIA — Ministry of Children and Family Development	**SUBSIDIARY COMPONENT AGREEMENT: FT08424015** **DOING BUSINESS AS: FAMILY SERVICES OF GREATER VANCOUVER** **Agreement Name:** Adoption Home Studies

HER MAJESTY THE QUEEN IN RIGHT OF THE PROVINCE OF BRITISH COLUMBIA, represented by The Minister of Children and Family Development (the "Province", "we", "us", or "our" as applicable) at the following address:	AND FAMILY SERVICES OF GREATER VANCOUVER (Legal Name) (the "Contractor", "you", or "your" as applicable) at the following address:
601 705 W GEORGIA ST VANCOUVER, B.C. CANADA V7Y 1K8 Fax Number: (604)660-4005	201-1638 BROADWAY E VANCOUVER, BC V5N 1W1 Authorized Email: cbonesky@fsgv.ca Fax Number: (604)733-7009

The term for the Subsidiary Component Agreement begins on: 01/04/2012 (Day/Month/Year) and ends on 31/03/2013 (Day/Month/Year)

THE PARTIES AGREE TO THE TERMS ON THE ATTACHED PAGES OF THIS DOCUMENT AND OUTLINED BELOW.
THIS SUBSIDIARY COMPONENT AGREEMENT IS PART OF THE THIRD PARTY SERVICE AGREEMENT FT08424000:

APPLICABLE SCHEDULES:

- **SCHEDULE A - SERVICES**
- **SCHEDULE B - PAYMENT & FINANCIAL REPORTING**
- **SCHEDULE C - APPROVED SUBCONTRACTOR(S)**
- **SCHEDULE D - RISK MANAGEMENT & CONFLICT RESOLUTION**
- **SCHEDULE E - AUTHORIZED PERSONS (FOR THE SUBSIDIARY COMPONENT AGREEMENT)**
- **SCHEDULE H - ADDITIONAL TERMS**

SIGNED AND DELIVERED on the 18th day of July, 2012 on behalf of the Province by its duly authorized representative

Signature: Teresa Goodman

Print Name: Teresa Goodman

Position: Contract Manager or Designate

Responsibility Centre: EDS - VANCOUVER/RICHMOND

SIGNED AND DELIVERED on the 4th day of July, 2012 by or on behalf of the Contractor (or by its authorized signatory or signatories if the Contractor is a corporation)

Signature: Caroline Bonesky

Print Name: Caroline Bonesky Position: Chief Executive Officer

Signature: _____

Print Name: _____ Position: _____

Signature. _____

Print Name: _____ Position: _____

READ TERMS ON THE ATTACHED PAGES OF THIS DOCUMENT

SCHEDULE A – SERVICES
General

The Contractor will provide all necessary components for delivery of the programs delineated below, including sufficient qualified program staff, administrative support, premises, materials and equipment.

The Province will appoint a contract supervisor for the Contractor's services funded under this Component Schedule. The Parties agree to conduct contract reviews during the Funding Period to review the Service Deliverables and any other issues of mutual concern, including the following:

- statements and reports;
- program elements, including hours of operation;
- access and admission criteria;
- intake and referral processes;
- numbers of clients to be served;
- hours of direct client service by program;
- wait list management;
- exceptions to normal practice;
- critical incident reporting procedures;
- issue management;
- program liaison.

Services have been restructured based on a comprehensive system of care model, supported by accreditation and enhanced reporting requirements. The Province and the Contractor are using a collaborative approach to the continuing development of output-based contracts and measurable client outcomes. Both parties agree to work together to achieve these objectives. Data collected during the term of this agreement will be reviewed by both parties and then used to establish baseline targets for future contracts.

The parties agree to meet prior to June 30, 2012 to review the following: service deliverables, output, outcome and financial reporting, geographic areas served and funding allocation by geographic area.

SUMMARY

Term **01/04/2012 to 31/03/2013** ***Total Amount of Component Agreement*** **$46,000.00**

Allocation by Programs and Services

Grouped Services			
Adoption Home Studies			
	Assessment - Homestudies		$46,000.00
Non-Program Services			
		Sub-Total	**$0.00**
		Total	**$46,000.00**

Allocation by Community

Communities Served		
Vancouver North		$27,979.91
Richmond (38)		$10,405.31
Vancouver South		$7,614.78
	Total	**$46,000.00**

Allocation by Business Area

Core Business Area	**Business Area - Sub Business Area**		
Child and Family Development			
	Permanency Planning for Children and Youth/Adoptions		$46,000.00
		Sub-Total	**$46,000.00**
		Total	**$46,000.00**

Adoption Home Studies

SERVICE: ASSESSMENT - HOMESTUDIES			**Total Amount**	$46,000.00
Definitions	Completion of a caregiver, care provider or adoption home study in accordance with applicable legislative and policy.			
Project Code	18CN028			
Input	Service Provider			
Output Indicators	# Hours	**Quantity**		
Reporting Frequency	Quarterly			
Core Business Area	Child and Family Development			
Business Area	Permanency Planning for Children and Youth			
Sub Business Area	Adoptions			
Communities Served				
Richmond (38)	**Recipient(s)**	Service Providers	**Amount**	$10,405.31
Vancouver North	**Recipient(s)**	Service Providers	**Amount**	$27,979.91
Vancouver South	**Recipient(s)**	Service Providers	**Amount**	$7,614.78

Additional Descriptions

SERVICE DESCRIPTION

1. **Services to be provided**

Adoption Home Studies

Services to be provided

a) Under the direction of the Director of Adoption, the Contractor will provide, upon referral from the ministry, a completed home study for prospective adoptions home located within Vancouver Coastal Region for use only by the Ministry of Children and Family Development (MCFD):

- As per the adoption Practice Standards
- As per the prescribed MCFD home study format
- Must be completed by a Registered Social Worker (RSW) who has received the special needs home study training provided by MCFD
- All applicants must receive the MCFD Adoption Education Program (AEP)
- All documentation (Child in Care references) will be shared between the agency and MCFD to be approved by the Director of Adoption.

b) The Contractor has indicated a capacity to complete fourteen **(14)** home studies within the Term of the Agreement.

c) Each home study includes the written family assessment, any amendments upon request by the Regional Adoption Manager for clarification for final sign off, two (2) transfer meetings and consultations as required.

d) The Province will make a direct referral to the Contractor's designated contact person for the purposes of this Agreement.

e) The Contractor agrees to advise the Regional Adoption manager of situations where the applicants are unable, unavailable or unwilling to proceed within the agreed upon time frames.

2. **Reports/Information Contractor will Provide on Service/Program:**

The Contractor will submit a written report on the following:

1. Number of studies completed each quarter;

(a) Length of time to complete study
(b) Reasons for delay

2. Number of studies in process each quarter.

3. Number of studies for which a referral was received each quarter but study not started.

The report will be submitted quarterly, within 30 days following the quarter, commencing June 30, 2011.

BUSINESS AREA OUTCOMES

- Families have an enhanced capacity to care for their children
- Extended Families and communities are actively engaged and caring for children
- Children and youth are healthy and have a sense of well-being
- Children and youth are free from abuse, neglect and exploitation
- Children and youth experience stability and permanence in their family and alternative family environment
- Children in care are engaged and successful at school and experience positive outcomes
- Children in care transition successfully to adulthood through appropriate supports and supportive relationships

SCHEDULE B – PAYMENT & FINANCIAL REPORTING

Aggregate Maximum

1.1 Subject to the provisions of the Third Party Service Agreement and this Subsidiary Component Agreement, we will pay you an amount not exceeding $46,000.00, including HST, in the aggregate, for providing the Services set out in Schedule A, during the term of this Subsidiary Component Agreement.

Payments

2.1 **Variable**

For Service: Assessment - Homestudies
We will pay you, to a maximum amount of $46,000.00. in accordance with the following payment schedule:
See Schedule H - Additional Terms for variable payment schedule.

2.2 **Payment Address**

201-1638 BROADWAY E VANCOUVER, BC V5N 1W1

Harmonized Sales Tax (HST)

Financial Reports

2.3 In addition to the financial statements referred to in the Audit and Service Evaluation section of FT08424000 any financial reports should, at a minimum, relate costs to service outputs. The following additional financial reports are required:

Not applicable

Transition to Unit Cost Based Payments

2.4 Not applicable

SCHEDULE C – APPROVED SUBCONTRACTOR(S)

Subcontractors

1.1 The following persons or organizations, are specified as Subcontractors under section 12 of the Third Party Service Agreement, for purposes of this Subsidiary Component Agreement:

None

SCHEDULE D – RISK MANAGEMENT & CONFLICT RESOLUTION

Criminal Record Check

1.1 In accordance with the Criminal Records Review Act, you must undertake a criminal record check of each staff member or other person who has, or potentially has, unsupervised access to children, or who has access to their records.

1.2 In addition to any criminal record checks required under the Criminal Records Review Act, you must undertake a criminal record check on volunteers or other individuals who have, or potentially have, unsupervised access to children or their records.

1.3 Upon our written request you must provide us written confirmation that:

(a) criminal record checks have been initiated;
(b) you have acted on instructions from the adjudicator or us; and
(c) all other related procedures have been followed.

Conflict Resolution Officials

2.1 The designated "Officials" of the parties for the purposes of the Conflict Resolution Protocol are:

	Province	**Contractor**
Stage One:	Contract Manager	Executive Director or Chairperson
Stage Two:	Executive Director of Service	Executive Director or Chairperson
Stage Three:	Deputy Minister or Designate	Chair, Board of Directors or Designate

Permits and Licenses

3.1 You must obtain all the permits and licenses required to perform the Services, including, but not limited to:

(a) any permits or licenses required by municipal or health authorities for the operation of the Services delineated in Schedule A.

(b) any municipal, provincial, federal permits and licenses required to provide the Services including motor vehicle licenses of the appropriate class to provide transportation to clients.

Insurance and Indemnity

A. For all Contractor's activities under this Agreement to which the Master Insurance Program applies, as determined by the Province in its sole discretion:

4.1 The Province will purchase and maintain Comprehensive General Liability insurance in the amount of $2,000,000 inclusive per occurrence against bodily injury and property damage arising out of the Contractor's performance of the Services on behalf of the Province as outlined in this Agreement.

4.2 The Contractor shall be responsible for and pay any deductible under the policy.

4.3 The Contractor will be provided with a Certificate of Insurance and a copy of the insurance policy wording.

4.4 The Province will take reasonable steps to ensure the coverage specified in section 1 is continuous for the duration of this Agreement but the Province does not accept responsibility for providing coverage in the event the insurance is cancelled or reduced by the insurer.

4.5 The Province does not represent or warrant that the policy contains insurance for any and all losses. It is the Contractor's responsibility to ascertain the exact nature and extent of coverage of the policy as well as any and all terms and conditions of the policy.

4.6 The Contractor shall provide, maintain, and pay for, any additional insurance which the Contractor is required by law to carry, or which the Contractor considers necessary to cover risks not otherwise covered by insurance specified in section 1.

B. For all Contractor's activities to which the Master Insurance Program does not apply, the Contractor shall:

5.1 The Contractor must, without limiting its obligation or liabilities and at its own expense, purchase and maintain throughout the term of this Agreement the following insurances with insurers licensed in Canada in forms and amounts acceptable to the Province:

(a) Commercial General Liability in an amount not less than $2,000,000.00 inclusive per occurrence against bodily injury, personal injury and property damage and including liability assumed under this Agreement and this insurance must:

(i) include the Province as an additional insured;

(ii) be endorsed to provide the Province with 30 days advance written notice of cancellation or material change; and

(iii) include a cross liability clause.

5.2 All insurance described in paragraph 1 of this Schedule must:

(a) be primary; and

(b) not require the sharing of any loss by any insurer of the Province.

5.3 The Contractor must provide the Province with evidence of all required insurance:

(a) Within 10 working days of commencement of the Services, the Contractor must provide to the Province evidence of all required insurance in the form of a completed Province of British Columbia Certificate of Insurance.

(b) If the insurance policy(ies) expire before the end of the term of this Agreement, the Contractor must provide within 10 working days of expiration, evidence of new or renewal policy(ies) of all expired insurance in the form of a completed Province of British Columbia Certificate of Insurance.

(c) Notwithstanding paragraph 3(a) or (b) above, if requested by the Province at any time, the Contractor must provide to the Province certified copies of the required insurance policies.

5.4 The Contractor shall provide, maintain, and pay for, any additional insurance which it is required by law to carry, or which it considers necessary to cover risks not otherwise covered by insurance specified in this schedule in its sole discretion.

C. Whether A or B applies to the Services, for all Contractor activities under this Agreement:

6.1 The Contractor shall maintain Automobile Liability insurance on all vehicles owned, operated or licensed by the Contractor in an amount not less than $2,000,000 per occurrence, and where applicable the Contractor may show evidence of this insurance using an ICBC Confirmation of Insurance Coverage (APV-47) form in place of the requirement for the BC Certificate of Insurance.

6.2 Additional Insurance: Not applicable

SCHEDULE E – AUTHORIZED PERSONS (FOR THE SUBSIDIARY COMPONENT AGREEMENT)

Authorized Persons

1.1 The Contractor designates any of the following persons, (identified by name and/or position) to act for you in relation to this Subsidiary Component Agreement:

Caroline Bonesky, Chief Executive Officer

1.2 The Ministry designates any of the following persons (identify by name and/or position) to act for us in relation to this Subsidiary Component Agreement:

Procurement Specialist

SCHEDULE H – ADDITIONAL TERMS

Other

1. Notwithstanding Clause 55 (b) of the Third Party Service Agreement, the termination notice period for this Subsidiary Component Agreement is 60 days.

Schedule B – Payment and Financial Reporting

1. **Fees and Expenses**

   a) Fees: at an all inclusive rate of $3,100.00 per completed home study payable by Statements of Account during the term of this Agreement when you provides the Services.

2. **Maximum Amount:**

   a) Maximum Amount: **$46,000.00** is the maximum amount of fees and expenses which we must pay to you under sections 1 and 2 of this Schedule.

3. **Statements of Account**

   a) In order to obtain payment of any fees and expenses under this agreement for a period from and including the 1st day of a month to and including the last day of that month (each a "Billing Period"), you must deliver to us on a date after the Billing Period (each a "Billing Date"), a written statement of account in a form satisfactory to us containing:

      i. your legal name and address;
      ii. the date of the statement, and the month to which the statement pertains;
      iii. your calculation of all fees claimed for the month, including a declaration by you of all home studies provided during the month for which you claim fees and a description of the applicable fee rates;
      iv. a description of this agreement;
      v. a statement number for identification; and
      vi. any other billing information reasonably requested by us.

      Invoices should be submitted to:

      Ministry of Children and Family Development
      Vancouver Adoption Service
      3455 Victoria Drive
      Vancouver, B.C. V5N 4M5

      Attention: Lee Vang, Permanency Planning Coordinator

SUBSIDIARY COMPONENT AGREEMENT (SCA)

BRITISH COLUMBIA — Ministry of Children and Family Development	**SUBSIDIARY COMPONENT AGREEMENT: FT08424015** **DOING BUSINESS AS: FAMILY SERVICES OF GREATER VANCOUVER** **Agreement Name:** Adoption Home Studies

HER MAJESTY THE QUEEN IN RIGHT OF THE PROVINCE OF BRITISH COLUMBIA, represented by The Minister of Children and Family Development (the "Province", "we", "us", or "our" as applicable) at the following address:	AND FAMILY SERVICES OF GREATER VANCOUVER (Legal Name) (the "Contractor", "you", or "your" as applicable) at the following address:
900 - 865 Hornby Street Vancouver, British Columbia Canada V6Z 2G3 Fax Number: (604)660-4005	201-1638 BROADWAY E VANCOUVER, BC V5N 1W1 Authorized Email: cbonesky@fsgv.ca Fax Number: (604)733-7009

The term for the Subsidiary Component Agreement begins on: 01/04/2013 (Day/Month/Year) and ends on 31/03/2014 (Day/Month/Year)

THE PARTIES AGREE TO THE TERMS ON THE ATTACHED PAGES OF THIS DOCUMENT AND OUTLINED BELOW.
THIS SUBSIDIARY COMPONENT AGREEMENT IS PART OF THE THIRD PARTY SERVICE AGREEMENT FT08424000:

APPLICABLE SCHEDULES:

- **SCHEDULE A - SERVICES**
- **SCHEDULE B - PAYMENT & FINANCIAL REPORTING**
- **SCHEDULE C - APPROVED SUBCONTRACTOR(S)**
- **SCHEDULE D - RISK MANAGEMENT & CONFLICT RESOLUTION**
- **SCHEDULE E - AUTHORIZED PERSONS (FOR THE SUBSIDIARY COMPONENT AGREEMENT)**
- **SCHEDULE H - ADDITIONAL TERMS**

SIGNED AND DELIVERED on the 10th day of September 2013 on behalf of the Province by its duly authorized representative

Signature: Teresa Goodman

Print Name: Teresa Goodman

Position: Contract Manager or Designate

Responsibility Centre: CONTRACT MGMT OFFICE

SIGNED AND DELIVERED on the 3 day of September 2013 by or on behalf of the Contractor (or by its authorized signatory or signatories if the Contractor is a corporation)

Signature: Caroline J Bonesky

Print Name: Caroline Bonesky Position: Chief Executive Officer

Signature:

Print Name: Position:

Signature:

Print Name: Position:

READ TERMS ON THE ATTACHED PAGES OF THIS DOCUMENT

SCHEDULE A – SERVICES
General

The Contractor will provide all necessary components for delivery of the programs delineated below, including sufficient qualified program staff, administrative support, premises, materials and equipment.

The Province will appoint a contract supervisor for the Contractor's services funded under this Agreement. The Parties agree to conduct contract reviews during the Funding Period to review the ***Service Deliverables*** and any other issues of mutual concern, including the following:

- statements and reports required in Schedule H, *Statements and Reports*;
- program elements, including hours of operation;
- access and admission criteria;
- intake and referral processes;
- wait list management;
- exceptions to normal practice;
- critical incident reporting procedures;
- issue management;
- program liaison.

The Parties agree to meet during the term of the Agreement to review the following: service deliverables; output, outcome and financial reporting; geographic areas served; and funding allocation by geographic area.

SUMMARY

Term **01/04/2013 to 31/03/2014** ***Total Amount of Component Agreement*** **$46,000.00**

Allocation by Programs and Services

Grouped Services			
Adoption Home Studies			
	Assessment - Homestudies		$46,000.00
Non-Program Services			
		Sub-Total	**$0.00**
		Total	**$46,000.00**

Allocation by Community

Communities Served		
Vancouver North		$27,979.91
Richmond (38)		$10,405.31
Vancouver South		$7,614.78
	Total	**$46,000.00**

Allocation by Business Area

Core Business Area	Business Area - Sub Business Area		
Child and Family Development			
	Permanency Planning for Children and Youth/Adoptions		$46,000.00
		Sub-Total	**$46,000.00**
		Total	**$46,000.00**

Adoption Home Studies

SERVICE: ASSESSMENT - HOMESTUDIES			**Total Amount**	$46,000.00
Definitions	Completion of a caregiver, care provider or adoption home study in accordance with applicable legislative and policy.			
Project Code	18CN028			
Input	Service Provider			
Output Indicators	# Hours	**Quantity**		
Reporting Frequency	Quarterly			
Core Business Area	Child and Family Development			
Business Area	Permanency Planning for Children and Youth			
Sub Business Area	Adoptions			
Communities Served				
Richmond (38)	**Recipient(s)**	Service Providers	**Amount**	$10,405.31
Vancouver North	**Recipient(s)**	Service Providers	**Amount**	$27,979.91
Vancouver South	**Recipient(s)**	Service Providers	**Amount**	$7,614.78

Additional Descriptions

SERVICE DESCRIPTION

Adoption Home Studies

Services to be provided include:

a) Under the direction of the Director of Adoption, the Contractor will provide, upon referral from the Ministry, a completed home study for prospective adoptions home located within Vancouver and Richmond for use only by the Ministry of Children and Family Development (the Ministry):

- As per the adoption Practice Standards
- As per the prescribed Ministry home study format
- Must be completed by a Registered Social Worker (RSW) who has received the special needs home study training provided by the Ministry
- All applicants must receive the Ministry Adoption Education Program (AEP)
- All documentation (Child in Care references) will be shared between the Contractor and the Ministry to be approved by the Director of Adoption.

b) The Contractor has indicated a capacity to complete fourteen (14) home studies within the Term of the Agreement.

c) Each home study includes the written family assessment, any amendments upon request by the Adoption Manager for clarification for final sign off, two (2) transfer meetings and consultations as required.

d) The Province will make a direct referral to the Contractor's designated contact person for the purposes of this Agreement.

e) The Contractor agrees to advise the Adoption Manager of situations where the applicants are unable, unavailable or unwilling to proceed within the agreed upon time frames.

Reporting Requirements

The Contractor will submit quarterly written reports as follows:

1. Number of studies completed each quarter
   a) Length of time to complete study
   b) Reasons for delay

2. Number of studies in process each quarter

3. Number of studies for which a referral was received each quarter but study not started

BUSINESS AREA OUTCOMES

- Families have an enhanced capacity to care for their children
- Extended Families and communities are actively engaged and caring for children
- Children and youth are healthy and have a sense of well-being
- Children and youth are free from abuse, neglect and exploitation
- Children and youth experience stability and permanence in their family and alternative family environment
- Children in care are engaged and successful at school and experience positive outcomes
- Children in care transition successfully to adulthood through appropriate supports and supportive relationships

SCHEDULE B – PAYMENT & FINANCIAL REPORTING

Aggregate Maximum

1.1 Subject to the provisions of the Third Party Service Agreement and this Subsidiary Component Agreement, we will pay you an amount not exceeding $46,000.00, including GST, in the aggregate, for providing the Services set out in Schedule A, during the term of this Subsidiary Component Agreement.

Payments

2.1 **Variable**

For Service: Assessment - Homestudies
We will pay you, to a maximum amount of $46,000.00. in accordance with the following payment schedule:

See Schedule H - Additional Terms for variable payment schedule.

2.2 **Payment Address**

201-1638 BROADWAY E VANCOUVER, BC V5N 1W1

Goods and Services Tax (GST)

Financial Reports

2.3 In addition to the financial statements referred to in the Audit and Service Evaluation section of FT08424000 any financial reports should, at a minimum, relate costs to service outputs. The following additional financial reports are required:

Not applicable

Transition to Unit Cost Based Payments

2.4 Not applicable

SCHEDULE C – APPROVED SUBCONTRACTOR(S)

Subcontractors

1.1 The following persons or organizations, are specified as Subcontractors under section 12 of the Third Party Service Agreement, for purposes of this Subsidiary Component Agreement:

None

SCHEDULE D – RISK MANAGEMENT & CONFLICT RESOLUTION

Criminal Record Check

1.1 In accordance with the Criminal Records Review Act, you must undertake a criminal record check of each staff member or other person who has, or potentially has, unsupervised access to children, or who has access to their records.

1.2 In addition to any criminal record checks required under the Criminal Records Review Act, you must undertake a criminal record check on volunteers or other individuals who have, or potentially have, unsupervised access to children or their records.

1.3 Upon our written request you must provide us written confirmation that:

(a) criminal record checks have been initiated;
(b) you have acted on instructions from the adjudicator or us; and
(c) all other related procedures have been followed.

Conflict Resolution Officials

2.1 The designated "Officials" of the parties for the purposes of the Conflict Resolution Protocol are:

	Province	**Contractor**
Stage One:	Contract Manager	Executive Director or Chairperson
Stage Two:	Executive Director of Service	Executive Director or Chairperson
Stage Three:	Deputy Minister or Designate	Chair, Board of Directors or Designate

Permits and Licenses

3.1 You must obtain all the permits and licenses required to perform the Services, including, but not limited to:

(a) any permits or licenses required by municipal or health authorities for the operation of the Services delineated in Schedule A.

(b) any municipal, provincial, federal permits and licenses required to provide the Services including motor vehicle licenses of the appropriate class to provide transportation to clients.

Insurance and Indemnity

A. For all Contractor's activities under this Agreement to which the Master Insurance Program applies, as determined by the Province in its sole discretion:

4.1 The Province will purchase and maintain Comprehensive General Liability insurance in the amount of $2,000,000 inclusive per occurrence against bodily injury and property damage arising out of the Contractor's performance of the Services on behalf of the Province as outlined in this Agreement.

4.2 The Contractor shall be responsible for and pay any deductible under the policy.

4.3 The Contractor will be provided with a Certificate of Insurance and a copy of the insurance policy wording.

4.4 The Province will take reasonable steps to ensure the coverage specified in section 1 is continuous for the duration of this Agreement but the Province does not accept responsibility for providing coverage in the event the insurance is cancelled or reduced by the insurer.

4.5 The Province does not represent or warrant that the policy contains insurance for any and all losses. It is the Contractor's responsibility to ascertain the exact nature and extent of coverage of the policy as well as any and all terms and conditions of the policy.

4.6 The Contractor shall provide, maintain, and pay for, any additional insurance which the Contractor is required by law to carry, or which the Contractor considers necessary to cover risks not otherwise covered by insurance specified in section 1.

B. For all Contractor's activities to which the Master Insurance Program does not apply, the Contractor shall:

5.1 The Contractor must, without limiting its obligation or liabilities and at its own expense, purchase and maintain throughout the term of this Agreement the following insurances with insurers licensed in Canada in forms and amounts acceptable to the Province:

(a) Commercial General Liability in an amount not less than $2,000,000.00 inclusive per occurrence against bodily injury, personal injury and property damage and including liability assumed under this Agreement and this insurance must:

(i) include the Province as an additional insured;

(ii) be endorsed to provide the Province with 30 days advance written notice of cancellation or material change; and

(iii) include a cross liability clause.

5.2 All insurance described in paragraph 1 of this Schedule must:

(a) be primary; and

(b) not require the sharing of any loss by any insurer of the Province.

5.3 The Contractor must provide the Province with evidence of all required insurance:

(a) Within 10 working days of commencement of the Services, the Contractor must provide to the Province evidence of all required insurance in the form of a completed Province of British Columbia Certificate of Insurance.

(b) If the insurance policy(ies) expire before the end of the term of this Agreement, the Contractor must provide within 10 working days of expiration, evidence of new or renewal policy(ies) of all expired insurance in the form of a completed Province of British Columbia Certificate of Insurance.

(c) Notwithstanding paragraph 3(a) or (b) above, if requested by the Province at any time, the Contractor must provide to the Province certified copies of the required insurance policies.

5.4 The Contractor shall provide, maintain, and pay for, any additional insurance which it is required by law to carry, or which it considers necessary to cover risks not otherwise covered by insurance specified in this schedule in its sole discretion.

C. Whether A or B applies to the Services, for all Contractor activities under this Agreement:

6.1 The Contractor shall maintain Automobile Liability insurance on all vehicles owned, operated or licensed by the Contractor in an amount not less than $2,000,000 per occurrence, and where applicable the Contractor may show evidence of this insurance using an ICBC Confirmation of Insurance Coverage (APV-47) form in place of the requirement for the BC Certificate of Insurance.

6.2 Additional Insurance: Not applicable

SCHEDULE E – AUTHORIZED PERSONS (FOR THE SUBSIDIARY COMPONENT AGREEMENT)

Authorized Persons

1.1 The Contractor designates any of the following persons, (identified by name and/or position) to act for you in relation to this Subsidiary Component Agreement:

Caroline Bonesky, Chief Executive Officer

1.2 The Ministry designates any of the following persons (identify by name and/or position) to act for us in relation to this Subsidiary Component Agreement:

Procurement Specialist

SCHEDULE H – ADDITIONAL TERMS

Other

1. Notwithstanding Clause 55 (b) of the Third Party Service Agreement, the termination notice period for this Subsidiary Component Agreement is 60 days.

Schedule B – Payment and Financial Reporting

1. **Fees and Expenses**

   a) Fees: at an all inclusive rate of $3,100.00 per completed home study payable by Statements of Account during the term of this Agreement when you provide the Services.

2. **Maximum Amount:**

   a) Maximum Amount: **$46,000.00** is the maximum amount of fees and expenses which we must pay to you under Schedule B – Aggregate Maximum, Section 1.1.

3. **Statements of Account**

   a) In order to obtain payment of any fees and expenses under this agreement for a period from and including the 1st day of a month to and including the last day of that month (each a "Billing Period"), you must deliver to us on a date after the Billing Period (each a "Billing Date"), a written statement of account in a form satisfactory to us containing:

      i) your legal name and address;
      ii) the date of the statement, and the month to which the statement pertains;
      iii) your calculation of all fees claimed for the month, including a declaration by you of all home studies provided during the month for which you claim fees and a description of the applicable fee rates;
      iv) a description of this agreement;
      v) a statement number for identification; and
      vi) any other billing information reasonably requested by us.

      Invoices should be submitted to:

      Ministry of Children and Family Development
      Vancouver Adoption Service
      3455 Victoria Drive
      Vancouver, B.C. V5N 4M5

      Attention: Shelley Hamilton, Team Leader, Permanency Planning and Adoption

SUBSIDIARY COMPONENT AGREEMENT (SCA)

BRITISH COLUMBIA

Ministry of Children and Family Development

BRITISH COLUMBIA | Ministry of Children and Family Development

SUBSIDIARY COMPONENT AGREEMENT: FT08424015

DOING BUSINESS AS: FAMILY SERVICES OF GREATER VANCOUVER
Agreement Name: Adoption Home Studies

HER MAJESTY THE QUEEN IN RIGHT OF THE PROVINCE OF BRITISH COLUMBIA, represented by The Minister of Children and Family Development (the "Province", "we", "us", or "our" as applicable) at the following address:	AND FAMILY SERVICES OF GREATER VANCOUVER (Legal Name) (the "Contractor", "you", or "your" as applicable) at the following address:
11th Floor - 1177 West Broadway Vancouver, British Columbia Canada V6H 1G3 Fax Number: (604)775-2726	201-1638 BROADWAY E VANCOUVER, BC V5N 1W1 Authorized Email: cbonesky@fsgv.ca Fax Number: (604)733-7009

The term for the Subsidiary Component Agreement begins on: 01/04/2014 (Day/Month/Year) and ends on 31/03/2015 (Day/Month/Year)

THE PARTIES AGREE TO THE TERMS ON THE ATTACHED PAGES OF THIS DOCUMENT AND OUTLINED BELOW.
THIS SUBSIDIARY COMPONENT AGREEMENT IS PART OF THE THIRD PARTY SERVICE AGREEMENT FT08424000:

APPLICABLE SCHEDULES:

- **SCHEDULE A - SERVICES**
- **SCHEDULE B - PAYMENT & FINANCIAL REPORTING**
- **SCHEDULE C - APPROVED SUBCONTRACTOR(S)**
- **SCHEDULE D - RISK MANAGEMENT & CONFLICT RESOLUTION**
- **SCHEDULE E - AUTHORIZED PERSONS (FOR THE SUBSIDIARY COMPONENT AGREEMENT)**
- **SCHEDULE F - INFORMATION MANAGEMENT & PRIVACY PROTECTION**
- **SCHEDULE H - ADDITIONAL TERMS**

SIGNED AND DELIVERED on the 23 day of Sep, 2014 on behalf of the Province by its duly authorized representative

Signature:

Print Name: Shirin Jangi

Position: Community Services Manager or Designate

Responsibility Centre: CSM - VANCOUVER NORTH

SIGNED AND DELIVERED on the 16th day of Sept, 2014 by or on behalf of the Contractor (or by its authorized signatory or signatories if the Contractor is a corporation)

Signature: Caroline J Bonesky

Print Name: Caroline Bonesky Position: Chief Executive Officer

Signature:

Print Name: Position:

Signature:

Print Name: Position:

READ TERMS ON THE ATTACHED PAGES OF THIS DOCUMENT

SCHEDULE A – SERVICES

General

The Contractor will provide all necessary components for delivery of the programs delineated below, including sufficient qualified program staff, administrative support, premises, materials and equipment.

The Province will appoint a contract supervisor for the Contractor's services funded under this Agreement. The Parties agree to conduct contract reviews during the Funding Period to review the ***Service Deliverables*** and any other issues of mutual concern, including the following:

- statements and reports required in Schedule H;
- program elements, including hours of operation;
- access and admission criteria;
- intake and referral processes;
- wait list management;
- exceptions to normal practice;
- critical incident reporting procedures;
- issue management;
- program liaison.

The Parties agree to meet during the term of the Agreement to review the following: service deliverables; output, outcome and financial reporting; geographic areas served; and funding allocation by geographic area.

SUMMARY

Term **01/04/2014 to 31/03/2015** ***Total Amount of Component Agreement*** **$46,000.00**

Allocation by Programs and Services

Grouped Services		
Adoption Home Studies		
	Assessment - Homestudies	$46,000.00
Non-Program Services		
	Sub-Total	**$0.00**
	Total	**$46,000.00**

Allocation by Community

Communities Served	
Vancouver North	$22,450.20
North Vancouver	$6,527.61
Richmond (38)	$8,348.89
Central Coast	$82.41

Communities Served		
Vancouver South		$6,109.86
West Vancouver-Bowen Island		$2,481.03
	Total	**$46,000.00**

Allocation by Business Area

Core Business Area	Business Area - Sub Business Area		
Child and Family Development			
	Permanency Planning for Children and Youth/Adoptions		$46,000.00
		Sub-Total	**$46,000.00**
		Total	**$46,000.00**

Adoption Home Studies

SERVICE: ASSESSMENT - HOMESTUDIES				**Total Amount**	$46,000.00
Definitions	Completion of a caregiver, care provider or adoption home study in accordance with applicable legislation and policy.				
Project Code	18CN028				
Input	Service Provider				
Output Indicators	# Hours		**Quantity**		
Reporting Frequency	Quarterly				
Core Business Area	Child and Family Development				
Business Area	Permanency Planning for Children and Youth				
Sub Business Area	Adoptions				
Communities Served					
Central Coast	**Recipient(s)**	Service Providers		**Amount**	$82.41
North Vancouver	**Recipient(s)**	Service Providers		**Amount**	$6,527.61
Richmond (38)	**Recipient(s)**	Service Providers		**Amount**	$8,348.89
Vancouver North	**Recipient(s)**	Service Providers		**Amount**	$22,450.20
Vancouver South	**Recipient(s)**	Service Providers		**Amount**	$6,109.86
West Vancouver-Bowen Island	**Recipient(s)**	Service Providers		**Amount**	$2,481.03

Additional Descriptions

SERVICE DESCRIPTION

Adoption Home Studies

1. Services to be provided include:

a) Under the direction of the Director of Adoption, the Contractor will provide, upon referral from the Ministry, a completed home study for prospective adoption homes located within Vancouver, Richmond and Coast North Shore, for use only by the Ministry of Children and Family Development (the Ministry). This will include referrals to complete Foster Home Studies and Home Studies under 54.1 and 54.01 in accordance with Ministry Service Standards and Policy.

- As per the Adoption Practice Standards and Child in Care/ Foster Home Practice Standards.
- As per the prescribed Ministry home study format.
- Must be completed by a Registered Social Worker (RSW) who has received the SAFE home study training provided by the Ministry.
- All Adoptive applicants must receive the Ministry Adoption Education Program (AEP).
- All documentation (Child in Care references) will be shared between the Contractor and the Ministry to be approved by the Director of Adoption.

b) The Contractor has indicated a capacity to complete fourteen **(14)** home studies within the Term of the Agreement.

c) Each home study includes: the completed, written family assessment; an initial draft to be reviewed at the ten (10) week mark; any amendments upon request by the Adoption/Community Services Manager for clarification for final sign off; two (2) transfer meetings, at the initial and end, with FSGV Worker and MCFD Adoption Worker attending; and consultations as required.

d) The Province will make a direct referral to the Contractor's designated contact person for the purposes of this Agreement.

e) The Contractor agrees to advise the Adoption/Community Services Manager of situations where the applicants are unable, unavailable or unwilling to proceed within the agreed upon time frames.

As directed by the Ministry, the following additional services may be provided upon approval from the Director of Adoption:

1. Completion of Adoption Education Program (AEP) sessions
2. Completion of International Previous Contact Checks (PCC's)
3. Family Finders
4. Genograms
5. Birth Mother Counselling

Reporting Requirements

The Contractor will submit quarterly written reports as follows:

1. Number of studies completed each quarter
   a) Length of time to complete study
   b) Reasons for delay

2. Number of studies in process each quarter.

3. Number of studies for which a referral was received each quarter but study not started.

4 Hours (direct and indirect) to reflect additional services provided.

BUSINESS AREA OUTCOMES

- Families have an enhanced capacity to care for their children
- Extended Families and communities are actively engaged and caring for children
- Children and youth are healthy and have a sense of well-being
- Children and youth are free from abuse, neglect and exploitation
- Children and youth experience stability and permanence in their family and alternative family environment
- Children in care are engaged and successful at school and experience positive outcomes
- Children in care transition successfully to adulthood through appropriate supports and supportive relationships

SCHEDULE B – PAYMENT & FINANCIAL REPORTING

Aggregate Maximum

1.1 Subject to the provisions of the Third Party Service Agreement and this Subsidiary Component Agreement, we will pay you an amount not exceeding $46,000.00, including GST, in the aggregate, for providing the Services set out in Schedule A, during the term of this Subsidiary Component Agreement.

Payments

2.1 **Variable**

For Service: Assessment - Homestudies

We will pay you, to a maximum amount of $46,000.00. in accordance with the following payment schedule:

See Schedule H - Additional Terms for variable payment schedule.

2.2 **Payment Address**

201-1638 BROADWAY E VANCOUVER, BC V5N 1W1

Goods and Services Tax (GST)

Financial Reports

2.3 In addition to the financial statements referred to in the Audit and Service Evaluation section of FT08424000 any financial reports should, at a minimum, relate costs to service outputs. The following additional financial reports are required:

Not applicable

Transition to Unit Cost Based Payments

2.4 Not applicable

SCHEDULE C – APPROVED SUBCONTRACTOR(S)

Subcontractors

1.1 The following persons or organizations, are specified as Subcontractors under section 12 of the Third Party Service Agreement, for purposes of this Subsidiary Component Agreement:

None

SCHEDULE D – RISK MANAGEMENT & CONFLICT RESOLUTION

Criminal Record Check

1.1 In accordance with the Criminal Records Review Act, you must undertake a criminal record check of each staff member or other person who has, or potentially has, unsupervised access to children, or who has access to their records.

1.2 In addition to any criminal record checks required under the Criminal Records Review Act, you must undertake a criminal record check on volunteers or other individuals who have, or potentially have, unsupervised access to children or their records.

1.3 Upon our written request you must provide us written confirmation that:

(a) criminal record checks have been initiated;

(b) you have acted on instructions from the adjudicator or us; and

(c) all other related procedures have been followed.

Conflict Resolution Officials

2.1 The designated "Officials" of the parties for the purposes of the Conflict Resolution Protocol are:

	Province	**Contractor**
Stage One:	Community Services Manager or Designate	Executive Director or Chairperson
Stage Two:	Executive Director of Service	Executive Director or Chairperson
Stage Three:	Deputy Minister or Designate	Chair, Board of Directors or Designate

Permits and Licenses

3.1 You must obtain all the permits and licenses required to perform the Services, including, but not limited to:

(a) any permits or licenses required by municipal or health authorities for the operation of the Services delineated in Schedule A.

(b) any municipal, provincial, federal permits and licenses required to provide the Services including motor vehicle licenses of the appropriate class to provide transportation to clients.

Insurance and Indemnity

A. For all Contractor's activities under this Agreement to which the Master Insurance Program applies, as determined by the Province in its sole discretion:

4.1 The Province will purchase and maintain Comprehensive General Liability insurance in the amount of $2,000,000 inclusive per occurrence against bodily injury and property damage arising out of the Contractor's performance of the Services on behalf of the Province as outlined in this Agreement.

4.2 The Contractor shall be responsible for and pay any deductible under the policy.

4.3 The Contractor will be provided with a Certificate of Insurance and a copy of the insurance policy wording.

4.4 The Province will take reasonable steps to ensure the coverage specified in section 1 is continuous for the duration of this Agreement but the Province does not accept responsibility for providing coverage in the event the insurance is cancelled or reduced by the insurer.

4.5 The Province does not represent or warrant that the policy contains insurance for any and all losses. It is the Contractor's responsibility to ascertain the exact nature and extent of coverage of the policy as well as any and all terms and conditions of the policy.

4.6 The Contractor shall provide, maintain, and pay for, any additional insurance which the Contractor is required by law to carry, or which the Contractor considers necessary to cover risks not otherwise covered by insurance specified in section 1.

B. For all Contractor's activities to which the Master Insurance Program does not apply, the Contractor shall:

5.1 The Contractor must, without limiting its obligation or liabilities and at its own expense, purchase and maintain throughout the term of this Agreement the following insurances with insurers licensed in Canada in forms and amounts acceptable to the Province:

(a) Commercial General Liability in an amount not less than $2,000,000.00 inclusive per occurrence against bodily injury, personal injury and property damage and including liability assumed under this Agreement and this insurance must:

(i) include the Province as an additional insured;

(ii) be endorsed to provide the Province with 30 days advance written notice of cancellation or material change; and

(iii) include a cross liability clause.

5.2 All insurance described in paragraph 1 of this Schedule must:

(a) be primary; and

(b) not require the sharing of any loss by any insurer of the Province.

5.3 The Contractor must provide the Province with evidence of all required insurance:

(a) Within 10 working days of commencement of the Services, the Contractor must provide to the Province evidence of all required insurance in the form of a completed Province of British Columbia Certificate of Insurance.

(b) If the insurance policy(ies) expire before the end of the term of this Agreement, the Contractor must provide within 10 working days of expiration, evidence of new or renewal policy(ies) of all expired insurance in the form of a completed Province of British Columbia Certificate of Insurance.

(c) Notwithstanding paragraph 3(a) or (b) above, if requested by the Province at any time, the Contractor must provide to the Province certified copies of the required insurance policies.

5.4 The Contractor shall provide, maintain, and pay for, any additional insurance which it is required by law to carry, or which it considers necessary to cover risks not otherwise covered by insurance specified in this schedule in its sole discretion.

C. Whether A or B applies to the Services, for all Contractor activities under this Agreement:

6.1 The Contractor shall maintain Automobile Liability insurance on all vehicles owned, operated or licensed by the Contractor in an amount not less than $2,000,000 per occurrence, and where applicable the Contractor may show evidence of this insurance using an ICBC Confirmation of Insurance Coverage (APV-47) form in place of the requirement for the BC Certificate of Insurance.

6.2 Additional Insurance: Not applicable

SCHEDULE E – AUTHORIZED PERSONS (FOR THE SUBSIDIARY COMPONENT AGREEMENT)

Authorized Persons

1.1 The Contractor designates any of the following persons, (identified by name and/or position) to act for you in relation to this Subsidiary Component Agreement:

Caroline Bonesky, Chief Executive Officer

1.2 The Ministry designates any of the following persons (identify by name and/or position) to act for us in relation to this Subsidiary Component Agreement:

Shirin Jangi, Community Services Manager or Designate

SCHEDULE F1 – PRIVACY PROTECTION SCHEDULE

This Schedule forms part of the agreement between Her Majesty the Queen in right of the Province of British Columbia represented by

The Ministry of Children and Family Development (the "Province") and FAMILY SERVICES OF GREATER VANCOUVER (the "Contractor")

respecting Adoption Home Studies (the "Agreement")

Definitions

1. In this Schedule,
   (a) "access" means disclosure by the provision of access;
   (b) "Act" means the Freedom of Information and Protection of Privacy Act (British Columbia), as amended from time to time;
   (c) "contact information" means information to enable an individual at a place of business to be contacted and includes the name, position name or title, business telephone number, business address, business email or business fax number of the individual;
   (d) "personal information" means recorded information about an identifiable individual, other than contact information, collected or created by the Contractor as a result of the Agreement or any previous agreement between the Province and the Contractor dealing with the same subject matter as the Agreement but excluding any such information that, if this Schedule did not apply to it, would not be under the "control of a public body" within the meaning of the Act.

Purpose

2. The purpose of this Schedule is to:
   (a) enable the Province to comply with its statutory obligations under the Act with respect to personal information; and
   (b) ensure that, as a service provider, the Contractor is aware of and complies with its statutory obligations under the Act with respect to personal information.

Collection of personal information

3. Unless the Agreement otherwise specifies or the Province otherwise directs in writing, the Contractor may only collect or create personal information that is necessary for the performance of the Contractor's obligations, or the exercise of the Contractor's rights, under the Agreement.
4. Unless the Agreement otherwise specifies or the Province otherwise directs in writing, the Contractor must collect personal information directly from the individual the information is about.
5. Unless the Agreement otherwise specifies or the Province otherwise directs in writing, the Contractor must tell an individual from whom the Contractor collects personal information:
   (a) the purpose for collecting it;

(b) the legal authority for collecting it; and

(c) the title, business address and business telephone number of the person designated by the Province to answer questions about the Contractor's collection of personal information.

Accuracy of personal information

6. The Contractor must make every reasonable effort to ensure the accuracy and completeness of any personal information to be used by the Contractor or the Province to make a decision that directly affects the individual the information is about.

Requests for access to personal information

7. If the Contractor receives a request for access to personal information from a person other than the Province, the Contractor must promptly advise the person to make the request to the Province unless the Agreement expressly requires the Contractor to provide such access and, if the Province has advised the Contractor of the name or title and contact information of an official of the Province to whom such requests are to be made, the Contractor must also promptly provide that official's name or title and contact information to the person making the request.

Correction of personal information

8. Within 5 business days of receiving a written direction from the Province to correct or annotate any personal information, the Contractor must annotate or correct the information in accordance with the direction.

9. When issuing a written direction under section 8, the Province must advise the Contractor of the date the correction request to which the direction relates was received by the Province in order that the Contractor may comply with section 10.

10. Within 5 business days of correcting or annotating any personal information under section 8, the Contractor must provide the corrected or annotated information to any party to whom, within one year prior to the date the correction request was made to the Province, the Contractor disclosed the information being corrected or annotated.

11. If the Contractor receives a request for correction of personal information from a person other than the Province, the Contractor must promptly advise the person to make the request to the Province and, if the Province has advised the Contractor of the name or title and contact information of an official of the Province to whom such requests are to be made, the Contractor must also promptly provide that official's name or title and contact information to the person making the request.

Protection of personal information

12. The Contractor must protect personal information by making reasonable security arrangements against such risks as unauthorized access, collection, use, disclosure or disposal, including any expressly set out in the Agreement.

Storage and access to personal information

13. Unless the Province otherwise directs in writing, the Contractor must not store personal information outside Canada or permit access to personal information from outside Canada.

Retention of personal information

14. Unless the Agreement otherwise specifies, the Contractor must retain personal information until directed by the Province in writing to dispose of it or deliver it as specified in the direction.

Use of personal information

15. Unless the Province otherwise directs in writing, the Contractor may only use personal information if that use is:

(a) for the performance of the Contractor's obligations, or the exercise of the Contractor's rights, under the Agreement; and

(b) in accordance with section 13.

Disclosure of personal information

16. Unless the Province otherwise directs in writing, the Contractor may only disclose personal information inside Canada to any person other than the Province if the disclosure is for the performance of the Contractor's obligations, or the exercise of the Contractor's rights, under the Agreement.

17. Unless the Agreement otherwise specifies or the Province otherwise directs in writing, the Contractor must not disclose personal information outside Canada.

Inspection of personal information

18. In addition to any other rights of inspection the Province may have under the Agreement or under statute, the Province may, at any reasonable time and on reasonable notice to the Contractor, enter on the Contractor's premises to inspect any personal information in the possession of the Contractor or any of the Contractor's information management policies or practices relevant to its management of personal information or its compliance with this Schedule and the Contractor must permit, and provide reasonable assistance to, any such inspection.

Compliance with the Act and directions

19. The Contractor must in relation to personal information comply with:

    (a) the requirements of the Act applicable to the Contractor as a service provider, including any applicable order of the commissioner under the Act; and

    (b) any direction given by the Province under this Schedule.

20. The Contractor acknowledges that it is familiar with the requirements of the Act governing personal information that are applicable to it as a service provider.

Notice of non-compliance

21. If for any reason the Contractor does not comply, or anticipates that it will be unable to comply, with a provision in this Schedule in any respect, the Contractor must promptly notify the Province of the particulars of the non-compliance or anticipated non-compliance and what steps it proposes to take to address, or prevent recurrence of, the non-compliance or anticipated non-compliance.

Termination of Agreement

22. In addition to any other rights of termination which the Province may have under the Agreement or otherwise at law, the Province may, subject to any provisions in the Agreement establishing mandatory cure periods for defaults by the Contractor, terminate the Agreement by giving written notice of such termination to the Contractor, upon any failure of the Contractor to comply with this Schedule in a material respect.

Interpretation

23. In this Schedule, references to sections by number are to sections of this Schedule unless otherwise specified in this Schedule.

24. Any reference to the "Contractor" in this Schedule includes any subcontractor or agent retained by the Contractor to perform obligations under the Agreement and the Contractor must ensure that any such subcontractors and agents comply with this Schedule.

25. The obligations of the Contractor in this Schedule will survive the termination of the Agreement.

26. If a provision of the Agreement (including any direction given by the Province under this Schedule) conflicts with a requirement of the Act or an applicable order of the commissioner under the Act, the conflicting provision of the Agreement (or direction) will be inoperative to the extent of the conflict.

27. The Contractor must comply with the provisions of this Schedule despite any conflicting provision of this Agreement or, subject to section 28, the law of any jurisdiction outside Canada.

28. Nothing in this Schedule requires the Contractor to contravene the law of any jurisdiction outside Canada unless such contravention is required to comply with the Act.

SCHEDULE H – ADDITIONAL TERMS

Other

1. Notwithstanding Clause 55 (b) of the Third Party Service Agreement, the termination notice period for this Subsidiary Component Agreement is 60 days.

VARIABLE PAYMENT TERMS:

1. **Fees and Expenses:**

   a) Fees: at an all-inclusive rate of $3,100.00 per completed home study payable by Statements of Account during the term of this Agreement when you provide the Services.
   b) The Ministry will purchase 54.01 Assessments (non-adoption home study assessments) at a unit cost of **$1,200.00**.
   c) The Contractor can approve transportation costs up to **$3,000.00**. Any expenses above that amount will require pre-approval from the Ministry as per *Appendix 1 – Expenses for Contractors*.

   Additional Services (see Schedule A):
   - At a maximum rate of $50.00 per hour for Social Work hours
   - At a maximum rate of $25.00 per hour for administrative hours to complete International PCC's.
   - At a maximum rate of $10.00 per hour for travel costs

2. **Maximum Amount:**

   a) Maximum Amount: $46,000.00 is the maximum amount of fees and expenses which we must pay to you under Schedule B – Aggregate Maximum, Section 1.1.

3. **Statements of Account:**

   a) In order to obtain payment of any fees and expenses under this agreement for a period from and including the 1st day of a month to and including the last day of that month (each a "Billing Period"), you must deliver to us on a date after the Billing Period (each a "Billing Date"), a written statement of account in a form satisfactory to us containing:
      i. your legal name and address;
      ii. the date of the statement and the month to which the statement pertains;
      iii. your calculation of all fees claimed for the month, including a declaration by you of all home studies provided during the month for which you claim fees and a description of the applicable fee rates;
      iv. a description of this agreement;
      v. a statement number for identification; and
      vi. any other billing information reasonably requested by us.

   Invoices should be submitted to:

   Ministry of Children and Family Development
   Permanency Planning and Adoption
   3455 Victoria Drive
   Vancouver, BC, V5N 4M5

Attention: Lee Vang, Team Leader

SERVICE AGREEMENT

MINISTRY OF CHILDREN AND FAMILY DEVELOPMENT

BRITISH COLUMBIA — Ministry of Children and Family Development	**MINISTRY SERVICE AGREEMENT: FT08424015** **DOING BUSINESS AS: FAMILY SERVICES OF GREATER VANCOUVER** **Agreement Name:** Adoption Home Studies

HER MAJESTY THE QUEEN IN RIGHT OF THE PROVINCE OF BRITISH COLUMBIA, represented by The Minister of Children and Family Development (the "Province", "we", "us", or "our" as applicable) at the following address:	AND FAMILY SERVICES OF GREATER VANCOUVER (Legal Name) (the "Contractor", "you", or "your" as applicable) at the following address:
11th Floor - 1177 West Broadway Vancouver, British Columbia Canada V6H 1G3 Fax Number: (604)775-2726 Email:	201-1638 BROADWAY E VANCOUVER, BC V5N 1W1 Authorized Email: cbonesky@fsgv.ca Fax Number: (604)733-7009 Email:

The term for the Service Agreement begins on: 01/04/2015 (Day/Month/Year) and ends on 31/03/2016 (Day/Month/Year)

THE PARTIES AGREE TO THE TERMS AND CONDITIONS OF THE SERVICE AGREEMENT LOCATED ON THE MINISTRY OF CHILDREN AND FAMILY DEVELOPMENT'S WEBSITE, VERSION 1.1 DATED JANUARY 13, 2015, AND AGREE TO BE BOUND BY THE SCHEDULES LISTED BELOW AND ATTACHED TO THIS AGREEMENT:

SCHEDULE A	-	SERVICES
SCHEDULE B	-	PAYMENT
SCHEDULE C	-	APPROVED SUBCONTRACTOR(S)
SCHEDULE D	-	INSURANCE
SCHEDULE E	-	AUTHORIZED PERSON
SCHEDULE F	-	INFORMATION MANAGEMENT (RECORDS, PRIVACY AND SECURITY)
SCHEDULE H	-	ADDITIONAL TERMS
SCHEDULE I	-	REPORTING REQUIREMENTS

(collectively, the "Agreement")

SIGNED AND DELIVERED on the 8th day of September, 2015 on behalf of the Province by its duly authorized representative

Signature: Teresa Goodpa

Print Name: Shirin Jangi

Position: Community Services Manager or Designate

Responsibility Centre: CSM - VANCOUVER NORTH

SIGNED AND DELIVERED on the 2nd day of September, 2015 by or on behalf of the Contractor (or by its authorized signatory or signatories if the Contractor is a corporation)

Signature: Caroline J Bonesky

Print Name: Caroline Bonesky

Position: Chief Executive Officer

Signature:

Print Name:

Position:

Contractor: By signing above you agree that you have read, understand, and agree to be bound by, the Terms and Conditions and the Schedules for the Service Agreement

SUMMARY

Term **01/04/2015 to 31/03/2016**

Total Amount of Agreement (not including any applicable taxes) **$46,369.00**

Allocation by Programs and Services

Grouped Services			
Adoption Home Studies			
	Assessment - Homestudies		$46,369.00
Non-Program Services			
		Sub-Total	**$0.00**
		Total	**$46,369.00**

Allocation by Community

Communities Served		
Vancouver North		$22,630.28
North Vancouver		$6,579.98
Richmond (38)		$8,415.86
Central Coast		$83.08
Vancouver South		$6,158.87
West Vancouver-Bowen Island		$2,500.93
	Total	**$46,369.00**

Allocation by Business Area

Core Business Area	**Business Area - Sub Business Area**		
Child and Family Development			
	Permanency Planning for Children and Youth/Adoptions		$46,369.00
		Sub-Total	**$46,369.00**
		Total	**$46,369.00**

SCHEDULE A - SERVICES

Funding Summary

Annual baseline funding for this Agreement has been increased by $369.00 from $46,000.00 to $46,369.00 due to a 1% general wage increase under the *Economic Stability Mandate.*

General

The Contractor will provide all necessary components for delivery of the programs delineated below, including sufficient qualified program staff, administrative support, premises, materials and equipment.

The Province will appoint a contract supervisor for the Contractor's services funded under this Agreement. The Parties agree to conduct contract reviews during the Funding Period to review the ***Service Deliverables*** and any other issues of mutual concern, including the following:

- statements and reports required in Schedule H;
- program elements, including hours of operation;
- access and admission criteria;
- intake and referral processes;
- wait list management;
- exceptions to normal practice;
- critical incident reporting procedures;
- issue management;
- program liaison.

The Parties agree to meet during the term of the Agreement to review the following: service deliverables; output, outcome and financial reporting; geographic areas served; and funding allocation by geographic area.

Adoption Home Studies

SERVICE: ASSESSMENT - HOMESTUDIES				**Total Amount**	$46,369.00
Definitions	Completion of a caregiver, care provider or adoption home study in accordance with applicable legislation and policy.				
Project Code	18CN028				
Input	Service Provider				
Output Indicators	# Hours		**Quantity**		
Reporting Frequency	Quarterly				
Core Business Area	Child and Family Development				
Business Area	Permanency Planning for Children and Youth				
Sub Business Area	Adoptions				
Communities Served					
Central Coast	**Recipient(s)**	Service Providers		**Amount**	$83.08
North Vancouver	**Recipient(s)**	Service Providers		**Amount**	$6,579.98
Richmond (38)	**Recipient(s)**	Service Providers		**Amount**	$8,415.86
Vancouver North	**Recipient(s)**	Service Providers		**Amount**	$22,630.28
Vancouver South	**Recipient(s)**	Service Providers		**Amount**	$6,158.87
West Vancouver-Bowen Island	**Recipient(s)**	Service Providers		**Amount**	$2,500.93

Additional Descriptions

SERVICE DESCRIPTION

Adoption Home Studies

1. Services to be provided include:

a) Under the direction of the Director of Adoption, the Contractor will provide, upon referral from the Ministry, a completed home study for prospective adoption homes located within Vancouver, Richmond and Coast North Shore, for use only by the Ministry of Children and Family Development (the Ministry). This will include referrals to complete Foster Home Studies and Home Studies under 54.1 and 54.01 in accordance with Ministry Service Standards and Policy.

- As per the Adoption Practice Standards and Child in Care/ Foster Home Practice Standards.
- As per the prescribed Ministry home study format.
- Must be completed by a Registered Social Worker (RSW) who has received the SAFE home study training provided by the Ministry.
- All Adoptive applicants must receive the Ministry Adoption Education Program (AEP).
- All documentation (Child in Care references) will be shared between the Contractor and the Ministry to be approved by the Director of Adoption.

b) The Contractor has indicated a capacity to complete fourteen **(14)** home studies within the Term of the Agreement.

c) Each home study includes: the completed, written family assessment; an initial draft to be reviewed at the ten (10) week mark; any amendments upon request by the Adoption/Community Services Manager for clarification for final sign off; two (2) transfer meetings, at the initial and end, with FSGV Worker and MCFD Adoption Worker attending; and consultations as required.

d) The Province will make a direct referral to the Contractor's designated contact person for the purposes of this Agreement.

e) The Contractor agrees to advise the Adoption/Community Services Manager of situations where the applicants are unable, unavailable or unwilling to proceed within the agreed upon time frames.

As directed by the Ministry, the following additional services may be provided upon approval from the Director of Adoption:

1. Completion of Adoption Education Program (AEP) sessions
2. Completion of International Previous Contact Checks (PCC's)
3. Family Finders
4. Genograms
5. Birth Mother Counselling

Reporting Requirements

The Contractor will submit quarterly written reports as follows:

1. Number of studies completed each quarter
   a) Length of time to complete study
   b) Reasons for delay

2. Number of studies in process each quarter.

3. Number of studies for which a referral was received each quarter but study not started.

4 Hours (direct and indirect) to reflect additional services provided.

BUSINESS AREA OUTCOMES

- Families have an enhanced capacity to care for their children
- Extended Families and communities are actively engaged and caring for children
- Children and youth are healthy and have a sense of well-being
- Children and youth are free from abuse, neglect and exploitation
- Children and youth experience stability and permanence in their family and alternative family environment
- Children in care are engaged and successful at school and experience positive outcomes
- Children in care transition successfully to adulthood through appropriate supports and supportive relationships

SCHEDULE B – PAYMENT

Aggregate Maximum and Taxes

1.1 Subject to the provisions of the Agreement, we will pay you an amount not exceeding $46,369.00 (not including any applicable taxes), in the aggregate, for providing the Services set out in Schedule A, during the term of this Agreement.

1.2 In addition, we will pay you any applicable taxes payable by the Province under law or agreement with the relevant taxation authority in relation to amounts payable under this schedule.

Payments

2.1 Variable

For Service: Assessment - Homestudies

We will pay you, to a maximum amount of $46,369.00. in accordance with the following payment schedule:

See Schedule H - Additional Terms for variable payment schedule.

SCHEDULE C – APPROVED SUBCONTRACTOR(S)

Subcontractors

1.1 The following persons, groups of persons, or organizations, are specified as Subcontractors under section 12 of the Service Agreement:

None

SCHEDULE D – INSURANCE

A. On behalf of the Contractor, the Province will purchase and maintain Commercial General Liability insurance (Master Insurance Program) in the amount of $2,000,000 inclusive per occurrence against personal injury (including bodily injury), third party property damage arising out of the Contractor's performance of the Services set out in this Agreement.

B. The Contractor is responsible for and will pay any deductible under the Master Insurance Program.

C. The Province will obligate the Master Insurance Program's managing broker to provide the Contractor with a Certificate of Insurance and a copy of the Master Insurance Program policy wording.

D. The Province will take reasonable steps to ensure the coverage specified in section A is continuous for the duration of this Agreement. The Province will not be responsible for providing coverage in the event the insurance is cancelled or reduced by the insurer.

E. The Province does not represent or warrant that the Master Insurance Program covers any and all losses. The Contractor is responsible for ascertaining the exact nature and extent of coverage of the Master Insurance Program as well as the terms and conditions of the Master Insurance Program policy wording. No term or condition of this Agreement amends, extends or alters the coverage afforded by the Master Insurance Program policy wordings.

F. Where the contractor uses a vehicle to perform the services as described in Schedule A the Contractor shall maintain Automobile Liability insurance on all vehicles owned, operated or licensed by the Contractor in an amount not less than $2,000,000 per occurrence, and where applicable the Contractor may show evidence of this insurance using an ICBC Confirmation of Insurance Coverage (APV-47) form.

G. The Contractor will provide, maintain, and pay for, any additional insurance which the Contractor is required by law to carry, or which the Contractor considers necessary to cover risks not otherwise covered by insurance specified in section A.

SCHEDULE E – AUTHORIZED PERSONS

Authorized Persons

1.1 The Contractor designates any of the following persons, (identified by name and/or position) to act for you in relation to this Service Agreement:

Caroline Bonesky, Chief Executive Officer

1.2 The Ministry designates any of the following persons (identify by name and/or position) to act for us in relation to this Service Agreement:

Shirin Jangi, Community Services Manager or Designate

Conflict Resolution Officials

1.1 The designated "Officials" of the parties for the purposes of the Conflict Resolution Protocol are:

	Province	**Contractor**
Stage One:	Community Services Manager or Designate	Executive Director or Chairperson
Stage Two:	Executive Director of Service	Executive Director or Chairperson
Stage Three:	Assistant Deputy Minister	Chair, Board of Directors or Designate

SCHEDULE F – INFORMATION MANAGEMENT (RECORDS, PRIVACY AND SECURITY)

Purpose

The purpose of this Schedule is to:

(a) enable the Province to comply with the Province's obligations with respect to:
  (i) creation, maintenance, retention and final disposition of the Province's Records, and
  (ii) protection of Personal Information collected under this Agreement and pursuant to *FOIPPA*.

(b) ensure that, as a service provider, the Contractor is aware of, and complies with, the Contractor's information management and protection (records, privacy and security) obligations with respect to:
  (i) the Province's Records, and
  (ii) the Personal Information collected or created under this Agreement.

Applicability

This Schedule applies to the management of the Province's Records and to the management of Personal Information contained in the Province's Records.

The Contractor must manage the Province's Records in accordance with this Schedule and in accordance with MCFD Contractor's Information Management Guidelines, which provide directions and standards to assist the Contractor in complying with this Schedule.

Definitions

1. In this Schedule:
  a) **"access"** means the ability or opportunity of a person to view, study, or obtain a copy of records;
  b) ***"FOIPPA"*** means the *Freedom of Information and Protection of Privacy Act* (British Columbia);
  c) **"contact information"** means information to enable an individual at a place of business to be contacted and includes the name, position name or title, business telephone number, business address, business email or business fax number of the individual;
  d) **"control"** (of a record) means the power or authority to manage the record throughout its life cycle, including restricting, regulating and administering its use and disclosure;
  e) **"custody"**(of a record) means having physical possession of a record, regardless of the format (e.g.. paper or electronic).
  f) **"Personal Information"** means recorded information about an identifiable individual, other than contact information, collected or created by the Contractor as a result of the Agreement or any previous agreement between the Province or the Contractor dealing with the same subject matter as the Agreement, but excluding any information that, if this Schedule did not apply to it, would not be under the control of a public body as interpreted under the FOIPPA;
  g) **"Services Worker"** means an individual involved in providing the Services for or on behalf of the Contractor and, for greater certainty, may include the Contractor or a subcontractor of an individual, or an employee or volunteer of the Contractor or of a subcontractor.

RECORDS MANAGEMENT

Records Retention and Disposition

2. The Contractor must return the Province's Records regardless of format to the Province within the following time frames:

   (a) within 30 calendar days of expiry or termination of the Agreement;
   (b) within 7 calendar days of the Contractor receiving a request for return from the Province;
   (c) when closed records volume is identified by the Contractor as warranting the transfer and the Province has provided written approval; or
   (d) immediately when a Contractor advises the Province that they are no longer providing services or when the Province is concerned about the management of the Province's Records following a breach of security or privacy, including an unauthorized disclosure.

PRIVACY PROTECTION

Collection of Personal Information

3. The Contractor may only collect or create Personal Information that is necessary for the performance of the Contractor's obligations, or the exercise of the Contractor's rights, under the Agreement.

4. Unless the Agreement otherwise specifies or the Province otherwise directs in writing, the Contractor must collect Personal Information directly from the individual the Personal Information is about.

5. Except as otherwise permitted by FOIPPA, the Contractor must tell an individual from whom the Contractor collects Personal Information:

   (a) the purpose for collecting it,
   (b) the legal authority for collecting it, and
   (c) the title, business address and business telephone number of the person designated by the Province to answer questions about the Contractor's collection of Personal Information.

Accuracy of Personal Information

6. The Contractor must make every reasonable effort to ensure the accuracy and completeness of any Personal Information to be used by the Contractor or the Province to make a decision that directly affects the individual the Personal Information is about.

Requests for access to Personal Information

7. If the Contractor receives a request for access to Personal Information from a person other than the Province, the Contractor must promptly advise the person to make the request to Information Access Operations with the Ministry of Technology, Innovation and Citizens' Services or successor.

Correction of Personal Information

8. Within 5 business days of receiving a written direction from the Province to correct or annotate any Personal Information, the Contractor must correct or annotate the information in accordance with the direction.

9. When issuing a written direction under section 8 of this Schedule, the Province must advise the Contractor of the date the correction request to which the direction relates was received by the Province in order that the Contractor may comply with section 10 of this Schedule.

10. Within 5 business days of correcting or annotating any Personal Information under section 8 of this Schedule, the Contractor must provide the corrected or annotated information to any party to whom, within one year prior to the date the correction request was made to the Province, the Contractor disclosed the information being corrected or annotated.

11. If the Contractor receives a request for correction of Personal Information from a person other than the Province, the Contractor must promptly advise the person to make the request to the Province and provide the Provincial official's name or title and contact information to the person making the request.

Protection of Personal Information

12. The Contractor must protect Personal Information by making reasonable security arrangements against such risks as unauthorized access, collection, use, disclosure or disposal, including any security arrangements expressly set out in the Security section of this Schedule.

Storage and access to Personal Information

13. Unless the Province otherwise directs in writing, the Contractor must not store Personal Information outside Canada or permit access to the Personal Information from outside Canada.

Retention of Personal Information

14. Unless the Agreement otherwise specifies, the Contractor must retain Personal Information until directed by the Province in writing to dispose of it or deliver it as specified in the direction.

Use of Personal Information

15. Unless the Province otherwise directs in writing, the Contractor may only use Personal Information if that use is for the performance of the Contractor's obligations, or the exercise of the Contractor's rights, under the Agreement.

Disclosure of Personal Information

16. Unless the Province otherwise directs in writing, the Contractor may only disclose Personal Information inside Canada to any person other than the Province if the disclosure is for the performance of the Contractor's obligations, or the exercise of the Contractor's rights, under the Agreement.

17. Unless the Agreement otherwise specifies or the Province otherwise directs in writing, the Contractor must not disclose Personal Information outside Canada.

SECURITY

Services Worker confidentiality agreements

18. The contractor must immediately provide notice to the contract manager of any suspected information incident that threatens privacy or information security.

19. The Contractor must not permit a Services Worker who is an employee or volunteer of the Contractor to have access to Personal Information unless the Services Worker has first entered into a confidentiality agreement with the Contractor to keep Personal Information confidential on substantially similar terms as those that apply to the Contractor under the Agreement.

Services Worker security screening

20. The Contractor may only permit a Services Worker who is an employee or a volunteer of the Contractor to collect or have access to Personal Information, or otherwise be involved in providing the Services if, after having subjected the Services Worker to personnel security screening requirements as outlined in Appendix F1 to this Schedule, the Contractor is satisfied that the Services Worker does not constitute an unreasonable security risk.

Services Worker activity logging

21. The Contractor must create and maintain detailed Contractor's Records logging the activities of all Service Workers in relation to:

    (a) their access to Personal Information; and

    (b) any other matters specified by the Province in writing for the purposes of this section.

Facilities and Equipment protection and access

22. The Contractor must create, maintain and follow a documented process to:

    (a) protect Facilities and Equipment of the Contractor required by the Contractor to provide the Services from loss, damage or any other occurrence that may result in any of those Facilities and Equipment being unavailable when required to provide the Services; and,

(b) limit access to Facilities and Equipment of the Contractor:

i. being used by the Contractor to provide the Services; or
ii. that may be used by someone to access information,

to those persons who are authorized to have that access and for the purposes for which they are authorized, which process must include measures to verify the identity of those persons.

23. If the Province makes available to the Contractor any Facilities or Equipment of the Province for the use of the Contractor in providing the Services, the Contractor must comply with any policies and procedures provided to it by the Province on acceptable use, protection of, and access to, such Facilities or Equipment.

Integrity of Information

24. The Contractor must create, maintain and follow a documented process for maintaining the integrity of information while in the custody of or accessed by the Contractor.

25. For the purposes of section 24 of this Schedule, maintaining the integrity of information means that, except to the extent expressly authorized by the Agreement or approved in writing by the Province, the information has:

(a) remained as complete as when it was acquired or accessed by the Contractor; and

(b) not been altered in any material respect.

Documentation of changes to processes

26. The Contractor must create and maintain detailed Records logging any changes it makes to the processes described in sections 21 and 22of this Schedule.

Secure Storage

27. The Contractor must securely store the Province's Records in the Contractor's custody.

GENERAL

Notice

28. The Contractor must immediately provide notice to the Province of

(a) a possible or confirmed foreign demand or request for disclosure, including the information required by section 30.2(3) of FOIPPA or

(b) anticipated or actual non-compliance with this Schedule, unauthorized access, collection, use, disclosure, storage, alteration or disposal of information or Records containing information; or

(c) unauthorized access to Facilities or Equipment.

In this provision, "foreign demand for disclosure" and "unauthorized disclosure of personal information" bear the same meanings as in section 30.2 of FOIPPA.

29. The Contractor must immediately provide notice to the Province of any non-compliance, or anticipated inability to comply, with a provision in this Schedule in any respect.

Compliance, Audit and Review

30. The Contractor must, in relation to the Province's Records, comply with:

(a) the requirements of *FOIPPA* applicable to the Contractor as a service provider, including any applicable order of the commissioner under *FOIPPA,* and

(b) any direction given by the Province under this Schedule.

31. The Contractor acknowledges that it is familiar with the requirements of FOIPPA governing Personal Information that are applicable to it as a service provider.

32. In addition to any other rights of inspection the Province may have under the Agreement or under statute, the Province may, at any reasonable time and on reasonable notice to the Contractor, enter on the Contractor's premises to inspect, and at the Province's discretion, copy, any of the Province's Records, or any of the Contractor's information management policies or practices or Records relevant to the Contractor's management

of the Province's Records or the Contractor's compliance with this Schedule. The Contractor must permit and provide reasonable assistance to any such inspection.

33. If the Province conducts a review of a matter described in section 28 or 29 of this Schedule (whether or not the matter came to the attention of the Province as a result of a notification under section 28 or 29 of this Schedule), the Contractor must, on the request of the Province, participate in the review to the extent that it is reasonably practicable for the Contractor to do so.

Interpretation

34. Any reference to the "Contractor" in this Schedule includes any subcontractor, agent, or volunteer retained by the Contractor to perform obligations under the Agreement and the Contractor must ensure that any such subcontractors, agents, and volunteers comply with this Schedule.

35. If a direction or provision of the Agreement or any Schedule conflicts with a requirement of FOIPPA or an applicable order of the commissioner under FOIPPA, the conflicting provision of the Agreement or Schedule will be inoperative to the extent of the conflict.

    (a) If there is a conflict between a documented process required by this Schedule to be created or maintained by the Contractor and this Schedule, the provision of this Schedule will prevail to the extent of the conflict.

36. The obligations of the Contractor in this Schedule will survive the termination of the Agreement.

37. The Contractor must comply with the provisions of this Schedule despite any conflicting provision of this Agreement or, subject to section 38 of this Schedule, the law of any jurisdiction outside Canada.

38. Nothing in this Schedule requires the Contractor to contravene the law of any jurisdiction outside Canada unless such contravention is required to comply with FOIPPA.

SCHEDULE F – Appendix F1 – Security screening requirements

The personnel security screening requirements set out in this Appendix F1 are for the purpose of assisting the Contractor to determine whether or not a Services Worker constitutes an unreasonable security risk.

Verification of name, date of birth and address

1. The Contractor must verify the name, date of birth and current address of a Services Worker by viewing at least one piece of "primary identification" of the Services Worker and at least one piece of "secondary identification" of the Services Worker,* as described in the table following this section. The Contractor must obtain or create, as applicable, Records of all such verifications and retain a copy of those Records. For a Services Worker from another province or jurisdiction, reasonably equivalent identification documents are acceptable.

Primary Identification	Secondary Identification
Issued by ICBC: • B.C. driver's licence or learner's licence (must have photo) • B.C. Identification (BCID) card **Issued by provincial or territorial government:** • Canadian birth certificate **Issued by Government of Canada:** • Canadian Citizenship Card • Permanent Resident Card • Canadian Record of Landing/Canadian Immigration Identification Record	• School ID card (student card) • Bank card (only if holder's name is on card) • Credit card (only if holder's name is on card) • Passport • Foreign birth certificate (a baptismal certificate is not acceptable) • Canadian or U.S. driver's licence • Naturalization certificate • Canadian Forces identification • Police identification • Foreign Affairs Canada or consular identification • Vehicle registration (only if owner's signature is shown) • Picture employee ID card • Firearms Acquisition Certificate • Social Insurance Card (only if has signature strip) • B.C. CareCard • Native Status Card • Parole Certificate ID • Correctional Service Conditional Release Card

*It is not necessary that each piece of identification viewed by the Contractor contains the name, date of birth and current address of the Services Worker. It is sufficient that, in combination, the identification viewed contains that information.

Verification of education and professional qualifications

2. The Contractor must verify, by reasonable means, any relevant education and professional qualifications of a Services Worker, obtain or create, as applicable, Records of all such verifications, and retain a copy of those Records.

Verification of employment history and reference checks

3. The Contractor must verify, by reasonable means, any relevant employment history of a Services Worker, which will generally consist of the Contractor requesting that a Services Worker provide employment references and the Contractor contacting those references. If a Services Worker has no relevant employment history, the Contractor must seek to verify the character or other relevant personal characteristics of the Services Worker by requesting the Services Worker to provide one or more personal references and contacting those references. The Contractor must obtain or create, as applicable, Records of all such verifications and retain a copy of those Records.

Security interview

4. The Contractor must allow the Province to conduct a security-focused interview with a Services Worker if the Province identifies a reasonable security concern and notifies the Contractor it wishes to do so.

SCHEDULE H – ADDITIONAL TERMS

VARIABLE PAYMENT TERMS:

1. **Fees and Expenses:**

   a) Fees: at an all-inclusive rate of $3,400.00 per completed home study payable by Statements of Account during the term of this Agreement when you provide the Services.
   b) The Ministry will purchase 54.01 Assessments (non-adoption home study assessments) at a unit cost of **$1,300.00**.
   c) The Contractor can approve transportation costs up to **$3,000.00**. Any expenses above that amount will require pre-approval from the Ministry as per *Appendix 1 – Expenses for Contractors*.

   Additional Services (see Schedule A):
   - At a maximum rate of $50.00 per hour for Social Work hours
   - At a maximum rate of $25.00 per hour for administrative hours to complete International PCC's.
   - At a maximum rate of $10.00 per hour for travel costs

2. **Maximum Amount:**

   a) Maximum Amount: $46,000.00 is the maximum amount of fees and expenses which we must pay to you under Schedule B – Aggregate Maximum, Section 1.1.

3. **Statements of Account:**

   a) In order to obtain payment of any fees and expenses under this agreement for a period from and including the 1st day of a month to and including the last day of that month (each a "Billing Period"), you must deliver to us on a date after the Billing Period (each a "Billing Date"), a written statement of account in a form satisfactory to us containing:
      i. your legal name and address;
      ii. the date of the statement and the month to which the statement pertains;
      iii. your calculation of all fees claimed for the month, including a declaration by you of all home studies provided during the month for which you claim fees and a description of the applicable fee rates;
      iv. a description of this agreement;
      v. a statement number for identification; and
      vi. any other billing information reasonably requested by us.

   Invoices should be submitted to:

   Ministry of Children and Family Development
   Permanency Planning and Adoption
   3455 Victoria Drive
   Vancouver, BC, V5N 4M5
   Attention: Team Leader

SCHEDULE I – REPORTING REQUIREMENTS

Service Delivery Reports

1.1 The reports referred to in schedule A will be submitted within 30 days of the end of the period specified in form and content as determined by the Province.

Financial Reports

1.2 In addition to the financial statements requirements referred to in the Audit and Service Evaluation section of the Agreement, any financial reports should relate to service outputs at a minimum. The following additional financial reports are required:

i. Not applicable

Additional Reporting Requirements

1.3 Other information as requested by the Province.

CONTRACT CONVERTED

TO CWT

SCA FT08424015

from RC00122R14 (Adoption Home Studies)

EFFECTIVE 2012 APR 01.

General Service Agreement

Ministry Contract No.
RC00122R14
Adoption Home Studies

HER MAJESTY THE QUEEN IN RIGHT OF THE PROVINCE OF BRITISH COLUMBIA, represented by	AND
the Minister of Children and Family Development	Family Services of Greater Vancouver
(the "Province", "we", "us", or "our" as applicable) at the following address:	(the "Contractor", "you", or "your" as applicable) at the following address:
Suite 900 – 865 Hornby Street Vancouver, British Columbia	1616 West 7th Avenue Vancouver, British Columbia
Postal Code: V6Z 2G3 Fax Number: 604 660-4005	Postal Code: V6J 1S5 Fax Number: 604 733-7009

THE PARTIES AGREE TO THE TERMS OF THE AGREEMENT SET OUT ON THE ATTACHED PAGES OF THIS DOCUMENT AND IN THE SCHEDULES OUTLINED BELOW (THIS "AGREEMENT"):

SCHEDULE A - Services

Services:
Please see attached Schedule A.

Term Start Date: April 1, 2011 End Date: March 31, 2012

SCHEDULE B - Fees and Expenses

Fees: Please see attached Schedule B Expenses: Not applicable

Maximum Amount: Please see attached Schedule B.

THE FOLLOWING ARE SCHEDULES TO THIS AGREEMENT, IF ATTACHED:

SCHEDULE C – Approved Subcontractor(s) – N/A
SCHEDULE D – Insurance – Please see Attached.
SCHEDULE E – Privacy Protection – Please see Attached.
SCHEDULE F – Additional Terms – N/A
SCHEDULE G – Security – N/A

SIGNED AND DELIVERED	SIGNED AND DELIVERED
on the 21st day of April, 2011 on behalf of the Province by its duly authorized representative	on the 13 day of April, 2011 by or on behalf of the Contractor (or by its authorized signatory or signatories if the Contractor is a corporation)
Signature: Teresa Goodman	Signature(s): Lyn Martens
Print name: Teresa Goodman	Print name(s): Lyn Martens

READ TERMS ON THE ATTACHED PAGES OF THIS DOCUMENT AND IN THE SCHEDULES OUTLINED ABOVE

FOR ADMINISTRATIVE PURPOSES ONLY

MINISTRY CONTRACT NO.: **RC00122R14** *REQUISITION NO:* *COMMODITY CODE:* Not applicable

CLIENT: 039 *RESP CENTRE:* 18RKA *SERVICE LINE:* 14354 *STOB:* 8007 *PROJECT:* 1800000

CONTRACTOR INFORMATION *WCB NO.:* *SUPPLIER NO.:* 909160-005 *TEL. NO.:* 604 733-7009

E-MAIL ADDRESS: lmartens@fsgv.ca

Revised 2005/6

TERMS OF GENERAL SERVICE AGREEMENT

CONTRACTOR'S OBLIGATIONS

1. You must provide the services described in Schedule A (the "Services") in accordance with this Agreement. You must provide the Services during the term described in Schedule A (the "Term"), regardless of the date of execution or delivery of this Agreement.

2. Unless the parties otherwise agree in writing, you must supply and pay for all labour, materials, facilities, approvals and licenses necessary or advisable to perform your obligations under this Agreement, including the license under section 14.

3. Unless otherwise specified in this Agreement, you must perform the Services to a standard of care, skill, and diligence maintained by persons providing, on a commercial basis, services similar to the Services.

4. You must ensure that all persons you employ or retain to perform the Services are competent to perform them and are properly trained, instructed and supervised.

5. We may from time to time give you reasonable instructions (in writing or otherwise) as to the performance of the Services. You must comply with those instructions but, unless otherwise specified in this Agreement, you may determine the manner in which the instructions are carried out.

6. You must, upon our request, fully inform us of all work done by you or a subcontractor in connection with providing the Services.

7. You must maintain time records and books of account, invoices, receipts, and vouchers of all expenses incurred in relation to this Agreement, in form and content and for a period satisfactory to us.

8. You must permit us at all reasonable times to inspect and copy all accounting records, findings, software, data, specifications, drawings, reports, documents and other material, whether complete or not, that, as a result of this Agreement, are

   (a) produced by you or a subcontractor (the "Produced Material", which includes any material in existence prior to the start of the Term or developed independently of this Agreement, and that is incorporated or embedded in the Produced Material by you or a subcontractor (the "Incorporated Material")), or
   (b) received by you or a subcontractor from us or any other person (the "Received Material").

   In this Agreement, the Produced Material and the Received Material is collectively referred to as the "Material".

9. You must treat as confidential all information in the Material and all other information accessed or obtained by you or a subcontractor (whether verbally, electronically or otherwise) as a result of this Agreement, and not permit its disclosure without our prior written consent except

   (a) as required to perform your obligations under this Agreement or to comply with applicable law,
   (b) if it is information that is generally known to the public other than as result of a breach of this Agreement, or
   (c) if it is information in any Incorporated Material.

10. You must

    (a) make reasonable security arrangements to protect the Material from unauthorized access, collection, use, disclosure or disposal, and
    (b) comply with the Security Schedule, if attached as Schedule G.

11. If you receive a request for access to any of the Material from a person other than us, and this Agreement does not require or authorize you to provide that access, you must advise the person to make the request to us.

12. We exclusively own all property rights in the Material which are not intellectual property rights. You must deliver any Material to us immediately upon our request.

13. We exclusively own all intellectual property rights, including copyright, in

    (a) Received Material that you receive from us, and
    (b) Produced Material, other than any Incorporated Material.

    Upon our request, you must deliver to us documents satisfactory to us waiving in our favour any moral rights which you (or your employees) or a subcontractor (or its employees) may have in the Produced Material, and confirming the vesting in us of the copyright in the Produced Material, other than any Incorporated Material.

14. Upon any Incorporated Material being embedded or incorporated in the Produced Material, you grant us a non-exclusive, perpetual, irrevocable, royalty-free, worldwide license to use, reproduce, modify and distribute that Incorporated Material to the extent it remains embedded or incorporated in the Produced Material.

15. You must comply with the Privacy Protection Schedule, if attached as Schedule E.

16. You must maintain and pay for insurance on the terms, including form, amounts, and deductibles, outlined in Schedule D, if attached, as those terms may be modified from time to time in accordance with our directions.

17. You must apply for and, immediately on receipt, remit to us any available refund, rebate or remission of federal or provincial tax or duty that we have paid you for or agreed to pay you for under this Agreement.

18. You must comply with all applicable laws.

19. You must indemnify and save harmless us and our employees and agents from any losses, claims, damages, actions, causes of action, costs and expenses that we or any of our employees or agents may sustain, incur, suffer or be put to at any time, either before or after this Agreement ends, which are based upon, arise out of or occur, directly or indirectly, by reason of, any act or omission by you or by any of your agents, employees, officers, directors, or subcontractors in providing the Services.

20. You must not assign any of your rights under this Agreement without our prior written consent.

21. You must not subcontract any of your obligations under this Agreement without our prior written consent other than to persons listed in Schedule C, if that Schedule is attached. No subcontract, whether consented to or not, relieves you from any obligations under this Agreement. You must ensure that any subcontractor you retain fully complies with this Agreement in performing the subcontracted obligations.

22. You must not provide any services to any person in circumstances which, in our reasonable opinion, could give rise to a conflict of interest between your duties to that person and your duties to us under this Agreement.

23. You must not do anything that would result in personnel hired by you or a subcontractor being considered our employees.

24. You must not commit or purport to commit us to pay any money unless specifically authorized by this Agreement.

PAYMENT

25. If you comply with this Agreement, we must pay you

    (a) the fees described in Schedule B, and
    (b) the expenses, if any, described in Schedule B if they are supported, where applicable, by proper receipts and, in our opinion, are necessarily incurred by you in providing the Services.

    We are not obliged to pay you more than the "Maximum Amount" specified in Schedule B on account of fees and expenses.

26. In order to obtain payment of any fees and expenses under this Agreement, you must submit to us a written statement of account in a form satisfactory to us upon completion of the Services or at other times described in Schedule B.

27. We may withhold from any payment due to you an amount sufficient to indemnify us against any liens or other third party claims that have arisen or could arise in connection with the provision of the Services.

28. Our obligation to pay money to you is subject to the *Financial Administration Act*, which makes that obligation subject to an appropriation being available in the fiscal year of the Province during which payment becomes due.

29. Unless otherwise specified in this Agreement, all references to money are to Canadian dollars.

30. The Province will pay all applicable taxes.

31. If you are not a resident in Canada, we may be required by law to withhold income tax from the fees described in Schedule B and then to remit that tax to the Receiver General of Canada on your behalf.

TERMINATION

32. We may terminate this Agreement

    (a) for your failure to comply with this Agreement, immediately on giving written notice of termination to you, and
    (b) for any other reason, on giving at least 10 days' written notice of termination to you.

    If we terminate this Agreement under paragraph (b), we must pay you that portion of the fees and expenses described in Schedule B which equals the portion of the Services that was completed to our satisfaction before termination. That payment discharges us from all liability to you under this Agreement.

33. If you fail to comply with this Agreement, we may terminate it and pursue other remedies as well.

GENERAL

34. You are an independent contractor and not our employee, agent, or partner.

35. If you are a corporation, you represent and warrant to us that you have authorized the signatory or signatories who have signed this Agreement on your behalf to enter into and execute this Agreement on your behalf without affixing your common seal.

36. We must make available to you all information in our possession which we consider pertinent to your performance of the Services.

37. This Agreement is governed by and is to be construed in accordance with the laws of British Columbia.

38. Time is of the essence in this Agreement.

39. Any notice contemplated by this Agreement, to be effective, must be in writing and either

    (a) sent by fax to the addressee's fax number specified in this Agreement,
    (b) delivered by hand to the addressee's address specified in this Agreement, or
    (c) mailed by prepaid registered mail to the addressee's address specified in this Agreement.

    Any notice mailed in accordance with paragraph (c) is deemed to be received 96 hours after mailing. Either of the parties may give notice to the other of a substitute address or fax number from time to time.

40. A waiver of any term of this Agreement or of any breach by you of this Agreement is effective only if it is in writing and signed by us and is not a waiver of any other term or any other breach.

41. No modification of this Agreement is effective unless it is in writing and signed by the parties.

42. This Agreement and any modification of it constitute the entire agreement between the parties as to performance of the Services.

43. All disputes arising out of or in connection with this Agreement or in respect of any defined legal relationship associated with it or derived from it must, unless the parties otherwise agree, be referred to and finally resolved by arbitration under the Commercial Arbitration Act.

44. Sections 6 to 15, 17, 19, 27, 28, 31 to 33 and 43 continue in force indefinitely, even after this Agreement ends.

45. The schedules to this Agreement are part of this Agreement.

46. If there is a conflict between a provision in a schedule to this Agreement and any other provision of this Agreement, the provision in the schedule is inoperative to the extent of the conflict unless it states that it operates despite a conflicting provision of this Agreement.

47. This Agreement does not operate as a permit, license, approval or other statutory authority which you may be required to obtain from the Province or any of its agencies in order to provide the Services. Nothing in this Agreement is to be construed as interfering with the exercise by the Province or its agencies of any statutory power or duty.

48. The Agreement may be entered into by each party signing a separate copy of this Agreement (including a photocopy or faxed copy) and delivering it to the other party by fax.

49. In this Agreement,

    (a) "includes" and "including" are not intended to be limiting,
    (b) unless the context otherwise requires, references to sections by number are to sections of this Agreement,
    (c) "we", "us", and "our" refer to the Province alone and not to the combination of the Contractor and the Province which is referred to as "the parties", and
    (d) "attached" means attached to this Agreement when used in relation to a schedule.

50. If Schedule F is attached, the additional terms set out in that schedule apply to this Agreement.

General Service Agreement
Schedule A – Services

1. The period to which this Services Schedule applies starts on **April 1, 2011** and ends on **March 31, 2012** unless ended earlier in accordance with this agreement.

2. **Services to be provided**

Adoption Home Studies

Services to be provided

a) Under the direction of the Director of Adoption, the Contractor will provide, upon referral from the ministry, a completed home study for prospective adoptions home located within Vancouver Coastal Region for use only by the Ministry of Children and Family Development (MCFD):

- As per the adoption Practice Standards
- As per the prescribed MCFD home study format
- Must be completed by a Registered Social Worker (RSW) who has received the special needs home study training provided by MCFD
- All applicants must receive the MCFD Adoption Education Program (AEP)
- All documentation (Child in Care references) will be shared between the agency and MCFD to be approved by the Director of Adoption.

b) The Contractor has indicated a capacity to complete fourteen **(14)** home studies within the Term of the Agreement.

c) Each home study includes the written family assessment, any amendments upon request by the Regional Adoption Manager for clarification for final sign off, two (2) transfer meetings and consultations as required.

d) The Province will make a direct referral to the Contractor's designated contact person for the purposes of this Agreement.

e) The Contractor agrees to advise the Regional Adoption manager of situations where the applicants are unable, unavailable or unwilling to proceed within the agreed upon time frames.

3. **Reports/Information Contractor will Provide on Service/Program:**

The Contractor will submit a written report on the following:

1. Number of studies completed each quarter;
   (a) Length of time to complete study
   (b) Reasons for delay

2. Number of studies in process each quarter.

3. Number of studies for which a referral was received each quarter but study not started.

The report will be submitted quarterly, within 30 days following the quarter, commencing June 30, 2011.

4. Ministry contract administrator:
   Kimberly Krafte, Procurement Specialist,
   Ministry of Children and Family Development
   900 – 865 Hornby St., Vancouver, BC V6Z 2G3

5. Contractor contract administrator:
   Cathy Loptson
   Family Services of Greater Vancouver
   1616 West 7th Avenue, Vancouver, BC V6J 1S5

and

Cheryl Hicks, VP Programs + Services

General Service Agreement
Schedule B – Fees and Expenses

Schedule B

1. **Fees and Expenses**

   a) Fees: at an all inclusive rate of $3,100.00 per completed home study payable by Statements of Account during the term of this Agreement when you provides the Services.

2. **Maximum Amount:**

   a) Maximum Amount: **$46,000.00** is the maximum amount of fees and expenses which we must pay to you under sections 1 and 2 of this Schedule.

3. **Statements of Account**

   a) In order to obtain payment of any fees and expenses under this agreement for a period from and including the 1st day of a month to and including the last day of that month (each a "Billing Period"), you must deliver to us on a date after the Billing Period (each a "Billing Date"), a written statement of account in a form satisfactory to us containing:

      i. your legal name and address;
      ii. the date of the statement, and the month to which the statement pertains;
      iii. your calculation of all fees claimed for the month, including a declaration by you of all home studies provided during the month for which you claim fees and a description of the applicable fee rates;
      iv. a description of this agreement;
      v. a statement number for identification; and
      vi. any other billing information reasonably requested by us.

      Invoices should be submitted to:

      Ministry of Children and Family Development
      Vancouver Adoption Service
      3455 Victoria Drive
      Vancouver, B.C. V5N 4M5

      Attention: Lee Vang, Permanency Planning Coordinator

4. **Payments Due:**

   a) Within 30 days of our receipt of your written statement of account delivered in accordance with this Schedule, we must pay you the fees and expenses claimed in the statement if they are in accordance with this Schedule.

General Service Agreement
Schedule D – Insurance

INSURANCE AND INDEMNITY

1. The Contractor will for the purpose of the terms of this General Service Agreement, where the Services are provided to the public on behalf of the Province and represent the contractor's substantial operation, be deemed eligible for and may receive coverage under the Government Master Insurance Program (GMIP).

Schedule E
PRIVACY PROTECTION SCHEDULE

This Schedule forms part of the agreement between Her Majesty the Queen in right of the Province of British Columbia represented by Minister of Children and Family Development (the "Province") (the "Province") and Family Services of Greater Vancouver (the "Contractor") respecting General Services Agreement # RC00122R14 the "Agreement").

Definitions

1. In this Schedule,
   (a) "**Act**" means the *Freedom of Information and Protection of Privacy Act* (British Columbia), as amended from time to time;
   (b) "**contact information**" means information to enable an individual at a place of business to be contacted and includes the name, position name or title, business telephone number, business address, business email or business fax number of the individual;
   (c) "**personal information**" means recorded information about an identifiable individual, other than contact information, collected or created by the Contractor as a result of the Agreement or any previous agreement between the Province and the Contractor dealing with the same subject matter as the Agreement.

Purpose

2. The purpose of this Schedule is to:
   (a) enable the Province to comply with its statutory obligations under the Act with respect to personal information; and
   (b) ensure that, as a service provider, the Contractor is aware of and complies with its statutory obligations under the Act with respect to personal information.

Collection of personal information

3. Unless the Agreement otherwise specifies or the Province otherwise directs in writing, the Contractor may only collect or create personal information that is necessary for the performance of the Contractor's obligations, or the exercise of the Contractor's rights, under the Agreement.

4. Unless the Agreement otherwise specifies or the Province otherwise directs in writing, the Contractor must collect personal information directly from the individual the information is about.

5. Unless the Agreement otherwise specifies or the Province otherwise directs in writing, the Contractor must tell an individual from whom the Contractor collects personal information:
   (a) the purpose for collecting it;
   (b) the legal authority for collecting it; and
   (c) the title, business address and business telephone number of the person designated by the Province to answer questions about the Contractor's collection of personal information.

Accuracy of personal information

6. The Contractor must make every reasonable effort to ensure the accuracy and completeness of any personal information to be used by the Contractor or the Province to make a decision that directly affects the individual the information is about.

Requests for access to personal information

7. If the Contractor receives a request for access to personal information from a person other than the Province, the Contractor must promptly advise the person to make the request to the Province unless the Agreement expressly requires the Contractor to provide such access and, if the Province has advised the Contractor of the name or title and contact information of an official of the Province to whom such requests are to be made, the Contractor must also promptly provide that official's name or title and contact information to the person making the request.

Correction of personal information

8. Within 5 business days of receiving a written direction from the Province to correct or annotate any personal information, the Contractor must annotate or correct the information in accordance with the direction.

9. When issuing a written direction under section 8, the Province must advise the Contractor of the date the correction request to which the direction relates was received by the Province in order that the Contractor may comply with section 10.

10. Within 5 business days of correcting or annotating any personal information under section 8, the Contractor must provide the corrected or annotated information to any party to whom, within one year prior to the date the correction request was made to the Province, the Contractor disclosed the information being corrected or annotated.

11. If the Contractor receives a request for correction of personal information from a person other than the Province, the Contractor must promptly advise the person to make the request to the Province and, if the Province has advised the Contractor of the name or title and contact information of an official of the Province to whom such requests are to be made, the Contractor must also promptly provide that official's name or title and contact information to the person making the request.

Protection of personal information

12. The Contractor must protect personal information by making reasonable security arrangements against such risks as unauthorized access, collection, use, disclosure or disposal, including any expressly set out in the Agreement.

Storage and access to personal information

13. Unless the Province otherwise directs in writing, the Contractor must not store personal information outside Canada or permit access to personal information from outside Canada.

Retention of personal information

14. Unless the Agreement otherwise specifies, the Contractor must retain personal information until directed by the Province in writing to dispose of it or deliver it as specified in the direction.

Use of personal information

15. Unless the Province otherwise directs in writing, the Contractor may only use personal information if that use is:
   (a) for the performance of the Contractor's obligations, or the exercise of the Contractor's rights, under the Agreement; and
   (b) in accordance with section 13.

Disclosure of personal information

16. Unless the Province otherwise directs in writing, the Contractor may only disclose personal information inside Canada to any person other than the Province if the disclosure is for the performance of the Contractor's obligations, or the exercise of the Contractor's rights, under the Agreement.

17. Unless the Agreement otherwise specifies or the Province otherwise directs in writing, the Contractor must not disclose personal information outside Canada.

Inspection of personal information

18. In addition to any other rights of inspection the Province may have under the Agreement or under statute, the Province may, at any reasonable time and on reasonable notice to the Contractor, enter on the Contractor's premises to inspect any personal information in the possession of the Contractor or any of the Contractor's information management policies or practices relevant to its management of personal information or its compliance with this Schedule and the Contractor must permit, and provide reasonable assistance to, any such inspection.

Compliance with the Act and directions

19. The Contractor must in relation to personal information comply with:
   (a) the requirements of the Act applicable to the Contractor as a service provider, including any applicable order of the commissioner under the Act; and
   (b) any direction given by the Province under this Schedule.

20. The Contractor acknowledges that it is familiar with the requirements of the Act governing personal information that are applicable to it as a service provider.

Notice of non-compliance

21. If for any reason the Contractor does not comply, or anticipates that it will be unable to comply, with a provision in this Schedule in any respect, the Contractor must promptly notify the Province of the particulars of the non-compliance or anticipated non-compliance and what steps it proposes to take to address, or prevent recurrence of, the non-compliance or anticipated non-compliance.

Termination of Agreement

22. In addition to any other rights of termination which the Province may have under the Agreement or otherwise at law, the Province may, subject to any provisions in the Agreement establishing mandatory cure periods for defaults by the Contractor, terminate the Agreement by giving written notice of such termination to the Contractor, upon any failure of the Contractor to comply with this Schedule in a material respect.

Interpretation

23. In this Schedule, references to sections by number are to sections of this Schedule unless otherwise specified in this Schedule.

24. Any reference to the "Contractor" in this Schedule includes any subcontractor or agent retained by the Contractor to perform obligations under the Agreement and the Contractor must ensure that any such subcontractors and agents comply with this Schedule.

25. The obligations of the Contractor in this Schedule will survive the termination of the Agreement.

26. If a provision of the Agreement (including any direction given by the Province under this Schedule) conflicts with a requirement of the Act or an applicable order of the commissioner under the Act, the conflicting provision of the Agreement (or direction) will be inoperative to the extent of the conflict.

27. The Contractor must comply with the provisions of this Schedule despite any conflicting provision of this Agreement or the law of any jurisdiction outside Canada

SUBSIDIARY COMPONENT AGREEMENT (SCA)

BRITISH COLUMBIA

Ministry of Children and Family Development

BRITISH COLUMBIA | Ministry of Children and Family Development

SUBSIDIARY COMPONENT AGREEMENT: FT08424016

DOING BUSINESS AS: FAMILY SERVICES OF GREATER VANCOUVER
Agreement Name: CYSN Child, Youth and Parent Support

HER MAJESTY THE QUEEN IN RIGHT OF THE PROVINCE OF BRITISH COLUMBIA, represented by The Minister of Children and Family Development (the "Province", "we", "us", or "our" as applicable) at the following address:	AND FAMILY SERVICES OF GREATER VANCOUVER (Legal Name) (the "Contractor", "you", or "your" as applicable) at the following address.
130 5840 CEDARBRIDGE WAY RICHMOND, B.C. CANADA V6X 2A7 Authorized Email Sarah.Corsini@gov.bc.ca Fax Number: (604)660-4005	201-1638 BROADWAY E VANCOUVER, BC V5N 1W1 Fax Number: (604)733-7009

The term for the Subsidiary Component Agreement begins on: 01/04/2014 (Day/Month/Year) and ends on 31/03/2015 (Day/Month/Year)

THE PARTIES AGREE TO THE TERMS ON THE ATTACHED PAGES OF THIS DOCUMENT AND OUTLINED BELOW.
THIS SUBSIDIARY COMPONENT AGREEMENT IS PART OF THE THIRD PARTY SERVICE AGREEMENT FT08424000:

APPLICABLE SCHEDULES:

- **SCHEDULE A - SERVICES**
- **SCHEDULE B - PAYMENT & FINANCIAL REPORTING**
- **SCHEDULE C - APPROVED SUBCONTRACTOR(S)**
- **SCHEDULE D - RISK MANAGEMENT & CONFLICT RESOLUTION**
- **SCHEDULE E - AUTHORIZED PERSONS (FOR THE SUBSIDIARY COMPONENT AGREEMENT)**
- **SCHEDULE F - INFORMATION MANAGEMENT & PRIVACY PROTECTION**
- **SCHEDULE H - ADDITIONAL TERMS**

SIGNED AND DELIVERED on the 11th day of April 2014 on behalf of the Province by its duly authorized representative

Signature: [signature]

Print Name: David E. Phillips

Position: Community Services Manager or Designate

Responsibility Centre: CSM - RICHMOND

SIGNED AND DELIVERED on the 10 day of April 2014 by or on behalf of the Contractor (or by its authorized signatory or signatories if the Contractor is a corporation)

Signature: Caroline J Bonesky

Print Name: Caroline Bonesky Position: Chief Executive Officer

Signature:

Print Name: Position:

Signature:

Print Name: Position:

READ TERMS ON THE ATTACHED PAGES OF THIS DOCUMENT

SCHEDULE A – SERVICES

Child and Youth Care Worker Services involve a child care worker providing direct goal-oriented assistance to a child and/or family. This assistance can include the development of appropriate social, life or other particular skills by the child and/or the development of child management or other parenting skills by the family. Service may be provided in a variety of locations in the community so as to facilitate the participation of the child and family in community activities as well as the development of specific skills. Service may be provided individually or in groups; however, the particular need of each child must be documented and in accordance with the program objective.

This Agreement consolidates the funding and services previously delivered through contracts RC4403CR01A and RC4403CR05A.

General

The Contractor will provide all necessary components for delivery of the programs delineated below, including sufficient qualified program staff, administrative support, premises, materials and equipment.

Family, child or youth specific progress reports and reports suitable for presentation in Court proceedings will be provided where required and in a mutually agreed upon format.

The Province will appoint a contract supervisor for the Contractor's services funded under this Agreement. The parties agree to conduct contract reviews during the Funding Period to review the ***Service Deliverables*** and any other issues of mutual concern, including the following:

- statements and reports required in Schedule H, *Statements and Reports*;
- program elements, including hours of operation;
- access and admission criteria;
- intake and referral processes;
- frequency, content and format of progress and Court ready reports
- wait list management;
- exceptions to normal practice;
- critical incident reporting procedures;
- issue management;
- program liaison.

Services have been restructured based on a comprehensive system of care model, supported by accreditation and enhanced reporting requirements. The Province and the Contractor are using a collaborative approach to the continuing development of output-based contracts and measurable client outcomes. Both parties agree to work together to achieve these objectives. Data collected during the term of this agreement will be reviewed by both parties and then used to establish baseline targets for future contracts.

The parties agree to meet during the term of the Agreement to review service deliverables; output, outcome and financial reporting; geographic areas served and funding allocation by geographic area.

Desired Outcomes

Through the delivery of the Component Services the Province wishes to realize and the Contractor will use its best efforts to achieve the following desired outcomes:

a) The rights and best interests of children are reflected in the way supports and services are delivered to children and families.
b) Families, children and youth have a lead role in the planning for goals, supports and services that meet their needs and interests.
c) The needs, including health and safety, of children and families are met through flexible, diverse, and timely supports and services.
d) Children and their families experience full inclusion as citizens in their communities.
e) Children and families are served in a manner that reflects ethnic and cultural beliefs and values.
f) Aboriginal children and families are served in a manner that is in accordance with aboriginal values and traditions.
g) Children and Youth will maintain or improve their community awareness skills (i.e. shopping skills, leisure access), transportation skills and their ability to access community services.
h) Children and Youth will have increased opportunities and support to experience age appropriate peer interaction.
i) Children and Youth will improve or maintain self-sufficiency/functional life skills as developmentally appropriate.
j) Children and Youth will maintain or improve home living skills (i.e. food preparation).

The parties acknowledge that the Contractor does not warrant that the desired outcomes will be achieved.

Service Deliverables

Program Overview

The Contractor undertakes to effectively support the development of each Child through:

- activities that recognize the Child's capacity and are designed to enhance the Child's independence with respect to daily living activities and achievement of personal goals; and
- providing assistance in making effective choices concerning the development and maintenance of friendships and relationships.

The Contractor will take appropriate action to accomplish the objectives set for each Child being supported as they are decided upon by the Child and their family, involving support staff, the Province and the Contractor at the time of the execution of this Component Schedule.

The Contractor will adapt the Component Services for each Child, as required, in relation to the Child's changing support needs.

The Contractor will ensure that the Child and their family are involved in all planning and decision-making on matters affecting him/her.

The Contractor will support all Children to access natural community support systems rather than disability specific services, whenever possible.

The Contractor will support the Children and their family with access to information and training regarding the various available options that can assist them with community access and full community participation.

Where applicable, the Contractor will provide a safe motor vehicle in accordance with the provisions of the Motor Vehicle Act and Regulations thereto or otherwise arrange for the transportation of any Child supported by the Contractor.

The Contractor will co-operate with any plan established by the Province, a Child and/or her/his family, for support changes.

It is agreed that the Province will not refer any Child to the Contractor on any basis other than provided for in this Component Schedule except by mutual agreement.

Service Deliverables

The Contractor will provide or deliver a Child and Youth Care Worker program for eligible Children and Youth with Special Needs (CYSN).

Annualized funding for Vancouver is $434,955.72.

Annualized funding for Richmond is $70,298.28.

Intervention in the Catalogue of Services is defined as *activities provided to maintain or prompt a planned change in the behaviour, condition or functioning or children, youth, families/ caregivers.*

Child and Youth Care Worker interventions are one-to-one and group intervention services aimed at children and youth who require teaching and reinforcement of pro-social and life skills, transitional or crisis support, or assistance to connect with specialized services or community supports. The service is time limited, and is designed to be delivered in the child's home or community. Education and skill building opportunities may take place during the hours of support provided. Group activities may also be offered to enhance individual interventions.

Goals of the service will be clearly defined, measurable and achievable, and will connect the child or youth to longer term supports such as recreational or other pro-social activities.

The overall program for Children and Youth with Special Needs will be coordinated by 2.0 FTEs for Program Managers.

The Program Manager s will be responsible for the recruitment, screening and training and matching of Child and Youth Care Workers.

The Program Managers will be responsible for assessing children and youth for appropriate placement in group or individual services, and assignment to Child and Youth Care staff.

The direct service hours provided to families by the Managers while facilitating and supporting Child and Youth Care Services are counted and reported as hours of individual intervention with children/youth.

A. 1:1 Child and Youth Care Worker Services

Program Objectives

The Contractor will provide individual direct, goal oriented child and youth care worker services teaching skill development to children and youth with special needs as per the eligibility criteria established by MCFD.

Target Population

Children aged 6-18 who have special needs as per the eligibility criteria established by MCFD. CYSN eligibility is defined in the Children and Youth with Special Needs Policy, dated November 1, 2009. Services will be provided within the geographical areas of Vancouver and Richmond.

Service Description

The service arrangements will be flexible to reflect the family's circumstances and the needs of the child or youth and be structured to achieve goals within appropriate time frame.

The length of service is typically one year; service extensions may be approved by the MCFD Team Leader, in consultation with the Contractor.

Service may be provided in a variety of locations in the community so as to facilitate the participation of the child or youth in community activities as well as the development of specific skills.

Other activities of the Child and Youth Care Worker may include:

- Contact with a Children and Youth with Special Needs Support Worker (CYSN SW), school staff or other personnel whose work is directly related to the child or family;
- Participating in Integrated Case Management meetings upon request;
- Writing progress reports or maintaining other records regarding the child or family;
- Consulting with the agency supervisor regarding the child or family;
- Travelling to meet with the child or family; and
- Receiving specific training necessary to provide service to a particular child or family (e.g. special skills taught by a speech therapist).

Referral and Intake Process

Referrals will be facilitated through the MCFD CYSN Program Liaison Worker.

The Program Manager is responsible to advise the CYSN Liaison when a vacancy in the program is anticipated. Where possible, the Program Manager should request new referrals 30-60 days prior to the anticipated date of the vacancy.

MCFD CYSN Workers are responsible for completing and forwarding the agency referral form to the Program Manager. The referral must minimally include the family's contact information, an assessment of the child's needs, child specific safety information relevant to providing community based services, and collateral involvements with school and other service providers.

The Program Manager will receive and review the referral information and make a determination regarding acceptance of the client for service.

The Program Manager will conduct an intake meeting with the family. A worker will be assigned by the Program Manager following the intake meeting.

Once the client is accepted to the program and a start date has been identified, the MCFD Social Worker will initiate service by completing the Support Services Agreement (CF2606) and an Authorization and Service Plan(CF0603) in accordance with the procedures and policy regarding Support Services for Families.

The goals developed for service should be established in cooperation with the youth and family. Integrated Case Management is to be integral to service delivery.

The Contractor will maintain child specific service plans indicating specific goals to be addressed during the term of one to one services. The service plans must include written approval by the child's guardian.

Goals may be adjusted based on new information or changing circumstances, upon review with the family. If a revision of service is needed, the MCFD Social Worker and family may amend the Support Services Agreement (CF2606) and the Authorization and Service Plan (CF0603).

Inputs

Service Delivery Model

1.0 FTE Program Manager (Vancouver)
0.18 FTE Program Managers (Richmond)

Hourly Contracted Child and Youth Care Workers

Qualifications of Staff

Program Manager: a Masters degree in social work, psychology or a related discipline and three years of related experience in a related field, or a Bachelors degree in social work, psychology or a related discipline and five years experience in a related field.

Child and Youth Care Worker: a certificate/diploma in human/social service field or related discipline and some related experience or an equivalent combination of education and experience.

Outputs

Each referral will be allocated 4 hours direct service weekly for a total of 208 hours to be provided in a 12 month period. Hours assigned during the term of the Agreement will be pro-rated, based on the actual start date of service.

Vancouver

There are approximately 13-16 spaces for individual child care worker service per annum.

The Contractor will provide 2767.20 hours of direct 1:1 support delivered by Child and Youth Care Workers.

Richmond

The Contractor will provide 946.40 hours of direct 1:1 support delivered by Child and Youth Care Workers.

There are approximately 4-6 spaces for individual child care worker service per annum.

Waitlist Management

The waitlist will be managed by MCFD.

B. Group Programs

1. Community Based Groups

The Contractor will provide a variety of community based small group programs to promote and facilitate development and growth in the areas of self-esteem, social skills, peer relationship and independence.

Groups may have 2-5 youth participants

Groups may operate in the following staff to participant ratios: 1:2, 1:3, 2:4 or 2:5

2. Site Based Groups

The Contractor will provide a group activity program named The Groove for up to 10 children ages 8-12.

The Contractor will provide a group activity program named The Vibe for up to 10 youth ages 13-15.

These programs will operate 4 hours weekly, 52 weeks per year.

The Contractor is responsible for the space and utility costs and transportation for program activities.

Outputs

Target direct group hours per annum:
Vancouver: 2280 hours
Richmond: 208 hours

C. Additional

Monitoring the Program

The Contractor and CYSN Team Leader will work together to determine how service will be provided, including the balance of individual, group services, and site based activity programs.

Client progress reports will be submitted to the CYSN workers and client goals will be reviewed semi-annually.

The Contractor will submit monthly reports on service outputs to MCFD.

The Contractor and MCFD will meet quarterly to review services and conduct service planning.

SUMMARY

Term **01/04/2014 to 31/03/2015** ***Total Amount of Component Agreement*** **$505,254.00**

Allocation by Programs and Services

Programs		
CYSN Child, Youth and Parent Support		
Intervention - General		$505,254.00
	Sub-Total	**$505,254.00**
	Total	**$505,254.00**

Allocation by Community

Communities Served		
Vancouver North		$341,905.56
Richmond (38)		$70,298.28
Vancouver South		$93,050.16
	Total	**$505,254.00**

Allocation by Business Area

Core Business Area	**Business Area - Sub Business Area**	
ECD, Child Care and Children and Youth with Special Needs		
	Children and Youth with Special Needs	$505,254.00
	Sub-Total	**$505,254.00**
	Total	**$505,254.00**

PROGRAMS

CYSN Child, Youth and Parent Support

TARGET POPULATION: Children who are eligible to receive CYSN Family Support Services and the child or family would benefit from learning life skills, social skills, and/or parenting/child management skills.

OUTCOME: Children, youth and their families have improved skills to enhance independence, family functioning and community integration.

Vancouver PRIYD Program (CYSN Child, Youth and Parent Support)

SERVICE: INTERVENTION - GENERAL — **Total Amount** $434,955.72

Definitions	Activities provided to maintain or prompt a planned change in the behaviour, condition or functioning of children, youth, and/or families/caregivers.			
Project Code	18CN289			
Input	Qualified Staff			
Output Indicators	# Direct One to One Hours	**Quantity**	2767.2	
	# Direct Group Hours		2288	
Reporting Frequency	Monthly			
Core Business Area	ECD, Child Care and Children and Youth with Special Needs			
Business Area	Children and Youth with Special Needs			
Communities Served				
Vancouver North	**Recipient(s)**	0 to 18 years	**Amount**	$341,905.56
Vancouver South	**Recipient(s)**	0 to 18 years	**Amount**	$93,050.16

BUSINESS AREA OUTCOMES

- Children and youth with special needs experience optimal growth and development.
- Children and youth with special needs are healthy and safe in their families and communities.
- Children and youth with special needs actively participate in their home and community.
- Parents and families of children and youth with special needs have the knowledge, skills and supports they need to advance their child or youth's growth, development and functioning.
- Communities support the development and growth of children and youth with special needs.

CYSN Child, Youth and Parent Support

TARGET POPULATION: Children who are eligible to receive CYSN Family Support Services and the child or family would benefit from learning life skills, social skills, and/or parenting/child management skills.

OUTCOME: Children, youth and their families have improved skills to enhance independence, family functioning and community integration.

Richmond PRIYD Program (CYSN Child, Youth and Parent Support)

SERVICE: INTERVENTION - GENERAL — **Total Amount** $70,298.28

Definitions	Activities provided to maintain or prompt a planned change in the behaviour, condition or functioning of children, youth, and/or families/caregivers.		
Project Code	18CN289		
Input	Qualified Staff		
Output Indicators	# Direct One to One Hours	**Quantity**	946.4
	# Direct Group Hours		208

Reporting Frequency	Monthly				
Core Business Area	ECD, Child Care and Children and Youth with Special Needs				
Business Area	Children and Youth with Special Needs				
Communities Served					
Richmond (38)	**Recipient(s)**	0 to 18 years	**Amount**	$70,298.28	

BUSINESS AREA OUTCOMES

- Children and youth with special needs experience optimal growth and development.
- Children and youth with special needs are healthy and safe in their families and communities.
- Children and youth with special needs actively participate in their home and community.
- Parents and families of children and youth with special needs have the knowledge, skills and supports they need to advance their child or youth's growth, development and functioning.
- Communities support the development and growth of children and youth with special needs.

Attachments

Name	Attachment 1.1 - Indicators and Definitions	*Attachment 1.1 - Indicators and Definitions.docx*

SCHEDULE B – PAYMENT & FINANCIAL REPORTING

Aggregate Maximum

1.1 Subject to the provisions of the Third Party Service Agreement and this Subsidiary Component Agreement, we will pay you an amount not exceeding $505,254.00, including GST, in the aggregate, for providing the Services set out in Schedule A, during the term of this Subsidiary Component Agreement.

Payments

2.1 **Monthly Recurring**

We will pay you on or about the 15th day of the month commencing on the 1st day of April, 2014 as provided in the following payment schedule:

From	To	Amount	GST	Total
April 1, 2014	March 31, 2015	$42,104.50	$0.00	$505,254.00
				$505,254.00

2.2 **Payment Address**

201-1638 BROADWAY E VANCOUVER, BC V5N 1W1

Goods and Services Tax (GST)

Financial Reports

2.3 In addition to the financial statements referred to in the Audit and Service Evaluation section of FT08424000 any financial reports should, at a minimum, relate costs to service outputs. The following additional financial reports are required:

Name	Description
Semi-annual Service Cost Report	Report that outlines the semi-annual costs associated with a service.
9-Month Service Cost Report	Report that outlines the costs associated with a service every 9 months.

Transition to Unit Cost Based Payments

2.4 Not applicable

Attachments

Name Attachment 2.1 Financial Report *Attachment 2.1 Financial Report.docx*

SCHEDULE C – APPROVED SUBCONTRACTOR(S)

Subcontractors

1.1 The following persons or organizations, are specified as Subcontractors under section 12 of the Third Party Service Agreement, for purposes of this Subsidiary Component Agreement:

None

SCHEDULE D – RISK MANAGEMENT & CONFLICT RESOLUTION

Criminal Record Check

1.1 In accordance with the Criminal Records Review Act, you must undertake a criminal record check of each staff member or other person who has, or potentially has, unsupervised access to children, or who has access to their records.

1.2 In addition to any criminal record checks required under the Criminal Records Review Act, you must undertake a criminal record check on volunteers or other individuals who have, or potentially have, unsupervised access to children or their records.

1.3 Upon our written request you must provide us written confirmation that:

(a) criminal record checks have been initiated;

(b) you have acted on instructions from the adjudicator or us; and

(c) all other related procedures have been followed.

Conflict Resolution Officials

2.1 The designated "Officials" of the parties for the purposes of the Conflict Resolution Protocol are:

	Province	**Contractor**
Stage One:	Community Services Manager or Designate	Chief Executive Officer
Stage Two:	Executive Director of Service	Chief Executive Officer
Stage Three:	Deputy Minister or Designate	Chief Executive Officer

Permits and Licenses

3.1 You must obtain all the permits and licenses required to perform the Services, including, but not limited to:

(a) any permits or licenses required by municipal or health authorities for the operation of the Services delineated in Schedule A.

(b) any municipal, provincial, federal permits and licenses required to provide the Services including motor vehicle licenses of the appropriate class to provide transportation to clients.

Insurance and Indemnity

A. For all Contractor's activities under this Agreement to which the Master Insurance Program applies, as determined by the Province in its sole discretion:

4.1 The Province will purchase and maintain Comprehensive General Liability insurance in the amount of $2,000,000 inclusive per occurrence against bodily injury and property damage arising out of the Contractor's performance of the Services on behalf of the Province as outlined in this Agreement.

4.2 The Contractor shall be responsible for and pay any deductible under the policy.

4.3 The Contractor will be provided with a Certificate of Insurance and a copy of the insurance policy wording.

4.4 The Province will take reasonable steps to ensure the coverage specified in section 1 is continuous for the duration of this Agreement but the Province does not accept responsibility for providing coverage in the event the insurance is cancelled or reduced by the insurer.

4.5 The Province does not represent or warrant that the policy contains insurance for any and all losses. It is the Contractor's responsibility to ascertain the exact nature and extent of coverage of the policy as well as any and all terms and conditions of the policy.

4.6 The Contractor shall provide, maintain, and pay for, any additional insurance which the Contractor is required by law to carry, or which the Contractor considers necessary to cover risks not otherwise covered by insurance specified in section 1.

B. For all Contractor's activities to which the Master Insurance Program does not apply, the Contractor shall:

5.1 The Contractor must, without limiting its obligation or liabilities and at its own expense, purchase and maintain throughout the term of this Agreement the following insurances with insurers licensed in Canada in forms and amounts acceptable to the Province:

(a) Commercial General Liability in an amount not less than $2,000,000.00 inclusive per occurrence against bodily injury, personal injury and property damage and including liability assumed under this Agreement and this insurance must:

(i) include the Province as an additional insured;

(ii) be endorsed to provide the Province with 30 days advance written notice of cancellation or material change; and

(iii) include a cross liability clause.

5.2 All insurance described in paragraph 1 of this Schedule must:

(a) be primary; and

(b) not require the sharing of any loss by any insurer of the Province.

5.3 The Contractor must provide the Province with evidence of all required insurance:

(a) Within 10 working days of commencement of the Services, the Contractor must provide to the Province evidence of all required insurance in the form of a completed Province of British Columbia Certificate of Insurance.

(b) If the insurance policy(ies) expire before the end of the term of this Agreement, the Contractor must provide within 10 working days of expiration, evidence of new or renewal policy(ies) of all expired insurance in the form of a completed Province of British Columbia Certificate of Insurance.

(c) Notwithstanding paragraph 3(a) or (b) above, if requested by the Province at any time, the Contractor must provide to the Province certified copies of the required insurance policies.

5.4 The Contractor shall provide, maintain, and pay for, any additional insurance which it is required by law to carry, or which it considers necessary to cover risks not otherwise covered by insurance specified in this schedule in its sole discretion.

C. Whether A or B applies to the Services, for all Contractor activities under this Agreement:

6.1 The Contractor shall maintain Automobile Liability insurance on all vehicles owned, operated or licensed by the Contractor in an amount not less than $2,000,000 per occurrence, and where applicable the Contractor may show evidence of this insurance using an ICBC Confirmation of Insurance Coverage (APV-47) form in place of the requirement for the BC Certificate of Insurance.

6.2 Additional Insurance: Not applicable

SCHEDULE E – AUTHORIZED PERSONS (FOR THE SUBSIDIARY COMPONENT AGREEMENT)

Authorized Persons

1.1 The Contractor designates any of the following persons, (identified by name and/or position) to act for you in relation to this Subsidiary Component Agreement:

Caroline Bonesky, Chief Executive Officer

Cheryl Mixon, Vice President

1.2 The Ministry designates any of the following persons (identify by name and/or position) to act for us in relation to this Subsidiary Component Agreement:

David Phillips, Community Services Manager or Designate

Sarah Corsini, Utilization Services Leader

SCHEDULE F1 – PRIVACY PROTECTION SCHEDULE

This Schedule forms part of the agreement between Her Majesty the Queen in right of the Province of British Columbia represented by

The Ministry of Children and Family Development (the "Province") and FAMILY SERVICES OF GREATER VANCOUVER (the "Contractor")

respecting CYSN Child, Youth and Parent Support (the "Agreement")

Definitions

1. In this Schedule,

   (a) "access" means disclosure by the provision of access;

   (b) "Act" means the Freedom of Information and Protection of Privacy Act (British Columbia), as amended from time to time;

   (c) "contact information" means information to enable an individual at a place of business to be contacted and includes the name, position name or title, business telephone number, business address, business email or business fax number of the individual;

   (d) "personal information" means recorded information about an identifiable individual, other than contact information, collected or created by the Contractor as a result of the Agreement or any previous agreement between the Province and the Contractor dealing with the same subject matter as the Agreement but excluding any such information that, if this Schedule did not apply to it, would not be under the "control of a public body" within the meaning of the Act.

Purpose

2. The purpose of this Schedule is to:

   (a) enable the Province to comply with its statutory obligations under the Act with respect to personal information; and

   (b) ensure that, as a service provider, the Contractor is aware of and complies with its statutory obligations under the Act with respect to personal information.

Collection of personal information

3. Unless the Agreement otherwise specifies or the Province otherwise directs in writing, the Contractor may only collect or create personal information that is necessary for the performance of the Contractor's obligations, or the exercise of the Contractor's rights, under the Agreement.

4. Unless the Agreement otherwise specifies or the Province otherwise directs in writing, the Contractor must collect personal information directly from the individual the information is about.

5. Unless the Agreement otherwise specifies or the Province otherwise directs in writing, the Contractor must tell an individual from whom the Contractor collects personal information:

   (a) the purpose for collecting it;

(b) the legal authority for collecting it; and

(c) the title, business address and business telephone number of the person designated by the Province to answer questions about the Contractor's collection of personal information.

Accuracy of personal information

6. The Contractor must make every reasonable effort to ensure the accuracy and completeness of any personal information to be used by the Contractor or the Province to make a decision that directly affects the individual the information is about.

Requests for access to personal information

7. If the Contractor receives a request for access to personal information from a person other than the Province, the Contractor must promptly advise the person to make the request to the Province unless the Agreement expressly requires the Contractor to provide such access and, if the Province has advised the Contractor of the name or title and contact information of an official of the Province to whom such requests are to be made, the Contractor must also promptly provide that official's name or title and contact information to the person making the request.

Correction of personal information

8. Within 5 business days of receiving a written direction from the Province to correct or annotate any personal information, the Contractor must annotate or correct the information in accordance with the direction.

9. When issuing a written direction under section 8, the Province must advise the Contractor of the date the correction request to which the direction relates was received by the Province in order that the Contractor may comply with section 10.

10. Within 5 business days of correcting or annotating any personal information under section 8, the Contractor must provide the corrected or annotated information to any party to whom, within one year prior to the date the correction request was made to the Province, the Contractor disclosed the information being corrected or annotated.

11. If the Contractor receives a request for correction of personal information from a person other than the Province, the Contractor must promptly advise the person to make the request to the Province and, if the Province has advised the Contractor of the name or title and contact information of an official of the Province to whom such requests are to be made, the Contractor must also promptly provide that official's name or title and contact information to the person making the request.

Protection of personal information

12. The Contractor must protect personal information by making reasonable security arrangements against such risks as unauthorized access, collection, use, disclosure or disposal, including any expressly set out in the Agreement.

Storage and access to personal information

13. Unless the Province otherwise directs in writing, the Contractor must not store personal information outside Canada or permit access to personal information from outside Canada.

Retention of personal information

14. Unless the Agreement otherwise specifies, the Contractor must retain personal information until directed by the Province in writing to dispose of it or deliver it as specified in the direction.

Use of personal information

15. Unless the Province otherwise directs in writing, the Contractor may only use personal information if that use is:

(a) for the performance of the Contractor's obligations, or the exercise of the Contractor's rights, under the Agreement; and

(b) in accordance with section 13.

Disclosure of personal information

16. Unless the Province otherwise directs in writing, the Contractor may only disclose personal information inside Canada to any person other than the Province if the disclosure is for the performance of the Contractor's obligations, or the exercise of the Contractor's rights, under the Agreement.

17. Unless the Agreement otherwise specifies or the Province otherwise directs in writing, the Contractor must not disclose personal information outside Canada.

Inspection of personal information

18. In addition to any other rights of inspection the Province may have under the Agreement or under statute, the Province may, at any reasonable time and on reasonable notice to the Contractor, enter on the Contractor's premises to inspect any personal information in the possession of the Contractor or any of the Contractor's information management policies or practices relevant to its management of personal information or its compliance with this Schedule and the Contractor must permit, and provide reasonable assistance to, any such inspection.

Compliance with the Act and directions

19. The Contractor must in relation to personal information comply with:

    (a) the requirements of the Act applicable to the Contractor as a service provider, including any applicable order of the commissioner under the Act; and

    (b) any direction given by the Province under this Schedule.

20. The Contractor acknowledges that it is familiar with the requirements of the Act governing personal information that are applicable to it as a service provider.

Notice of non-compliance

21. If for any reason the Contractor does not comply, or anticipates that it will be unable to comply, with a provision in this Schedule in any respect, the Contractor must promptly notify the Province of the particulars of the non-compliance or anticipated non-compliance and what steps it proposes to take to address, or prevent recurrence of, the non-compliance or anticipated non-compliance.

Termination of Agreement

22. In addition to any other rights of termination which the Province may have under the Agreement or otherwise at law, the Province may, subject to any provisions in the Agreement establishing mandatory cure periods for defaults by the Contractor, terminate the Agreement by giving written notice of such termination to the Contractor, upon any failure of the Contractor to comply with this Schedule in a material respect.

Interpretation

23. In this Schedule, references to sections by number are to sections of this Schedule unless otherwise specified in this Schedule.

24. Any reference to the "Contractor" in this Schedule includes any subcontractor or agent retained by the Contractor to perform obligations under the Agreement and the Contractor must ensure that any such subcontractors and agents comply with this Schedule.

25. The obligations of the Contractor in this Schedule will survive the termination of the Agreement.

26. If a provision of the Agreement (including any direction given by the Province under this Schedule) conflicts with a requirement of the Act or an applicable order of the commissioner under the Act, the conflicting provision of the Agreement (or direction) will be inoperative to the extent of the conflict.

27. The Contractor must comply with the provisions of this Schedule despite any conflicting provision of this Agreement or, subject to section 28, the law of any jurisdiction outside Canada.

28. Nothing in this Schedule requires the Contractor to contravene the law of any jurisdiction outside Canada unless such contravention is required to comply with the Act.

SCHEDULE H – ADDITIONAL TERMS

Other

1. Notwithstanding Clause 55 (b) of the Third Party Service Agreement, the termination notice period for this Subsidiary Component Agreement is 60 days.

PAYMENT AND FINANCIAL INFORMATION

Aggregate Maximum

Subject to the provisions of this Agreement, the Province will pay to the Contractor an amount not exceeding **$505,254.00** in the Aggregate for providing Services during the Funding Period.

This Agreement consolidates the funding and services previously delivered through contracts RC4403CR01A and RC4403CR05A

The aggregate includes $434,955.72 from RC4403CR01A Vancouver and $70,298.28 from RC4403CR05A Richmond.

Annual baseline funding is **$505,254.00**. The annual baseline has been increased by $.08 for rounding purposes.

STATEMENTS AND REPORTS

The Contractor will submit to the Province reports, in form and content acceptable to the Province, relating to the services and programs outlined in this Agreement. The required reports include, but are not limited to, the following:

(a) Monthly Indicator Reports – Indicators and Definitions are outlined in Attachment 1.1 to this Agreement

(b) Annual Report on Outcomes

(c) Other information as may be requested by the Province

The parties agree to work collaboratively in the development and implementation of outcome measurement tools that may be considered during the Funding Period.

Required reports will be submitted within 15 business days of the end of the period specified, commencing with a first report for the period ending April 30th. For the purpose of this section and section 1.3, a "business day" is any day that is not a Saturday, a Sunday or a statutory holiday in British Columbia.

Financial Reports

Whether or not an annual financial statement (or review or audit of the same) is required and submitted under section 40 of the Third Party Service Agreement, the Contractor will, for the purposes of negotiation of any future agreement, submit to the Province, within 30 business days of the end of the 2nd and 3rd quarters of each year of the Funding Period, a Financial Report (unaudited) showing revenues and expenditures for each service area. A sample of the Financial Report (unaudited) is included as Attachment 2.1 to this Agreement.

ATTACHMENT 1.1 – Indicators and Definitions

Attachment 1.1 to Subsidiary Component Agreement No. FT08424016

Program Indicators CYSN Child, Youth and Parent Support

No	Service	Indicator	Definition
101	GENERAL	GEN: # intakes	Number of children or youth determined to be eligible for individual or group Child and Youth Care Worker services this month for the first time. Includes children and youth who have been previously discharged from Child and Youth Care Worker Services but who have returned to address a new goal.
102	GENERAL	GEN: # intakes who identify as Aboriginal	Number of children and youth determined to be eligible to receive Child and Youth Care Worker Services this month for the first time who consider themselves to be of Aboriginal heritage. This number is a sub-set of the total number of intakes and therefore cannot exceed that number.
103	**GENERAL**	**GEN: % intakes who identify as Aboriginal**	**# intakes who identify as Aboriginal / # intakes**
121	INTERVENTION	INT: # hours of individual intervention with children/ youth	Number of hours this month that staff provided one-to-one intervention with children or youth. The number of hours should be reported to the nearest quarter hour e.g. 0.25, 0.5, 0.75, 1, 1.25 etc.
122	INTERVENTION	INT: # children/ youth receiving individual intervention	Number of children and youth for whom staff provided one-to-one intervention this month. Each child and youth counts separately for the purposes of this indicator.
123	**INTERVENTION**	**INT: Average # hours individual intervention per child/youth**	**# hours / # children/youth**
124	INTERVENTION	INT: # sessions of group intervention with children/ youth	Number of times this month that staff provided intervention in a group setting i.e. provided service to 2 or more unrelated children/youth at the same time
125	INTERVENTION	INT: # hours of group intervention sessions with children/ youth	Number of hours this month that staff provided intervention in a group setting. The number of hours should be reported to the nearest quarter hour e.g. 0.25, 0.5, 0.75, 1, 1.25 etc.
126	INTERVENTION	INT: # attendances at group intervention sessions for children/ youth	Number of times this month that children or youth attended a group intervention session for children/ youth. Each child and youth attending a group intervention session counts separately for the purposes of this indicator.
127	**INTERVENTION**	**INT: Average # attendances per group intervention session for children/ youth**	**# attendances / # sessions**
999	**GENERAL**	**GEN: # unique clients YTD**	**# active client units as of April 1, plus # intakes May - March**

ATTACHMENT 2.1 – Financial Report

Attachment 2.1 to Component Schedule No. FT08424016

Financial Report **Sample Report**

Name of Organization: Family Services of Greater Vancouver

Contract No.: FT08424016

Period Covered:

Detail	Intervention - Vancouver		Intervention - Richmond		TOTALS
	Individual	Group	Individual	Group	
Total Operational Revenue					
Operational Expenses:					
Total Wages and Benefits					
Total Client Support Costs					
Total Transportation					
Total Program Support					
Total Program Admin. Support					
Total Facilities Expenses					
Total Operational Pre. Admin					
Total Admin. & Gen. Exp.*					
Total Operational Expenses					
Number of Units					
Unit Cost					
Total Surplus/(deficit)	$	$	$	$	$

* Definitions from the Specified Audit Procedures. Core Policy and Procedures Manual, 6.3.2(d) Continuing Service Agreements, Policy 1. Appendix F.

Comments regarding variances:

This report has been prepared from the books and records of the Contractor for the funding period ended _____. I hereby confirm to the best of my knowledge and belief, that the information contained herein, was compiled in accordance with generally accepted accounting principles and in compliance with the Province's Core Policy and Procedures Manual. There is nothing to my knowledge that has not been disclosed in this report which would affect the accuracy and completeness of the financial information.

Signature: Date

Print Name: Print Title: Executive Director

SUBSIDIARY COMPONENT AGREEMENT (SCA)

BRITISH COLUMBIA

Ministry of Children and Family Development

BRITISH COLUMBIA | Ministry of Children and Family Development

SUBSIDIARY COMPONENT AGREEMENT: FT08424019

DOING BUSINESS AS: FAMILY SERVICES OF GREATER VANCOUVER
Agreement Name: PRIYD Child and Youth Care Workers

HER MAJESTY THE QUEEN IN RIGHT OF THE PROVINCE OF BRITISH COLUMBIA, represented by The Minister of Children and Family Development (the "Province", "we", "us", or "our" as applicable) at the following address:	AND FAMILY SERVICES OF GREATER VANCOUVER (Legal Name) (the "Contractor", "you", or "your" as applicable) at the following address:
300 5172 KINGSWAY BURNABY, B.C. CANADA V5H 2E8 Fax Number: (604)660-4005	201-1638 BROADWAY E VANCOUVER, BC V5N 1W1 Fax Number: (604)733-7009

The term for the Subsidiary Component Agreement begins on: 01/04/2014 (Day/Month/Year) and ends on 31/03/2015 (Day/Month/Year)

THE PARTIES AGREE TO THE TERMS ON THE ATTACHED PAGES OF THIS DOCUMENT AND OUTLINED BELOW. THIS SUBSIDIARY COMPONENT AGREEMENT IS PART OF THE THIRD PARTY SERVICE AGREEMENT FT08424000:

APPLICABLE SCHEDULES:

- **SCHEDULE A** - **SERVICES**
- **SCHEDULE B** - **PAYMENT & FINANCIAL REPORTING**
- **SCHEDULE C** - **APPROVED SUBCONTRACTOR(S)**
- **SCHEDULE D** - **RISK MANAGEMENT & CONFLICT RESOLUTION**
- **SCHEDULE E** - **AUTHORIZED PERSONS (FOR THE SUBSIDIARY COMPONENT AGREEMENT)**
- **SCHEDULE F** - **INFORMATION MANAGEMENT & PRIVACY PROTECTION**
- **SCHEDULE H** - **ADDITIONAL TERMS**

SIGNED AND DELIVERED on the 10 day of April, 2014 on behalf of the Province by its duly authorized representative

Signature: S Hassard

Print Name: Sue Hassard

Position: Community Services Manager or Designate

Responsibility Centre: CSM - BURNABY/N WEST

SIGNED AND DELIVERED on the 8 day of April, 2014 by or on behalf of the Contractor (or by its authorized signatory or signatories if the Contractor is a corporation)

Signature: Caroline J Bonesky

Print Name: Caroline Bonesky Position: Chief Executive Officer

Signature:

Print Name: Position:

Signature:

Print Name: Position:

READ TERMS ON THE ATTACHED PAGES OF THIS DOCUMENT

SCHEDULE A – SERVICES

Child and Youth Care Worker Services involve a child care worker providing direct goal-oriented assistance to a child and/or family. This assistance can include the development of appropriate social, life or other particular skills by the child and/or the development of child management or other parenting skills by the family. Service may be provided in a variety of locations in the community so as to facilitate the participation of the child and family in community activities as well as the development of specific skills. Service may be provided individually or in groups; however, the particular need of each child must be documented and in accordance with the program objective.

General

The Contractor will provide all necessary components for delivery of the programs delineated below, including sufficient qualified program staff, administrative support, premises, materials and equipment.

The Province will appoint a Ministry contract supervisor for the Contractor's services funded under this Component Schedule. The parties agree to conduct contract reviews during the Funding Period to review the Service Deliverables and any other issues of mutual concern, including the following:

- statements and reports required in Part V, Statements and Reports;
- program elements, including hours of operation;
- access and admission criteria;
- intake and referral processes;
- frequency, content and format of progress and Court ready reports;
- wait list management;
- exceptions to normal practice;
- critical incident reporting procedures;
- issue management;
- program liaison.

The Province and the Contractor are using a collaborative approach to the continuing development of output-based contracts and measurable client outcomes. Both parties agree to work together to achieve these objectives. Data collected during the term of this agreement will be reviewed by both parties and then used to establish baseline targets for future contracts.

The parties agree to meet during the term of the Agreement to review service deliverables; output, outcome and financial reporting; geographic areas served and funding allocation by geographic area.

Desired Outcomes

Through the delivery of the Component Services the Province wishes to realize and the Contractor will use its best efforts to achieve the following desired outcomes:

a) The rights and best interests of children are reflected in the way supports and services are delivered to children and families.
b) Families, children and youth have a lead role in the planning for goals, supports and services that meet their needs and interests.
c) The needs, including health and safety, of children and families are met through flexible, diverse, and timely supports and services.
d) Children and their families experience full inclusion as citizens in their communities.

e) Children and families are served in a manner that reflects ethnic and cultural beliefs and values.
f) Aboriginal children and families are served in a manner that is in accordance with aboriginal values and traditions.
g) Children and Youth will maintain or improve their community awareness skills (i.e. shopping skills, leisure access), transportation skills and their ability to access community services.
h) Children and Youth will have increased opportunities and support to experience age appropriate peer interaction.
i) Children and Youth will improve or maintain self-sufficiency/functional life skills as developmentally appropriate.
j) Children and Youth will maintain or improve home living skills (i.e. food preparation).

The parties acknowledge that the Contractor does not warrant that the desired outcomes will be achieved.

Service Deliverables

Program Overview

The Contractor undertakes to effectively support the development of each Child through:

- activities that recognize the Child's capacity and are designed to enhance the Child's independence with respect to daily living activities and achievement of personal goals; and
- providing assistance in making effective choices concerning the development and maintenance of friendships and relationships.

The Contractor will take appropriate action to accomplish the objectives set for each Child being supported as they are decided upon by the Child and their family, involving support staff, the Province and the Contractor at the time of the execution of this Component Schedule.

The Contractor will adapt the Component Services for each Child, as required, in relation to the Child's changing support needs.

The Contractor will ensure that the Child and their family are involved in all planning and decision-making on matters affecting him/her.

The Contractor will support all Children to access natural community support systems rather than disability specific services, whenever possible.

The Contractor will support the Children and their family with access to information and training regarding the various available options that can assist them with community access and full community participation.

Where applicable, the Contractor will provide a safe motor vehicle in accordance with the provisions of the Motor Vehicle Act and Regulations thereto or otherwise arrange for the transportation of any Child supported by the Contractor.

The Contractor will co-operate with any plan established by the Province, a Child and/or her/his family, for support changes.

It is agreed that the Province will not refer any Child to the Contractor on any basis other than provided for in this Component Schedule except by mutual agreement.

Service Deliverables - Providing Resources and Independence to Youth Development (PRIYD)

The Contractor will provide or deliver a Child and Youth Care Worker program for eligible Children and Youth with Special Needs (CYSN).

Intervention in the Catalogue of Services is defined as *activities provided to maintain or prompt a planned change in the behaviour, condition or functioning or children, youth, families/ caregivers.*

Child and Youth Care Worker interventions are one-to-one and group intervention services aimed at children and youth who require teaching and reinforcement of pro-social and life skills, transitional or crisis support, or assistance to connect with specialized services or community supports. The service is time limited, and is designed to be delivered in the child's home or community. Education and skill building opportunities may take place during the hours of support provided. Group activities may also be offered to enhance individual interventions.

Goals of the service will be clearly defined, measurable and achievable, and will connect the child or youth to longer term supports such as recreational or other pro-social activities.

The overall program for Children and Youth with Special Needs will be coordinated by 2.0 FTEs for Program Managers.

The Program Managers will be responsible for assessing children and youth for appropriate placement in group or individual services, and assignment to Child and Youth Care staff.

The Program Manager s will be responsible for the recruitment, screening and training and matching of Child and Youth Care Workers.

The direct service hours provided to families by the Managers while facilitating and supporting Child and Youth Care Services are counted and reported as hours of individual intervention with children/youth.

A. 1:1 Child and Youth Care Worker Services

Program Objectives

The Contractor will provide individual direct, goal oriented child and youth care worker services teaching skill development to children and youth with special needs as per the eligibility criteria established by MCFD.

Target Population

Children aged 6-18 who have special needs as per the eligibility criteria established by MCFD. CYSN eligibility is defined in the Children and Youth with Special Needs Policy, dated November 1, 2009. Services will be provided within the geographical areas of Burnaby and New Westminster.

Service Description

The service arrangements will be flexible to reflect the family's circumstances and the needs of the child or youth and be structured to achieve goals within appropriate time frame.

The length of service is typically one year; service extensions may be approved by the MCFD Team Leader, in consultation with the Contractor.

Service may be provided in a variety of locations in the community so as to facilitate the participation of the child or youth in community activities as well as the development of specific skills.

Other activities of the Child and Youth Care Worker may include:

- Contact with a Children and Youth with Special Needs Support Worker (CYSN SW), school staff or other personnel whose work is directly related to the child or family;
- Participating in Integrated Case Management meetings upon request;
- Writing progress reports or maintaining other records regarding the child or family;
- Consulting with the agency supervisor regarding the child or family;
- Travelling to meet with the child or family; and
- Receiving specific training necessary to provide service to a particular child or family (e.g. special skills taught by a speech therapist).

Referral and Intake Process (Individual and Group Services)

Referrals will be facilitated through the MCFD CYSN Program Liaison Worker.
The Program Manager is responsible to advise the CYSN Liaison when a vacancy in the program is anticipated. Where possible, the Program Manager should request new referrals 30-60 days prior to the anticipated date of the vacancy.

MCFD CYSN Workers are responsible for completing and forwarding the agency referral form to the Program Manager. The referral must minimally include the family's contact information, an assessment of the child's needs, child specific safety information relevant to providing community based services, and collateral involvements with school and other service providers.

The Program Manager will receive and review the referral information and make a determination regarding acceptance of the client for service.

The Program Manager will conduct an intake meeting with the family. A worker will be assigned by the Program Manager following the intake meeting.

Once the client is accepted to the program and a start date has been identified, the MCFD Social Worker will initiate service by completing the Support Services Agreement (CF2606) and an Authorization and Service Plan (CF0603) in accordance with the procedures and policy regarding Support Services for Families.

The goals developed for service should be established in cooperation with the youth and family. Integrated Case Management is to be integral to service delivery.

The Contractor will maintain child specific service plans indicating specific goals to be addressed during the term of one to one services. The service plans must include written approval by the child's guardian.

Goals may be adjusted based on new information or changing circumstances, upon review with the family. If a revision of service is needed, the MCFD Social Worker and family may amend the Support Services Agreement (CF2606) and the Authorization and Service Plan (CF0603).

Inputs

Service Delivery Model
0.82 FTE Program Managers

Hourly Contracted Child and Youth Care Workers

Qualifications of Staff
Program Manager: a Masters degree in social work, psychology or a related discipline and three years of related experience in a related field, or a Bachelors degree in social work, psychology or a related discipline and five years experience in a related field.

Child and Youth Care Worker: a certificate/diploma in human/social service field or related discipline and some related experience or an equivalent combination of education and experience.

Outputs

There are approximately 14-16 spaces for individual child care worker service per annum.

The Contractor will provide 2908 hours of direct 1:1 support delivered by Child and Youth Care Workers.
Each referral will be allocated 4 hours direct service weekly for a total of 208 hours to be provided in a 12 months period. Hours assigned during the term of the Agreement will be pro-rated, based on the actual start date of service.
Waitlist Management

The waitlist will be managed by MCFD.

B. Group Programs

1. Community Based Groups

The Contractor will provide a variety of community based small group programs to promote and facilitate development and growth in the areas of self-esteem, social skills, peer relationship and independence.

Groups may have 2-5 youth participants.

Groups may operate in the following staff to participant ratios: 1:2, 1:3, 2:4 or 2:5

Waitlist Management

The waitlist will be managed by MCFD.

2. Summer Blast Program

The summer program provides an opportunity for youth with special needs to participate in recreational and social activities throughout the lower mainland in a fun and safe manner.

The Summer Blast Program is run three days/week from 9am to 4pm in July and August.

The program will provide capacity for 8-10 participants on a weekly basis.

Each participant is allowed a maximum of two (2) weeks in the program.

The program will provide a supervisory ratio of 1 Staff for every 3 Children and Youth participating.

Transportation is provided for program activities only. Parents/caregivers are responsible for drop-off and pick-up of the program participants.

Referral Process
Referral to the summer program is made by MCFD.

Outputs
Target small group direct hours per annum: 1496 hours
Target summer program direct hours: 168

C. Additional

Monitoring the Programs
The Contractor and CYSN Team Leader will work together to determine how service will be provided, including the balance of individual and group services.

Client progress reports will be submitted to the CYSN workers and client goals will be reviewed semi-annually.

The Contractor will submit monthly reports on service outputs to MCFD.

The Contractor and MCFD will meet quarterly to review services and conduct service planning.

SUMMARY

Term **01/04/2014 to 31/03/2015** *Total Amount of Component Agreement* **$345,206.04**

Allocation by Programs and Services

Programs		
CYSN Child, Youth and Parent Support		
	Intervention - General	$345,206.04
	Sub-Total	**$345,206.04**
	Total	**$345,206.04**

Allocation by Community

Communities Served		
Burnaby		$269,414.83
New Westminster		$75,791.21
	Total	**$345,206.04**

Allocation by Business Area

Core Business Area	Business Area - Sub Business Area	
ECD, Child Care and Children and Youth with Special Needs		
	Children and Youth with Special Needs	$345,206.04
	Sub-Total	**$345,206.04**
	Total	**$345,206.04**

PROGRAMS

CYSN Child, Youth and Parent Support

TARGET POPULATION:	Children who are eligible to receive CYSN Family Support Services and the child or family would benefit from learning life skills, social skills, and/or parenting/child management skills.
OUTCOME:	Children, youth and their families have improved skills to enhance independence, family functioning and community integration.

PRIYD Program (CYSN Child, Youth and Parent Support)

SERVICE: INTERVENTION - GENERAL — **Total Amount** $345,206.04

Definitions	Activities provided to maintain or prompt a planned change in the behaviour, condition or functioning of children, youth, and/or families/caregivers.			
Project Code	18CN289			
Input	Qualified Staff			
Output Indicators	# Hours	**Quantity**	4572	
Reporting Frequency	Monthly			
Core Business Area	ECD, Child Care and Children and Youth with Special Needs			
Business Area	Children and Youth with Special Needs			
Communities Served				
Burnaby	**Recipient(s)**	0 to 18 years	**Amount**	$269,414.83
New Westminster	**Recipient(s)**	0 to 18 years	**Amount**	$75,791.21

BUSINESS AREA OUTCOMES

- Children and youth with special needs experience optimal growth and development.
- Children and youth with special needs are healthy and safe in their families and communities.
- Children and youth with special needs actively participate in their home and community.
- Parents and families of children and youth with special needs have the knowledge, skills and supports they need to advance their child or youth's growth, development and functioning.
- Communities support the development and growth of children and youth with special needs.

Attachments

Name	Attachment 1.1 - Indicators and Definitions	*Attachment 1.1 - Indicators and Definitions.docx*

SCHEDULE B – PAYMENT & FINANCIAL REPORTING

Aggregate Maximum

1.1 Subject to the provisions of the Third Party Service Agreement and this Subsidiary Component Agreement, we will pay you an amount not exceeding $345,206.04, including GST, in the aggregate, for providing the Services set out in Schedule A, during the term of this Subsidiary Component Agreement.

Payments

2.1 **Monthly Recurring**

We will pay you on or about the 15th day of the month commencing on the 1st day of April, 2014 as provided in the following payment schedule:

From	To	Amount	GST	Total
April 1, 2014	March 31, 2015	$28,767.17	$0.00	$345,206.04
				$345,206.04

2.2 **Payment Address**

201-1638 BROADWAY E VANCOUVER, BC V5N 1W1

Goods and Services Tax (GST)

Financial Reports

2.3 In addition to the financial statements referred to in the Audit and Service Evaluation section of FT08424000 any financial reports should, at a minimum, relate costs to service outputs. The following additional financial reports are required:

Name	Description
Semi-annual Service Cost Report	Report that outlines the semi-annual costs associated with a service.
9-Month Service Cost Report	Report that outlines the costs associated with a service every 9 months.

Transition to Unit Cost Based Payments

2.4 Not applicable

Attachments

Name Attachment 2.1 Financial Report *Attachment 2.1 Financial Report.docx*

SCHEDULE C – APPROVED SUBCONTRACTOR(S)

Subcontractors

1.1 The following persons or organizations, are specified as Subcontractors under section 12 of the Third Party Service Agreement, for purposes of this Subsidiary Component Agreement:

None

SCHEDULE D – RISK MANAGEMENT & CONFLICT RESOLUTION

Criminal Record Check

1.1 In accordance with the Criminal Records Review Act, you must undertake a criminal record check of each staff member or other person who has, or potentially has, unsupervised access to children, or who has access to their records.

1.2 In addition to any criminal record checks required under the Criminal Records Review Act, you must undertake a criminal record check on volunteers or other individuals who have, or potentially have, unsupervised access to children or their records.

1.3 Upon our written request you must provide us written confirmation that:

(a) criminal record checks have been initiated;

(b) you have acted on instructions from the adjudicator or us; and

(c) all other related procedures have been followed.

Conflict Resolution Officials

2.1 The designated "Officials" of the parties for the purposes of the Conflict Resolution Protocol are:

	Province	Contractor
Stage One:	Community Services Manager or Designate	Chief Executive Officer
Stage Two:	Regional Executive Director	Chief Executive Officer
Stage Three:	Deputy Minister or Designate	Chief Executive Officer

Permits and Licenses

3.1 You must obtain all the permits and licenses required to perform the Services, including, but not limited to:

(a) any permits or licenses required by municipal or health authorities for the operation of the Services delineated in Schedule A.

(b) any municipal, provincial, federal permits and licenses required to provide the Services including motor vehicle licenses of the appropriate class to provide transportation to clients.

Insurance and Indemnity

A. For all Contractor's activities under this Agreement to which the Master Insurance Program applies, as determined by the Province in its sole discretion:

4.1 The Province will purchase and maintain Comprehensive General Liability insurance in the amount of $2,000,000 inclusive per occurrence against bodily injury and property damage arising out of the Contractor's performance of the Services on behalf of the Province as outlined in this Agreement.

4.2 The Contractor shall be responsible for and pay any deductible under the policy.

4.3 The Contractor will be provided with a Certificate of Insurance and a copy of the insurance policy wording.

4.4 The Province will take reasonable steps to ensure the coverage specified in section 1 is continuous for the duration of this Agreement but the Province does not accept responsibility for providing coverage in the event the insurance is cancelled or reduced by the insurer.

4.5 The Province does not represent or warrant that the policy contains insurance for any and all losses. It is the Contractor's responsibility to ascertain the exact nature and extent of coverage of the policy as well as any and all terms and conditions of the policy.

4.6 The Contractor shall provide, maintain, and pay for, any additional insurance which the Contractor is required by law to carry, or which the Contractor considers necessary to cover risks not otherwise covered by insurance specified in section 1.

B. For all Contractor's activities to which the Master Insurance Program does not apply, the Contractor shall:

5.1 The Contractor must, without limiting its obligation or liabilities and at its own expense, purchase and maintain throughout the term of this Agreement the following insurances with insurers licensed in Canada in forms and amounts acceptable to the Province:

(a) Commercial General Liability in an amount not less than $2,000,000.00 inclusive per occurrence against bodily injury, personal injury and property damage and including liability assumed under this Agreement and this insurance must:

(i) include the Province as an additional insured;

(ii) be endorsed to provide the Province with 30 days advance written notice of cancellation or material change; and

(iii) include a cross liability clause.

5.2 All insurance described in paragraph 1 of this Schedule must:

(a) be primary; and

(b) not require the sharing of any loss by any insurer of the Province.

5.3 The Contractor must provide the Province with evidence of all required insurance:

(a) Within 10 working days of commencement of the Services, the Contractor must provide to the Province evidence of all required insurance in the form of a completed Province of British Columbia Certificate of Insurance.

(b) If the insurance policy(ies) expire before the end of the term of this Agreement, the Contractor must provide within 10 working days of expiration, evidence of new or renewal policy(ies) of all expired insurance in the form of a completed Province of British Columbia Certificate of Insurance.

(c) Notwithstanding paragraph 3(a) or (b) above, if requested by the Province at any time, the Contractor must provide to the Province certified copies of the required insurance policies.

5.4 The Contractor shall provide, maintain, and pay for, any additional insurance which it is required by law to carry, or which it considers necessary to cover risks not otherwise covered by insurance specified in this schedule in its sole discretion.

C. Whether A or B applies to the Services, for all Contractor activities under this Agreement:

6.1 The Contractor shall maintain Automobile Liability insurance on all vehicles owned, operated or licensed by the Contractor in an amount not less than $2,000,000 per occurrence, and where applicable the Contractor may show evidence of this insurance using an ICBC Confirmation of Insurance Coverage (APV-47) form in place of the requirement for the BC Certificate of Insurance.

6.2 Additional Insurance: Not applicable

SCHEDULE E – AUTHORIZED PERSONS (FOR THE SUBSIDIARY COMPONENT AGREEMENT)

Authorized Persons

1.1 The Contractor designates any of the following persons, (identified by name and/or position) to act for you in relation to this Subsidiary Component Agreement:

Caroline Bonesky, Executive Director or Designate

Cheryl Mixon, Vice President

1.2 The Ministry designates any of the following persons (identify by name and/or position) to act for us in relation to this Subsidiary Component Agreement:

Sue Hassard, Community Services Manager or Designate

Procurement Specialist

SCHEDULE F1 – PRIVACY PROTECTION SCHEDULE

This Schedule forms part of the agreement between Her Majesty the Queen in right of the Province of British Columbia represented by

The Ministry of Children and Family Development (the "Province") and FAMILY SERVICES OF GREATER VANCOUVER (the "Contractor")

respecting PRIYD Child and Youth Care Workers (the "Agreement")

Definitions

1. In this Schedule,

   (a) "access" means disclosure by the provision of access;

   (b) "Act" means the Freedom of Information and Protection of Privacy Act (British Columbia), as amended from time to time;

   (c) "contact information" means information to enable an individual at a place of business to be contacted and includes the name, position name or title, business telephone number, business address, business email or business fax number of the individual;

   (d) "personal information" means recorded information about an identifiable individual, other than contact information, collected or created by the Contractor as a result of the Agreement or any previous agreement between the Province and the Contractor dealing with the same subject matter as the Agreement but excluding any such information that, if this Schedule did not apply to it, would not be under the "control of a public body" within the meaning of the Act.

Purpose

2. The purpose of this Schedule is to:

   (a) enable the Province to comply with its statutory obligations under the Act with respect to personal information; and

   (b) ensure that, as a service provider, the Contractor is aware of and complies with its statutory obligations under the Act with respect to personal information.

Collection of personal information

3. Unless the Agreement otherwise specifies or the Province otherwise directs in writing, the Contractor may only collect or create personal information that is necessary for the performance of the Contractor's obligations, or the exercise of the Contractor's rights, under the Agreement.

4. Unless the Agreement otherwise specifies or the Province otherwise directs in writing, the Contractor must collect personal information directly from the individual the information is about.

5. Unless the Agreement otherwise specifies or the Province otherwise directs in writing, the Contractor must tell an individual from whom the Contractor collects personal information:

   (a) the purpose for collecting it;

(b) the legal authority for collecting it; and

(c) the title, business address and business telephone number of the person designated by the Province to answer questions about the Contractor's collection of personal information.

Accuracy of personal information

6. The Contractor must make every reasonable effort to ensure the accuracy and completeness of any personal information to be used by the Contractor or the Province to make a decision that directly affects the individual the information is about.

Requests for access to personal information

7. If the Contractor receives a request for access to personal information from a person other than the Province, the Contractor must promptly advise the person to make the request to the Province unless the Agreement expressly requires the Contractor to provide such access and, if the Province has advised the Contractor of the name or title and contact information of an official of the Province to whom such requests are to be made, the Contractor must also promptly provide that official's name or title and contact information to the person making the request.

Correction of personal information

8. Within 5 business days of receiving a written direction from the Province to correct or annotate any personal information, the Contractor must annotate or correct the information in accordance with the direction.

9. When issuing a written direction under section 8, the Province must advise the Contractor of the date the correction request to which the direction relates was received by the Province in order that the Contractor may comply with section 10.

10. Within 5 business days of correcting or annotating any personal information under section 8, the Contractor must provide the corrected or annotated information to any party to whom, within one year prior to the date the correction request was made to the Province, the Contractor disclosed the information being corrected or annotated.

11. If the Contractor receives a request for correction of personal information from a person other than the Province, the Contractor must promptly advise the person to make the request to the Province and, if the Province has advised the Contractor of the name or title and contact information of an official of the Province to whom such requests are to be made, the Contractor must also promptly provide that official's name or title and contact information to the person making the request.

Protection of personal information

12. The Contractor must protect personal information by making reasonable security arrangements against such risks as unauthorized access, collection, use, disclosure or disposal, including any expressly set out in the Agreement.

Storage and access to personal information

13. Unless the Province otherwise directs in writing, the Contractor must not store personal information outside Canada or permit access to personal information from outside Canada.

Retention of personal information

14. Unless the Agreement otherwise specifies, the Contractor must retain personal information until directed by the Province in writing to dispose of it or deliver it as specified in the direction.

Use of personal information

15. Unless the Province otherwise directs in writing, the Contractor may only use personal information if that use is:

(a) for the performance of the Contractor's obligations, or the exercise of the Contractor's rights, under the Agreement; and

(b) in accordance with section 13.

Disclosure of personal information

16. Unless the Province otherwise directs in writing, the Contractor may only disclose personal information inside Canada to any person other than the Province if the disclosure is for the performance of the Contractor's obligations, or the exercise of the Contractor's rights, under the Agreement.

17. Unless the Agreement otherwise specifies or the Province otherwise directs in writing, the Contractor must not disclose personal information outside Canada.

Inspection of personal information

18. In addition to any other rights of inspection the Province may have under the Agreement or under statute, the Province may, at any reasonable time and on reasonable notice to the Contractor, enter on the Contractor's premises to inspect any personal information in the possession of the Contractor or any of the Contractor's information management policies or practices relevant to its management of personal information or its compliance with this Schedule and the Contractor must permit, and provide reasonable assistance to, any such inspection.

Compliance with the Act and directions

19. The Contractor must in relation to personal information comply with:

    (a) the requirements of the Act applicable to the Contractor as a service provider, including any applicable order of the commissioner under the Act; and

    (b) any direction given by the Province under this Schedule.

20. The Contractor acknowledges that it is familiar with the requirements of the Act governing personal information that are applicable to it as a service provider.

Notice of non-compliance

21. If for any reason the Contractor does not comply, or anticipates that it will be unable to comply, with a provision in this Schedule in any respect, the Contractor must promptly notify the Province of the particulars of the non-compliance or anticipated non-compliance and what steps it proposes to take to address, or prevent recurrence of, the non-compliance or anticipated non-compliance.

Termination of Agreement

22. In addition to any other rights of termination which the Province may have under the Agreement or otherwise at law, the Province may, subject to any provisions in the Agreement establishing mandatory cure periods for defaults by the Contractor, terminate the Agreement by giving written notice of such termination to the Contractor, upon any failure of the Contractor to comply with this Schedule in a material respect.

Interpretation

23. In this Schedule, references to sections by number are to sections of this Schedule unless otherwise specified in this Schedule.

24. Any reference to the "Contractor" in this Schedule includes any subcontractor or agent retained by the Contractor to perform obligations under the Agreement and the Contractor must ensure that any such subcontractors and agents comply with this Schedule.

25. The obligations of the Contractor in this Schedule will survive the termination of the Agreement.

26. If a provision of the Agreement (including any direction given by the Province under this Schedule) conflicts with a requirement of the Act or an applicable order of the commissioner under the Act, the conflicting provision of the Agreement (or direction) will be inoperative to the extent of the conflict.

27. The Contractor must comply with the provisions of this Schedule despite any conflicting provision of this Agreement or, subject to section 28, the law of any jurisdiction outside Canada.

28. Nothing in this Schedule requires the Contractor to contravene the law of any jurisdiction outside Canada unless such contravention is required to comply with the Act.

SCHEDULE H – ADDITIONAL TERMS

Other

1. Notwithstanding Clause 55 (b) of the Third Party Service Agreement, the termination notice period for this Subsidiary Component Agreement is 60 days.

PAYMENT AND FINANCIAL INFORMATION

Aggregate Maximum

Subject to the provisions of this Agreement, the Province will pay to the Contractor an amount not exceeding **$345,206.04** in the Aggregate for providing Services during the Funding Period.

Annual baseline funding is **$345,206.04**. The annual baseline has been increased by $.05 for rounding purposes.

STATEMENTS AND REPORTS

The Contractor will submit to the Province reports, in form and content acceptable to the Province, relating to the services and programs outlined in this Agreement. The required reports include, but are not limited to, the following:

(a) Monthly Indicator Reports – Indicators and Definitions are outlined in Attachment 1.1 to this Agreement

(b) Annual Report on Outcomes

(c) Other information as may be requested by the Province

The parties agree to work collaboratively in the development and implementation of outcome measurement tools that may be considered during the Funding Period.

Required reports will be submitted within 15 business days of the end of the period specified, commencing with a first report for the period ending April 30th. For the purpose of this section and section 1.3, a "business day" is any day that is not a Saturday, a Sunday or a statutory holiday in British Columbia.

Financial Reports

Whether or not an annual financial statement (or review or audit of the same) is required and submitted under section 40 of the Third Party Service Agreement, the Contractor will, for the purposes of negotiation of any future agreement, submit to the Province, within 30 business days of the end of the 2nd and 3rd quarters of each year of the Funding Period, a Financial Report (unaudited) showing revenues and expenditures for each service area. A sample of the Financial Report (unaudited) is included as Attachment 2.1 to this Agreement.

ATTACHMENT 1.1 – Indicators and Definitions

Attachment 1.1 to Subsidiary Component Agreement No. FT08424019

Program Indicators CYSN Child, Youth and Parent Support

No	Service	Indicator	Definition
101	GENERAL	GEN: # intakes	Number of children or youth determined to be eligible for individual or group Child and Youth Care Worker services this month for the first time. Includes children and youth who have been previously discharged from Child and Youth Care Worker Services but who have returned to address a new goal.
102	GENERAL	GEN: # intakes who identify as Aboriginal	Number of children and youth determined to be eligible to receive Child and Youth Care Worker Services this month for the first time who consider themselves to be of Aboriginal heritage. This number is a sub-set of the total number of intakes and therefore cannot exceed that number.
103	**GENERAL**	**GEN: % intakes who identify as Aboriginal**	**# intakes who identify as Aboriginal / # intakes**
121	INTERVENTION	INT: # hours of individual intervention with children/ youth	Number of hours this month that staff provided one-to-one intervention with children or youth. The number of hours should be reported to the nearest quarter hour e.g. 0.25, 0.5, 0.75, 1, 1.25 etc.
122	INTERVENTION	INT: # children/ youth receiving individual intervention	Number of children and youth for whom staff provided one-to-one intervention this month. Each child and youth counts separately for the purposes of this indicator.
123	**INTERVENTION**	**INT: Average # hours individual intervention per child/youth**	**# hours / # children/youth**
124	INTERVENTION	INT: # sessions of group intervention with children/ youth	Number of times this month that staff provided intervention in a group setting i.e. provided service to 2 or more unrelated children/youth at the same time
125	INTERVENTION	INT: # hours of group intervention sessions with children/ youth	Number of hours this month that staff provided intervention in a group setting. The number of hours should be reported to the nearest quarter hour e.g. 0.25, 0.5, 0.75, 1, 1.25 etc.
126	INTERVENTION	INT: # attendances at group intervention sessions for children/ youth	Number of times this month that children or youth attended a group intervention session for children/ youth. Each child and youth attending a group intervention session counts separately for the purposes of this indicator.
127	**INTERVENTION**	**INT: Average # attendances per group intervention session for children/ youth**	**# attendances / # sessions**
999	**GENERAL**	**GEN: # unique clients YTD**	**# active client units as of April 1, plus # intakes May - March**

ATTACHMENT 2.1 – Financial Report

Attachment 2.1 to Component Schedule No. FT08424019

Financial Report **Sample Report**

Name of Organization: Family Services of Greater Vancouver

Contract No.: FT08424019

Period Covered:

Detail	Intervention - General		TOTALS
	Individual	Group	
Total Operational Revenue			
Operational Expenses:			
Total Wages and Benefits			
Total Client Support Costs			
Total Transportation			
Total Program Support			
Total Program Admin. Support			
Total Facilities Expenses			
Total Operational Pre. Admin			
Total Admin. & Gen. Exp.*			
Total Operational Expenses			
Number of Units			
Unit Cost			
Total Surplus/(deficit)	$	$	$

* Definitions from the Specified Audit Procedures, Core Policy and Procedures Manual. 6.3.2(d) Continuing Service Agreements, Policy I, Appendix F.

Comments regarding variances:

This report has been prepared from the books and records of the Contractor for the funding period ended _____. I hereby confirm to the best of my knowledge and belief, that the information contained herein, was compiled in accordance with generally accepted accounting principles and in compliance with the Province's Core Policy and Procedures Manual. There is nothing to my knowledge that has not been disclosed in this report which would affect the accuracy and completeness of the financial information.

Signature: Date

Print Name: Print Title: Executive Director

SUBSIDIARY COMPONENT AGREEMENT (SCA)

BRITISH COLUMBIA

Ministry of Children and Family Development

BRITISH COLUMBIA | Ministry of Children and Family Development

SUBSIDIARY COMPONENT AGREEMENT: FT08424019

DOING BUSINESS AS: FAMILY SERVICES OF GREATER VANCOUVER
Agreement Name: PRIYD Child and Youth Care Workers

HER MAJESTY THE QUEEN IN RIGHT OF THE PROVINCE OF BRITISH COLUMBIA, represented by The Minister of Children and Family Development (the "Province", "we", "us", or "our" as applicable) at the following address:	AND FAMILY SERVICES OF GREATER VANCOUVER (Legal Name) (the "Contractor", "you", or "your" as applicable) at the following address:
300 5172 KINGSWAY BURNABY, B.C. CANADA V5H 2E8 Fax Number: (604)660-4005	201-1638 BROADWAY E VANCOUVER, BC V5N 1W1 Fax Number: (604)733-7009

The term for the Subsidiary Component Agreement begins on: 01/04/2014 (Day/Month/Year) and ends on 31/03/2015 (Day/Month/Year)

THE PARTIES AGREE TO THE TERMS ON THE ATTACHED PAGES OF THIS DOCUMENT AND OUTLINED BELOW. THIS SUBSIDIARY COMPONENT AGREEMENT IS PART OF THE THIRD PARTY SERVICE AGREEMENT FT08424000:

APPLICABLE SCHEDULES:

- **SCHEDULE A** - **SERVICES**
- **SCHEDULE B** - **PAYMENT & FINANCIAL REPORTING**
- **SCHEDULE C** - **APPROVED SUBCONTRACTOR(S)**
- **SCHEDULE D** - **RISK MANAGEMENT & CONFLICT RESOLUTION**
- **SCHEDULE E** - **AUTHORIZED PERSONS (FOR THE SUBSIDIARY COMPONENT AGREEMENT)**
- **SCHEDULE F** - **INFORMATION MANAGEMENT & PRIVACY PROTECTION**
- **SCHEDULE H** - **ADDITIONAL TERMS**

SIGNED AND DELIVERED on the 10 day of April, 2014 on behalf of the Province by its duly authorized representative

Signature: S Hassard

Print Name: Sue Hassard

Position: Community Services Manager or Designate

Responsibility Centre: CSM - BURNABY/N WEST

SIGNED AND DELIVERED on the 8 day of April, 2014 by or on behalf of the Contractor (or by its authorized signatory or signatories if the Contractor is a corporation)

Signature: Caroline J Bonesky

Print Name: Caroline Bonesky Position: Chief Executive Officer

Signature:

Print Name: Position:

Signature:

Print Name: Position:

READ TERMS ON THE ATTACHED PAGES OF THIS DOCUMENT

SCHEDULE A – SERVICES

Child and Youth Care Worker Services involve a child care worker providing direct goal-oriented assistance to a child and/or family. This assistance can include the development of appropriate social, life or other particular skills by the child and/or the development of child management or other parenting skills by the family. Service may be provided in a variety of locations in the community so as to facilitate the participation of the child and family in community activities as well as the development of specific skills. Service may be provided individually or in groups; however, the particular need of each child must be documented and in accordance with the program objective.

General

The Contractor will provide all necessary components for delivery of the programs delineated below, including sufficient qualified program staff, administrative support, premises, materials and equipment.

The Province will appoint a Ministry contract supervisor for the Contractor's services funded under this Component Schedule. The parties agree to conduct contract reviews during the Funding Period to review the Service Deliverables and any other issues of mutual concern, including the following:

- statements and reports required in Part V, Statements and Reports;
- program elements, including hours of operation;
- access and admission criteria;
- intake and referral processes;
- frequency, content and format of progress and Court ready reports;
- wait list management;
- exceptions to normal practice;
- critical incident reporting procedures;
- issue management;
- program liaison.

The Province and the Contractor are using a collaborative approach to the continuing development of output-based contracts and measurable client outcomes. Both parties agree to work together to achieve these objectives. Data collected during the term of this agreement will be reviewed by both parties and then used to establish baseline targets for future contracts.

The parties agree to meet during the term of the Agreement to review service deliverables; output, outcome and financial reporting; geographic areas served and funding allocation by geographic area.

Desired Outcomes

Through the delivery of the Component Services the Province wishes to realize and the Contractor will use its best efforts to achieve the following desired outcomes:

a) The rights and best interests of children are reflected in the way supports and services are delivered to children and families.
b) Families, children and youth have a lead role in the planning for goals, supports and services that meet their needs and interests.
c) The needs, including health and safety, of children and families are met through flexible, diverse, and timely supports and services.
d) Children and their families experience full inclusion as citizens in their communities.

e) Children and families are served in a manner that reflects ethnic and cultural beliefs and values.
f) Aboriginal children and families are served in a manner that is in accordance with aboriginal values and traditions.
g) Children and Youth will maintain or improve their community awareness skills (i.e. shopping skills, leisure access), transportation skills and their ability to access community services.
h) Children and Youth will have increased opportunities and support to experience age appropriate peer interaction.
i) Children and Youth will improve or maintain self-sufficiency/functional life skills as developmentally appropriate.
j) Children and Youth will maintain or improve home living skills (i.e. food preparation).

The parties acknowledge that the Contractor does not warrant that the desired outcomes will be achieved.

Service Deliverables

Program Overview

The Contractor undertakes to effectively support the development of each Child through:

- activities that recognize the Child's capacity and are designed to enhance the Child's independence with respect to daily living activities and achievement of personal goals; and
- providing assistance in making effective choices concerning the development and maintenance of friendships and relationships.

The Contractor will take appropriate action to accomplish the objectives set for each Child being supported as they are decided upon by the Child and their family, involving support staff, the Province and the Contractor at the time of the execution of this Component Schedule.

The Contractor will adapt the Component Services for each Child, as required, in relation to the Child's changing support needs.

The Contractor will ensure that the Child and their family are involved in all planning and decision-making on matters affecting him/her.

The Contractor will support all Children to access natural community support systems rather than disability specific services, whenever possible.

The Contractor will support the Children and their family with access to information and training regarding the various available options that can assist them with community access and full community participation.

Where applicable, the Contractor will provide a safe motor vehicle in accordance with the provisions of the Motor Vehicle Act and Regulations thereto or otherwise arrange for the transportation of any Child supported by the Contractor.

The Contractor will co-operate with any plan established by the Province, a Child and/or her/his family, for support changes.

It is agreed that the Province will not refer any Child to the Contractor on any basis other than provided for in this Component Schedule except by mutual agreement.

Service Deliverables - Providing Resources and Independence to Youth Development (PRIYD)

The Contractor will provide or deliver a Child and Youth Care Worker program for eligible Children and Youth with Special Needs (CYSN).

Intervention in the Catalogue of Services is defined as *activities provided to maintain or prompt a planned change in the behaviour, condition or functioning or children, youth, families/ caregivers.*

Child and Youth Care Worker interventions are one-to-one and group intervention services aimed at children and youth who require teaching and reinforcement of pro-social and life skills, transitional or crisis support, or assistance to connect with specialized services or community supports. The service is time limited, and is designed to be delivered in the child's home or community. Education and skill building opportunities may take place during the hours of support provided. Group activities may also be offered to enhance individual interventions.

Goals of the service will be clearly defined, measurable and achievable, and will connect the child or youth to longer term supports such as recreational or other pro-social activities.

The overall program for Children and Youth with Special Needs will be coordinated by 2.0 FTEs for Program Managers.

The Program Managers will be responsible for assessing children and youth for appropriate placement in group or individual services, and assignment to Child and Youth Care staff.

The Program Manager s will be responsible for the recruitment, screening and training and matching of Child and Youth Care Workers.

The direct service hours provided to families by the Managers while facilitating and supporting Child and Youth Care Services are counted and reported as hours of individual intervention with children/youth.

A. 1:1 Child and Youth Care Worker Services

Program Objectives

The Contractor will provide individual direct, goal oriented child and youth care worker services teaching skill development to children and youth with special needs as per the eligibility criteria established by MCFD.

Target Population

Children aged 6-18 who have special needs as per the eligibility criteria established by MCFD. CYSN eligibility is defined in the Children and Youth with Special Needs Policy, dated November 1, 2009. Services will be provided within the geographical areas of Burnaby and New Westminster.

Service Description

The service arrangements will be flexible to reflect the family's circumstances and the needs of the child or youth and be structured to achieve goals within appropriate time frame.

The length of service is typically one year; service extensions may be approved by the MCFD Team Leader, in consultation with the Contractor.

Service may be provided in a variety of locations in the community so as to facilitate the participation of the child or youth in community activities as well as the development of specific skills.

Other activities of the Child and Youth Care Worker may include:

- Contact with a Children and Youth with Special Needs Support Worker (CYSN SW), school staff or other personnel whose work is directly related to the child or family;
- Participating in Integrated Case Management meetings upon request;
- Writing progress reports or maintaining other records regarding the child or family;
- Consulting with the agency supervisor regarding the child or family;
- Travelling to meet with the child or family; and
- Receiving specific training necessary to provide service to a particular child or family (e.g. special skills taught by a speech therapist).

Referral and Intake Process (Individual and Group Services)

Referrals will be facilitated through the MCFD CYSN Program Liaison Worker.
The Program Manager is responsible to advise the CYSN Liaison when a vacancy in the program is anticipated. Where possible, the Program Manager should request new referrals 30-60 days prior to the anticipated date of the vacancy.

MCFD CYSN Workers are responsible for completing and forwarding the agency referral form to the Program Manager. The referral must minimally include the family's contact information, an assessment of the child's needs, child specific safety information relevant to providing community based services, and collateral involvements with school and other service providers.

The Program Manager will receive and review the referral information and make a determination regarding acceptance of the client for service.

The Program Manager will conduct an intake meeting with the family. A worker will be assigned by the Program Manager following the intake meeting.

Once the client is accepted to the program and a start date has been identified, the MCFD Social Worker will initiate service by completing the Support Services Agreement (CF2606) and an Authorization and Service Plan (CF0603) in accordance with the procedures and policy regarding Support Services for Families.

The goals developed for service should be established in cooperation with the youth and family. Integrated Case Management is to be integral to service delivery.

The Contractor will maintain child specific service plans indicating specific goals to be addressed during the term of one to one services. The service plans must include written approval by the child's guardian.

Goals may be adjusted based on new information or changing circumstances, upon review with the family. If a revision of service is needed, the MCFD Social Worker and family may amend the Support Services Agreement (CF2606) and the Authorization and Service Plan (CF0603).

Inputs

Service Delivery Model
0.82 FTE Program Managers

Hourly Contracted Child and Youth Care Workers

Qualifications of Staff
Program Manager: a Masters degree in social work, psychology or a related discipline and three years of related experience in a related field, or a Bachelors degree in social work, psychology or a related discipline and five years experience in a related field.

Child and Youth Care Worker: a certificate/diploma in human/social service field or related discipline and some related experience or an equivalent combination of education and experience.

Outputs

There are approximately 14-16 spaces for individual child care worker service per annum.

The Contractor will provide 2908 hours of direct 1:1 support delivered by Child and Youth Care Workers.
Each referral will be allocated 4 hours direct service weekly for a total of 208 hours to be provided in a 12 months period. Hours assigned during the term of the Agreement will be pro-rated, based on the actual start date of service.
Waitlist Management

The waitlist will be managed by MCFD.

B. Group Programs

1. Community Based Groups

The Contractor will provide a variety of community based small group programs to promote and facilitate development and growth in the areas of self-esteem, social skills, peer relationship and independence.

Groups may have 2-5 youth participants.

Groups may operate in the following staff to participant ratios: 1:2, 1:3, 2:4 or 2:5

Waitlist Management

The waitlist will be managed by MCFD.

2. Summer Blast Program

The summer program provides an opportunity for youth with special needs to participate in recreational and social activities throughout the lower mainland in a fun and safe manner.

The Summer Blast Program is run three days/week from 9am to 4pm in July and August.

The program will provide capacity for 8-10 participants on a weekly basis.

Each participant is allowed a maximum of two (2) weeks in the program.

The program will provide a supervisory ratio of 1 Staff for every 3 Children and Youth participating.

Transportation is provided for program activities only. Parents/caregivers are responsible for drop-off and pick-up of the program participants.

Referral Process
Referral to the summer program is made by MCFD.

Outputs
Target small group direct hours per annum: 1496 hours
Target summer program direct hours: 168

C. Additional

Monitoring the Programs
The Contractor and CYSN Team Leader will work together to determine how service will be provided, including the balance of individual and group services.

Client progress reports will be submitted to the CYSN workers and client goals will be reviewed semi-annually.

The Contractor will submit monthly reports on service outputs to MCFD.

The Contractor and MCFD will meet quarterly to review services and conduct service planning.

SUMMARY

Term **01/04/2014 to 31/03/2015** ***Total Amount of Component Agreement*** **$345,206.04**

Allocation by Programs and Services

Programs		
CYSN Child, Youth and Parent Support		
	Intervention - General	$345,206.04
	Sub-Total	**$345,206.04**
	Total	**$345,206.04**

Allocation by Community

Communities Served		
Burnaby		$269,414.83
New Westminster		$75,791.21
	Total	**$345,206.04**

Allocation by Business Area

Core Business Area	Business Area - Sub Business Area	
ECD, Child Care and Children and Youth with Special Needs		
	Children and Youth with Special Needs	$345,206.04
	Sub-Total	**$345,206.04**
	Total	**$345,206.04**

PROGRAMS

CYSN Child, Youth and Parent Support

TARGET POPULATION:	Children who are eligible to receive CYSN Family Support Services and the child or family would benefit from learning life skills, social skills, and/or parenting/child management skills.
OUTCOME:	Children, youth and their families have improved skills to enhance independence, family functioning and community integration.

PRIYD Program (CYSN Child, Youth and Parent Support)

SERVICE: INTERVENTION - GENERAL — **Total Amount** $345,206.04

Definitions	Activities provided to maintain or prompt a planned change in the behaviour, condition or functioning of children, youth, and/or families/caregivers.			
Project Code	18CN289			
Input	Qualified Staff			
Output Indicators	# Hours	**Quantity**	4572	
Reporting Frequency	Monthly			
Core Business Area	ECD, Child Care and Children and Youth with Special Needs			
Business Area	Children and Youth with Special Needs			
Communities Served				
Burnaby	**Recipient(s)**	0 to 18 years	**Amount**	$269,414.83
New Westminster	**Recipient(s)**	0 to 18 years	**Amount**	$75,791.21

BUSINESS AREA OUTCOMES

- Children and youth with special needs experience optimal growth and development.
- Children and youth with special needs are healthy and safe in their families and communities.
- Children and youth with special needs actively participate in their home and community.
- Parents and families of children and youth with special needs have the knowledge, skills and supports they need to advance their child or youth's growth, development and functioning.
- Communities support the development and growth of children and youth with special needs.

Attachments

Name	Attachment 1.1 - Indicators and Definitions	*Attachment 1.1 - Indicators and Definitions.docx*

SCHEDULE B – PAYMENT & FINANCIAL REPORTING

Aggregate Maximum

1.1 Subject to the provisions of the Third Party Service Agreement and this Subsidiary Component Agreement, we will pay you an amount not exceeding $345,206.04, including GST, in the aggregate, for providing the Services set out in Schedule A, during the term of this Subsidiary Component Agreement.

Payments

2.1 **Monthly Recurring**

We will pay you on or about the 15th day of the month commencing on the 1st day of April, 2014 as provided in the following payment schedule:

From	To	Amount	GST	Total
April 1, 2014	March 31, 2015	$28,767.17	$0.00	$345,206.04
				$345,206.04

2.2 **Payment Address**

201-1638 BROADWAY E VANCOUVER, BC V5N 1W1

Goods and Services Tax (GST)

Financial Reports

2.3 In addition to the financial statements referred to in the Audit and Service Evaluation section of FT08424000 any financial reports should, at a minimum, relate costs to service outputs. The following additional financial reports are required:

Name	Description
Semi-annual Service Cost Report	Report that outlines the semi-annual costs associated with a service.
9-Month Service Cost Report	Report that outlines the costs associated with a service every 9 months.

Transition to Unit Cost Based Payments

2.4 Not applicable

Attachments

Name Attachment 2.1 Financial Report *Attachment 2.1 Financial Report.docx*

SCHEDULE C – APPROVED SUBCONTRACTOR(S)

Subcontractors

1.1 The following persons or organizations, are specified as Subcontractors under section 12 of the Third Party Service Agreement, for purposes of this Subsidiary Component Agreement:

None

SCHEDULE D – RISK MANAGEMENT & CONFLICT RESOLUTION

Criminal Record Check

1.1 In accordance with the Criminal Records Review Act, you must undertake a criminal record check of each staff member or other person who has, or potentially has, unsupervised access to children, or who has access to their records.

1.2 In addition to any criminal record checks required under the Criminal Records Review Act, you must undertake a criminal record check on volunteers or other individuals who have, or potentially have, unsupervised access to children or their records.

1.3 Upon our written request you must provide us written confirmation that:

(a) criminal record checks have been initiated;

(b) you have acted on instructions from the adjudicator or us; and

(c) all other related procedures have been followed.

Conflict Resolution Officials

2.1 The designated "Officials" of the parties for the purposes of the Conflict Resolution Protocol are:

	Province	Contractor
Stage One:	Community Services Manager or Designate	Chief Executive Officer
Stage Two:	Regional Executive Director	Chief Executive Officer
Stage Three:	Deputy Minister or Designate	Chief Executive Officer

Permits and Licenses

3.1 You must obtain all the permits and licenses required to perform the Services, including, but not limited to:

(a) any permits or licenses required by municipal or health authorities for the operation of the Services delineated in Schedule A.

(b) any municipal, provincial, federal permits and licenses required to provide the Services including motor vehicle licenses of the appropriate class to provide transportation to clients.

Insurance and Indemnity

A. For all Contractor's activities under this Agreement to which the Master Insurance Program applies, as determined by the Province in its sole discretion:

4.1 The Province will purchase and maintain Comprehensive General Liability insurance in the amount of $2,000,000 inclusive per occurrence against bodily injury and property damage arising out of the Contractor's performance of the Services on behalf of the Province as outlined in this Agreement.

4.2 The Contractor shall be responsible for and pay any deductible under the policy.

4.3 The Contractor will be provided with a Certificate of Insurance and a copy of the insurance policy wording.

4.4 The Province will take reasonable steps to ensure the coverage specified in section 1 is continuous for the duration of this Agreement but the Province does not accept responsibility for providing coverage in the event the insurance is cancelled or reduced by the insurer.

4.5 The Province does not represent or warrant that the policy contains insurance for any and all losses. It is the Contractor's responsibility to ascertain the exact nature and extent of coverage of the policy as well as any and all terms and conditions of the policy.

4.6 The Contractor shall provide, maintain, and pay for, any additional insurance which the Contractor is required by law to carry, or which the Contractor considers necessary to cover risks not otherwise covered by insurance specified in section 1.

B. For all Contractor's activities to which the Master Insurance Program does not apply, the Contractor shall:

5.1 The Contractor must, without limiting its obligation or liabilities and at its own expense, purchase and maintain throughout the term of this Agreement the following insurances with insurers licensed in Canada in forms and amounts acceptable to the Province:

(a) Commercial General Liability in an amount not less than $2,000,000.00 inclusive per occurrence against bodily injury, personal injury and property damage and including liability assumed under this Agreement and this insurance must:

(i) include the Province as an additional insured;

(ii) be endorsed to provide the Province with 30 days advance written notice of cancellation or material change; and

(iii) include a cross liability clause.

5.2 All insurance described in paragraph 1 of this Schedule must:

(a) be primary; and

(b) not require the sharing of any loss by any insurer of the Province.

5.3 The Contractor must provide the Province with evidence of all required insurance:

(a) Within 10 working days of commencement of the Services, the Contractor must provide to the Province evidence of all required insurance in the form of a completed Province of British Columbia Certificate of Insurance.

(b) If the insurance policy(ies) expire before the end of the term of this Agreement, the Contractor must provide within 10 working days of expiration, evidence of new or renewal policy(ies) of all expired insurance in the form of a completed Province of British Columbia Certificate of Insurance.

(c) Notwithstanding paragraph 3(a) or (b) above, if requested by the Province at any time, the Contractor must provide to the Province certified copies of the required insurance policies.

5.4 The Contractor shall provide, maintain, and pay for, any additional insurance which it is required by law to carry, or which it considers necessary to cover risks not otherwise covered by insurance specified in this schedule in its sole discretion.

C. Whether A or B applies to the Services, for all Contractor activities under this Agreement:

6.1 The Contractor shall maintain Automobile Liability insurance on all vehicles owned, operated or licensed by the Contractor in an amount not less than $2,000,000 per occurrence, and where applicable the Contractor may show evidence of this insurance using an ICBC Confirmation of Insurance Coverage (APV-47) form in place of the requirement for the BC Certificate of Insurance.

6.2 Additional Insurance: Not applicable

SCHEDULE E – AUTHORIZED PERSONS (FOR THE SUBSIDIARY COMPONENT AGREEMENT)

Authorized Persons

1.1 The Contractor designates any of the following persons, (identified by name and/or position) to act for you in relation to this Subsidiary Component Agreement:

Caroline Bonesky, Executive Director or Designate

Cheryl Mixon, Vice President

1.2 The Ministry designates any of the following persons (identify by name and/or position) to act for us in relation to this Subsidiary Component Agreement:

Sue Hassard, Community Services Manager or Designate

Procurement Specialist

SCHEDULE F1 – PRIVACY PROTECTION SCHEDULE

This Schedule forms part of the agreement between Her Majesty the Queen in right of the Province of British Columbia represented by

The Ministry of Children and Family Development (the "Province") and FAMILY SERVICES OF GREATER VANCOUVER (the "Contractor")

respecting PRIYD Child and Youth Care Workers (the "Agreement")

Definitions

1. In this Schedule,

   (a) "access" means disclosure by the provision of access;

   (b) "Act" means the Freedom of Information and Protection of Privacy Act (British Columbia), as amended from time to time;

   (c) "contact information" means information to enable an individual at a place of business to be contacted and includes the name, position name or title, business telephone number, business address, business email or business fax number of the individual;

   (d) "personal information" means recorded information about an identifiable individual, other than contact information, collected or created by the Contractor as a result of the Agreement or any previous agreement between the Province and the Contractor dealing with the same subject matter as the Agreement but excluding any such information that, if this Schedule did not apply to it, would not be under the "control of a public body" within the meaning of the Act.

Purpose

2. The purpose of this Schedule is to:

   (a) enable the Province to comply with its statutory obligations under the Act with respect to personal information; and

   (b) ensure that, as a service provider, the Contractor is aware of and complies with its statutory obligations under the Act with respect to personal information.

Collection of personal information

3. Unless the Agreement otherwise specifies or the Province otherwise directs in writing, the Contractor may only collect or create personal information that is necessary for the performance of the Contractor's obligations, or the exercise of the Contractor's rights, under the Agreement.

4. Unless the Agreement otherwise specifies or the Province otherwise directs in writing, the Contractor must collect personal information directly from the individual the information is about.

5. Unless the Agreement otherwise specifies or the Province otherwise directs in writing, the Contractor must tell an individual from whom the Contractor collects personal information:

   (a) the purpose for collecting it;

(b) the legal authority for collecting it; and

(c) the title, business address and business telephone number of the person designated by the Province to answer questions about the Contractor's collection of personal information.

Accuracy of personal information

6. The Contractor must make every reasonable effort to ensure the accuracy and completeness of any personal information to be used by the Contractor or the Province to make a decision that directly affects the individual the information is about.

Requests for access to personal information

7. If the Contractor receives a request for access to personal information from a person other than the Province, the Contractor must promptly advise the person to make the request to the Province unless the Agreement expressly requires the Contractor to provide such access and, if the Province has advised the Contractor of the name or title and contact information of an official of the Province to whom such requests are to be made, the Contractor must also promptly provide that official's name or title and contact information to the person making the request.

Correction of personal information

8. Within 5 business days of receiving a written direction from the Province to correct or annotate any personal information, the Contractor must annotate or correct the information in accordance with the direction.

9. When issuing a written direction under section 8, the Province must advise the Contractor of the date the correction request to which the direction relates was received by the Province in order that the Contractor may comply with section 10.

10. Within 5 business days of correcting or annotating any personal information under section 8, the Contractor must provide the corrected or annotated information to any party to whom, within one year prior to the date the correction request was made to the Province, the Contractor disclosed the information being corrected or annotated.

11. If the Contractor receives a request for correction of personal information from a person other than the Province, the Contractor must promptly advise the person to make the request to the Province and, if the Province has advised the Contractor of the name or title and contact information of an official of the Province to whom such requests are to be made, the Contractor must also promptly provide that official's name or title and contact information to the person making the request.

Protection of personal information

12. The Contractor must protect personal information by making reasonable security arrangements against such risks as unauthorized access, collection, use, disclosure or disposal, including any expressly set out in the Agreement.

Storage and access to personal information

13. Unless the Province otherwise directs in writing, the Contractor must not store personal information outside Canada or permit access to personal information from outside Canada.

Retention of personal information

14. Unless the Agreement otherwise specifies, the Contractor must retain personal information until directed by the Province in writing to dispose of it or deliver it as specified in the direction.

Use of personal information

15. Unless the Province otherwise directs in writing, the Contractor may only use personal information if that use is:

(a) for the performance of the Contractor's obligations, or the exercise of the Contractor's rights, under the Agreement; and

(b) in accordance with section 13.

Disclosure of personal information

16. Unless the Province otherwise directs in writing, the Contractor may only disclose personal information inside Canada to any person other than the Province if the disclosure is for the performance of the Contractor's obligations, or the exercise of the Contractor's rights, under the Agreement.

17. Unless the Agreement otherwise specifies or the Province otherwise directs in writing, the Contractor must not disclose personal information outside Canada.

Inspection of personal information

18. In addition to any other rights of inspection the Province may have under the Agreement or under statute, the Province may, at any reasonable time and on reasonable notice to the Contractor, enter on the Contractor's premises to inspect any personal information in the possession of the Contractor or any of the Contractor's information management policies or practices relevant to its management of personal information or its compliance with this Schedule and the Contractor must permit, and provide reasonable assistance to, any such inspection.

Compliance with the Act and directions

19. The Contractor must in relation to personal information comply with:

    (a) the requirements of the Act applicable to the Contractor as a service provider, including any applicable order of the commissioner under the Act; and

    (b) any direction given by the Province under this Schedule.

20. The Contractor acknowledges that it is familiar with the requirements of the Act governing personal information that are applicable to it as a service provider.

Notice of non-compliance

21. If for any reason the Contractor does not comply, or anticipates that it will be unable to comply, with a provision in this Schedule in any respect, the Contractor must promptly notify the Province of the particulars of the non-compliance or anticipated non-compliance and what steps it proposes to take to address, or prevent recurrence of, the non-compliance or anticipated non-compliance.

Termination of Agreement

22. In addition to any other rights of termination which the Province may have under the Agreement or otherwise at law, the Province may, subject to any provisions in the Agreement establishing mandatory cure periods for defaults by the Contractor, terminate the Agreement by giving written notice of such termination to the Contractor, upon any failure of the Contractor to comply with this Schedule in a material respect.

Interpretation

23. In this Schedule, references to sections by number are to sections of this Schedule unless otherwise specified in this Schedule.

24. Any reference to the "Contractor" in this Schedule includes any subcontractor or agent retained by the Contractor to perform obligations under the Agreement and the Contractor must ensure that any such subcontractors and agents comply with this Schedule.

25. The obligations of the Contractor in this Schedule will survive the termination of the Agreement.

26. If a provision of the Agreement (including any direction given by the Province under this Schedule) conflicts with a requirement of the Act or an applicable order of the commissioner under the Act, the conflicting provision of the Agreement (or direction) will be inoperative to the extent of the conflict.

27. The Contractor must comply with the provisions of this Schedule despite any conflicting provision of this Agreement or, subject to section 28, the law of any jurisdiction outside Canada.

28. Nothing in this Schedule requires the Contractor to contravene the law of any jurisdiction outside Canada unless such contravention is required to comply with the Act.

SCHEDULE H – ADDITIONAL TERMS

Other

1. Notwithstanding Clause 55 (b) of the Third Party Service Agreement, the termination notice period for this Subsidiary Component Agreement is 60 days.

PAYMENT AND FINANCIAL INFORMATION

Aggregate Maximum

Subject to the provisions of this Agreement, the Province will pay to the Contractor an amount not exceeding **$345,206.04** in the Aggregate for providing Services during the Funding Period.

Annual baseline funding is **$345,206.04**. The annual baseline has been increased by $.05 for rounding purposes.

STATEMENTS AND REPORTS

The Contractor will submit to the Province reports, in form and content acceptable to the Province, relating to the services and programs outlined in this Agreement. The required reports include, but are not limited to, the following:

(a) Monthly Indicator Reports – Indicators and Definitions are outlined in Attachment 1.1 to this Agreement

(b) Annual Report on Outcomes

(c) Other information as may be requested by the Province

The parties agree to work collaboratively in the development and implementation of outcome measurement tools that may be considered during the Funding Period.

Required reports will be submitted within 15 business days of the end of the period specified, commencing with a first report for the period ending April 30th. For the purpose of this section and section 1.3, a "business day" is any day that is not a Saturday, a Sunday or a statutory holiday in British Columbia.

Financial Reports

Whether or not an annual financial statement (or review or audit of the same) is required and submitted under section 40 of the Third Party Service Agreement, the Contractor will, for the purposes of negotiation of any future agreement, submit to the Province, within 30 business days of the end of the 2nd and 3rd quarters of each year of the Funding Period, a Financial Report (unaudited) showing revenues and expenditures for each service area. A sample of the Financial Report (unaudited) is included as Attachment 2.1 to this Agreement.

ATTACHMENT 1.1 – Indicators and Definitions

Attachment 1.1 to Subsidiary Component Agreement No. FT08424019

Program Indicators CYSN Child, Youth and Parent Support

No	Service	Indicator	Definition
101	GENERAL	GEN: # intakes	Number of children or youth determined to be eligible for individual or group Child and Youth Care Worker services this month for the first time. Includes children and youth who have been previously discharged from Child and Youth Care Worker Services but who have returned to address a new goal.
102	GENERAL	GEN: # intakes who identify as Aboriginal	Number of children and youth determined to be eligible to receive Child and Youth Care Worker Services this month for the first time who consider themselves to be of Aboriginal heritage. This number is a sub-set of the total number of intakes and therefore cannot exceed that number.
103	**GENERAL**	**GEN: % intakes who identify as Aboriginal**	**# intakes who identify as Aboriginal / # intakes**
121	INTERVENTION	INT: # hours of individual intervention with children/ youth	Number of hours this month that staff provided one-to-one intervention with children or youth. The number of hours should be reported to the nearest quarter hour e.g. 0.25, 0.5, 0.75, 1, 1.25 etc.
122	INTERVENTION	INT: # children/ youth receiving individual intervention	Number of children and youth for whom staff provided one-to-one intervention this month. Each child and youth counts separately for the purposes of this indicator.
123	**INTERVENTION**	**INT: Average # hours individual intervention per child/youth**	**# hours / # children/youth**
124	INTERVENTION	INT: # sessions of group intervention with children/ youth	Number of times this month that staff provided intervention in a group setting i.e. provided service to 2 or more unrelated children/youth at the same time
125	INTERVENTION	INT: # hours of group intervention sessions with children/ youth	Number of hours this month that staff provided intervention in a group setting. The number of hours should be reported to the nearest quarter hour e.g. 0.25, 0.5, 0.75, 1, 1.25 etc.
126	INTERVENTION	INT: # attendances at group intervention sessions for children/ youth	Number of times this month that children or youth attended a group intervention session for children/ youth. Each child and youth attending a group intervention session counts separately for the purposes of this indicator.
127	**INTERVENTION**	**INT: Average # attendances per group intervention session for children/ youth**	**# attendances / # sessions**
999	**GENERAL**	**GEN: # unique clients YTD**	**# active client units as of April 1, plus # intakes May - March**

ATTACHMENT 2.1 – Financial Report

Attachment 2.1 to Component Schedule No. FT08424019

Financial Report **Sample Report**

Name of Organization: Family Services of Greater Vancouver

Contract No.: FT08424019

Period Covered:

Detail	Intervention - General		TOTALS
	Individual	Group	
Total Operational Revenue			
Operational Expenses:			
Total Wages and Benefits			
Total Client Support Costs			
Total Transportation			
Total Program Support			
Total Program Admin. Support			
Total Facilities Expenses			
Total Operational Pre. Admin			
Total Admin. & Gen. Exp.*			
Total Operational Expenses			
Number of Units			
Unit Cost			
Total Surplus/(deficit)	$	$	$

* Definitions from the Specified Audit Procedures, Core Policy and Procedures Manual. 6.3.2(d) Continuing Service Agreements, Policy I, Appendix F.

Comments regarding variances:

This report has been prepared from the books and records of the Contractor for the funding period ended _____. I hereby confirm to the best of my knowledge and belief, that the information contained herein, was compiled in accordance with generally accepted accounting principles and in compliance with the Province's Core Policy and Procedures Manual. There is nothing to my knowledge that has not been disclosed in this report which would affect the accuracy and completeness of the financial information.

Signature: Date

Print Name: Print Title: Executive Director

SERVICE AGREEMENT

BRITISH COLUMBIA

Ministry of Children and Family Development

MINISTRY OF CHILDREN AND FAMILY DEVELOPMENT

BRITISH COLUMBIA | Ministry of Children and Family Development	**MINISTRY SERVICE AGREEMENT: FT08424020** **DOING BUSINESS AS: FAMILY SERVICES OF GREATER VANCOUVER** **Agreement Name:** Domestic Violence Response Program

HER MAJESTY THE QUEEN IN RIGHT OF THE PROVINCE OF BRITISH COLUMBIA, represented by The Minister of Children and Family Development (the "Province", "we", "us", or "our" as applicable) at the following address:	AND FAMILY SERVICES OF GREATER VANCOUVER (Legal Name) (the "Contractor", "you", or "your" as applicable) at the following address:
300 5172 KINGSWAY BURNABY, B.C. CANADA V5H 2E8 Fax Number: (604)660-4005	201-1638 BROADWAY E VANCOUVER, BC V5N 1W1 Fax Number: (604)733-7009

The term for the Service Agreement begins on: 01/04/2015 (Day/Month/Year) and ends on 31/03/2017 (Day/Month/Year)

THE PARTIES AGREE TO THE TERMS AND CONDITIONS OF THE SERVICE AGREEMENT LOCATED ON THE MINISTRY OF CHILDREN AND FAMILY DEVELOPMENT'S WEBSITE, VERSION 1.1 DATED JANUARY 13, 2015, AND AGREE TO BE BOUND BY THE SCHEDULES LISTED BELOW AND ATTACHED TO THIS AGREEMENT:

SCHEDULE A	-	SERVICES
SCHEDULE B	-	PAYMENT
SCHEDULE C	-	APPROVED SUBCONTRACTOR(S)
SCHEDULE D	-	INSURANCE
SCHEDULE E	-	AUTHORIZED PERSONS
SCHEDULE F	-	INFORMATION MANAGEMENT (RECORDS, PRIVACY AND SECURITY)
SCHEDULE H	-	ADDITIONAL TERMS

(collectively, the "Agreement")

SIGNED AND DELIVERED on the 15 day of April, 2015 on behalf of the Province by its duly authorized representative

Signature: Sue Hassard

Print Name: Sue Hassard

Position: Community Services Manager or Designate

Responsibility Centre: CSM - BURNABY/N WEST

SIGNED AND DELIVERED on the 13th day of April, 2015 by or on behalf of the Contractor (or by its authorized signatory or signatories if the Contractor is a corporation)

Signature: Caroline Bonesky

Print Name: Caroline Bonesky Position: Chief Executive Officer

Signature:

Print Name: Position:

Signature:

Print Name: Position:

Contractor: By signing above you agree that you have read, understand, and agree to be bound by, the Terms and Conditions and the Schedules for the Service Agreement

SCHEDULE A – SERVICES

Funding Summary

Annual baseline funding is $77,990.64. Annual baseline funding has been increased by $619.08 from $77,371.56 to $77,990.64 due to a 1% general wage increase under the *Economic Stability Mandate.*

The Aggregate Maximum is $155,981.28 for the two year term of the Agreement.

Outcomes

- Increased capacity to maintain child(ren) in the family/caregiver home;
- Improved level of personal functioning;
- Increased ability to form and maintain healthy relationships, including couple, parent/child and family relationships;
- Increased ability to cope with trauma and/or distress;
- Reduced isolation through increased connections to personal support system, community supports and resources, and/or employment where applicable;
- Increased personal safety; and
- Increased level of child functioning.

The parties acknowledge that the Contractor does not warrant that the desired outcomes will be achieved.

Program Goals and Objectives

The overall goals of this program are increase safety for families with children and youth who experience domestic violence and to reduce the harmful impact of domestic violence on those families, children and youth.

Additional goals include the following:

- to support and participate in a Burnaby Community Plan for an integrated response to families with children and youth who are experiencing or witnessing domestic violence;
- to support and participate in a Burnaby Community Domestic Violence Response Committee including but not limited to Ministry of Children and Family Development (Ministry), RCMP, FHA agencies that provide service to these organizations and other appropriate advocacy that provide services including multi-cultural agencies;
- to promote systemic change and reduce barriers to effective intervention through education and advocacy, within the justice system and the community;
- to facilitate increased understanding, cooperation, and collaboration among team members, collateral agencies, institutions, and individuals, thereby improving the overall system response; and
- to act as a resource by providing information, case consultation, and training to members of the Burnaby RCMP Service and other community members as requested.

Target Population

Families with children and youth who are permanently residing in Burnaby, who are currently experiencing significant conflict or stress and/or witnessing family violence, conflict or stress.

Service Description

The service includes but not limited to counselling and support for the victims of domestic violence, community work, developing capacity and readiness for an integrated service response. Seeking and strengthening appropriate partnership, education, advocacy and training.

This service will adopt a collaborative, interdisciplinary approach to working with individuals and systems:

- to increase the safety of victims of domestic violence
- to hold abusers accountable for their actions
- to enhance community readiness

Referral Process

Referrals come through the Ministry and referral criteria is under development.

Inputs

Staff Qualifications

A minimum requirement of a Bachelor's Degree in Social Work or related discipline, and specific training and expertise in addressing violence in relationships

Supervision

Clinical and administrative supervision will be provided regularly and as required in accordance with Contractor's accreditation standards.

The Contractor will provide a 1.033 FTE funded by the Ministry as follows:

- 1.0 FTE of social worker staffing and .033 FTE of supervision or 1.15 hours per week

Activities

Activities will include but not be limited to:

- Provision of client counselling and support.
- Advocacy and bridging between the client, legal and social agencies.
- Collaboration with collateral service providers, such as children who witness violence programs, women's support groups, and Ministry child protection staff.
- Participation in the development of community strategies to stop violence against women including monitoring of cases to identify and resolve service gaps, evaluating programs, and making recommendations.

Outputs

A service unit is defined as an hour of service provision to an identified client, or group of clients, and will include such activities as face to face contact, client specific report writing, client specific telephone calls, case management meetings, case consultation and case supervision, training where pre-approved by the Ministry as billable, and community meetings and travel directly related to contracted services. Activities that do not fall under the definition of Service Unit include program information inquiries of a general nature, statistical or data collection, team meetings, organization staff training, development and supervision.

The calculation submitted by the Contractor indicates that one (1.0) FTE converts to 1,191 service units per annum.

A total of 1,191 service units per annum will be provided by the Social Worker(s).

Reporting

Outputs/Quantitative Data

On a semi-annual basis, the Contractor will submit a report of the following outputs for the preceding period:

- number of hours of direct service to clients

- number of hours of indirect service (as outlined above)
- the quantity of services (by # of hours, # of sessions, bed days, etc.) and any variance from expected and contracted deliverables
- a description of the clients who used the services during the reporting period by total number, by gender, by age and any other demographics relevant to the purpose and goals of the Agreement

SUMMARY

Term **01/04/2015 to 31/03/2017** ***Total Amount of Agreement*** **$155,981.28**

Allocation by Programs and Services

Programs			
Family Preservation and Reunification			
	Intervention - General		$155,981.28
		Sub-Total	**$155,981.28**
		Total	**$155,981.28**

Allocation by Community

Communities Served		
Burnaby		$155,981.28
	Total	**$155,981.28**

Allocation by Business Area

Core Business Area	**Business Area - Sub Business Area**		
Child and Family Development			
	Family Development/Family Preservation and Reunification		$155,981.28
		Sub-Total	**$155,981.28**
		Total	**$155,981.28**

PROGRAMS

Family Preservation and Reunification

TARGET POPULATION: Families involved with the ministry through its protection mandate. The focus is on families with children twelve years of age and under, but includes families with both children and youth.

OUTCOME: Children, youth and their families are able to remain together or, if apart, are able to reunite, free from abuse and neglect.

Domestic Violence Response Program (Family Preservation and Reunification)

SERVICE: INTERVENTION - GENERAL **Total Amount** $155,981.28

Definitions	Activities provided to maintain or prompt a planned change in the behaviour, condition or functioning of children, youth, and/or families/caregivers.			
Project Code	18CN289			
Input	Degreed Staff			
Output Indicators	# Service Units	**Quantity**	2382	
Reporting Frequency	Semi-Annually			
Core Business Area	Child and Family Development			
Business Area	Family Development			
Sub Business Area	Family Preservation and Reunification			
Communities Served				
Burnaby	**Recipient(s)**	Family	**Amount**	$155,981.28

This allocation is provided as an estimate.

BUSINESS AREA OUTCOMES

- Families have an enhanced capacity to care for their children
- Extended Families and communities are actively engaged and caring for children
- Children and youth are healthy and have a sense of well-being
- Children and youth are free from abuse, neglect and exploitation
- Children and youth experience stability and permanence in their family and alternative family environment
- Children in care are engaged and successful at school and experience positive outcomes
- Children in care transition successfully to adulthood through appropriate supports and supportive relationships

SCHEDULE B – PAYMENT

Aggregate Maximum

1.1 Subject to the provisions of this Agreement, we will pay you an amount not exceeding $155,981.28, including GST, in the aggregate, for providing the Services set out in Schedule A, during the term of this Agreement.

Payments

2.1 Monthly Recurring

We will pay you on or about the 15th day of the month commencing on the 1st day of April, 2015 as provided in the following payment schedule:

From	To	Amount	GST	Total
April 1, 2015	March 31, 2017	$6,499.22	$0.00	$155,981.28
				$155,981.28

2.2 Payment Address

201-1638 BROADWAY E VANCOUVER, BC V5N 1W1

Goods and Services Tax (GST)

Financial Reports

2.3 In addition to the financial statements referred to in the Audit and Service Evaluation section of FT08424000 any financial reports should, at a minimum, relate costs to service outputs. The following additional financial reports are required:

Name	Description
Semi-annual Service Cost Report	Report that outlines the semi-annual costs associated with a service.
Annual Service Cost Report	Report that outlines the annual costs associated with a service.

Transition to Unit Cost Based Payments

2.4 Not applicable

SCHEDULE C – APPROVED SUBCONTRACTOR(S)

Subcontractors

1.1 The following persons, groups of persons, or organizations, are specified as Subcontractors under section 12 of the Agreement:

None

SCHEDULE D – INSURANCE

Conflict Resolution Officials

1.1 The designated "Officials" of the parties for the purposes of the Conflict Resolution Protocol are:

	Province	**Contractor**
Stage One:	Community Services Manager or Designate	Director
Stage Two:	Executive Director of Service	Executive Director or Chairperson
Stage Three:	Assistant Deputy Minister	Chair, Board of Directors or Designate

Insurance and Indemnity

A. For all Contractor's activities under this Agreement to which the Master Insurance Program applies, as determined by the Province in its sole discretion:

2.1 The Province will purchase and maintain Comprehensive General Liability insurance in the amount of $2,000,000 inclusive per occurrence against bodily injury and property damage arising out of the Contractor's performance of the Services on behalf of the Province as outlined in this Agreement.

2.2 The Contractor shall be responsible for and pay any deductible under the policy.

2.3 The Contractor will be provided with a Certificate of Insurance and a copy of the insurance policy wording.

2.4 The Province will take reasonable steps to ensure the coverage specified in section 1 is continuous for the duration of this Agreement but the Province does not accept responsibility for providing coverage in the event the insurance is cancelled or reduced by the insurer.

2.5 The Province does not represent or warrant that the policy contains insurance for any and all losses. It is the Contractor's responsibility to ascertain the exact nature and extent of coverage of the policy as well as any and all terms and conditions of the policy.

2.6 The Contractor shall provide, maintain, and pay for, any additional insurance which the Contractor is required by law to carry, or which the Contractor considers necessary to cover risks not otherwise covered by insurance specified in section 1.

B. For all Contractor's activities to which the Master Insurance Program does not apply, the Contractor shall:

3.1 The Contractor must, without limiting its obligation or liabilities and at its own expense, purchase and maintain throughout the term of this Agreement the following insurances with insurers licensed in Canada in forms and amounts acceptable to the Province:

(a) Commercial General Liability in an amount not less than $2,000,000.00 inclusive per occurrence against bodily injury, personal injury and property damage and including liability assumed under this Agreement and this insurance must:

(i) include the Province as an additional insured;

(ii) be endorsed to provide the Province with 30 days advance written notice of cancellation or material change; and

(iii) include a cross liability clause.

3.2 All insurance described in paragraph 1 of this Schedule must:

(a) be primary; and

(b) not require the sharing of any loss by any insurer of the Province.

3.3 The Contractor must provide the Province with evidence of all required insurance:

(a) Within 10 working days of commencement of the Services, the Contractor must provide to the Province evidence of all required insurance in the form of a completed Province of British Columbia Certificate of Insurance.

(b) If the insurance policy(ies) expire before the end of the term of this Agreement, the Contractor must provide within 10 working days of expiration, evidence of new or renewal policy(ies) of all expired insurance in the form of a completed Province of British Columbia Certificate of Insurance.

(c) Notwithstanding paragraph 3(a) or (b) above, if requested by the Province at any time, the Contractor must provide to the Province certified copies of the required insurance policies.

3.4 The Contractor shall provide, maintain, and pay for, any additional insurance which it is required by law to carry, or which it considers necessary to cover risks not otherwise covered by insurance specified in this schedule in its sole discretion.

C. Whether A or B applies to the Services, for all Contractor activities under this Agreement:

4.1 The Contractor shall maintain Automobile Liability insurance on all vehicles owned, operated or licensed by the Contractor in an amount not less than $2,000,000 per occurrence, and where applicable the Contractor may show evidence of this insurance using an ICBC Confirmation of Insurance Coverage (APV-47) form in place of the requirement for the BC Certificate of Insurance.

4.2 Additional Insurance: Not applicable

SCHEDULE E – AUTHORIZED PERSONS

Authorized Persons

1.1 The Contractor designates any of the following persons, (identified by name and/or position) to act for you in relation to this Agreement:

Caroline Bonesky, Chief Executive Officer

1.2 The Ministry designates any of the following persons (identify by name and/or position) to act for us in relation to this Agreement:

Community Services Manager or Designate

SCHEDULE F – INFORMATION MANAGEMENT (RECORDS, PRIVACY AND SECURITY)

Purpose

The purpose of this Schedule is to:

(a) enable the Province to comply with the Province's obligations with respect to:
  (i) creation, maintenance, retention and final disposition of the Province's Records, and
  (ii) protection of Personal Information collected under this Agreement and pursuant to *FOIPPA*.

(b) ensure that, as a service provider, the Contractor is aware of, and complies with, the Contractor's information management and protection (records, privacy and security) obligations with respect to:
  (i) the Province's Records, and
  (ii) the Personal Information collected or created under this Agreement.

Applicability

This Schedule applies to the management of the Province's Records and to the management of Personal Information contained in the Province's Records.

The Contractor must manage the Province's Records in accordance with this Schedule and in accordance with MCFD Contractor's Information Management Guidelines, which provide directions and standards to assist the Contractor in complying with this Schedule.

Definitions

1. In this Schedule:
  a) "**access**" means the ability or opportunity of a person to view, study, or obtain a copy of records;
  b) "***FOIPPA***" means the *Freedom of Information and Protection of Privacy Act* (British Columbia);
  c) "**contact information**" means information to enable an individual at a place of business to be contacted and includes the name, position name or title, business telephone number, business address, business email or business fax number of the individual;
  d) "**control**" (of a record) means the power or authority to manage the record throughout its life cycle, including restricting, regulating and administering its use and disclosure;
  e) **"custody"**(of a record) means having physical possession of a record, regardless of the format (e.g.. paper or electronic).
  f) "**Personal Information**" means recorded information about an identifiable individual, other than contact information, collected or created by the Contractor as a result of the Agreement or any previous agreement between the Province or the Contractor dealing with the same subject matter as the Agreement, but excluding any information that, if this Schedule did not apply to it, would not be under the control of a public body as interpreted under the FOIPPA;
  g) "**Services Worker**" means an individual involved in providing the Services for or on behalf of the Contractor and, for greater certainty, may include the Contractor or a subcontractor of an individual, or an employee or volunteer of the Contractor or of a subcontractor.

RECORDS MANAGEMENT

Records Retention and Disposition

2. The Contractor must return the Province's Records regardless of format to the Province within the following time frames:

   (a) within 30 calendar days of expiry or termination of the Agreement;
   (b) within 7 calendar days of the Contractor receiving a request for return from the Province;
   (c) when closed records volume is identified by the Contractor as warranting the transfer and the Province has provided written approval; or
   (d) immediately when a Contractor advises the Province that they are no longer providing services or when the Province is concerned about the management of the Province's Records following a breach of security or privacy, including an unauthorized disclosure.

PRIVACY PROTECTION

Collection of Personal Information

3. The Contractor may only collect or create Personal Information that is necessary for the performance of the Contractor's obligations, or the exercise of the Contractor's rights, under the Agreement.

4. Unless the Agreement otherwise specifies or the Province otherwise directs in writing, the Contractor must collect Personal Information directly from the individual the Personal Information is about.

5. Except as otherwise permitted by FOIPPA, the Contractor must tell an individual from whom the Contractor collects Personal Information:

   (a) the purpose for collecting it,

   (b) the legal authority for collecting it, and

   (c) the title, business address and business telephone number of the person designated by the Province to answer questions about the Contractor's collection of Personal Information.

Accuracy of Personal Information

6. The Contractor must make every reasonable effort to ensure the accuracy and completeness of any Personal Information to be used by the Contractor or the Province to make a decision that directly affects the individual the Personal Information is about.

Requests for access to Personal Information

7. If the Contractor receives a request for access to Personal Information from a person other than the Province, the Contractor must promptly advise the person to make the request to Information Access Operations with the Ministry of Technology, Innovation and Citizens' Services or successor.

Correction of Personal Information

8. Within 5 business days of receiving a written direction from the Province to correct or annotate any Personal Information, the Contractor must correct or annotate the information in accordance with the direction.

9. When issuing a written direction under section 8 of this Schedule, the Province must advise the Contractor of the date the correction request to which the direction relates was received by the Province in order that the Contractor may comply with section 10 of this Schedule.

10. Within 5 business days of correcting or annotating any Personal Information under section 8 of this Schedule, the Contractor must provide the corrected or annotated information to any party to

whom, within one year prior to the date the correction request was made to the Province, the Contractor disclosed the information being corrected or annotated.

11. If the Contractor receives a request for correction of Personal Information from a person other than the Province, the Contractor must promptly advise the person to make the request to the Province and provide the Provincial official's name or title and contact information to the person making the request.

Protection of Personal Information

12. The Contractor must protect Personal Information by making reasonable security arrangements against such risks as unauthorized access, collection, use, disclosure or disposal, including any security arrangements expressly set out in the Security section of this Schedule.

Storage and access to Personal Information

13. Unless the Province otherwise directs in writing, the Contractor must not store Personal Information outside Canada or permit access to the Personal Information from outside Canada.

Retention of Personal Information

14. Unless the Agreement otherwise specifies, the Contractor must retain Personal Information until directed by the Province in writing to dispose of it or deliver it as specified in the direction.

Use of Personal Information

15. Unless the Province otherwise directs in writing, the Contractor may only use Personal Information if that use is for the performance of the Contractor's obligations, or the exercise of the Contractor's rights, under the Agreement.

Disclosure of Personal Information

16. Unless the Province otherwise directs in writing, the Contractor may only disclose Personal Information inside Canada to any person other than the Province if the disclosure is for the performance of the Contractor's obligations, or the exercise of the Contractor's rights, under the Agreement.

17. Unless the Agreement otherwise specifies or the Province otherwise directs in writing, the Contractor must not disclose Personal Information outside Canada.

SECURITY

Services Worker confidentiality agreements

18. The contractor must immediately provide notice to the contract manager of any suspected information incident that threatens privacy or information security.

19. The Contractor must not permit a Services Worker who is an employee or volunteer of the Contractor to have access to Personal Information unless the Services Worker has first entered into a confidentiality agreement with the Contractor to keep Personal Information confidential on substantially similar terms as those that apply to the Contractor under the Agreement.

Services Worker security screening

20. The Contractor may only permit a Services Worker who is an employee or a volunteer of the Contractor to collect or have access to Personal Information, or otherwise be involved in providing the Services if, after having subjected the Services Worker to personnel security screening requirements as outlined in Appendix F1 to this Schedule, the Contractor is satisfied that the Services Worker does not constitute an unreasonable security risk.

Services Worker activity logging

21. The Contractor must create and maintain detailed Contractor's Records logging the activities of all Service Workers in relation to:

(a) their access to Personal Information; and

(b) any other matters specified by the Province in writing for the purposes of this section.

Facilities and Equipment protection and access

22. The Contractor must create, maintain and follow a documented process to:

(a) protect Facilities and Equipment of the Contractor required by the Contractor to provide the Services from loss, damage or any other occurrence that may result in any of those Facilities and Equipment being unavailable when required to provide the Services; and,

(b) limit access to Facilities and Equipment of the Contractor:

i. being used by the Contractor to provide the Services; or
ii. that may be used by someone to access information,

to those persons who are authorized to have that access and for the purposes for which they are authorized, which process must include measures to verify the identity of those persons.

23. If the Province makes available to the Contractor any Facilities or Equipment of the Province for the use of the Contractor in providing the Services, the Contractor must comply with any policies and procedures provided to it by the Province on acceptable use, protection of, and access to, such Facilities or Equipment.

Integrity of Information

24. The Contractor must create, maintain and follow a documented process for maintaining the integrity of information while in the custody of or accessed by the Contractor.

25. For the purposes of section 24 of this Schedule, maintaining the integrity of information means that, except to the extent expressly authorized by the Agreement or approved in writing by the Province, the information has:

(a) remained as complete as when it was acquired or accessed by the Contractor; and

(b) not been altered in any material respect.

Documentation of changes to processes

26. The Contractor must create and maintain detailed Records logging any changes it makes to the processes described in sections 21 and 22of this Schedule.

Secure Storage

27. The Contractor must securely store the Province's Records in the Contractor's custody.

GENERAL

Notice

28. The Contractor must immediately provide notice to the Province of

(a) a possible or confirmed foreign demand or request for disclosure, including the information required by section 30.2(3) of FOIPPA or

(b) anticipated or actual non-compliance with this Schedule, unauthorized access, collection, use, disclosure, storage, alteration or disposal of information or Records containing information; or

(c) unauthorized access to Facilities or Equipment.

In this provision, "foreign demand for disclosure" and "unauthorized disclosure of personal information" bear the same meanings as in section 30.2 of FOIPPA.

29. The Contractor must immediately provide notice to the Province of any non-compliance, or anticipated inability to comply, with a provision in this Schedule in any respect.

Compliance, Audit and Review

30. The Contractor must, in relation to the Province's Records, comply with:

    (a) the requirements of *FOIPPA* applicable to the Contractor as a service provider, including any applicable order of the commissioner under *FOIPPA,* and

    (b) any direction given by the Province under this Schedule.

31. The Contractor acknowledges that it is familiar with the requirements of FOIPPA governing Personal Information that are applicable to it as a service provider.

32. In addition to any other rights of inspection the Province may have under the Agreement or under statute, the Province may, at any reasonable time and on reasonable notice to the Contractor, enter on the Contractor's premises to inspect, and at the Province's discretion, copy, any of the Province's Records, or any of the Contractor's information management policies or practices or Records relevant to the Contractor's management of the Province's Records or the Contractor's compliance with this Schedule. The Contractor must permit and provide reasonable assistance to any such inspection.

33. If the Province conducts a review of a matter described in section 28 or 29 of this Schedule (whether or not the matter came to the attention of the Province as a result of a notification under section 28 or 29 of this Schedule), the Contractor must, on the request of the Province, participate in the review to the extent that it is reasonably practicable for the Contractor to do so.

Interpretation

34. Any reference to the "Contractor" in this Schedule includes any subcontractor, agent, or volunteer retained by the Contractor to perform obligations under the Agreement and the Contractor must ensure that any such subcontractors, agents, and volunteers comply with this Schedule.

35. If a direction or provision of the Agreement or any Schedule conflicts with a requirement of FOIPPA or an applicable order of the commissioner under FOIPPA, the conflicting provision of the Agreement or Schedule will be inoperative to the extent of the conflict.

    (a) If there is a conflict between a documented process required by this Schedule to be created or maintained by the Contractor and this Schedule, the provision of this Schedule will prevail to the extent of the conflict.

36. The obligations of the Contractor in this Schedule will survive the termination of the Agreement.

37. The Contractor must comply with the provisions of this Schedule despite any conflicting provision of this Agreement or, subject to section 38 of this Schedule, the law of any jurisdiction outside Canada.

38. Nothing in this Schedule requires the Contractor to contravene the law of any jurisdiction outside Canada unless such contravention is required to comply with FOIPPA.

SCHEDULE F – Appendix F1 – Security screening requirements

The personnel security screening requirements set out in this Appendix F1 are for the purpose of assisting the Contractor to determine whether or not a Services Worker constitutes an unreasonable security risk.

Verification of name, date of birth and address

1. The Contractor must verify the name, date of birth and current address of a Services Worker by viewing at least one piece of "primary identification" of the Services Worker and at least one piece of "secondary identification" of the Services Worker,* as described in the table following this section. The Contractor must obtain or create, as applicable, Records of all such verifications and retain a copy of those Records. For a Services Worker from another province or jurisdiction, reasonably equivalent identification documents are acceptable.

Primary Identification	Secondary Identification
Issued by ICBC: • B.C. driver's licence or learner's licence (must have photo) • B.C. Identification (BCID) card **Issued by provincial or territorial government:** • Canadian birth certificate **Issued by Government of Canada:** • Canadian Citizenship Card • Permanent Resident Card • Canadian Record of Landing/Canadian Immigration Identification Record	• School ID card (student card) • Bank card (only if holder's name is on card) • Credit card (only if holder's name is on card) • Passport • Foreign birth certificate (a baptismal certificate is not acceptable) • Canadian or U.S. driver's licence • Naturalization certificate • Canadian Forces identification • Police identification • Foreign Affairs Canada or consular identification • Vehicle registration (only if owner's signature is shown) • Picture employee ID card • Firearms Acquisition Certificate • Social Insurance Card (only if has signature strip) • B.C. CareCard • Native Status Card • Parole Certificate ID • Correctional Service Conditional Release Card

*It is not necessary that each piece of identification viewed by the Contractor contains the name, date of birth and current address of the Services Worker. It is sufficient that, in combination, the identification viewed contains that information.

Verification of education and professional qualifications

2. The Contractor must verify, by reasonable means, any relevant education and professional qualifications of a Services Worker, obtain or create, as applicable, Records of all such verifications, and retain a copy of those Records.

Verification of employment history and reference checks

3. The Contractor must verify, by reasonable means, any relevant employment history of a Services Worker, which will generally consist of the Contractor requesting that a Services Worker provide employment references and the Contractor contacting those references. If a Services Worker has no relevant employment history, the Contractor must seek to verify the character or other relevant personal characteristics of the Services Worker by requesting the Services Worker to provide one or more personal references and contacting those references. The Contractor must obtain or create, as applicable, Records of all such verifications and retain a copy of those Records.

Security interview

4. The Contractor must allow the Province to conduct a security-focused interview with a Services Worker if the Province identifies a reasonable security concern and notifies the Contractor it wishes to do so.

SCHEDULE H – ADDITIONAL TERMS

Notwithstanding section 47(b) of the Terms and Conditions of the Services Agreement, the termination notice period for this Service Agreement is 60 days.

COMPONENT SERVICES SCHEDULE (FUNDING PERIOD 2012-04-01 – 2013-03-31)

PART I: INTRODUCTION

1.1 This Component Schedule forms part of the Agreement dated for reference the 1st day of April, 2012 (the "Agreement").

1.2 Unless defined differently in this Component Schedule, terms used in this Component Schedule will have the meanings given to them by the Agreement.

1.3 This Component Schedule applies only to those Component Services (the "Component Services") described herein.

PART II: FUNDING PERIOD

2.1 The Funding Period to which this Component Schedule applies starts on April 1, 2012 and ends on March 31, 2013 the end date specified in section 2.01 of the Agreement, or the earlier termination of this Agreement in accordance with its terms, whichever first occurs.

PART III: DESCRIPTION OF COMPONENT SERVICES & RELATED PROVISIONS

Desired Outcomes

3.1 Through the delivery of the Component Services the Province wishes to realize and the Contractor will use its best efforts to achieve the following desired outcomes:

- Increased capacity to maintain child(ren) in the family/caregiver home;
- Improved level of personal functioning;
- Increased ability to form and maintain healthy relationships, including couple, parent/child and family relationships;
- Increased ability to cope with trauma and/or distress;
- Reduced isolation through increased connections to personal support system, community supports and resources, and/or employment where applicable;
- Increased personal safety; and,
- Increased level of child functioning.

The parties acknowledge that the Contractor does not warrant that the desired outcomes will be achieved.

Service Deliverables

3.2 The Contractor will provide or deliver, or will cause to be provided or delivered, the following:

(a) Program Goals and Objectives

The overall goals of this program are increase safety for families with children and youth who experience domestic violence and to reduce the harmful impact of domestic violence on those families, children and youth.

Additional goals include the following:

- to support and participate in a Burnaby Community Plan for an integrated response to families with children and youth who are experiencing or witnessing domestic violence
- to support and participate in a Burnaby Community Domestic Violence Response Committee including but not limited to Ministry of Children and Family Development (MCFD), RCMP, FHA agencies that provide service to these organizations and other appropriate advocacy that provide services including multi-cultural agencies.
- to promote systemic change and reduce barriers to effective intervention through education and advocacy, within the justice system and the community;
- to facilitate increased understanding, cooperation, and collaboration among team members, collateral agencies, institutions, and individuals, thereby improving overall system response; and
- to act as a resource by providing information, case consultation, and training to members of the Burnaby RCMP Service and other community members as requested.

(b) **Service Description**

The service includes but not limited to counselling and support for the victims of domestic violence, community work, developing capacity and readiness for an integrated service response. Seeking and strengthening appropriate partnership, education, advocacy and training.

This service will adopt a collaborative, interdisciplinary approach to working with individuals and systems:

- to increase the safety of victims of domestic violence
- to hold abusers accountable for their actions
- to enhance community readiness

(c) **Target Population:**
Families with children and youth who are permanently residing in Burnaby, who are currently experiencing significant conflict or stress and or witnessing family violence, conflict or stress

(d) **Referral Process:**
Referrals come through MCFD and referral criteria under development

(e) **Inputs:**
Staff Qualifications: A minimum requirement of a Bachelor's Degree in Social Work or related discipline, and specific training and expertise in addressing violence in relationships

Supervision: Clinical and administrative supervision will be provided regularly and as required in accordance with Contractor's accreditation standards.

The Contractor will provide a .533 FTE funded by the MCFD as follows:
- 0.5 FTE of social worker staffing and .033 FTE of supervision or 1.15 hours per week

(f) **Outputs:**
The Contractor will provide **560.5 hours** of service per annum from MCFD funded FTE as follows:

- direct client intervention: 10 hours per week
- collateral, advocacy and community education: 7.5 hours per week

(g) **Activities:**
Activities will include but not be limited to:
- Provision of client counselling and support
- advocacy and bridging between the client, legal and social agencies;
- collaboration with collateral service providers, such as children who witness violence programs, women's support groups, and Ministry child protection staff;
- participation in the development of community strategies to stop violence against women including monitoring of cases to identify and resolve service gaps, evaluating programs, and making recommendations.

(h) **Monitoring of Program**
Outputs/Quantitative Data:
On a semi-annually basis, the Contractor will submit a report of the following outputs for the proceeding period:
- # of hours direct service to clients
- # of indirect service (as outlined above)

3.3 In addition to the preceding deliverables, the Contractor must maintain information on service delivery and meet the reporting requirements specified under section 5.1 of this Component Schedule.

Policies and Standards

3.4 The Contractor will, with respect to the service deliverables of the Component Services specified in section 3.2 of this Component Schedule, comply with the policies set out in the following:

(a) Accreditation Policy,

(b) Integrated Case Management Policy, and

(c) Complaint Process Policy

3.5 The Contractor will ensure that its organization and activities comply with the Organizational Standards of the Government of British Columbia and the following Program Standards:

(a) The Commission on Accreditation of Rehabilitation Facilities (CARF) Standards.

Operational Principles

3.6 The parties agree that the following operational principles apply to the provision of the Component Services:

(a) clients, whether their needs are simple or complex, short or long-term, will receive timely, appropriate, and effective assistance that respects and promotes their independence and self-determination within the limits of the available resources;

(b) development of client care plans will, as appropriate to the circumstances of the client, involve the client, whether individual or family and other persons or authorities involved in the client's care.

Advocacy

3.7 The parties recognize that advocacy includes a client's right for their views to be heard and considered in decisions affecting them and that no party will take retributive action towards the other party or a client as a result of that party supporting the client's or the client's representative's expression of the client's views.

Cultural Competency

3.8 The parties agree to demonstrate an understanding and commitment to cultural competency and ensure cultural competency principles and practices are incorporated into the delivery of the Component Services. The parties agree to work within the framework provided by the *Human Rights Act* and the *Multiculturalism Act* for the provision of the Component Services.

Religious Belief or Religious Affiliation

3.9 The Contractor will ensure that clients will be entitled to independence from the Contractor's religious beliefs or religious affiliations.

Client Complaint Resolution

3.10 The Contractor will deal with client complaints about its delivery of the Component Services by:

(a) complying with the Province's established complaint process; and

(b) informing the Province when a client complainant requests a formal complaint review under the complaint review process of the Ministry of Children and Family Development.

PART IV: FEES AND EXPENSES/PAYMENT PROVISIONS

Aggregate Maximum

4.1 Subject to the provisions of this Agreement, the Province will pay to the Contractor an amount not exceeding $41,182.29 in the aggregate for providing the Component Services during the Funding Period.

Payments

4.2 Subject to paragraph 4.1, the Province will make payments to the Contractor in the following amounts and manner:

(a) the amount of $3,431.94 on or about the 15th day of each month commencing on the 15th day of April, 2012 and continuing until the end of the Funding Period

(b)

Unearned Revenue

4.3 If the Contractor receives funds from the province under this Component Schedule which are to be applied by the Contractor to the provision of services specified in this Component Schedule or to the performance of any other obligation of the Contractor under this Component Schedule and the Contractor does not apply the funds to those purposes within the time or in the manner required under this Component Schedule, the amount of the funds which is not so applied (referred to in this Component Schedule as "unearned revenue") is repayable to the Province and the Province may, at its option, do either or both of the following:

(a) recover the unearned revenue as a debt due to the government in accordance with the *Financial Administration Act*; or

(b) reduce future payments payable by the province to the Contractor under one or more Component schedules to this Agreement by the amount of the unearned revenue.

4.4 Unearned revenue does not include a surplus derived through efficiencies or funds remaining after delivering all Services in accordance with the Component Schedules under this Agreement.

4.5 In accordance with section 15.04 of the Agreement, the Contractor will remit to the Province the following:

(a) **NOT APPLICABLE**

PART V: STATEMENTS AND REPORTS

5.1 The Contractor will submit Semi-Annually to the Province reports, in form and content acceptable to the Province, for the preceding period as specified, relating to the Component Services. The required content of these reports may include, but is not limited to, the following information:

(a) the quantity of services (by # of hours, # of sessions, bed days, etc.) and any variance from expected and contracted deliverables,

(b) a description of the clients who used the services during the reporting period (by total number, by gender, by age and any other demographics relevant to the purposes and goals of the Component Services), and

5.2 The reports referred to in section 5.1 will be submitted within 10 business days of the end of the period specified, commencing with a first report for the period ending October 31, 2012. For the purpose of this section and section 5.3, a "business day" is any day which is not a Saturday, a Sunday or a statutory holiday in British Columbia.

5.3 Whether or not an annual financial statement (or review or audit of the same) is required and submitted under section 9.01 of the Agreement, the Contractor will, for the purposes of negotiation of any future agreement, submit to the Province, within 20 business days of the end of the 3rd quarter of the Funding Period, a Contractor Revenue and Expense Forecast for the duration of the Funding Period. (A sample of the contractor Revenue and Expense Forecast is included as Attachment 1 to this Component Schedule).

PART VI: INFORMATION MANAGEMENT PLAN

Definitions

6.1 "Client Records" means, with respect to an identifiable individual, records containing Personal Information created or produced by the Contractor as a result of the provision to that individual of any of the Component Services under this Component Schedule, but does not include records of an individual's Personal Information received by the Contractor from the Province or CFCSA information.

Document Ownership

6.2 The following documents are specified as Contractor's Documents under section 1.01(f) of the Agreement:

(a) **NOT APPLICABLE**

6.3 The following documents are specified as Province's Documents under section 1.01(n) of the Agreement:

(a) any Client Records excluded under section 6.1 of this Component Schedule;

(b) **NOT APPLICABLE**

6.4 The copyright in the Province's Documents belongs exclusively to the Province. Upon the Province's request, the Contractor must deliver to the Province documents satisfactory to the Province waiving in the Province's favour any moral rights which the Contractor, a Subcontractor or any of their employees may have in the Province's Documents and confirming the vesting of the copyright in the Province.

6.5 Any Personal Information in the Province's Documents collected by the Contractor is collected on behalf of the Province.

6.6 The Province may issue instructions to the Contractor so that the Province is able to comply with its duties under Part 3 of the *Freedom of Information and Protection of Privacy Act*, or other applicable laws, in relation to any Personal Information which as a result of this Agreement is in the possession of the Contractor or a Subcontractor and to which that Part applies, and the Contractor must comply with those instructions.

6.7 The Contractor and the Province must each treat the other's Documents as confidential and not permit disclosure of the other party's Documents without the prior written consent of the other party except as permitted or required by applicable law, including the *Freedom of Information and Protection of Privacy Act*.

6.8 The Contractor must keep all Documents segregated from other documents to the extent it is practical to do so, safeguard them and not permit their disposition or destruction without the prior written consent of the Province except as permitted or required by applicable law, including the *Document Disposal Act*. The Contractor must keep the Province advised at all times of the location of all premises at which the Contractor is keeping any of the Documents. This section continues in force after this Agreement ends.

6.9 File formats and retention schedules for Documents related to the provision of the Component Services are as follows:

(a) The Commission on Accreditation of Rehabilitation Facilities (CARFT) Standards.

6.10 If the Contractor's Documents includes any Client Records relating to an individual referred to the Contractor by the Province, the Contractor will, as contemplated under section 6.8 of this Component Schedule and section 9.05 of the Agreement, continue to comply with the provisions of those sections after the expiry or termination of this Component Schedule and on the termination or expiry of this Agreement the Contractor

will transfer ownership and deliver physical possession of those Client Records to the Province.

Information Systems

6.11 The Contractor will provide and maintain adequate and reasonable information systems to enable the Contractor to provide the Component Services.

6.12 The Contractor will ensure that adequate and reasonable information systems security measures are taken, in particular with respect to client information, preventing any unauthorized access to personal information.

6.13 The Contractor will manage electronic information defined as the Province's Documents in accordance with the *Document Disposal Act* and the *Freedom of Information and Protection of Privacy Act*.

PART VII: GENERAL

Property

7.1 The following property to be acquired by the Contractor solely with funds to be paid by the Province under this Component Schedule is specified under section 8.01(c) of the Agreement as property to be owned by the Province:

(a) **NOT APPLICABLE**

7.2 The following property provided by the Province to the Contractor or a Subcontractor for the purposes of this Agreement is to be owned by the Contractor or Subcontractor as indicated:

(a) **NOT APPLICABLE**

Building Code

7.3 The Contractor must ensure that all housing and facilities conform to the applicable standards and regulations of authorities having jurisdiction including any requirements for licensing of community care facilities in accordance with the *Community Care Facility Act*.

Business Registration

7.4 Upon the Province's request, provide written proof of registration to conduct business in British Columbia, such as a business license or certificate of good standing from the Corporate Registry of British Columbia.

Permits and Licenses

7.5 The Contractor will obtain all the permits and licenses required to perform the Component Services, including:

(a) all permits and licenses required by Municipal, Provincial and

Insurance

7.6 The insurance requirements contemplated in section 10.01 of the Agreement are set out in Attachment 2 to this Component Schedule.

Workers' Compensation Board (WCB)

7.7 Where deemed to be an employer under the *Workers' Compensation Act*, the Contractor will register and comply with applicable WCB regulations and orders and upon the Province's request, the Contractor will provide the Province with written proof of compliance with this section.

Subcontractors

7.8 The following persons or group of persons, are specified as Subcontractors under section 11.01 of the Agreement:

(a) **NOT APPLICABLE**

Contact Information

7.9 For the purpose of section 14.01 of the Agreement, the addresses and fax numbers of the parties are as follows:

Address and fax number for notices to the Province:

Address: #240 - 4680 Kingsway, Burnaby, BC V5H 4L9
Fax Number: (604) 775-0840

Address and fax number for notices to the Contractor:

Address: 1616 West 7th Avenue, Vancouver, BC V6J 1S5
Fax Number: (604) 733-7009

Authorized Persons

7.10 In addition to the persons listed in the section 15.13 of the Agreement, any of the following persons may act for the Province in relation to the Component Services:

(a) Community Services Manager.

7.11 The Contractor designates any of the following persons, identified by name or position title to act for the Contractor in relation to this Agreement:

(a) Associate Executive Director, and/or

(b) Executive Director

Termination

7.12 For the purposes of section 12.03(b) of the Agreement, 60 days (between 30 and 365 days) written notice must be given by one party to the other that this Component Schedule is to end. In no case will length of termination notice under this section exceed the duration of the notice given in section 12.01(c) of the Agreement.

PART VIII: SERVICE SPECIFIC PROVISIONS

Criminal Records Check

8.1 In accordance with the *Criminal Records Review Act*, the Contractor will undertake a criminal record check on each staff member or other person (such as a volunteer for the Contractor) who works with children or who has access to their records.

8.2 In addition to any criminal record checks required under the *Criminal Records Review Act*, the Province hereby requires and the Contractor agrees to carry out criminal records checks on:

(a) all staff, students and volunteers providing services to children or having access to their records.

8.3 The Contractor will provide to the Province, upon the Province's request, written confirmation that:

(a) criminal record checks have been initiated;

(b) the Contractor has acted on instructions from the adjudicator or the Province; and

(c) all other related procedures have been followed.

Waivers Of Liability relating to Services to Children

8.4 If the Contractor is providing Component Services to children, the Contractor will not require a parent or guardian, or a person acting for a parent or guardian, to waive the Contractor's liability for negligence in the provision of the Component Services.

Rights of Children in Care

8.5 If the Contractor is providing Component Services to children in care under the Child, Family and Community Service Act, the Contractor will provide the Component Services in a manner consistent with the rights of children recognized under that Act to:

(a) be well cared for, with adequate food, shelter, clothing and health care;
(b) be involved in decisions that affect them;
(c) know about plans for their care;
(d) have their own belongings and privacy;
(e) know that their caregivers expect them to behave, and what the consequences of not behaving are;
(f) not be punished physically or in any other abusive way;
(g) have their language and culture respected;

(h) take part in social and recreational activities;
(i) know about and be helped in contacting the Child, Youth and Family Advocate;
(j) speak in private to family and friends (if they want to and it is safe), or to a lawyer, the Ombudsman or the Child, Youth and Family Advocate; and
(k) know their rights and how to enforce them.

PART IX: CONFLICT RESOLUTION OFFICIALS

9.1 The designated "Officials" of the parties for the purposes of the Conflict Resolution Protocol are:

	Province	Contractor
Stage One:	Community Services	Associate Executive Director
Stage Two:	Executive Director of Service	Executive Director
Stage Three:	Deputy Minister or Designate	Chair, Board of Directors

The parties have executed this Component Schedule as follows:

SIGNED on behalf of the Province by an authorized representative of the Ministry of Children and Family Development on the 17 day of May, 2012.

Print Name: Sue Hassard
Print Title: Community Services Manager

SIGNED by or on behalf of the Contractor (or by an authorized signatory of the Contractor if a corporation) on the 17 day of April, 2012.

Caroline Bonesky

Print Name: ~~Lisa Whitaker~~ Caroline Bonesky
Print Title: Chief Executive Officer

ATTACHMENT 1 - Contractor Revenue And Expense Forecast

Contractor Revenue And Expense Forecast

Schedule # RC00122H22

Contractor Name/Address: Family Services of Greater Vancouver 1616 West 7th Avenue, Vancouver, BC V6J 1S5

Name of Program(s)/Service(s): **Domestic Violence Response** Program

Reporting Period (from/to): _____

STATEMENT OF REVENUE AND EXPENSES	Previous Year	YTD Actual	Forecast to end of Funding Period	Approved Funding	Variance
REVENUE					
MCFD Regular Payments (monthly)					
MCFDInvoiced Payments					
Other MCFD Payments (specify):					
TOTAL GROSS REVENUE					
Program/Service Expenses					
Total Compensation (wages and benefits)					
Program/Service Client Support Costs					
Program/Services Facilities Costs					
Administration Costs*					
TOTAL GROSS EXPENSES					
TOTAL NET (+/-)					

* Definitions from the Specified Audit Procedures, Chapter 6, General Management Operating Policy.

Comments regarding variances:

This report has been prepared from the books and records of the Contractor for the funding period ended _____. I hereby confirm to the best of my knowledge and belief, that the information contained herein, was compiled in accordance with generally accepted accounting principles and in compliance with the Province's General Management Operating Policy. There is nothing to my knowledge that has not been disclosed in this report which would affect the accuracy and completeness of the financial information.

Signature Date

Print Name Print Title

ATTACHMENT 2 - Insurance Requirements

Attachment 2 to Component Schedule No. RC00122H22

Insurance

The Contractor will:

1.01 For the purpose of section 10.01 of the Client Service Agreement, where the Component Services are provided to the public on behalf of the Province and represent the contractor's substantial operation, be deemed eligible for and may receive coverage under the Government Master Insurance Program (GMIP).

1.02 When deemed ineligible for GMIP, without limiting its obligations or liabilities and at its own expense, provide and maintain throughout the Term, Comprehensive General Liability in an amount not less than $2,000,000 inclusive per occurrence insuring against bodily injury, personal injury and property damage and including liability assumed under contract with insurers licensed in the province of British Columbia and in the forms and amounts acceptable to the Province.

1.03 Ensure all required insurance is endorsed to provide the Province with 30 days advance written notice of cancellation or material change.

1.04 Provide the Province with evidence of the required insurance, in the form of a completed Province of British Columbia Certificate of Insurance, immediately following execution and delivery of the Agreement.

Insurance and Indemnity

2.01 In addition to the standard insurance required under this Agreement, the Contractor will provide the following insurance:

(a)

BRITISH COLUMBIA

Family Services of Greater Vancouver
Domestic Violence Response Program

Component Schedule No. **RC00122H22**

COMPONENT SERVICES SCHEDULE (FUNDING PERIOD 2013/04/01 – 2014/03/31)

PART I: INTRODUCTION

1.1 This Component Schedule forms part of the Agreement dated for reference the 1st day of April, 2012 (the "Agreement").

1.2 Unless defined differently in this Component Schedule, terms used in this Component Schedule will have the meanings given to them by the Agreement.

1.3 This Component Schedule applies only to those Component Services (the "Component Services") described herein.

PART II: FUNDING PERIOD

2.1 The Funding Period to which this Component Schedule applies starts on April 1, 2013 and ends on March 31, 2014 the end date specified in section 2.01 of the Agreement, or the earlier termination of this Agreement in accordance with its terms, whichever first occurs.

PART III: DESCRIPTION OF COMPONENT SERVICES & RELATED PROVISIONS

Desired Outcomes

3.1 Through the delivery of the Component Services the Province wishes to realize and the Contractor will use its best efforts to achieve the following desired outcomes:

- Increased capacity to maintain child(ren) in the family/caregiver home:
- Improved level of personal functioning;
- Increased ability to form and maintain healthy relationships, including couple, parent/child and family relationships;
- Increased ability to cope with trauma and/or distress;
- Reduced isolation through increased connections to personal support system, community supports and resources, and/or employment where applicable;
- Increased personal safety; and,
- Increased level of child functioning.

The parties acknowledge that the Contractor does not warrant that the desired outcomes will be achieved.

Service Deliverables

3.2 The Contractor will provide or deliver, or will cause to be provided or delivered, the following:

(a) Program Goals and Objectives

The overall goals of this program are increase safety for families with children and youth who experience domestic violence and to reduce the harmful impact of domestic violence on those families, children and youth.

Additional goals include the following:

- to support and participate in a Burnaby Community Plan for an integrated response to families with children and youth who are experiencing or witnessing domestic violence;
- to support and participate in a Burnaby Community Domestic Violence Response Committee including but not limited to Ministry of Children and Family Development (MCFD), RCMP, FHA agencies that provide service to these organizations and other appropriate advocacy that provide services including multi-cultural agencies;
- to promote systemic change and reduce barriers to effective intervention through education and advocacy, within the justice system and the community;
- to facilitate increased understanding, cooperation, and collaboration among team members, collateral agencies, institutions, and individuals, thereby improving overall system response; and
- to act as a resource by providing information, case consultation, and training to members of the Burnaby RCMP Service and other community members as requested.

(b) Service Description:

The service includes but not limited to counselling and support for the victims of domestic violence, community work, developing capacity and readiness for an integrated service response. Seeking and strengthening appropriate partnership, education, advocacy and training.

This service will adopt a collaborative, interdisciplinary approach to working with individuals and systems:

- to increase the safety of victims of domestic violence
- to hold abusers accountable for their actions
- to enhance community readiness

(c) **Target Population:**
Families with children and youth who are permanently residing in Burnaby, who are currently experiencing significant conflict or stress and or witnessing family violence, conflict or stress.

(d) **Referral Process:**
Referrals come through MCFD and referral criteria under development.

(e) **Inputs:**
Staff Qualifications: A minimum requirement of a Bachelor's Degree in Social Work or related discipline, and specific training and expertise in addressing violence in relationships

Supervision: Clinical and administrative supervision will be provided regularly and as required in accordance with Contractor's accreditation standards.

The Contractor will provide a 1.033 FTE funded by the MCFD as follows:
- 1.0 FTE of social worker staffing and .033 FTE of supervision or 1.15 hours per week

(f) **Outputs:**
Service Units

The following service unit definition is applied:

Service Unit v.II is defined as "an hour of service provision to an identified Client, or group of Clients, and will include such activities as face to face contact, Client specific report writing, Client specific telephone calls, case management meetings, case consultation and case supervision, training where pre-approved by the MCFD as billable, and community meetings and travel directly related to contracted services. Activities that do not fall under the definition of Service Unit include program information inquiries of a general nature, statistical or data collection, team meetings, organization staff training, development and supervision."

The calculation submitted by the Contractor indicates that one (1.0) FTE converts to 1,191 service units per annum.

A total of 1,191 service units per annum will be provided by the Social Worker(s).

(g) **Activities:**
Activities will include but not be limited to:
- Provision of client counselling and support
- advocacy and bridging between the client, legal and social agencies;
- collaboration with collateral service providers, such as children who witness violence programs, women's support groups, and Ministry child protection staff;
- participation in the development of community strategies to stop violence against women including monitoring of cases to identify and resolve service gaps, evaluating programs, and making recommendations.

(h) **Monitoring of Program**
Outputs/Quantitative Data:
On a semi-annually basis, the Contractor will submit a report of the following outputs for the proceeding period:
- # of hours direct service to clients
- # of indirect service (as outlined above)

3.3 In addition to the preceding deliverables, the Contractor must maintain information on service delivery and meet the reporting requirements specified under section 5.1 of this Component Schedule.

Policies and Standards

3.4 The Contractor will, with respect to the service deliverables of the Component Services specified in section 3.2 of this Component Schedule, comply with the policies set out in the following:

(a) Accreditation Policy,

(b) Integrated Case Management Policy, and

(c) Complaint Process Policy

3.5 The Contractor will ensure that its organization and activities comply with the Organizational Standards of the Government of British Columbia and the following Program Standards:

(a) The Commission on Accreditation of Rehabilitation Facilities (CARF) Standards.

Operational Principles

3.6 The parties agree that the following operational principles apply to the provision of the Component Services:

(a) clients, whether their needs are simple or complex, short or long-term, will receive timely, appropriate, and effective assistance that respects and promotes their independence and self-determination within the limits of the available resources;

(b) development of client care plans will, as appropriate to the circumstances of the client, involve the client, whether individual or family and other persons or authorities involved in the client's care.

Advocacy

3.7 The parties recognize that advocacy includes a client's right for their views to be heard and considered in decisions affecting them and that no party will take retributive action towards the other party or a client as a result of that party supporting the client's or the client's representative's expression of the client's views.

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3.8 The parties agree to demonstrate an understanding and commitment to cultural competency and ensure cultural competency principles and practices are incorporated into the delivery of the Component Services. The parties agree to work within the framework provided by the *Human Rights Act* and the *Multiculturalism Act* for the provision of the Component Services.

Religious Belief or Religious Affiliation

3.9 The Contractor will ensure that clients will be entitled to independence from the Contractor's religious beliefs or religious affiliations.

Client Complaint Resolution

3.10 The Contractor will deal with client complaints about its delivery of the Component Services by:

(a) complying with the Province's established complaint process; and

(b) informing the Province when a client complainant requests a formal complaint review under the complaint review process of the Ministry of Children and Family Development.

PART IV: FEES AND EXPENSES/PAYMENT PROVISIONS

Aggregate Maximum

4.1 Subject to the provisions of this Agreement, the Province will pay to the Contractor an amount not exceeding $77,371.46 in the aggregate for providing the Component Services during the Funding Period.

Payments

4.2 Subject to paragraph 4.1, the Province will make payments to the Contractor in the following amounts and manner:

(a) the amount of $6,447.62 on or about the 15th day of each month commencing on the 15th day of April, 2013 and continuing until the end of the Funding Period

Unearned Revenue

4.3 If the Contractor receives funds from the province under this Component Schedule which are to be applied by the Contractor to the provision of services specified in this Component Schedule or to the performance of any other obligation of the Contractor under this Component Schedule and the Contractor does not apply the funds to those purposes within the time or in the manner required under this Component Schedule, the amount of the funds which is not so applied (referred to in this Component Schedule as "unearned revenue") is repayable to the Province and the Province may, at its option, do either or both of the following:

(a) recover the unearned revenue as a debt due to the government in accordance with the *Financial Administration Act*; or

(b) reduce future payments payable by the province to the Contractor under one or more Component schedules to this Agreement by the amount of the unearned revenue.

4.4 Unearned revenue does not include a surplus derived through efficiencies or funds remaining after delivering all Services in accordance with the Component Schedules under this Agreement.

4.5 In accordance with section 15.04 of the Agreement, the Contractor will remit to the Province the following:

(a) **NOT APPLICABLE**

PART V: STATEMENTS AND REPORTS

5.1 The Contractor will submit semi-annually to the Province reports, in form and content acceptable to the Province, for the preceding period as specified, relating to the Component Services. The required content of these reports may include, but is not limited to, the following information:

(a) the quantity of services (by # of hours, # of sessions, bed days, etc.) and any variance from expected and contracted deliverables,

(b) a description of the clients who used the services during the reporting period (by total number, by gender, by age and any other demographics relevant to the purposes and goals of the Component Services), and

5.2 The reports referred to in section 5.1 will be submitted within 10 business days of the end of the period specified, commencing with a first report for the period ending October 31, 2013. For the purpose of this section and section 5.3, a "business day" is any day which is not a Saturday, a Sunday or a statutory holiday in British Columbia.

5.3 Whether or not an annual financial statement (or review or audit of the same) is required and submitted under section 9.01 of the Agreement, the Contractor will, for the purposes of negotiation of any future agreement, submit to the Province, within 20 business days of the end of the 3rd quarter of the Funding Period, a Contractor Revenue and Expense Forecast for the duration of the Funding Period. (A sample of the contractor Revenue and Expense Forecast is included as Attachment 1 to this Component Schedule).

PART VI: INFORMATION MANAGEMENT PLAN

Definitions

6.1 "Client Records" means, with respect to an identifiable individual, records containing Personal Information created or produced by the Contractor as a result of the provision to that individual of any of the Component Services under this Component Schedule, but

does not include records of an individual's Personal Information received by the Contractor from the Province or CFCSA information.

Document Ownership

6.2 The following documents are specified as Contractor's Documents under section 1.01(f) of the Agreement:

(a) **NOT APPLICABLE**

6.3 The following documents are specified as Province's Documents under section 1.01(n) of the Agreement:

(a) any Client Records excluded under section 6.1 of this Component Schedule;

(b) **NOT APPLICABLE**

6.4 The copyright in the Province's Documents belongs exclusively to the Province. Upon the Province's request, the Contractor must deliver to the Province documents satisfactory to the Province waiving in the Province's favour any moral rights which the Contractor, a Subcontractor or any of their employees may have in the Province's Documents and confirming the vesting of the copyright in the Province.

6.5 Any Personal Information in the Province's Documents collected by the Contractor is collected on behalf of the Province.

6.6 The Province may issue instructions to the Contractor so that the Province is able to comply with its duties under Part 3 of the *Freedom of Information and Protection of Privacy Act*, or other applicable laws, in relation to any Personal Information which as a result of this Agreement is in the possession of the Contractor or a Subcontractor and to which that Part applies, and the Contractor must comply with those instructions.

6.7 The Contractor and the Province must each treat the other's Documents as confidential and not permit disclosure of the other party's Documents without the prior written consent of the other party except as permitted or required by applicable law, including the *Freedom of Information and Protection of Privacy Act*.

6.8 The Contractor must keep all Documents segregated from other documents to the extent it is practical to do so, safeguard them and not permit their disposition or destruction without the prior written consent of the Province except as permitted or required by applicable law, including the *Document Disposal Act*. The Contractor must keep the Province advised at all times of the location of all premises at which the Contractor is keeping any of the Documents. This section continues in force after this Agreement ends.

6.9 File formats and retention schedules for Documents related to the provision of the Component Services are as follows:

(a) The Commission on Accreditation of Rehabilitation Facilities (CARFT) Standards.

6.10 If the Contractor's Documents includes any Client Records relating to an individual referred to the Contractor by the Province, the Contractor will, as contemplated under section 6.8 of this Component Schedule and section 9.05 of the Agreement, continue to comply with the provisions of those sections after the expiry or termination of this Component Schedule and on the termination or expiry of this Agreement the Contractor will transfer ownership and deliver physical possession of those Client Records to the Province.

Information Systems

6.11 The Contractor will provide and maintain adequate and reasonable information systems to enable the Contractor to provide the Component Services.

6.12 The Contractor will ensure that adequate and reasonable information systems security measures are taken, in particular with respect to client information, preventing any unauthorized access to personal information.

6.13 The Contractor will manage electronic information defined as the Province's Documents in accordance with the *Document Disposal Act* and the *Freedom of Information and Protection of Privacy Act*.

PART VII: GENERAL

Property

7.1 The following property to be acquired by the Contractor solely with funds to be paid by the Province under this Component Schedule is specified under section 8.01(c) of the Agreement as property to be owned by the Province:

(a) **NOT APPLICABLE**

7.2 The following property provided by the Province to the Contractor or a Subcontractor for the purposes of this Agreement is to be owned by the Contractor or Subcontractor as indicated:

(a) **NOT APPLICABLE**

Building Code

7.3 The Contractor must ensure that all housing and facilities conform to the applicable standards and regulations of authorities having jurisdiction including any requirements for licensing of community care facilities in accordance with the *Community Care Facility Act*.

Business Registration

7.4 Upon the Province's request, provide written proof of registration to conduct business in British Columbia, such as a business license or certificate of good standing from the Corporate Registry of British Columbia.

Permits and Licenses

7.5 The Contractor will obtain all the permits and licenses required to perform the Component Services, including:

(a) all permits and licenses required by Municipal, Provincial and .

Insurance

7.6 The insurance requirements contemplated in section 10.01 of the Agreement are set out in Attachment 2 to this Component Schedule.

Workers' Compensation Board (WCB)

7.7 Where deemed to be an employer under the *Workers' Compensation Act*, the Contractor will register and comply with applicable WCB regulations and orders and upon the Province's request, the Contractor will provide the Province with written proof of compliance with this section.

Subcontractors

7.8 The following persons or group of persons, are specified as Subcontractors under section 11.01 of the Agreement:

(a) **NOT APPLICABLE**

Contact Information

7.9 For the purpose of section 14.01 of the Agreement, the addresses and fax numbers of the parties are as follows:

Address and fax number for notices to the Province:

Address: 300 – 5172 Kingsway, Burnaby, BC, V5H 2E8
Fax Number: (604) 775-0840

Address and fax number for notices to the Contractor:

Address: 201 – 1638 East Broadway, Vancouver, BC, V5N 1W1
Fax Number: (604) 733-7009

Authorized Persons

7.10 In addition to the persons listed in the section 15.13 of the Agreement, any of the following persons may act for the Province in relation to the Component Services:

(a) Community Services Manager.

7.11 The Contractor designates any of the following persons, identified by name or position title to act for the Contractor in relation to this Agreement:

(a) Executive Director, and/or

(b) Chair, Board of Directors

Termination

7.12 For the purposes of section 12.03(b) of the Agreement, 60 days (between 30 and 365 days) written notice must be given by one party to the other that this Component Schedule is to end. In no case will length of termination notice under this section exceed the duration of the notice given in section 12.01(c) of the Agreement.

PART VIII: SERVICE SPECIFIC PROVISIONS

Criminal Records Check

8.1 In accordance with the *Criminal Records Review Act*, the Contractor will undertake a criminal record check on each staff member or other person (such as a volunteer for the Contractor) who works with children or who has access to their records.

8.2 In addition to any criminal record checks required under the *Criminal Records Review Act*, the Province hereby requires and the Contractor agrees to carry out criminal records checks on:

(a) all staff, students and volunteers providing services to children or having access to their records.

8.3 The Contractor will provide to the Province, upon the Province's request, written confirmation that:

(a) criminal record checks have been initiated;

(b) the Contractor has acted on instructions from the adjudicator or the Province; and

(c) all other related procedures have been followed.

Waivers Of Liability relating to Services to Children

8.4 If the Contractor is providing Component Services to children, the Contractor will not require a parent or guardian, or a person acting for a parent or guardian, to waive the Contractor's liability for negligence in the provision of the Component Services.

Rights of Children in Care

8.5 If the Contractor is providing Component Services to children in care under the Child, Family and Community Service Act, the Contractor will provide the Component Services in a manner consistent with the rights of children recognized under that Act to:

(a) be well cared for, with adequate food, shelter, clothing and health care;
(b) be involved in decisions that affect them;

(c) know about plans for their care;
(d) have their own belongings and privacy;
(e) know that their caregivers expect them to behave, and what the consequences of not behaving are;
(f) not be punished physically or in any other abusive way;
(g) have their language and culture respected;
(h) take part in social and recreational activities;
(i) know about and be helped in contacting the Child, Youth and Family Advocate;
(j) speak in private to family and friends (if they want to and it is safe), or to a lawyer, the Ombudsman or the Child, Youth and Family Advocate; and
(k) know their rights and how to enforce them.

PART IX: CONFLICT RESOLUTION OFFICIALS

9.1 The designated "Officials" of the parties for the purposes of the Conflict Resolution Protocol are:

	Province	Contractor
Stage One:	Community Services Manager	Executive Director or Designate
Stage Two:	Executive Director of Service	Executive Director or Designate
Stage Three:	Deputy Minister or Designate	Chair, Board of Directors or Designate

The parties have executed this Component Schedule as follows:

SIGNED on behalf of the Province by an authorized representative of the Ministry of Children and Family Development on the 10th day of May, 2013.

Print Name: Sue Hassard
Print Title: Community Services Manager

SIGNED by or on behalf of the Contractor (or by an authorized signatory of the Contractor if a corporation) on the 6 day of May, 2013.

Print Name: Caroline Bonesky
Print Title: Chief Executive Officer

ATTACHMENT 1 - Contractor Revenue And Expense Forecast

Contractor Revenue And Expense Forecast

Schedule # RC00122H22

Contractor Name/Address: Family Services of Greater Vancouver
201 – 1638 East Broadway, Vancouver, BC, V5N 1W1

Name of Program(s)/Service(s): **Domestic Violence Response Program**

Reporting Period (from/to):

STATEMENT OF REVENUE AND EXPENSES	Previous Year	YTD Actual	Forecast to end of Funding Period	Approved Funding	Variance
REVENUE					
MCFD Regular Payments (monthly)					
MCFDInvoiced Payments					
Other MCFD Payments (specify):					
TOTAL GROSS REVENUE					
Program/Service Expenses					
Total Compensation (wages and benefits)					
Program/Service Client Support Costs					
Program/Services Facilities Costs					
Administration Costs*					
TOTAL GROSS EXPENSES					
TOTAL NET (+/-)					

* Definitions from the Specified Audit Procedures, Chapter 6, General Management Operating Policy.

Comments regarding variances:

This report has been prepared from the books and records of the Contractor for the funding period ended _____. I hereby confirm to the best of my knowledge and belief, that the information contained herein, was compiled in accordance with generally accepted accounting principles and in compliance with the Province's General Management Operating Policy. There is nothing to my knowledge that has not been disclosed in this report which would affect the accuracy and completeness of the financial information.

Signature Date

Print Name Print Title

ATTACHMENT 2 - Insurance Requirements

Attachment 2 to Component Schedule No. RC00122H22

Insurance

The Contractor will:

1.01 For the purpose of section 10.01 of the Client Service Agreement, where the Component Services are provided to the public on behalf of the Province and represent the contractor's substantial operation, be deemed eligible for and may receive coverage under the Government Master Insurance Program (GMIP).

1.02 When deemed ineligible for GMIP, without limiting its obligations or liabilities and at its own expense, provide and maintain throughout the Term, Comprehensive General Liability in an amount not less than $2,000,000 inclusive per occurrence insuring against bodily injury, personal injury and property damage and including liability assumed under contract with insurers licensed in the province of British Columbia and in the forms and amounts acceptable to the Province.

1.03 Ensure all required insurance is endorsed to provide the Province with 30 days advance written notice of cancellation or material change.

1.04 Provide the Province with evidence of the required insurance, in the form of a completed Province of British Columbia Certificate of Insurance, immediately following execution and delivery of the Agreement.

Insurance and Indemnity

2.01 In addition to the standard insurance required under this Agreement, the Contractor will provide the following insurance:

(a)

BRITISH COLUMBIA

Family Services of Greater Vancouver
Domestic Violence Response Program

Component Schedule No. **RC00122H22**

COMPONENT SERVICES SCHEDULE
(FUNDING PERIOD 2014/04/01 – 2015/03/31)

PART I: INTRODUCTION

1.1 This Component Schedule forms part of the Agreement dated for reference the 1st day of April, 2012 (the "Agreement").

1.2 Unless defined differently in this Component Schedule, terms used in this Component Schedule will have the meanings given to them by the Agreement.

1.3 This Component Schedule applies only to those Component Services (the "Component Services") described herein.

PART II: FUNDING PERIOD

2.1 The Funding Period to which this Component Schedule applies starts on April 1, 2014 and ends on March 31, 2015 the end date specified in section 2.01 of the Agreement, or the earlier termination of this Agreement in accordance with its terms, whichever first occurs.

PART III: DESCRIPTION OF COMPONENT SERVICES & RELATED PROVISIONS

Desired Outcomes

3.1 Through the delivery of the Component Services the Province wishes to realize and the Contractor will use its best efforts to achieve the following desired outcomes:

- Increased capacity to maintain child(ren) in the family/caregiver home:
- Improved level of personal functioning;
- Increased ability to form and maintain healthy relationships, including couple, parent/child and family relationships;
- Increased ability to cope with trauma and/or distress;
- Reduced isolation through increased connections to personal support system, community supports and resources, and/or employment where applicable;
- Increased personal safety; and,
- Increased level of child functioning.

The parties acknowledge that the Contractor does not warrant that the desired outcomes will be achieved.

Service Deliverables

3.2 The Contractor will provide or deliver, or will cause to be provided or delivered, the following:

(a) Program Goals and Objectives

The overall goals of this program are increase safety for families with children and youth who experience domestic violence and to reduce the harmful impact of domestic violence on those families, children and youth.

Additional goals include the following:

- to support and participate in a Burnaby Community Plan for an integrated response to families with children and youth who are experiencing or witnessing domestic violence;
- to support and participate in a Burnaby Community Domestic Violence Response Committee including but not limited to Ministry of Children and Family Development (MCFD), RCMP, FHA agencies that provide service to these organizations and other appropriate advocacy that provide services including multi-cultural agencies;
- to promote systemic change and reduce barriers to effective intervention through education and advocacy, within the justice system and the community;
- to facilitate increased understanding, cooperation, and collaboration among team members, collateral agencies, institutions, and individuals, thereby improving overall system response; and
- to act as a resource by providing information, case consultation, and training to members of the Burnaby RCMP Service and other community members as requested.

(b) Service Description:

The service includes but not limited to counselling and support for the victims of domestic violence, community work, developing capacity and readiness for an integrated service response. Seeking and strengthening appropriate partnership, education, advocacy and training.

This service will adopt a collaborative, interdisciplinary approach to working with individuals and systems:

- to increase the safety of victims of domestic violence
- to hold abusers accountable for their actions
- to enhance community readiness

(c) **Target Population:**
Families with children and youth who are permanently residing in Burnaby, who are currently experiencing significant conflict or stress and or witnessing family violence, conflict or stress.

(d) **Referral Process:**
Referrals come through MCFD and referral criteria under development.

(e) **Inputs:**
Staff Qualifications: A minimum requirement of a Bachelor's Degree in Social Work or related discipline, and specific training and expertise in addressing violence in relationships

Supervision: Clinical and administrative supervision will be provided regularly and as required in accordance with Contractor's accreditation standards.

The Contractor will provide a 1.033 FTE funded by the MCFD as follows:
- 1.0 FTE of social worker staffing and .033 FTE of supervision or 1.15 hours per week

(f) **Outputs:**
Service Units

The following service unit definition is applied:

Service Unit v.II is defined as "an hour of service provision to an identified Client, or group of Clients, and will include such activities as face to face contact, Client specific report writing, Client specific telephone calls, case management meetings, case consultation and case supervision, training where pre-approved by the MCFD as billable, and community meetings and travel directly related to contracted services. Activities that do not fall under the definition of Service Unit include program information inquiries of a general nature, statistical or data collection, team meetings, organization staff training, development and supervision."

The calculation submitted by the Contractor indicates that one (1.0) FTE converts to 1,191 service units per annum.

A total of 1,191 service units per annum will be provided by the Social Worker(s).

(g) **Activities:**
Activities will include but not be limited to:
- Provision of client counselling and support
- advocacy and bridging between the client, legal and social agencies;
- collaboration with collateral service providers, such as children who witness violence programs, women's support groups, and Ministry child protection staff;
- participation in the development of community strategies to stop violence against women including monitoring of cases to identify and resolve service gaps, evaluating programs, and making recommendations.

(h) **Monitoring of Program**

Outputs/Quantitative Data:

On a semi-annually basis, the Contractor will submit a report of the following outputs for the proceeding period:

- # of hours direct service to clients
- # of indirect service (as outlined above)

3.3 In addition to the preceding deliverables, the Contractor must maintain information on service delivery and meet the reporting requirements specified under section 5.1 of this Component Schedule.

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(b) informing the Province when a client complainant requests a formal complaint review under the complaint review process of the Ministry of Children and Family Development.

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Unearned Revenue

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(a) recover the unearned revenue as a debt due to the government in accordance with the *Financial Administration Act*; or

(b) reduce future payments payable by the province to the Contractor under one or more Component schedules to this Agreement by the amount of the unearned revenue.

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5.2 The reports referred to in section 5.1 will be submitted within 10 business days of the end of the period specified, commencing with a first report for the period ending October 31, 2014. For the purpose of this section and section 5.3, a "business day" is any day which is not a Saturday, a Sunday or a statutory holiday in British Columbia.

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6.2 The following documents are specified as Contractor's Documents under section 1.01(f) of the Agreement:

(a) **NOT APPLICABLE**

6.3 The following documents are specified as Province's Documents under section 1.01(n) of the Agreement:

(a) any Client Records excluded under section 6.1 of this Component Schedule;

(b) **NOT APPLICABLE**

6.4 The copyright in the Province's Documents belongs exclusively to the Province. Upon the Province's request, the Contractor must deliver to the Province documents satisfactory to the Province waiving in the Province's favour any moral rights which the Contractor, a Subcontractor or any of their employees may have in the Province's Documents and confirming the vesting of the copyright in the Province.

6.5 Any Personal Information in the Province's Documents collected by the Contractor is collected on behalf of the Province.

6.6 The Province may issue instructions to the Contractor so that the Province is able to comply with its duties under Part 3 of the *Freedom of Information and Protection of Privacy Act*, or other applicable laws, in relation to any Personal Information which as a result of this Agreement is in the possession of the Contractor or a Subcontractor and to which that Part applies, and the Contractor must comply with those instructions.

6.7 The Contractor and the Province must each treat the other's Documents as confidential and not permit disclosure of the other party's Documents without the prior written consent of the other party except as permitted or required by applicable law, including the *Freedom of Information and Protection of Privacy Act.*

6.8 The Contractor must keep all Documents segregated from other documents to the extent it is practical to do so, safeguard them and not permit their disposition or destruction without the prior written consent of the Province except as permitted or required by applicable law, including the *Document Disposal Act*. The Contractor must keep the Province advised at all times of the location of all premises at which the Contractor is keeping any of the Documents. This section continues in force after this Agreement ends.

6.9 File formats and retention schedules for Documents related to the provision of the Component Services are as follows:

(a) The Commission on Accreditation of Rehabilitation Facilities (CARFT) Standards.

6.10 If the Contractor's Documents includes any Client Records relating to an individual referred to the Contractor by the Province, the Contractor will, as contemplated under section 6.8 of this Component Schedule and section 9.05 of the Agreement, continue to comply with the provisions of those sections after the expiry or termination of this Component Schedule and on the termination or expiry of this Agreement the Contractor will transfer ownership and deliver physical possession of those Client Records to the Province.

Information Systems

6.11 The Contractor will provide and maintain adequate and reasonable information systems to enable the Contractor to provide the Component Services.

6.12 The Contractor will ensure that adequate and reasonable information systems security measures are taken, in particular with respect to client information, preventing any unauthorized access to personal information.

6.13 The Contractor will manage electronic information defined as the Province's Documents in accordance with the *Document Disposal Act* and the *Freedom of Information and Protection of Privacy Act*.

PART VII: GENERAL

Property

7.1 The following property to be acquired by the Contractor solely with funds to be paid by the Province under this Component Schedule is specified under section 8.01(c) of the Agreement as property to be owned by the Province:

(a) **NOT APPLICABLE**

7.2 The following property provided by the Province to the Contractor or a Subcontractor for the purposes of this Agreement is to be owned by the Contractor or Subcontractor as indicated:

(a) **NOT APPLICABLE**

Building Code

7.3 The Contractor must ensure that all housing and facilities conform to the applicable standards and regulations of authorities having jurisdiction including any requirements for licensing of community care facilities in accordance with the *Community Care Facility Act*.

Business Registration

7.4 Upon the Province's request, provide written proof of registration to conduct business in British Columbia, such as a business license or certificate of good standing from the Corporate Registry of British Columbia.

Permits and Licenses

7.5 The Contractor will obtain all the permits and licenses required to perform the Component Services, including:

(a) all permits and licenses required by Municipal, Provincial and .

Insurance

7.6 The insurance requirements contemplated in section 10.01 of the Agreement are set out in Attachment 2 to this Component Schedule.

Workers' Compensation Board (WCB)

7.7 Where deemed to be an employer under the *Workers' Compensation Act*, the Contractor will register and comply with applicable WCB regulations and orders and upon the Province's request, the Contractor will provide the Province with written proof of compliance with this section.

Subcontractors

7.8 The following persons or group of persons, are specified as Subcontractors under section 11.01 of the Agreement:

(a) **NOT APPLICABLE**

Contact Information

7.9 For the purpose of section 14.01 of the Agreement, the addresses and fax numbers of the parties are as follows:

Address and fax number for notices to the Province:

Address: 300 – 5172 Kingsway, Burnaby, BC, V5H 2E8
Fax Number: (604) 775-0840

Address and fax number for notices to the Contractor:

Address: 201 – 1638 East Broadway, Vancouver, BC, V5N 1W1
Fax Number: (604) 733-7009

Authorized Persons

7.10 In addition to the persons listed in the section 15.13 of the Agreement, any of the following persons may act for the Province in relation to the Component Services:

(a) Community Services Manager.

7.11 The Contractor designates any of the following persons, identified by name or position title to act for the Contractor in relation to this Agreement:

(a) Executive Director, and/or

(b) Chair, Board of Directors

Termination

7.12 For the purposes of section 12.03(b) of the Agreement, 60 days (between 30 and 365 days) written notice must be given by one party to the other that this Component Schedule is to end. In no case will length of termination notice under this section exceed the duration of the notice given in section 12.01(c) of the Agreement.

PART VIII: SERVICE SPECIFIC PROVISIONS

Criminal Records Check

8.1 In accordance with the *Criminal Records Review Act*, the Contractor will undertake a criminal record check on each staff member or other person (such as a volunteer for the Contractor) who works with children or who has access to their records.

8.2 In addition to any criminal record checks required under the *Criminal Records Review Act*, the Province hereby requires and the Contractor agrees to carry out criminal records checks on:

(a) all staff, students and volunteers providing services to children or having access to their records.

8.3 The Contractor will provide to the Province, upon the Province's request, written confirmation that:

(a) criminal record checks have been initiated;

(b) the Contractor has acted on instructions from the adjudicator or the Province; and

(c) all other related procedures have been followed.

Waivers Of Liability relating to Services to Children

8.4 If the Contractor is providing Component Services to children, the Contractor will not require a parent or guardian, or a person acting for a parent or guardian, to waive the Contractor's liability for negligence in the provision of the Component Services.

Rights of Children in Care

8.5 If the Contractor is providing Component Services to children in care under the Child, Family and Community Service Act, the Contractor will provide the Component Services in a manner consistent with the rights of children recognized under that Act to:

(a) be well cared for, with adequate food, shelter, clothing and health care;
(b) be involved in decisions that affect them;

(c) know about plans for their care;
(d) have their own belongings and privacy;
(e) know that their caregivers expect them to behave, and what the consequences of not behaving are;
(f) not be punished physically or in any other abusive way;
(g) have their language and culture respected;
(h) take part in social and recreational activities;
(i) know about and be helped in contacting the Child, Youth and Family Advocate;
(j) speak in private to family and friends (if they want to and it is safe), or to a lawyer, the Ombudsman or the Child, Youth and Family Advocate; and
(k) know their rights and how to enforce them.

PART IX: CONFLICT RESOLUTION OFFICIALS

9.1 The designated "Officials" of the parties for the purposes of the Conflict Resolution Protocol are:

	Province	Contractor
Stage One:	Community Services Manager	Executive Director or Designate
Stage Two:	Executive Director of Service	Executive Director or Designate
Stage Three:	Deputy Minister or Designate	Chair, Board of Directors or Designate

The parties have executed this Component Schedule as follows:

SIGNED on behalf of the Province by an authorized representative of the Ministry of Children and Family Development on the 27 day of May, 2014.

Print Name: Sue Hassard
Print Title: Community Services Manager

SIGNED by or on behalf of the Contractor (or by an authorized signatory of the Contractor if a corporation) on the 26 day of May, 2014.

Print Name: Caroline Bonesky
Print Title: Chief Executive Officer

ATTACHMENT 1 - Contractor Revenue And Expense Forecast

Contractor Revenue And Expense Forecast

Schedule # RC00122H22

Contractor Name/Address: Family Services of Greater Vancouver
201 – 1638 East Broadway, Vancouver, BC, V5N 1W1

Name of Program(s)/Service(s): **Domestic Violence Response Program**

Reporting Period (from/to):

STATEMENT OF REVENUE AND EXPENSES	Previous Year	YTD Actual	Forecast to end of Funding Period	Approved Funding	Variance
REVENUE					
MCFD Regular Payments (monthly)					
MCFDInvoiced Payments					
Other MCFD Payments (specify):					
TOTAL GROSS REVENUE					
Program/Service Expenses					
Total Compensation (wages and benefits)					
Program/Service Client Support Costs					
Program/Services Facilities Costs					
Administration Costs*					
TOTAL GROSS EXPENSES					
TOTAL NET (+/-)					

* Definitions from the Specified Audit Procedures, Chapter 6, General Management Operating Policy.

Comments regarding variances:

This report has been prepared from the books and records of the Contractor for the funding period ended _____. I hereby confirm to the best of my knowledge and belief, that the information contained herein, was compiled in accordance with generally accepted accounting principles and in compliance with the Province's General Management Operating Policy. There is nothing to my knowledge that has not been disclosed in this report which would affect the accuracy and completeness of the financial information.

Signature Date

Print Name Print Title

ATTACHMENT 2 - Insurance Requirements

Attachment 2 to Component Schedule No. RC00122H22

Insurance

The Contractor will:

1.01 For the purpose of section 10.01 of the Client Service Agreement, where the Component Services are provided to the public on behalf of the Province and represent the contractor's substantial operation, be deemed eligible for and may receive coverage under the Government Master Insurance Program (GMIP).

1.02 When deemed ineligible for GMIP, without limiting its obligations or liabilities and at its own expense, provide and maintain throughout the Term, Comprehensive General Liability in an amount not less than $2,000,000 inclusive per occurrence insuring against bodily injury, personal injury and property damage and including liability assumed under contract with insurers licensed in the province of British Columbia and in the forms and amounts acceptable to the Province.

1.03 Ensure all required insurance is endorsed to provide the Province with 30 days advance written notice of cancellation or material change.

1.04 Provide the Province with evidence of the required insurance, in the form of a completed Province of British Columbia Certificate of Insurance, immediately following execution and delivery of the Agreement.

Insurance and Indemnity

2.01 In addition to the standard insurance required under this Agreement, the Contractor will provide the following insurance:

(a)

COMPONENT SERVICES SCHEDULE (FUNDING PERIOD 2011-4-01 - 2012-03-31)

PART I: INTRODUCTION

1.1 This Component Schedule forms part of the Agreement dated for reference the 1st day of April, 2000 (the "Agreement").

1.2 Unless defined differently in this Component Schedule, terms used in this Component Schedule will have the meanings given to them by the Agreement.

1.3 This Component Schedule applies only to those Component Services (the "Component Services") described herein.

PART II: FUNDING PERIOD

2.1 The Funding Period to which this Component Schedule applies starts on April 1, 2011 and ends on March 31, 2012 the end date specified in section 2.01 of the Agreement, or the earlier termination of this Agreement in accordance with its terms, whichever first occurs.

PART III: DESCRIPTION OF COMPONENT SERVICES & RELATED PROVISIONS

Desired Outcomes

3.1 Through the delivery of the Component Services the Province wishes to realize and the Contractor will use its best efforts to achieve the following desired outcomes:

- Increased capacity to maintain child(ren) in the family/caregiver home:
- Improved level of personal functioning;
- Increased ability to form and maintain healthy relationships, including couple, parent/child and family relationships;
- Increased ability to cope with trauma and/or distress;
- Reduced isolation through increased connections to personal support system, community supports and resources, and/or employment where applicable;
- Increased personal safety; and,
- Increased level of child functioning.

The parties acknowledge that the Contractor does not warrant that the desired outcomes will be achieved.

Service Deliverables

3.2 The Contractor will provide or deliver, or will cause to be provided or delivered, the following:

(a) Program Goals and Objectives

The overall goals of this program are increase safety for families with children and youth who experience domestic violence and to reduce the harmful impact of domestic violence on those families, children and youth.

Additional goals include the following:

- to support and participate in a Burnaby Community Plan for an integrated response to families with children and youth who are experiencing or witnessing domestic violence
- to support and participate in a Burnaby Community Domestic Violence Response Committee including but not limited to Ministry of Children and Family Development (MCFD), RCMP, FHA agencies that provide service to these organizations and other appropriate advocacy that provide services including multi-cultural agencies.
- to promote systemic change and reduce barriers to effective intervention through education and advocacy, within the justice system and the community;
- to facilitate increased understanding, cooperation, and collaboration among team members, collateral agencies, institutions, and individuals, thereby improving overall system response; and
- to act as a resource by providing information, case consultation, and training to members of the Burnaby RCMP Service and other community members as requested.

(b) **Service Description**

The service includes but not limited to counselling and support for the victims of domestic violence, community work, developing capacity and readiness for an integrated service response. Seeking and strengthening appropriate partnership, education, advocacy and training.

This service will adopt a collaborative, interdisciplinary approach to working with individuals and systems:

- to increase the safety of victims of domestic violence
- to hold abusers accountable for their actions
- to enhance community readiness

(c) **Target Population:**
Families with children and youth who are permanently residing in Burnaby, who are currently experiencing significant conflict or stress and or witnessing family violence, conflict or stress

(d) **Referral Process:**
Referrals come through MCFD and referral criteria under development

(e) **Inputs:**
Staff Qualifications: A minimum requirement of a Bachelor's Degree in Social Work or related discipline, and specific training and expertise in addressing violence in relationships

Supervision: Clinical and administrative supervision will be provided regularly and as required in accordance with Contractor's accreditation standards.

The Contractor will provide a .533 FTE funded by the MCFD as follows:
- 0.5 FTE of social worker staffing and .033 FTE of supervision or 1.15 hours per week

(f) **Outputs:**
The Contractor will provide **560.5 hours** of service per annum from MCFD funded FTE as follows:

- direct client intervention: 10 hours per week
- collateral, advocacy and community education: 7.5 hours per week

(g) **Activities:**
Activities will include but not be limited to:
- Provision of client counselling and support
- advocacy and bridging between the client, legal and social agencies;
- collaboration with collateral service providers, such as children who witness violence programs, women's support groups, and Ministry child protection staff;
- participation in the development of community strategies to stop violence against women including monitoring of cases to identify and resolve service gaps, evaluating programs, and making recommendations.

(h) **Monitoring of Program**
Outputs/Quantitative Data:
On a semi-annually basis, the Contractor will submit a report of the following outputs for the proceeding period:
- # of hours direct service to clients
- # of indirect service (as outlined above)

3.3 In addition to the preceding deliverables, the Contractor must maintain information on service delivery and meet the reporting requirements specified under section 5.1 of this Component Schedule.

Policies and Standards

3.4 The Contractor will, with respect to the service deliverables of the Component Services specified in section 3.2 of this Component Schedule, comply with the policies set out in the following:

(a) Accreditation Policy,

(b) Integrated Case Management Policy, and

(c) Complaint Process Policy

3.5 The Contractor will ensure that its organization and activities comply with the Organizational Standards of the Government of British Columbia and the following Program Standards:

(a) The Commission on Accreditation of Rehabilitation Facilities (CARF) Standards.

Operational Principles

3.6 The parties agree that the following operational principles apply to the provision of the Component Services:

(a) clients, whether their needs are simple or complex, short or long-term, will receive timely, appropriate, and effective assistance that respects and promotes their independence and self-determination within the limits of the available resources;

(b) development of client care plans will, as appropriate to the circumstances of the client, involve the client, whether individual or family and other persons or authorities involved in the client's care.

Advocacy

3.7 The parties recognize that advocacy includes a client's right for their views to be heard and considered in decisions affecting them and that no party will take retributive action towards the other party or a client as a result of that party supporting the client's or the client's representative's expression of the client's views.

Cultural Competency

3.8 The parties agree to demonstrate an understanding and commitment to cultural competency and ensure cultural competency principles and practices are incorporated into the delivery of the Component Services. The parties agree to work within the framework provided by the *Human Rights Act* and the *Multiculturalism Act* for the provision of the Component Services.

Religious Belief or Religious Affiliation

3.9 The Contractor will ensure that clients will be entitled to independence from the Contractor's religious beliefs or religious affiliations.

Client Complaint Resolution

3.10 The Contractor will deal with client complaints about its delivery of the Component Services by:

(a) complying with the Province's established complaint process; and

(b) informing the Province when a client complainant requests a formal complaint review under the complaint review process of the Ministry of Children and Family Development.

PART IV: FEES AND EXPENSES/PAYMENT PROVISIONS

Aggregate Maximum

4.1 Subject to the provisions of this Agreement, the Province will pay to the Contractor an amount not exceeding $41,182.29 in the aggregate for providing the Component Services during the Funding Period.

Payments

4.2 Subject to paragraph 4.1, the Province will make payments to the Contractor in the following amounts and manner:

(a) the amount of $3,431.85 on or about the 15th day of each month commencing on the 15th day of April, 2011 and continuing until the end of the Funding Period

(b) .

Unearned Revenue

4.3 If the Contractor receives funds from the province under this Component Schedule which are to be applied by the Contractor to the provision of services specified in this Component Schedule or to the performance of any other obligation of the Contractor under this Component Schedule and the Contractor does not apply the funds to those purposes within the time or in the manner required under this Component Schedule, the amount of the funds which is not so applied (referred to in this Component Schedule as "unearned revenue") is repayable to the Province and the Province may, at its option, do either or both of the following:

(a) recover the unearned revenue as a debt due to the government in accordance with the *Financial Administration Act*; or

(b) reduce future payments payable by the province to the Contractor under one or more Component schedules to this Agreement by the amount of the unearned revenue.

4.4 Unearned revenue does not include a surplus derived through efficiencies or funds remaining after delivering all Services in accordance with the Component Schedules under this Agreement.

4.5 In accordance with section 15.04 of the Agreement, the Contractor will remit to the Province the following:

(a) **NOT APPLICABLE**

PART V: STATEMENTS AND REPORTS

5.1 The Contractor will submit Semi-Annually to the Province reports, in form and content acceptable to the Province, for the preceding period as specified, relating to the Component Services. The required content of these reports may include, but is not limited to, the following information:

(a) the quantity of services (by # of hours, # of sessions, bed days, etc.) and any variance from expected and contracted deliverables,

(b) a description of the clients who used the services during the reporting period (by total number, by gender, by age and any other demographics relevant to the purposes and goals of the Component Services), and

5.2 The reports referred to in section 5.1 will be submitted within 10 business days of the end of the period specified, commencing with a first report for the period ending _____October 31, 2011___. For the purpose of this section and section 5.3, a "business day" is any day which is not a Saturday, a Sunday or a statutory holiday in British Columbia.

5.3 Whether or not an annual financial statement (or review or audit of the same) is required and submitted under section 9.01 of the Agreement, the Contractor will, for the purposes of negotiation of any future agreement, submit to the Province, within 20 business days of the end of the 3rd quarter of the Funding Period, a Contractor Revenue and Expense Forecast for the duration of the Funding Period. (A sample of the contractor Revenue and Expense Forecast is included as Attachment 1 to this Component Schedule).

PART VI: INFORMATION MANAGEMENT PLAN

Definitions

6.1 "Client Records" means, with respect to an identifiable individual, records containing Personal Information created or produced by the Contractor as a result of the provision to that individual of any of the Component Services under this Component Schedule, but does not include records of an individual's Personal Information received by the Contractor from the Province or CFCSA information.

Document Ownership

6.2 The following documents are specified as Contractor's Documents under section 1.01(f) of the Agreement:

(a) **NOT APPLICABLE**

6.3 The following documents are specified as Province's Documents under section 1.01(n) of the Agreement:

(a) any Client Records excluded under section 6.1 of this Component Schedule;

(b) **NOT APPLICABLE**

6.4 The copyright in the Province's Documents belongs exclusively to the Province. Upon the Province's request, the Contractor must deliver to the Province documents satisfactory to the Province waiving in the Province's favour any moral rights which the Contractor, a Subcontractor or any of their employees may have in the Province's Documents and confirming the vesting of the copyright in the Province.

6.5 Any Personal Information in the Province's Documents collected by the Contractor is collected on behalf of the Province.

6.6 The Province may issue instructions to the Contractor so that the Province is able to comply with its duties under Part 3 of the *Freedom of Information and Protection of Privacy Act*, or other applicable laws, in relation to any Personal Information which as a result of this Agreement is in the possession of the Contractor or a Subcontractor and to which that Part applies, and the Contractor must comply with those instructions.

6.7 The Contractor and the Province must each treat the other's Documents as confidential and not permit disclosure of the other party's Documents without the prior written consent of the other party except as permitted or required by applicable law, including the *Freedom of Information and Protection of Privacy Act*.

6.8 The Contractor must keep all Documents segregated from other documents to the extent it is practical to do so, safeguard them and not permit their disposition or destruction without the prior written consent of the Province except as permitted or required by applicable law, including the *Document Disposal Act*. The Contractor must keep the Province advised at all times of the location of all premises at which the Contractor is keeping any of the Documents. This section continues in force after this Agreement ends.

6.9 File formats and retention schedules for Documents related to the provision of the Component Services are as follows:

(a) The Commission on Accreditation of Rehabilitation Facilities (CARFT) Standards.

6.10 If the Contractor's Documents includes any Client Records relating to an individual referred to the Contractor by the Province, the Contractor will, as contemplated under section 6.8 of this Component Schedule and section 9.05 of the Agreement, continue to comply with the provisions of those sections after the expiry or termination of this

Component Schedule and on the termination or expiry of this Agreement the Contractor will transfer ownership and deliver physical possession of those Client Records to the Province.

Information Systems

6.11 The Contractor will provide and maintain adequate and reasonable information systems to enable the Contractor to provide the Component Services.

6.12 The Contractor will ensure that adequate and reasonable information systems security measures are taken, in particular with respect to client information, preventing any unauthorized access to personal information.

6.13 The Contractor will manage electronic information defined as the Province's Documents in accordance with the *Document Disposal Act* and the *Freedom of Information and Protection of Privacy Act.*

PART VII: GENERAL

Property

7.1 The following property to be acquired by the Contractor solely with funds to be paid by the Province under this Component Schedule is specified under section 8.01(c) of the Agreement as property to be owned by the Province:

(a) **NOT APPLICABLE**

7.2 The following property provided by the Province to the Contractor or a Subcontractor for the purposes of this Agreement is to be owned by the Contractor or Subcontractor as indicated:

(a) **NOT APPLICABLE**

Building Code

7.3 The Contractor must ensure that all housing and facilities conform to the applicable standards and regulations of authorities having jurisdiction including any requirements for licensing of community care facilities in accordance with the *Community Care Facility Act.*

Business Registration

7.4 Upon the Province's request, provide written proof of registration to conduct business in British Columbia, such as a business license or certificate of good standing from the Corporate Registry of British Columbia.

Permits and Licenses

7.5 The Contractor will obtain all the permits and licenses required to perform the Component Services, including:

(a) all permits and licenses required by Municipal, Provincial and .

Insurance

7.6 The insurance requirements contemplated in section 10.01 of the Agreement are set out in Attachment 2 to this Component Schedule.

Workers' Compensation Board (WCB)

7.7 Where deemed to be an employer under the *Workers' Compensation Act*, the Contractor will register and comply with applicable WCB regulations and orders and upon the Province's request, the Contractor will provide the Province with written proof of compliance with this section.

Subcontractors

7.8 The following persons or group of persons, are specified as Subcontractors under section 11.01 of the Agreement:

(a) **NOT APPLICABLE**

Contact Information

7.9 For the purpose of section 14.01 of the Agreement, the addresses and fax numbers of the parties are as follows:

Address and fax number for notices to the Province:

Address: #240 - 4680 Kingsway, Burnaby, BC V5H 4L9
Fax Number: (604) 775-0840

Address and fax number for notices to the Province:

Address: 1616 West 7th Avenue, Vancouver, BC V6J 1S5
Fax Number: (604) 733-7009

Authorized Persons

7.10 In addition to the persons listed in the section 15.13 of the Agreement, any of the following persons may act for the Province in relation to the Component Services:

(a) Community Services Manager.

7.11 The Contractor designates any of the following persons, identified by name or position title to act for the Contractor in relation to this Agreement:

(a) VP, PROGRAMS + SERVICES ~~Associate Executive Director~~, and/or

(b) CHIEF Executive ~~Director~~ OFFICER

Termination

7.12 For the purposes of section 12.03(b) of the Agreement, 60 days (between 30 and 365 days) written notice must be given by one party to the other that this Component Schedule is to end. In no case will length of termination notice under this section exceed the duration of the notice given in section 12.01(c) of the Agreement.

PART VIII: SERVICE SPECIFIC PROVISIONS

Criminal Records Check

8.1 In accordance with the *Criminal Records Review Act*, the Contractor will undertake a criminal record check on each staff member or other person (such as a volunteer for the Contractor) who works with children or who has access to their records.

8.2 In addition to any criminal record checks required under the *Criminal Records Review Act*, the Province hereby requires and the Contractor agrees to carry out criminal records checks on:

(a) all staff, students and volunteers providing services to children or having access to their records.

8.3 The Contractor will provide to the Province, upon the Province's request, written confirmation that:

(a) criminal record checks have been initiated;

(b) the Contractor has acted on instructions from the adjudicator or the Province; and

(c) all other related procedures have been followed.

Waivers Of Liability relating to Services to Children

8.4 If the Contractor is providing Component Services to children, the Contractor will not require a parent or guardian, or a person acting for a parent or guardian, to waive the Contractor's liability for negligence in the provision of the Component Services.

Rights of Children in Care

8.5 If the Contractor is providing Component Services to children in care under the Child, Family and Community Service Act, the Contractor will provide the Component Services in a manner consistent with the rights of children recognized under that Act to:

(a) be well cared for, with adequate food, shelter, clothing and health care;
(b) be involved in decisions that affect them;
(c) know about plans for their care;
(d) have their own belongings and privacy;
(e) know that their caregivers expect them to behave, and what the consequences of not behaving are;

(f) not be punished physically or in any other abusive way;
(g) have their language and culture respected;
(h) take part in social and recreational activities;
(i) know about and be helped in contacting the Child, Youth and Family Advocate;
(j) speak in private to family and friends (if they want to and it is safe), or to a lawyer, the Ombudsman or the Child, Youth and Family Advocate; and
(k) know their rights and how to enforce them.

PART IX: CONFLICT RESOLUTION OFFICIALS

9.1 The designated "Officials" of the parties for the purposes of the Conflict Resolution Protocol are:

	Province	Contractor
Stage One:	Community Services	Associate Executive Director
Stage Two:	Regional Executive Director	Executive Director
Stage Three:	Deputy Minister or Designate	Chair, Board of Directors

The parties have executed this Component Schedule as follows:

SIGNED on behalf of the Province by an authorized representative of the Ministry of Children and Family Development on the 7th day of April, 2011

Print Name: Sue Hassard
Print Title: Community Services Manager

SIGNED by or on behalf of the Contractor (or by an authorized signatory of the Contractor if a corporation) on the 31 day of MARCH, 2011.

Print Name: Lyn Martens
Print Title: A/Chief Executive Officer

ATTACHMENT 1 - Contractor Revenue And Expense Forecast

Contractor Revenue And Expense Forecast

Schedule # RC00122H22

Contractor Name/Address: Family Services of Greater Vancouver 1616 West 7th Avenue, Vancouver, BC V6J 1S5

Name of Program(s)/Service(s): **Domestic Violence Response** Program

Reporting Period (from/to):

STATEMENT OF REVENUE AND EXPENSES	Previous Year	YTD Actual	Forecast to end of Funding Period	Approved Funding	Variance
REVENUE					
MCFD Regular Payments (monthly)					
MCFDInvoiced Payments					
Other MCFD Payments (specify):					
TOTAL GROSS REVENUE					
Program/Service Expenses					
Total Compensation (wages and benefits)					
Program/Service Client Support Costs					
Program/Services Facilities Costs					
Administration Costs*					
TOTAL GROSS EXPENSES					
TOTAL NET (+/-)					

* Definitions from the Specified Audit Procedures, Chapter 6, General Management Operating Policy.

Comments regarding variances:

This report has been prepared from the books and records of the Contractor for the funding period ended _____. I hereby confirm to the best of my knowledge and belief, that the information contained herein, was compiled in accordance with generally accepted accounting principles and in compliance with the Province's General Management Operating Policy. There is nothing to my knowledge that has not been disclosed in this report which would affect the accuracy and completeness of the financial information.

Signature Date

Print Name Print Title

ATTACHMENT 2 - Insurance Requirements

Attachment 2 to Component Schedule No. RC00122H22

Insurance

The Contractor will:

1.01 For the purpose of section 10.01 of the Client Service Agreement, where the Component Services are provided to the public on behalf of the Province and represent the contractor's substantial operation, be deemed eligible for and may receive coverage under the Government Master Insurance Program (GMIP).

1.02 When deemed ineligible for GMIP, without limiting its obligations or liabilities and at its own expense, provide and maintain throughout the Term, Comprehensive General Liability in an amount not less than $2,000,000 inclusive per occurrence insuring against bodily injury, personal injury and property damage and including liability assumed under contract with insurers licensed in the province of British Columbia and in the forms and amounts acceptable to the Province.

1.03 Ensure all required insurance is endorsed to provide the Province with 30 days advance written notice of cancellation or material change.

1.04 Provide the Province with evidence of the required insurance, in the form of a completed Province of British Columbia Certificate of Insurance, immediately following execution and delivery of the Agreement.

Insurance and Indemnity

2.01 In addition to the standard insurance required under this Agreement, the Contractor will provide the following insurance:

(a)

SERVICE AGREEMENT

BRITISH COLUMBIA

Ministry of Children and Family Development

MINISTRY OF CHILDREN AND FAMILY DEVELOPMENT

BRITISH COLUMBIA — Ministry of Children and Family Development	**MINISTRY SERVICE AGREEMENT: FT08424021** **DOING BUSINESS AS: FAMILY SERVICES OF GREATER VANCOUVER** **Agreement Name:** Family Pres/Mediation/Foster Parent Supp/CYSN Ch, Yth & Par Supp (PRIYD)

HER MAJESTY THE QUEEN IN RIGHT OF THE PROVINCE OF BRITISH COLUMBIA, represented by The Minister of Children and Family Development (the "Province", "we", "us", or "our" as applicable) at the following address:	AND FAMILY SERVICES OF GREATER VANCOUVER (Legal Name) (the "Contractor", "you", or "your" as applicable) at the following address:
6th Floor, 1177 West Broadway Vancouver, British Columbia Canada V6H 1G3 Fax Number: (604)660-5281	201-1638 BROADWAY E VANCOUVER, BC V5N 1W1 Fax Number: (604)733-7009

The term for the Service Agreement begins on: 01/04/2015 (Day/Month/Year) and ends on 31/03/2016 (Day/Month/Year)

THE PARTIES AGREE TO THE TERMS AND CONDITIONS OF THE SERVICE AGREEMENT LOCATED ON THE MINISTRY OF CHILDREN AND FAMILY DEVELOPMENT'S WEBSITE, VERSION 1.1 DATED JANUARY 13, 2015, AND AGREE TO BE BOUND BY THE SCHEDULES LISTED BELOW AND ATTACHED TO THIS AGREEMENT:

SCHEDULE A	-	SERVICES
SCHEDULE B	-	PAYMENT
SCHEDULE C	-	APPROVED SUBCONTRACTOR(S)
SCHEDULE D	-	INSURANCE
SCHEDULE E	-	AUTHORIZED PERSONS
SCHEDULE F	-	INFORMATION MANAGEMENT (RECORDS, PRIVACY AND SECURITY)
SCHEDULE H	-	ADDITIONAL TERMS

(collectively, the "Agreement")

SIGNED AND DELIVERED on the 2nd day of March, 2015 on behalf of the Province by its duly authorized representative

Signature: [signature]

Print Name: Sharon Armstrong

Position: Community Services Manager or Designate

Responsibility Centre: CSM - VANCOUVER SOUTH

SIGNED AND DELIVERED on the 2nd day of April, 2015 by or on behalf of the Contractor (or by its authorized signatory or signatories if the Contractor is a corporation)

Signature: [signature]

Print Name: Caroline Bonesky Position: Chief Executive Officer

Signature:

Print Name: Position:

Signature:

Print Name: Position:

Contractor: By signing above you agree that you have read, understand, and agree to be bound by, the Terms and Conditions and the Schedules for the Service Agreement

SCHEDULE A – SERVICES

GENERAL

In 2014 the Contract Efficiency and Flexibility Initiative (CEFI) was established. The purpose of CEFI is to increase contract management efficiency, increase flexibility in service delivery and develop and/or streamline reporting for Ministry contracted services. The Contractor is one of four service providers that volunteered to pilot strategies to achieve the objectives of CEFI. To that end, the Parties have amalgamated funding and services from the following Subsidiary Component Agreements (SCA) into a new Agreement no. FT08424021, commencing April 1, 2015:

1.	Family Preservation and Reunification	FT08424008	Vancouver
2.	Project Parent	FT08424003	Burnaby, New Westminster
3.	Project Parent	FT08424010	Surrey, Langley, Delta
4.	Family Mediation and Reunification Program (Family Counselling/Family Development Response remains in FT08424002)	FT08424002	Burnaby, New Westminster New Westminster
5.	Foster Parent Support and Education	FT08424006	Richmond, Vancouver
6.	Child and Youth with Special Needs (CYSN) Child, Youth and Parent Support	FT08424016	Vancouver only
7.	Child and Youth with Special Needs (CYSN) Child, Youth and Parent Support	FT08424019	Burnaby, New Westminster

For the purpose of this amalgamated Agreement, the Parties worked toward standardizing the language and format for service deliverables, reduced and worked toward ensuring relevant and consistent reporting requirements, and will continue to review models of service delivery and contract flexibility. The Parties will further work to implement processes to support the utilization of specialized or limited resources across the service delivery areas to improve service to children, families and communities. Principles guiding this initiative include a commitment to maintaining community based partnerships while exploring broad based means of increasing contract effectiveness.

It is the intent in 2015/2016 to explore the feasibility of a centralized intake and waitlist management process for the non-residential services in Family Services, Child and Youth with Special Needs (CYSN) and Foster Parent Support and Education services.

The Parties agree to review the service descriptions, service delivery model, strategies, reporting requirements and information collected, by December 31, 2015 with the intent to evaluate what worked and what could be improved.

A. ANNUAL ALLOCATION AND FUNDING SUMMARY

1. The Annual Baseline funding is **$7,925,434.20.**

   Annual Baseline funding includes $1,155.00 for *Municipal Pension Plan* increases for subcontractor West Coast Family Centres Society and $62,903.08 for a general wage increase of 1% under the *Economic Stability Mandate*.

   The Aggregate Maximum is **$7,926,300.45**. The aggregate includes annual funding for subcontractor West Coast Family Centres Society of $1,155.00 for *Municipal Pension Plan* increases and a lump sum retroactive payment of $866.25 covering nine months of *Municipal Pension Plan* increases for July 1, 2014 to March 31, 2015. The aggregate also includes annual funding of $62,903.08 for a general wage increase of 1% under the *Economic Stability Mandate*.

The parties agree to review the service deliverables prior to June 30, 2015 with the intent to develop strategies to address the cost pressures identified by the Contractor.

2. Annual Funding and Service Summary

Please see **Attachment 1**.

3. Output

Please see **Attachment 2**.

For the purpose of this amalgamated Agreement, direct service hours for all programs required are estimated, and will be reviewed by December 31, 2015 to determine their reliability and validity in order to establish targets for 2016/17. The number of recipients is estimated based on previous years' utilization.

The Contractor should have the capacity to maximize resources and the quality of service delivered, as well as the ability to respond to meet the needs of the community and the client population. At the discretion of the Community Services Manager(s) or their designate(s) in negotiation with the Contractor, hours may be reallocated to address issues of:

(a) seasonal fluctuations in service requests;
(b demographic change;
(c) emergent service needs; or
(d) other influencing factors.

B. PROGRAM AND SERVICES

Please see **Attachment 3** for the complete description of services for each program included in this Agreement. The following is a summary of program and service areas included in this Agreement.

1) Family Preservation and Reunification Services

A. Individual Family Preservation and Reunification Services

Individual Family Preservation and Reunification Services are services provided directly to families by a Family Counsellor and are delivered primarily in the home. Additional specialized therapeutic interventions may be provided as an associated service by a clinician working directly with the Family Counsellor. Individual services include, but are not limited to:

1) Assessment and integrated service planning
2) Services to address concrete needs
3) Individual parent training and education
4) Therapeutic interventions with individuals, couples and families
5) Linkages to formal and informal supports

B. Associated Services

Associated services are adjuncts to the individualized work of a Family Counsellor, or are provided as a direct service forming part of the integrated service plan developed by Ministry social workers. These services are group-based or are provided by another professional or service provider and may be provided in the home or in community-based sites. Services and components may be provided at the completion of individual service or at any point during service provision depending on child, youth and family need and readiness. Associated services include, but are not limited to:

1) Group-based parent training and education
2) Specialized individual and group-based therapeutic interventions
3) Child and youth care intervention
4) Self-help/mutual aid

5) Linking and brokerage to volunteer mentoring services
6) Monitoring and supervision: supervised visitation
7) Homemaking: in-home services

2) Project Parent

Project Parent is a home-based parenting program that works with families who are experiencing a considerable amount of stress and/or difficulty that potentially interferes with their ability to parent adequately. The program enhances the safety and well-being of children and increases the capacity of parents to meet their children's physical, emotional, and developmental needs.

Services include, but are not limited to:

- assessment and integrated service planning
- individual parent training and education
- linkages to formal and informal supports
- individual, couple, and/or family counselling sessions
- therapeutic art and play activities for children
- adult groups

3) Family Mediation and Reunification

The Family Mediation and Reunification program provides an alternative process for parents and teens experiencing conflict, to resolve their difficulties through voluntary participation in mediation. Mediators work with the entire family in their home or in an office, if preferred, providing mediation, education, communication skill modeling and coaching, and community support development.

4) Foster Parent Support and Education

The Foster Parent Support and Education program involves a collaboration of three services providers, Family Services of Greater Vancouver (FSGV), Hollyburn Family Services and Milieu Children and Family Services (formerly Connexus Family and Children Services), who each provide various services within the program. Currently, the services and service delivery model is under review. FSGV primarily provides Foster Parent Support Services which include, but are not limited to:

- Screening, Information and Referral Services
- Protocol Training and Support
- Foster Parent Self-Help/Mutual Aid
- Foster Parent Volunteer Mentoring
- Support to Foster Parent Recruitment
- Relief Services to Foster Parents

5) CYSN Child, Youth and Parent Support

CYSN Child, Youth and Parent Support services are provided by a child care worker providing one-to-one and group intervention services aimed at children and youth who require teaching and reinforcement of pro-social and life skills, transitional or crisis support, or assistance to connect with specialized services or community supports. Assistance may also be provided in the development of child management or other parenting skills by the family. Service may be provided in a variety of locations in the community.

C. REPORTING REQUIREMENTS

The Contractor will submit to the Province reports, in form and content acceptable to the Province, relating to the services and programs outlined in this Agreement. Other information may be requested by the Province however, the required reports include, but are not limited to, the following:

1. Outcome Reporting

As part of the CEFI, the parties expressed their interest in moving towards Outcomes based contracting. As a step in this direction it was decided to pilot an effectiveness outcome indicator across all programs. Therefore, the Contractor agrees to complete the following annual Outcome reporting:

2015-2016 PERFORMANCE GRID: OBJECTIVE DOMAIN – EFFECTIVENESS

Objective	Indicator	Who Applied to	Time of Measure	Data Source	Obtained By	Performance Target
Vancouver Family Preservation And Reunification Services, Project Parent Burnaby/ New West and Project Parent Fraser South						
To improve personal and parental functioning.	% of families who demonstrate improvement in their family functioning	Families	Pre and post measures	Family Functioning Indicator Report	Family Counsellors	80%
Parent Teen Mediation						
To effect positive changes in family's ability to respectfully listen to differing opinions.	% of families that demonstrate improvement in their ability to communicate	Families	Pre and post measures	Family feedback forms and mediator assessment	Mediator	80%
Foster Family Support Services						
To improve placement stability	% of foster parent who report improved skills	Foster parents	Pre, mid point, and end of service	Program survey and direct foster parent feedback	Program Staff	100%
PRIYD						
To develop the client's life skills	% of workers that report a 5 pt or more increase in their client's life skill inventory rating	Children and youth	Pre-test measure at time of intake. Post-test measure at 6 to 9 months after service begins	Life Skills Inventory	Integration Support Workers	75%

Outcome reporting will be used to inform discussions regarding improving service delivery and not as a contract performance tool. To inform and enhance the discussion, the Contractor may provide additional program outcome reporting.

2. Output Indicator Reporting

The Contractor will submit Monthly Indicator Reports on service outputs to the Ministry.

3. Organization's Annual Report

The organization's Annual Report is due September 30th of every year during the term of this Agreement. The summary report will include achievements, trends, issues, outputs and outcomes.

4. Revenue and Expense Report

Revenue and Expense Reports completed in accordance with Canadian accounting standards as described in the Canadian Institute of Chartered Accountants (CICA) Handbook, as per Schedule B.

5. Annual Financial Statement

An annual financial statement completed in accordance with Canadian accounting standards as described in the Canadian Institute of Chartered Accountants (CICA) Handbook and on a fund accounting basis will be submitted as per the Terms and Conditions of the Service Agreement.

SUMMARY

Term **01/04/2015 to 31/03/2016** ***Total Amount of Agreement*** **$7,926,300.45**

Allocation by Programs and Services

Programs			
CYSN Child, Youth and Parent Support			
	Intervention - General		$786,403.20
		Sub-Total	**$786,403.20**
Family Mediation and Reunification Program			
	Intervention - General		$162,862.92
		Sub-Total	**$162,862.92**
Family Preservation and Reunification			
	Intervention - General		$6,790,495.92
		Sub-Total	**$6,790,495.92**

Grouped Services			
Foster Parent Support and Education			
	Intervention - General		$185,672.16
		Sub-Total	**$185,672.16**
MPP One Time Only Funding			
	Additional Cost - Service Providers		$866.25
Non-Program Services			
		Sub-Total	**$0.00**
		Total	**$7,926,300.45**

Allocation by Community

Communities Served		
Delta		$52,858.55
Langley		$73,081.13
Vancouver North		$2,995,433.93
Richmond (38)		$61,890.72
Vancouver South		$2,994,938.33
Surrey		$701,636.62
New Westminster		$287,900.59
Burnaby		$758,560.58
	Total	**$7,926,300.45**

Allocation by Business Area

Core Business Area	**Business Area - Sub Business Area**

Core Business Area	Business Area - Sub Business Area	
Child and Family Development		
	Family Development/Family Preservation and Reunification	$6,791,362.17
	Permanency Planning for Children and Youth/Children in Care	$185,672.16
	Youth Services	$162,862.92
	Sub-Total	**$7,139,897.25**
ECD, Child Care and Children and Youth with Special Needs		
	Children and Youth with Special Needs	$786,403.20
	Sub-Total	**$786,403.20**
	Total	**$7,926,300.45**

PROGRAMS

Family Preservation and Reunification

TARGET POPULATION:	Families involved with the ministry through its protection mandate. The focus is on families with children twelve years of age and under, but includes families with both children and youth.
OUTCOME:	Children, youth and their families are able to remain together or, if apart, are able to reunite, free from abuse and neglect.

Family Pres and Reunification and Project Parent (Family Preservation and Reunification)

SERVICE: INTERVENTION - GENERAL			**Total Amount**	$6,790,495.92
Definitions	Activities provided to maintain or prompt a planned change in the behaviour, condition or functioning of children, youth, and/or families/caregivers.			
Project Code	18CN289			
Input	Qualified Staff			
Output Indicators	# Direct Hours	**Quantity**	47159	
Reporting Frequency	Monthly			
Core Business Area	Child and Family Development			
Business Area	Family Development			
Sub Business Area	Family Preservation and Reunification			
Communities Served				
Burnaby	**Recipient(s)**	Family	**Amount**	$372,986.27
Delta	**Recipient(s)**	Family	**Amount**	$52,858.55
Langley	**Recipient(s)**	Family	**Amount**	$73,081.13
New Westminster	**Recipient(s)**	Family	**Amount**	$162,644.26
Surrey	**Recipient(s)**	Family	**Amount**	$701,636.62
Vancouver North	**Recipient(s)**	Family	**Amount**	$2,713,644.54
Vancouver South	**Recipient(s)**	Family	**Amount**	$2,713,644.55

BUSINESS AREA OUTCOMES

- Families have an enhanced capacity to care for their children
- Extended Families and communities are actively engaged and caring for children
- Children and youth are healthy and have a sense of well-being
- Children and youth are free from abuse, neglect and exploitation
- Children and youth experience stability and permanence in their family and alternative family environment
- Children in care are engaged and successful at school and experience positive outcomes
- Children in care transition successfully to adulthood through appropriate supports and supportive relationships

Family Mediation and Reunification Program

TARGET POPULATION:	Youth who are disconnected from family and at risk.
OUTCOME:	Youth and family relate to one another in a stable, functional and harmonious manner.

SERVICE: INTERVENTION - GENERAL			**Total Amount**	$162,862.92
Definitions	Activities provided to maintain or prompt a planned change in the behaviour, condition or functioning of children, youth, and/or families/caregivers.			
Project Code	18CN289			
Input	Qualified Staff			

Output Indicators	# Direct Hours		**Quantity**	1496	
Reporting Frequency	Monthly				
Core Business Area	Child and Family Development				
Business Area	Youth Services				
Communities Served					
Burnaby	**Recipient(s)**	Family	**Amount**		$114,004.14
New Westminster	**Recipient(s)**	Family	**Amount**		$48,858.78

BUSINESS AREA OUTCOMES

- Youth participate in identifying their short and longer term needs and in developing plans to address them
- Youth experiencing high levels of risk to their health and safety have the levels of risk reduced
- Youth have immediate basic needs met including shelter, food and clothing
- Youth establish connections with community resources to address needs such as physical health, mental health, addictions and/or sexual exploitation
- Youth have improved connections to positive community supports including family/extended family, peers, education, employment, and/or housing
- Youth acquire skills and knowledge necessary to keep themselves safe, achieve identified goals, and successfully transition to adulthood

CYSN Child, Youth and Parent Support

TARGET POPULATION:	Children who are eligible to receive CYSN Family Support Services and the child or family would benefit from learning life skills, social skills, and/or parenting/child management skills.
OUTCOME:	Children, youth and their families have improved skills to enhance independence, family functioning and community integration.

SERVICE: INTERVENTION - GENERAL			**Total Amount**		$786,403.20
Definitions	Activities provided to maintain or prompt a planned change in the behaviour, condition or functioning of children, youth, and/or families/caregivers.				
Project Code	18CN289				
Input	Qualified Staff				
Output Indicators	# Direct Hours		**Quantity**	5675	
Reporting Frequency	Monthly				
Core Business Area	ECD, Child Care and Children and Youth with Special Needs				
Business Area	Children and Youth with Special Needs				
Communities Served					
Burnaby	**Recipient(s)**	0 to 18 years	**Amount**		$271,570.17
New Westminster	**Recipient(s)**	0 to 18 years	**Amount**		$76,397.55
Vancouver North	**Recipient(s)**	0 to 18 years	**Amount**		$219,217.74
Vancouver South	**Recipient(s)**	0 to 18 years	**Amount**		$219,217.74

BUSINESS AREA OUTCOMES

- Children and youth with special needs experience optimal growth and development.
- Children and youth with special needs are healthy and safe in their families and communities.
- Children and youth with special needs actively participate in their home and community.
- Parents and families of children and youth with special needs have the knowledge, skills and supports they need to advance their child or youth's growth, development and functioning.
- Communities support the development and growth of children and youth with special needs.

Foster Parent Support and Education

SERVICE: INTERVENTION - GENERAL — **Total Amount** $185,672.16

Definitions	Activities provided to maintain or prompt a planned change in the behaviour, condition or functioning of children, youth, and/or families/caregivers.			
Project Code	18CN289			
Input	Qualified Staff			
Output Indicators	# Direct Hours	**Quantity**	1418	
Reporting Frequency	Monthly			
Core Business Area	Child and Family Development			
Business Area	Permanency Planning for Children and Youth			
Sub Business Area	Children in Care			
Communities Served				
Richmond (38)	**Recipient(s)**	Family	**Amount**	$61,890.72
Vancouver North	**Recipient(s)**	Family	**Amount**	$61,890.72
Vancouver South	**Recipient(s)**	Family	**Amount**	$61,890.72

BUSINESS AREA OUTCOMES

- Families have an enhanced capacity to care for their children
- Extended Families and communities are actively engaged and caring for children
- Children and youth are healthy and have a sense of well-being
- Children and youth are free from abuse, neglect and exploitation
- Children and youth experience stability and permanence in their family and alternative family environment
- Children in care are engaged and successful at school and experience positive outcomes
- Children in care transition successfully to adulthood through appropriate supports and supportive relationships

MPP One Time Only Funding

ADDITIONAL COST - SERVICE PROVIDERS — **Total Amount** $866.25

Definitions				
Project Code	4450			
Name	MPP One Time Only Funding			
Reporting Frequency				
Core Business Area	Child and Family Development			
Business Area	Family Development			
Sub Business Area	Family Preservation and Reunification			
One Time Only	Yes			
Communities Served				
Vancouver North	**Recipient(s)**	Service Providers	**Amount**	$680.93
Vancouver South	**Recipient(s)**	Service Providers	**Amount**	$185.32

BUSINESS AREA OUTCOMES

- Families have an enhanced capacity to care for their children
- Extended Families and communities are actively engaged and caring for children
- Children and youth are healthy and have a sense of well-being
- Children and youth are free from abuse, neglect and exploitation
- Children and youth experience stability and permanence in their family and alternative family environment
- Children in care are engaged and successful at school and experience positive outcomes
- Children in care transition successfully to adulthood through appropriate supports and supportive relationships

SCHEDULE B – PAYMENT

Aggregate Maximum

1.1 Subject to the provisions of this Agreement, we will pay you an amount not exceeding $7,926,300.45, including GST, in the aggregate, for providing the Services set out in Schedule A, during the term of this Agreement.

Payments

2.1 Monthly Recurring

We will pay you on or about the 15th day of the month commencing on the 1st day of April, 2015 as provided in the following payment schedule:

From	To	Amount	GST	Total
April 1, 2015	March 31, 2016	$660,452.85	$0.00	$7,925,434.20
				$7,925,434.20

2.2 One-Time-Only Payments and Additional Costs

We will pay you the amount of $866.25 as specified:

Additional Cost - Service Providers	$866.25

2.3 Payment Address

201-1638 BROADWAY E VANCOUVER, BC V5N 1W1

Goods and Services Tax (GST)

Financial Reports

2.4 In addition to the financial statements referred to in the Audit and Service Evaluation section of FT08424000 any financial reports should, at a minimum, relate costs to service outputs. The following additional financial reports are required:

Name	Description
Semi-annual Service Cost Report	Report that outlines the semi-annual costs associated with a service.
Annual Service Cost Report	Report that outlines the annual costs associated with a service.

Transition to Unit Cost Based Payments

2.5 Not applicable

SCHEDULE C – APPROVED SUBCONTRACTOR(S)

Subcontractors

1.1 The following persons, groups of persons, or organizations, are specified as Subcontractors under section 12 of the Agreement:

1. Big Sisters of BC Lower Mainland

2. PLEA Community Services Society of BC

3. Medox Health Services Inc.

4. PACE Child and Family Society

5. Westcoast Family Centres Society

6. Network of Inner City Community Services Society

SCHEDULE D – INSURANCE

Conflict Resolution Officials

1.1 The designated "Officials" of the parties for the purposes of the Conflict Resolution Protocol are:

	Province	**Contractor**
Stage One:	Community Services Manager or Designate	Director
Stage Two:	Executive Director of Service	Executive Director or Chairperson
Stage Three:	Assistant Deputy Minister	Chair, Board of Directors or Designate

Insurance and Indemnity

A. For all Contractor's activities under this Agreement to which the Master Insurance Program applies, as determined by the Province in its sole discretion:

2.1 The Province will purchase and maintain Comprehensive General Liability insurance in the amount of $2,000,000 inclusive per occurrence against bodily injury and property damage arising out of the Contractor's performance of the Services on behalf of the Province as outlined in this Agreement.

2.2 The Contractor shall be responsible for and pay any deductible under the policy.

2.3 The Contractor will be provided with a Certificate of Insurance and a copy of the insurance policy wording.

2.4 The Province will take reasonable steps to ensure the coverage specified in section 1 is continuous for the duration of this Agreement but the Province does not accept responsibility for providing coverage in the event the insurance is cancelled or reduced by the insurer.

2.5 The Province does not represent or warrant that the policy contains insurance for any and all losses. It is the Contractor's responsibility to ascertain the exact nature and extent of coverage of the policy as well as any and all terms and conditions of the policy.

2.6 The Contractor shall provide, maintain, and pay for, any additional insurance which the Contractor is required by law to carry, or which the Contractor considers necessary to cover risks not otherwise covered by insurance specified in section 1.

B. For all Contractor's activities to which the Master Insurance Program does not apply, the Contractor shall:

3.1 The Contractor must, without limiting its obligation or liabilities and at its own expense, purchase and maintain throughout the term of this Agreement the following insurances with insurers licensed in Canada in forms and amounts acceptable to the Province:

(a) Commercial General Liability in an amount not less than $2,000,000.00 inclusive per occurrence against bodily injury, personal injury and property damage and including liability assumed under this Agreement and this insurance must:

(i) include the Province as an additional insured;

(ii) be endorsed to provide the Province with 30 days advance written notice of cancellation or material change; and

(iii) include a cross liability clause.

3.2 All insurance described in paragraph 1 of this Schedule must:

(a) be primary; and

(b) not require the sharing of any loss by any insurer of the Province.

3.3 The Contractor must provide the Province with evidence of all required insurance:

(a) Within 10 working days of commencement of the Services, the Contractor must provide to the Province evidence of all required insurance in the form of a completed Province of British Columbia Certificate of Insurance.

(b) If the insurance policy(ies) expire before the end of the term of this Agreement, the Contractor must provide within 10 working days of expiration, evidence of new or renewal policy(ies) of all expired insurance in the form of a completed Province of British Columbia Certificate of Insurance.

(c) Notwithstanding paragraph 3(a) or (b) above, if requested by the Province at any time, the Contractor must provide to the Province certified copies of the required insurance policies.

3.4 The Contractor shall provide, maintain, and pay for, any additional insurance which it is required by law to carry, or which it considers necessary to cover risks not otherwise covered by insurance specified in this schedule in its sole discretion.

C. Whether A or B applies to the Services, for all Contractor activities under this Agreement:

4.1 The Contractor shall maintain Automobile Liability insurance on all vehicles owned, operated or licensed by the Contractor in an amount not less than $2,000,000 per occurrence, and where applicable the Contractor may show evidence of this insurance using an ICBC Confirmation of Insurance Coverage (APV-47) form in place of the requirement for the BC Certificate of Insurance.

4.2 Additional Insurance: Not applicable

SCHEDULE E – AUTHORIZED PERSONS

Authorized Persons

1.1 The Contractor designates any of the following persons, (identified by name and/or position) to act for you in relation to this Agreement:

Caroline Bonesky, Chief Executive Officer

1.2 The Ministry designates any of the following persons (identify by name and/or position) to act for us in relation to this Agreement:

Community Services Manager or Designate

SCHEDULE F – INFORMATION MANAGEMENT (RECORDS, PRIVACY AND SECURITY)

Purpose

The purpose of this Schedule is to:

(a) enable the Province to comply with the Province's obligations with respect to:
  (i) creation, maintenance, retention and final disposition of the Province's Records, and
  (ii) protection of Personal Information collected under this Agreement and pursuant to *FOIPPA*.

(b) ensure that, as a service provider, the Contractor is aware of, and complies with, the Contractor's information management and protection (records, privacy and security) obligations with respect to:
  (i) the Province's Records, and
  (ii) the Personal Information collected or created under this Agreement.

Applicability

This Schedule applies to the management of the Province's Records and to the management of Personal Information contained in the Province's Records.

The Contractor must manage the Province's Records in accordance with this Schedule and in accordance with MCFD Contractor's Information Management Guidelines, which provide directions and standards to assist the Contractor in complying with this Schedule.

Definitions

1. In this Schedule:
  a) "**access**" means the ability or opportunity of a person to view, study, or obtain a copy of records;
  b) "***FOIPPA***" means the *Freedom of Information and Protection of Privacy Act* (British Columbia);
  c) "**contact information**" means information to enable an individual at a place of business to be contacted and includes the name, position name or title, business telephone number, business address, business email or business fax number of the individual;
  d) "**control**" (of a record) means the power or authority to manage the record throughout its life cycle, including restricting, regulating and administering its use and disclosure;
  e) "**custody**"(of a record) means having physical possession of a record, regardless of the format (e.g.. paper or electronic).
  f) "**Personal Information**" means recorded information about an identifiable individual, other than contact information, collected or created by the Contractor as a result of the Agreement or any previous agreement between the Province or the Contractor dealing with the same subject matter as the Agreement, but excluding any information that, if this Schedule did not apply to it, would not be under the control of a public body as interpreted under the FOIPPA;
  g) "**Services Worker**" means an individual involved in providing the Services for or on behalf of the Contractor and, for greater certainty, may include the Contractor or a subcontractor of an individual, or an employee or volunteer of the Contractor or of a subcontractor.

RECORDS MANAGEMENT

Records Retention and Disposition

2. The Contractor must return the Province's Records regardless of format to the Province within the following time frames:

   (a) within 30 calendar days of expiry or termination of the Agreement;
   (b) within 7 calendar days of the Contractor receiving a request for return from the Province;
   (c) when closed records volume is identified by the Contractor as warranting the transfer and the Province has provided written approval; or
   (d) immediately when a Contractor advises the Province that they are no longer providing services or when the Province is concerned about the management of the Province's Records following a breach of security or privacy, including an unauthorized disclosure.

PRIVACY PROTECTION

Collection of Personal Information

3. The Contractor may only collect or create Personal Information that is necessary for the performance of the Contractor's obligations, or the exercise of the Contractor's rights, under the Agreement.

4. Unless the Agreement otherwise specifies or the Province otherwise directs in writing, the Contractor must collect Personal Information directly from the individual the Personal Information is about.

5. Except as otherwise permitted by FOIPPA, the Contractor must tell an individual from whom the Contractor collects Personal Information:

   (a) the purpose for collecting it,

   (b) the legal authority for collecting it, and

   (c) the title, business address and business telephone number of the person designated by the Province to answer questions about the Contractor's collection of Personal Information.

Accuracy of Personal Information

6. The Contractor must make every reasonable effort to ensure the accuracy and completeness of any Personal Information to be used by the Contractor or the Province to make a decision that directly affects the individual the Personal Information is about.

Requests for access to Personal Information

7. If the Contractor receives a request for access to Personal Information from a person other than the Province, the Contractor must promptly advise the person to make the request to Information Access Operations with the Ministry of Technology, Innovation and Citizens' Services or successor.

Correction of Personal Information

8. Within 5 business days of receiving a written direction from the Province to correct or annotate any Personal Information, the Contractor must correct or annotate the information in accordance with the direction.

9. When issuing a written direction under section 8 of this Schedule, the Province must advise the Contractor of the date the correction request to which the direction relates was received by the Province in order that the Contractor may comply with section 10 of this Schedule.

10. Within 5 business days of correcting or annotating any Personal Information under section 8 of this Schedule, the Contractor must provide the corrected or annotated information to any party to

whom, within one year prior to the date the correction request was made to the Province, the Contractor disclosed the information being corrected or annotated.

11. If the Contractor receives a request for correction of Personal Information from a person other than the Province, the Contractor must promptly advise the person to make the request to the Province and provide the Provincial official's name or title and contact information to the person making the request.

Protection of Personal Information

12. The Contractor must protect Personal Information by making reasonable security arrangements against such risks as unauthorized access, collection, use, disclosure or disposal, including any security arrangements expressly set out in the Security section of this Schedule.

Storage and access to Personal Information

13. Unless the Province otherwise directs in writing, the Contractor must not store Personal Information outside Canada or permit access to the Personal Information from outside Canada.

Retention of Personal Information

14. Unless the Agreement otherwise specifies, the Contractor must retain Personal Information until directed by the Province in writing to dispose of it or deliver it as specified in the direction.

Use of Personal Information

15. Unless the Province otherwise directs in writing, the Contractor may only use Personal Information if that use is for the performance of the Contractor's obligations, or the exercise of the Contractor's rights, under the Agreement.

Disclosure of Personal Information

16. Unless the Province otherwise directs in writing, the Contractor may only disclose Personal Information inside Canada to any person other than the Province if the disclosure is for the performance of the Contractor's obligations, or the exercise of the Contractor's rights, under the Agreement.

17. Unless the Agreement otherwise specifies or the Province otherwise directs in writing, the Contractor must not disclose Personal Information outside Canada.

SECURITY

Services Worker confidentiality agreements

18. The contractor must immediately provide notice to the contract manager of any suspected information incident that threatens privacy or information security.

19. The Contractor must not permit a Services Worker who is an employee or volunteer of the Contractor to have access to Personal Information unless the Services Worker has first entered into a confidentiality agreement with the Contractor to keep Personal Information confidential on substantially similar terms as those that apply to the Contractor under the Agreement.

Services Worker security screening

20. The Contractor may only permit a Services Worker who is an employee or a volunteer of the Contractor to collect or have access to Personal Information, or otherwise be involved in providing the Services if, after having subjected the Services Worker to personnel security screening requirements as outlined in Appendix F1 to this Schedule, the Contractor is satisfied that the Services Worker does not constitute an unreasonable security risk.

Services Worker activity logging

21. The Contractor must create and maintain detailed Contractor's Records logging the activities of all Service Workers in relation to:

(a) their access to Personal Information; and

(b) any other matters specified by the Province in writing for the purposes of this section.

Facilities and Equipment protection and access

22. The Contractor must create, maintain and follow a documented process to:

(a) protect Facilities and Equipment of the Contractor required by the Contractor to provide the Services from loss, damage or any other occurrence that may result in any of those Facilities and Equipment being unavailable when required to provide the Services; and,

(b) limit access to Facilities and Equipment of the Contractor:

i. being used by the Contractor to provide the Services; or
ii. that may be used by someone to access information,

to those persons who are authorized to have that access and for the purposes for which they are authorized, which process must include measures to verify the identity of those persons.

23. If the Province makes available to the Contractor any Facilities or Equipment of the Province for the use of the Contractor in providing the Services, the Contractor must comply with any policies and procedures provided to it by the Province on acceptable use, protection of, and access to, such Facilities or Equipment.

Integrity of Information

24. The Contractor must create, maintain and follow a documented process for maintaining the integrity of information while in the custody of or accessed by the Contractor.

25. For the purposes of section 24 of this Schedule, maintaining the integrity of information means that, except to the extent expressly authorized by the Agreement or approved in writing by the Province, the information has:

(a) remained as complete as when it was acquired or accessed by the Contractor; and

(b) not been altered in any material respect.

Documentation of changes to processes

26. The Contractor must create and maintain detailed Records logging any changes it makes to the processes described in sections 21 and 22of this Schedule.

Secure Storage

27. The Contractor must securely store the Province's Records in the Contractor's custody.

GENERAL

Notice

28. The Contractor must immediately provide notice to the Province of

(a) a possible or confirmed foreign demand or request for disclosure, including the information required by section 30.2(3) of FOIPPA or

(b) anticipated or actual non-compliance with this Schedule, unauthorized access, collection, use, disclosure, storage, alteration or disposal of information or Records containing information; or

(c) unauthorized access to Facilities or Equipment.

In this provision, "foreign demand for disclosure" and "unauthorized disclosure of personal information" bear the same meanings as in section 30.2 of FOIPPA.

29. The Contractor must immediately provide notice to the Province of any non-compliance, or anticipated inability to comply, with a provision in this Schedule in any respect.

Compliance, Audit and Review

30. The Contractor must, in relation to the Province's Records, comply with:

    (a) the requirements of *FOIPPA* applicable to the Contractor as a service provider, including any applicable order of the commissioner under *FOIPPA,* and

    (b) any direction given by the Province under this Schedule.

31. The Contractor acknowledges that it is familiar with the requirements of FOIPPA governing Personal Information that are applicable to it as a service provider.

32. In addition to any other rights of inspection the Province may have under the Agreement or under statute, the Province may, at any reasonable time and on reasonable notice to the Contractor, enter on the Contractor's premises to inspect, and at the Province's discretion, copy, any of the Province's Records, or any of the Contractor's information management policies or practices or Records relevant to the Contractor's management of the Province's Records or the Contractor's compliance with this Schedule. The Contractor must permit and provide reasonable assistance to any such inspection.

33. If the Province conducts a review of a matter described in section 28 or 29 of this Schedule (whether or not the matter came to the attention of the Province as a result of a notification under section 28 or 29 of this Schedule), the Contractor must, on the request of the Province, participate in the review to the extent that it is reasonably practicable for the Contractor to do so.

Interpretation

34. Any reference to the "Contractor" in this Schedule includes any subcontractor, agent, or volunteer retained by the Contractor to perform obligations under the Agreement and the Contractor must ensure that any such subcontractors, agents, and volunteers comply with this Schedule.

35. If a direction or provision of the Agreement or any Schedule conflicts with a requirement of FOIPPA or an applicable order of the commissioner under FOIPPA, the conflicting provision of the Agreement or Schedule will be inoperative to the extent of the conflict.

    (a) If there is a conflict between a documented process required by this Schedule to be created or maintained by the Contractor and this Schedule, the provision of this Schedule will prevail to the extent of the conflict.

36. The obligations of the Contractor in this Schedule will survive the termination of the Agreement.

37. The Contractor must comply with the provisions of this Schedule despite any conflicting provision of this Agreement or, subject to section 38 of this Schedule, the law of any jurisdiction outside Canada.

38. Nothing in this Schedule requires the Contractor to contravene the law of any jurisdiction outside Canada unless such contravention is required to comply with FOIPPA.

SCHEDULE F – Appendix F1 – Security screening requirements

The personnel security screening requirements set out in this Appendix F1 are for the purpose of assisting the Contractor to determine whether or not a Services Worker constitutes an unreasonable security risk.

Verification of name, date of birth and address

1. The Contractor must verify the name, date of birth and current address of a Services Worker by viewing at least one piece of "primary identification" of the Services Worker and at least one piece of "secondary identification" of the Services Worker,* as described in the table following this section. The Contractor must obtain or create, as applicable, Records of all such verifications and retain a copy of those Records. For a Services Worker from another province or jurisdiction, reasonably equivalent identification documents are acceptable.

Primary Identification	Secondary Identification
Issued by ICBC: • B.C. driver's licence or learner's licence (must have photo) • B.C. Identification (BCID) card **Issued by provincial or territorial government:** • Canadian birth certificate **Issued by Government of Canada:** • Canadian Citizenship Card • Permanent Resident Card • Canadian Record of Landing/Canadian Immigration Identification Record	• School ID card (student card) • Bank card (only if holder's name is on card) • Credit card (only if holder's name is on card) • Passport • Foreign birth certificate (a baptismal certificate is not acceptable) • Canadian or U.S. driver's licence • Naturalization certificate • Canadian Forces identification • Police identification • Foreign Affairs Canada or consular identification • Vehicle registration (only if owner's signature is shown) • Picture employee ID card • Firearms Acquisition Certificate • Social Insurance Card (only if has signature strip) • B.C. CareCard • Native Status Card • Parole Certificate ID • Correctional Service Conditional Release Card

*It is not necessary that each piece of identification viewed by the Contractor contains the name, date of birth and current address of the Services Worker. It is sufficient that, in combination, the identification viewed contains that information.

Verification of education and professional qualifications

2. The Contractor must verify, by reasonable means, any relevant education and professional qualifications of a Services Worker, obtain or create, as applicable, Records of all such verifications, and retain a copy of those Records.

Verification of employment history and reference checks

3. The Contractor must verify, by reasonable means, any relevant employment history of a Services Worker, which will generally consist of the Contractor requesting that a Services Worker provide employment references and the Contractor contacting those references. If a Services Worker has no relevant employment history, the Contractor must seek to verify the character or other relevant personal characteristics of the Services Worker by requesting the Services Worker to provide one or more personal references and contacting those references. The Contractor must obtain or create, as applicable, Records of all such verifications and retain a copy of those Records.

Security interview

4. The Contractor must allow the Province to conduct a security-focused interview with a Services Worker if the Province identifies a reasonable security concern and notifies the Contractor it wishes to do so.

SCHEDULE H – ADDITIONAL TERMS

Notwithstanding section 47(b) of the Terms and Conditions of the Services Agreement, the termination notice period for this Service Agreement is 90 days.

Attachment 1 – Service Agreement FT08424021 – Family Services of Greater Vancouver
Annual Funding and Service Summary

Service	Service Type	Communities Served	Annual Funding	Direct Service FTE	Minimum Direct Service	Number of Recipients
Family Preservation and Reunification						
Intervention - General	Individual Intervention - Family Counsellors	Vancouver	$4,235,622.36	27.00	20,318	500
Intervention - Therapeutic	Specialized Therapeutic Intervention (PACE)		$174,711.48	-	2,216	
Training and Education	Group Intervention (Family Day and other groups)		$306,462.00	3.40	1,278	
Intervention - General	Child and Youth Care Intervention (PRIYD Program)		$240,000.00	-	4,717	
Homemaking	In-Home Services (Drake Medox and NICCSS)		$46,900.08	-	1,339	
Monitoring and Supervision	Supervised Visitation (Westcoast and NICCSS)		$372,778.08	-	5,309	
Linking and Brokerage	Volunteer Mentoring** (Big Sisters and PLEA)		$40,800.00	-	1,980	20 matches @ $2,040/ match
Mutual Aid	Mutual Aid		$10,015.08	-	-	
Total			**$5,427,289.08**	**30.40**	**37,157**	
Project Parent						
Intervention – General	Intervention – General	Burnaby	$372,986.27	5.00	3,938	35
		New Westminster	$162,644.26			
		Surrey	$701,636.63	6.42	5,056	39
		Langley	$73,081.13	0.79	622	4
		Delta	$52,858.55	0.49	386	3
Total			**$1,363,206.84**	**12.70**	**10,002**	**81**
Family Mediation and Reunification Program						
Intervention – General	Mediation	Burnaby New Westminster	$162,862.92	1.90	1,496	-
Total			**$162,862.92**	**1.90**	**1,496**	-
Foster Parent Support and Education						
Intervention - General	Foster Parent Support and Education	Richmond Vancouver	$185,672.16	1.80	1,418	18
Total			**$185,672.16**	**1.80**	**1,418**	**18**
CYSN Child, Youth and Parent Support						
Intervention – General	Child and Youth Care Intervention (PRIYD Program)	Burnaby	$271,570.17	4.75	2,908	14-16 spaces
		New Westminster	$76,397.55			
		Vancouver	$438,435.48		2,767	13-16 spaces
Total			**$786,403.20**	**4.75**	**5,675**	**31-38 spaces**
AGREEMENT TOTAL			**$7,925,434.20**	**51.55**	**55,748**	

1. Output Definitions

A Direct Service Hour is defined as time spent providing service to a client or group of clients, either in person or over the phone, and including e-mail and text communication where service information is being provided. This includes meetings where the child, youth or a member of their family is present, and travel time with the child, youth or a member of their family.

Direct Service Hours are derived through the following conversion:

For the Vancouver Family Preservation and Reunification Program:

- Direct Target Hours = 1.0 Direct Service FTE x 35 hours in 1 work week x 43 weeks in one year x 50%
- One (1.0) FTE converts to 753 direct service hours per annum.

For Project Parent, Family Medication and Reunification Program and Foster Parent Support and Education:

- Direct Target Hours = 1.0 Direct Service FTE x 35 hours in 1 work week x 45 weeks in one year x 50%
- One (1.0) FTE converts to 788 direct service hours per annum.

The calculations for Vancouver Family Preservation and Reunification Program and Project Parent, Family Medication and Reunification Program and Foster Parent Support and Education assume that 50% of staff time is spent providing direct service as defined above. Group hours may be calculated differently if more than one staff is providing the service.

For CYSN Child, Youth and Family Support One-to-one Direct Service Hours and Group Direct Services Hours are as follows:

One-to-one Direct Service Hours are derived through the following conversion:

- Direct Target Hours = 1.0 Direct Service FTE x 35 hours in 1 work week x 45 weeks in one year x 80%.
- One (1.0) FTE converts to1,260 direct service hours per annum.

The calculation for CYSN Child, Youth and Family Support assumes that 80% of staff time is spent providing direct service as defined above. For Group Hours the same conversion applies however, it is assumed that an average of two (2) staff is required to provide one hour of service to a group (there may be 2 to 5 group participants).

The following group hours and spaces in group programs will be provided:

Communities Served	Group Hours
Burnaby	1,664
New Westminster	
Vancouver	2,280
Total	**3,944**

For the purpose of this amalgamated Agreement, direct service hours for all programs required are estimated, and will be reviewed by December 31, 2015 to determine their reliability and validity in order to establish targets for 2016/17. The number of recipients is estimated based on previous years' utilization.

The Contractor should have the capacity to maximize resources and the quality of service delivered, as well as the ability to respond to meet the needs of the community and the client population. At the discretion of the Community Services Manager(s) or their designate(s) in negotiation with the Contractor, hours may be reallocated to address issues of:

(a) seasonal fluctuations in service requests;
(b demographic change;

(c) emergent service needs; or
(d) other influencing factors

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FAMILY PRESERVATION AND REUNIFICATION - VANCOUVER

1. Program Overview

Family Services of Greater Vancouver (FSGV), in partnership with Westcoast Family Centres Society (WFCS), will deliver non-residential Family Preservation and Reunification Services to children, youth, and their families and caregivers across the City of Vancouver. FSGV will be the primary service provider in Vancouver South, while WFCS will be the primary service provider in Vancouver North. FSGV will be the lead agency for this Agreement and will assume responsibility for the delivery of all services included in this Agreement. Additional sub-contracting relationships may be entered into with the agreement of the Ministry. The Director of FSGV will assume primary responsibility for all sub-contracted services, including planning and quality control.

Family Preservation provides goal-oriented home and community-based service with multiple components to prevent out-of-home placement and reduce risk of maltreatment. Family Reunification includes the additional planned process of reconnecting children in out-of-home care with their families. Involvement of caregivers in reunification efforts is critical, and program staff will work closely with Ministry staff and caregivers in the delivery of this aspect of service. The range of service also includes direct interventions to individual children and youth with Continuing Custody Order status, and their families and caregivers.

Services will focus on families with children twelve years of age and younger, however, will include families with both children and youth. Services include interventions provided by a Family Counsellor, supplemented by a range of associated services designed to support and maintain progress achieved. Permanency for children and youth will be a goal across all service areas.

Services will be provided in the range of major languages represented in the City of Vancouver and will be adapted to meet the cultural needs of children, youth and families. Location of service will be determined based on family need and may include consideration of factors related to safety, confidentiality, and type of intervention provided.

Services will be provided to Aboriginal families referred from Ministry teams. Services will be culture based and designed to meet the unique and varied needs of Aboriginal children, youth and their families.

FSGV and WFCS will work collaboratively with Ministry staff, including Children and Youth with Special Needs, Child and Youth Mental Health and Community Youth Justice program areas. FSGV and WFCS will establish links to, and work collaboratively with, a broad range of key partners in service provision including, but not limited to, schools and other educational programs; alcohol and drug services; health services, including family physicians; municipal and other community-based service providers; services to Aboriginal children and families, and the Ministry of Social Development and Social Innovation. FSGV and WFCS will work collaboratively with Community Services Managers to develop and participate in ongoing efforts to promote effective, efficient and integrated service provision.

Following is a list of service areas comprising Family Preservation and Reunification Services included in this Agreement. A family may be provided with any or all components in the range, in the order, intensity and manner indicated by assessed need. Direct services from the range noted will also be provided to children and youth in the Continuing Custody of the Director, and to their families and caregivers where indicated.

A. Individual Family Preservation and Reunification Services

Individual Family Preservation and Reunification Services are services provided directly to families by a Family Counsellor and are delivered primarily in the home. Additional specialized therapeutic interventions may be provided as an associated service by a clinician working directly with the Family Counsellor. Individual services include, but are not limited to:

1) Assessment and integrated service planning
2) Services to address concrete needs

3) Individual parent training and education
4) Therapeutic interventions with individuals, couples and families
5) Linkages to formal and informal supports

B. Associated Services

Associated services are adjuncts to the individualized work of a Family Counsellor, or are provided as a direct service forming part of the integrated service plan developed by Ministry social workers. These services are group-based or are provided by another professional or service provider and may be provided in the home or in community-based sites. Services and components may be provided at the completion of individual service or at any point during service provision depending on child, youth and family need and readiness. Associated services include, but are not limited to:

1) Group-based parent training and education
2) Specialized individual and group-based therapeutic interventions
3) Child and youth care intervention
4) Self-help/mutual aid
5) Linking and brokerage to volunteer mentoring services
6) Monitoring and supervision: supervised visitation
7) Homemaking: in-home services

Service definitions and output indicators have been adjusted to align with the Catalogue of Services, either as a service or a sub-service. A copy of this document is available on request.

2. Target Population

Family Preservation and Reunification Services are available across the City of Vancouver to children, youth, and their families and caregivers involved with the Ministry's protection mandate and, for Child and Youth Care Intervention, children and youth 15 years of age and younger with Continuing Custody Order status.

3. Program Staffing

Services will be provided in the City of Vancouver by four teams of Family Counsellors, each supervised by a Team Manager. Two of the teams will be located in the North area of Vancouver, and two in the South area of Vancouver. A centralized referral and intake team will be supervised by a Team Manager and will serve both Vancouver South and Vancouver North. Total FTEs for Family Counsellors is 27.0. Vancouver North and South teams each have a Family Counsellor staff complement of 13.0 FTEs, with 1.0 additional FTE providing service to Aboriginal families across the City of Vancouver.

4. Referral, Intake and Waitlist Management

All referrals to the service will be made by the Ministry and will have Ministry involvement. It is estimated that **450 to 500** referrals for families or children and youth with Continuing Custody Orders will be received. Referral types include the following:

Type One Referral
Families where initial assessment of risk indicates that ongoing Ministry involvement is not required, but time-limited intervention is recommended. Service for these families will be short term and will be provided for a maximum of eight to twelve weeks. The intent is that the Ministry file would be closed upon completion of service.

Type Two Referral
Families from type one referral, where re-assessment of risk during the period of service indicates a need for ongoing Ministry involvement. The family's Ministry file would then be transferred to a Ministry Family Service, Youth, Guardianship or other team for longer-term intervention.

Type Three Referral
Families who are new to the Ministry and where initial assessment of risk indicates a need for ongoing Ministry involvement. These families may have children who are at risk of entering Ministry care, or children who have recently entered Ministry care.

Type Four Referral
Families who have had longer term involvement with Ministry services, either on an intermittent or continuous basis, and where the level of risk has been established confirming the need for ongoing intervention. These will be families whose children are at risk of entering Ministry care, or families with children in care, who have longer-term involvement with Ministry staff.

Type Five Referral
Direct services to children and youth with *Continuing Custody Order* status, and their families and caregivers where indicated. Services provided may include, but are not limited to, therapeutic interventions, child and youth care interventions, self-help/mutual aid, supervised visitation, and volunteer mentoring.

A centralized referral number will be provided.

The Ministry currently manages the waitlist. The parties agree to review the waitlist management process prior to December 31, 2016.

5. Location and Hours of Services

The following locations will be available in the City of Vancouver:
#201 – 460 Nanaimo Street
2995 Fraser Street
Suites 101 and 104 – 2780 East Broadway
#201 – 2010 East 48th Avenue

Groups will be provided at the above sites and in other neighbourhood sites accessible to families in the communities being served.

Family Preservation and Reunification Services will be available from 7:00 a.m. to 9:00 p.m., Monday to Friday and Saturdays and Sundays as required by families being served. Office hours will be 8:30 a.m. to 5:00 p.m., Monday to Thursday, and 8:30 a.m. to 4:30 p.m. on Friday. Emergency coverage will be provided by Managers and Family Counsellors via cell phone. The hours of availability for other service components will vary from these core hours to accommodate the schedules and needs of children, youth and families served. Exceptions are noted below in detailed service component descriptions.

6. Service Descriptions

A. Individual Family Preservation and Reunification (Intervention)

Service Overview
Intervention in the Catalogue of Services is defined as *activities provided to maintain or prompt a planned change in the behaviour, condition or functioning of children, youth, families/ caregivers.* Therapeutic intervention/treatment as a sub-service of intervention is defined as *structured, planned and empirically supported therapy/treatment.*

Individual family preservation and reunification services will involve parents, caregivers, and children and youth, and will be delivered primarily in the family or caregiver home or a site preferred by the family. Depending on the type of referral and assessed need of the family, services will be made available from one to six months, with a maximum of eight to twelve weeks for those families where short-term involvement is recommended.

Each family referred to the service will work with one Family Counsellor to ensure continuity of service. Should a file transfer occur from one Ministry team to another, or if the child, youth or family moves to a different location within the City of Vancouver, this Family Counsellor will continue to work with the family for the duration of service. Where a transfer is made outside of the City of Vancouver, transitional assistance or service will be provided where indicated and possible.

Family Counsellors will work closely with Ministry social workers to identify the frequency of involvement required with the family and the frequency of contact required with the Ministry social worker. For families requiring intensive individual work, services may consist of contact in the home with the Family Counsellor in combination with associated services for up to twenty hours per week. This intensity of service will be provided where significant crisis intervention is required, and/or where risk to children or youth in the home necessitates this level of involvement.

Family Counsellors will provide reports and evidence for court proceedings where indicated.

Service Staffing
Family Counsellors providing individual family preservation and reunification services will possess a graduate degree in social work or a comparable human service field from an accredited institution, and have at least two years' experience in family and children's services; and /or a bachelor's degree in social work or another human service field from an accredited institution and at least three years' post-degree experience in family and children's services.

The number of years of experience required for Family Counsellors providing individual family preservation and reunification services may be modified where the needs of children, youth or families served require a specific language capacity and where recruitment efforts have not identified qualified candidates under current provisions within this Agreement. Additional clinical supervision and training will be provided to staff hired under these modified experience requirements.

Services to be provided by the Family Counsellors include the following:

1) Assessment and Integrated Service Planning

Target Population
All referrals to Individual Family Preservation and Reunification Services, including children and youth with Continuing Custody Order status.

Referrals and Waitlist Management
The Ministry will be responsible for prioritizing referrals to the Family Preservation and Reunification Service and, with all referrals, will provide relevant information from Structured Decision Making assessments where applicable, as well as relevant information from specialized clinical assessments, historical information and other file documentation.

Upon referral to the service, a Family Counsellor will be assigned to the referred child, youth and/or family. In consultation with the referring social worker, initial contact will be made by the Family Counsellor with the family within 24 hours of referral where required. Contact may be made by telephone or in person, either in the family home or at another location in the community agreed upon between the Family Counsellor and the family.

Service Description
Assessment in the Catalogue of Services is defined as the *process of information collection, analysis, and judgement/diagnosis to inform decisions and plans for children, youth and families.*

The focus of the initial contact will be to identify and resolve immediate or imminent crises, provide assessment related to child safety, identify concrete needs and establish rapport prior to the first integrated service planning meeting.

Assessment and integrated service planning will be coordinated with other Ministry planning processes where indicated, to efficiently and effectively integrate service and service provision. Other Ministry planning processes include:

- Structured Decision Making;
- Comprehensive Plan of Care (CPOC) development;
- Family Group Decision Making (FGDM); and
- Alternate Dispute Resolution Processes.

Based on the most effective planning process, and in collaboration with the referring Ministry social worker, an individualized, Integrated Service Plan will be developed for each referred family, or individual child or youth, and will contain those component services included in this Subsidiary Component Agreement that are necessary to meet identified goals.

Integrated Case Management (ICM) will be used in the planning process where indicated. Families will be encouraged and supported to actively plan for and participate in ICM meetings, however, the Family Counsellor will have overall responsibility for the co-ordination and execution of meetings. Ministry social workers and foster parents will be integrally involved in the planning process, as will families and other caregivers, extended family, and children and youth where indicated. Other professionals, community service providers, and community members will be included as required. Service planning for a shorter-term intervention of a type one referral may be abbreviated, and will be based on an approach agreed upon with the referring Ministry social worker.

Service plans may include both individual and associated services, and services offered through community partners.

Subsequent ICM meetings will assess the progress of the Integrated Service Plan and identify the need for further services and supports. Services will continue for **eight to twelve weeks** for shorter-term, type one referrals, and **up to six months** for other referral types, depending on need. Ministry approval is required for individual family counsellor service extended beyond six months.

The Family Counsellor will:

- ensure that a formal, integrated service planning meeting occurs a minimum of every five months or more frequently where required during the period of service provision for longer term referrals
- share with referring Ministry social workers the results of any assessment processes or evaluative mechanisms used by program staff to evaluate progress toward case goals and objectives
- submit written reports regarding progress to referring Ministry social workers, including a primary assessment and service plan at six (6) weeks, an initial report at three (3) months, and a discharge report at six (6) months
- submit other reports as requested
- provide or arrange transportation within the geographic boundaries of the City of Vancouver to those families who require it to ensure their attendance at site-based activities.

Discharges from Family Preservation and Reunification Services and its component services will be planned and will culminate in a discharge meeting, at which time follow-up supports will be identified. Following discharge and in consultation with the referring social worker, the Family Counsellor may engage in follow-up activities with the family, including bi-weekly or monthly telephone contact for up to six months as required.

2) **Services to Address Concrete Needs**

Target Population
All family referrals to Individual Family Preservation and Reunification Services

Service Description
Basic concerns regarding housing, food, income support, and health will need to be resolved to the extent possible before families will be able to address underlying issues such as parenting, communication and relationships. All families referred to Individual Family Preservation and Reunification Service will be assessed for concrete needs. Assessment of, planning for and meeting concrete needs will occur during the Family Counsellor's initial contact with the family and will continue throughout the period of service. The program will provide for some needs directly and, for others, will assist clients to access appropriate service organizations to meet their concrete needs.

Flexible funding will be made available for the provision of concrete services such as planned or emergency transportation, or emergency needs such as food, childcare, clothing, furnishings or household supplies. These services will be used to prevent significant deterioration in the family's circumstances, or to prevent out-of-home placement of a child or youth. Concrete services provided directly through flexible funding will be used only if linkage services and advocacy by Ministry staff are unsuccessful in addressing the immediate or crisis needs identified. Liaison with the Ministry of Social Development and Social Innovation may be required to avoid duplication of existing service.

Concrete services may also be provided to children, youth and families on a planned basis to facilitate involvement in other services areas. This category includes such concrete services as transportation and childcare provided to parents attending therapy or a self-help/mutual aid group; or food and other site-based amenities to support participation in services such as group-based parent training and education, group-based therapeutic interventions, and self-help/mutual aid groups.

Components of the service include, but are not limited to:

- Providing or working with the family to obtain:
    - emergency food supplies
    - basic personal or household necessities
    - emergency income assistance
    - emergency transportation
- Working with the family to obtain:
    - emergency shelter or housing
    - health care to address imminent needs
    - reliable emergency and community-based childcare
    - employment where required on an urgent basis
- Linkages to Ministry and community respite services
- Liaison with Ministry staff for advocacy and assistance in addressing identified needs
- Liaison with the Ministry of Social Development and Innovation or other sources to assist the family in obtaining shelter, housing, income, food or employment
- Planned provision of concrete services to facilitate participation in other service areas.

3) **Parent Training and Education**

Target Population
Parents or caregivers who would benefit from this service include those experiencing challenges in managing their child's behaviour due to the child's emotional, behavioural or physical needs; parents whose children exhibit behaviours known to be associated with maladaptive parenting practices or family dysfunction; parents who would benefit from enhanced parent-child interaction due to economic circumstances, social isolation or level of parenting skill; and parents with children at risk or at high risk of abuse or neglect.

Service Description
Training and Education in the Catalogue of Services is defined as a *range of strategies for imparting knowledge, improving skills and building awareness of resources.*

The following description includes both individual and group-based parent training and education. Group intervention is provided as an associated service.

This component service encompasses parent education, builds and models parenting skills and strategies, and includes specialized programs based on the assessed needs of children, youth and parents. Services will mitigate behaviour problems in children and increase competence and confidence in parents and will be available through individual work with a family's assigned Family Counsellor, through groups offered in community-based sites, or a combination of these options.

Prior to offering Parent Training and Education, the Family Counsellor will assess the client's readiness to learn, as readiness to learn may be impaired by severe economic and environmental crises, acute mental illness, or active substance misuse. If such issues are present, other approaches to working with the family will be required before this service may be offered. Additionally, assessment will include a determination of the family's capacity and current circumstances and the parents' and child's cognitive capacity. Determination of these elements will indicate the appropriate content and strategies required to effectively deliver these services. Programming will be modified to meet the unique needs and developmental levels of both parents and children. Programming will also be modified to meet the needs of both parents and children where children exhibit significant behavioural and emotional disturbances.

Family Counsellors will use a wide variety of techniques to teach parenting skills, including role play, practical demonstration of skills, readings or video tapes followed by discussion, intervention into the child's behaviour with the parent observing, and observation of the parent's behaviour for later discussion. Group-based parent training will be comprehensive and structured and facilitated by one Family Counsellor and a student or volunteer co-ordinator. Techniques employed in group-based training will include role playing, use of videotaped vignettes of parent-child interaction followed by role play and discussion, practice of learned skills in groups or with the child, and directed readings. Groups will be offered at a variety of community-based locations throughout the City of Vancouver.

Components of Parent Training and Education, both individual work and group-based training, include but are not limited to:

- Educating parents in child development and appropriate parental expectations
- Teaching of activities which enhance child development and improve parent-child interaction
- Teaching and modelling of behaviour management strategies and techniques, for example:
    - teaching of positive reinforcement and praise to encourage desirable behaviour
    - ignoring inappropriate behaviour and using "time outs"
    - effective limit-setting
- Psycho-education regarding behavioural or other disorders
- Problem solving skills for both parents and children
- Anger and stress management techniques for parents
- Teaching and modelling of household management skills
- Strengthening social support and self-care
- Homework and homework review with parents and children
- Building communication skills for both parents and children
- Interactive work with children, including building social skills, empathy and anger management, and co-operation at home and school
- Engagement strategies and incentives to facilitate participation in group-based activities, including transportation and childcare

Programming and materials will be adapted for the cultural groups being served and provided in languages other than English as required.

Core skills will be identified and the Contractor will participate in discussions with the Ministry and with other agencies providing these services regarding the core skills and content of parenting groups.

Location and Hours of Service
Groups will be provided to parents in accessible locations, and during hours that facilitate participation. Group-based parent training will be available at varying times between 9:00 a.m. and 9:00 p.m., Monday to Friday, and 9:00 a.m. to 6:00 p.m. Saturday.

4) Therapeutic Interventions

Target Population
Families or specific children or youth, as assessed need is reflected in the Integrated Service Plan. This intervention may also be provided as direct service to children or youth with Continuing Custody Order status.

Service Description
This description includes both individual and group-based therapeutic intervention. Specialized and group interventions where indicated will be provided as associated services.

Therapeutic interventions will be provided as part of preservation or reunification efforts, and will be focussed, goal-oriented and time limited.

Family Counsellors will provide a range of therapeutic interventions that will be tailored to the needs of the child, youth or family, including youth and family mediation, where indicated. All therapies employed will be evidence-based, and may include Functional Family Therapy, Brief Strategic Structural Family Therapy, and Multidimensional Family Therapy. Where indicated, treatment, therapy and psychoeducational interventions will be provided to all family members affected by family violence.

Supervised visitation between children, youth and their families will be used as opportunities for therapeutic and educational interventions. Visitation will occur in the family home, in the home of Ministry foster parents or other caregivers, or in community settings conducive to family activities. Family Counsellors will include foster parents and caregivers in these processes wherever possible. Family Counsellors will support and educate caregivers in the provision of supervised visitation, where indicated, and will include Ministry staff in planning for these therapeutic visits.

Family Counsellors will be the primary providers of therapeutic interventions required, including those specific to family violence. Family Counsellors will also facilitate linkages to ancillary therapeutic services such as mental health, addictions, additional resources specific to family violence, and other therapeutic services as required.

Location and Hours of Service
Therapies may be provided as individual interventions delivered primarily in the family home; family therapy delivered primarily in the family home; or group-based and delivered in the community by a Family Counsellor assisted by a student or volunteer co-ordinator.

Group-based therapeutic interventions will be available at varying times between 9:00 a.m. and 9:00 p.m., Monday to Friday, and 9:00 a.m. to 6:00 p.m. Saturday.

5) Linkages to Formal and Informal Supports

Target Population
All referrals to Individual Family Preservation and Reunification Services.

Service Description
Informal supports are defined as natural resources or helpers within a client's community and may include family members, friends, community members, cultural and religious organizations, and charitable

organizations. Family Counsellors will work to strengthen existing networks of informal supports and use these natural supports to enhance or replace formal supports.

Formal supports include a wide range of services in fields such as child protection, education, Youth Justice, health and mental health. Family Counsellors will facilitate access to required services within these and other relevant fields as necessary.

Assessment of available supports will begin in the initial contact between the Family Counsellor and the family and will continue as an ongoing process throughout service delivery. Families will be encouraged to identify and choose the supports that they wish to work with and identified supports will be included in integrated case management process, as appropriate.

B. Associated Services

Service Overview
One or more associated services may be provided to families with Ministry involvement, or to individual children or youth with Continuing Custody Order status. Family Counsellors will work closely with Ministry social workers in assessing the need for associated services and in identifying the frequency of involvement and the frequency of contact required with the Ministry social worker. Associated services may be provided as follows:

- to families as adjuncts to the individualized work of a Family Counsellor
- as a direct service to families not involved in Individual Preservation and Reunification Services, or
- as a direct service to individual child or youth with Continuing Custody Order status

When these services are provided as adjuncts to the individualized work of a Family Counsellor, the assigned counsellor will coordinate, integrate and provide clinical consultation for associated services provided.

When services are provided on a direct basis to families or to individual children or youth with Continuing Custody Order status, services provided will form part of the integrated service plan developed by the Ministry social worker, and the service provider will participate where indicated as a member of the Integrated Case Management team.

1) Group-Based Parent Training and Education and Therapeutic Groups (Group Intervention)

Group-based therapeutic intervention is described in this Agreement under *Individual Family Preservation and Reunification, Therapeutic Interventions.*

2) Specialized Individual Therapeutic Interventions (Intervention)

Target Population
Children, youth or families who require specialized therapeutic interventions.

Service Description
Specialized therapeutic interventions by another therapist will be provided for a maximum of 10 weeks, one hour per week. Referrals to a specialized therapist will be made in consultation with the Ministry social worker and on the basis of a clinical recommendation by the Family Counsellor where involved. The Ministry and the Contractor agree to jointly consider requests for extension of service.

3) Child and Youth Care Intervention (Intervention)

Target Population
Children and youth receiving Family Preservation and Reunification services, 15 years of age and younger, including children and youth residing with their families, extended families or caregivers; and those in temporary Ministry care; and

Children and youth 15 years of age and younger with Continuing Custody Order status.

Service Description and Delivery
Child and Youth Care Intervention is a one-to-one, time-limited intervention aimed at children and youth who require teaching and reinforcement of pro-social and life skills, transitional or crisis support, or assistance to connect with specialized services or community supports. Education and skill building opportunities may take place during supervised visitation. Group activities may also be offered to enhance individual interventions.

Goals of the service will be clearly defined, measurable and achievable, and will connect the child or youth to longer-term supports such as recreational or other pro-social activities, Ministry Integrated Youth Service Centres, Volunteer Mentoring programs or other informal or formal supports.

To preserve continuity of service, should the child or youth move to a different location within the City of Vancouver, the Child and Youth Care Counsellor will continue to work with the child or youth for the duration of service. Where required and agreed to with Ministry staff, transitional assistance or service will be provided if a child or youth moves to another Ministry Region or jurisdiction.

Staffing
Services will be provided by Child and Youth Care Counsellors qualified with a Child and Youth Care certificate or degree, or a degree in Social Work or comparable human service field, and with at least two years' experience working with children or youth.

Hours of Service and Length of Involvement
Hours of service will be flexible and will include evenings and weekends. Child and Youth Care Interventions will be available from 9:00 a.m. to 9:00 p.m., Monday to Friday, and 9:00 a.m. to 6:00 p.m., Saturday. Each child or youth will, on average, receive three hours per week of service for up to six months.

4) Self-Help and Mutual Aid

Target Population
Families who have the ability to participate in and would benefit from access to self-help materials or from involvement in a mutual aid process. Participants may be families or youth at high risk, families with at risk or high-risk children and youth, families with special needs children or youth, or families or youth who require support before or after professional services.

Service Description and Delivery
Self-Help in the Catalogue of Services is defined as the *provision of means whereby children, youth and families use tools such as the internet, videos or books to enhance their skills.*

Mutual Aid in the Catalogue of Services is defined as the *provision of means whereby youth or caregivers with common concerns connect for the purpose of supporting each other.*

Mutual aid services include strategies that connect individuals so that they may learn new ways to cope, determine ways to improve their conditions, and help others while helping themselves. Service provision will be flexible: one to one, group, phone, or on-line. Access to professional support will be provided. Groups will be formed based on identified needs within the client population. Service may be either time-limited or ongoing. Strategies supplement or prevent the need for more formal services.

The focus and content of mutual aid strategies will be developed based on the child welfare needs of the children, youth and families being served.

Components of Mutual Aid include, but are not limited to:
- Providing and facilitating the sharing of parenting knowledge and techniques
- Study groups based on content identified by participants
- Specialized information and activities designed by and for participants

- Use of culture-specific resources
- Professional support and visiting speakers
- Engagement strategies and incentives to facilitate participation in group-based activities, including transportation and childcare

The Parties agree to work together during the funding period to plan and implement effective strategies in this service area.

Staffing
Mutual Aid groups will utilize trained facilitators and access to professional support will be provided. Appropriate, accessible space will be provided in community-based locations across the City of Vancouver.

Hours of Service
Group-based modalities will be available at varying times between 9:00 a.m. and 9:00 p.m., Monday to Friday, and 9:00 a.m. to 6:00 p.m. Saturday, designed to facilitate maximum participation.

5) Linking and Brokerage to Volunteer Mentoring

Target Population
Children or youth who would benefit from a mentor relationship. Service will be prioritized in the following order: children and youth from 6 to 15 years with Continuing Custody Order status; children and youth from 6 to 18 years who are in temporary Ministry or kinship care; and children and youth from 6 to 18 years residing with their families, extended families, or other caregivers.

Service Description and Delivery
Linking and brokerage in the Catalogue of Services is defined as *activities to connect a family, child or youth to a formal support/resource, or to facilitate the formal support's direct connection to a child, youth or family.*

Children and youth will receive one-to-one support, assistance, advocacy and guidance through relationships with screened, trained and supported volunteer adult mentors. The goal of mentoring relationships is to assist children and youth to grow into capable, confident, contributing individuals.

This service will be sub-contracted to two agencies: Big Sisters of BC Lower Mainland and PLEA Community Services Society of British Columbia. Should Big Sisters or PLEA be unable to recruit a suitable volunteer for a referred child or youth, FSGV and WFCS will recruit a suitable volunteer. Screening and reference checks, training, orientation, matching, and ongoing support and supervision will be provided for all volunteer mentors.

FSGV and WFCS will establish links with other mentoring programs, both within the Ministry and in the community.

Hours of Service and Length of Involvement
A two-year time commitment from mentors will be sought. Service for individual children or youth will be provided for an average of four hours every two weeks.

6) Monitoring and Supervision: Supervised Visitation

Target Population
Families with children or youth in Ministry care where supervised visitation is required due to concerns for the physical, psychological or emotional safety of the child (ren).

Service Description and Delivery
Monitoring and Supervision in the Catalogue of Services is defined as the *observation of, and supplementary case management and/or enforcement for, a child or youth or family.* Supervised Visitation as a sub-service of Monitoring and Supervision is defined as *service provided for children to maintain contact with parents/caregivers/extended family in a safe setting observed by a third party.*

Supervised visitation services will provide opportunities for non-residential parents or caregivers to maintain contact with their children in a safe and neutral setting in the presence of a third party. Services will include one-to-one supervision; monitored exchanges, group supervision; telephone monitoring; or therapeutic supervision. Transportation to and from supervised visits may be provided, if needed.

Supervision will be a component of the Integrated Service Plan and the purpose and goals of the supervision will be established at the time of assessment in consultation with the referring Ministry social worker. The purpose of supervision may include observation and reporting; transportation; or therapeutic or teaching opportunities, as referenced in the Service Description for Therapeutic Interventions. Report writing by visitation supervisors, suitable for presentation at Court proceedings, may be required.

Levels of supervision will range from low vigilance through high vigilance. Family Counsellors will determine, in consultation with Ministry staff, the level of supervision required on an ongoing basis and selection of an appropriate supervision plan will be based on the goals of the supervision service, as identified in the Integrated Service Plan. When reunification is the goal, foster parents will be involved in the supervised visitation to the extent possible.

Supervised access will be offered through three modalities:

- Home-based, supervised access services provided by WFCS staff and additionally sub-contracted to Network of Inner City Community Services Society where required
- Visitation that includes parent education or therapeutic interventions, delivered by Family Counsellors
- Group visitation offered in FSGV facilities, WFCS facilities, or in the facilities of community partners, supervised by FSGV or WFCS staff

Home-based supervision will involve supervision in either the family home, the foster family home, or in a community location. A home support worker will be present to ensure the safety of the child (ren) and facilitate activities that involve the parents and child (ren).

Community-based settings will be developed that provide a comfortable home-like atmosphere with access to activities appropriate to a child or youth's developmental level.

Parent education or therapeutic interventions, offered in conjunction with supervised access, will be supervised by the Family Counsellor. The Family Counsellor will observe and assess family needs, as well as provide direct training, modeling, and therapeutic intervention, as indicated by the Integrated Service Plan.

When agreed upon, Child and Youth Care Counsellors may also be utilized to provide supervised visitation for educational and skill building purposes.

Groups will be organized in response to the needs of families and their children.

For all modes of supervision, supervisor to child/family ratio will be dependent on the nature and extent of risk factors present; the nature of supervision required in each case; the number and ages of children being supervised; the number of people visiting the child; the duration of the visit; and the expertise and experience of the supervisor.

For all types of visits, participants will be prepared for the visit by the Family Counsellor where involved. Children will be oriented separately from the parents and will establish limits on physical contact. All

participants will be informed, as appropriate, regarding requirements for sobriety, deportment and other safety considerations.

The Contractor will establish safety plans, including the provision for visitation supervisors to call for assistance or halt visits should concerns for safety or child comfort arise. In all visits, the safety and well-being of the child (ren) will be the paramount concern and any cases of suspected or substantiated abuse will be reported to the Ministry.

Services will be delivered in the major language groups represented in the City of Vancouver.

Location and Hours of Service
The hours of service will be flexible to accommodate the schedules of families and children, including after school, evening and weekend hours. Service will be available on an emergency basis where required, and for the length of involvement required. Services may be provided in community settings and the family's own home.

7) Homemaking: In-Home Services

Target Population
Families where an instrumental level of intervention is required, or when emergency service is required and other concrete services have not been sufficient to address the needs identified.

Service Description and Delivery
Homemaking in the Catalogue of Services is defined as the *performance of household tasks and/or modeling of home management processes to support families or caregivers.*

This service will support, maintain, and improve family functioning, and/or assist in preventing institutionalization or another form of out-of-home care. The service will be one component of an integrated service plan agreed to by the Ministry social worker. The assigned Family Counsellor will provide coordination, integration and clinical consultation where indicated. Components of the service will include:

- emergency childcare
- childcare on an interim basis where recommended for respite, or to support parental involvement in professional or community services
- assistance with concrete tasks such as housekeeping, cleaning and meal preparation
- skill-based training focussing on home management and basic parenting skills

Staffing
Services will be provided by direct service providers assigned to the following skill-based classifications:

- Homecare/Housekeeper
- Home Management/Childcare/Parental Support
- Supervised Visits/Teaching Homemaker

Direct service providers will be assigned to referred families based on skills required as determined by family need.

This service will be sub-contracted to Network of Inner City Community Services Society on a per unit cost basis.

Should demand for In-Home Service exceed the capacity of Network Two Community Services, service delivery will be sub-contracted on an hourly basis to Medox Health Services Inc.

Hours of Service and Length of Involvement
Hours of service will be flexible to meet the needs of families, and services will be immediately available where required. The length and intensity of planned service, either intermittent or continuous, will be

determined through consultation between the Ministry social worker and the Family Counsellor and will be outlined in the integrated service plan within the following guidelines:

Initial service or emergency response will be provided for up 12 hours. Service requirements outlined in the case plan will be reviewed with the Ministry social worker and the Family Counsellor, or with the referral office Manager where there is no Family Counsellor involved.

Education and Assistance Program (Doula Services)

Doula Services will be provided for specialized in-home education and assistance to help new mothers make a successful transition from pregnancy to parenthood. Doulas will provide emotional, physical, and educational support to families with newborns. This can include mother care and companionship, breast feeding support, infant care guidance, sibling care, information on community services, recommended reading materials and safety precautions in the home, meal preparation, errands and light housekeeping.

Family-specific progress reports will be provided as required with respect to this service, including:

- Summary of service goals
- Observations of parental functioning
- Health and safety of the infant
- Parent-infant interaction
- Recommendations for future service

PROJECT PARENT

1. **Program Overview**
Project Parent is a home-based parenting program committed to family wellness that assists parents in finding ways to meet the needs of their children. The program works with families who are experiencing a considerable amount of stress and/or difficulty, which potentially interferes with their ability to parent adequately, often due to generational patterns and socio-economic factors. The program enhances the safety and well-being of children and increases the capacity of parents to meet their children's physical, emotional, and developmental needs. Referred families are assessed by Ministry social workers as being at high risk of child maltreatment, in need of ongoing protective services, and likely to benefit from intensive intervention regarding their parenting skills.

2. **Program Outcomes, Goals and/or Objectives**
    - skills to increase the safety and well-being of children;
    - increased ability to support the child's functioning related to social, emotional, physical and cognitive well-being;
    - increased capacity to maintain children in the family/extended family or caregiver home;
    - improved level of personal functioning in areas such as, parenting (i.e. establishing and maintaining positive discipline practices and appropriate limit setting), time management, effective communication, self-care, coping skills (i.e. positive lifestyle practices, stress management, anger management, limit setting);
    - increased ability to form and maintain healthy relationships, including couple, parent/child, family, extended family and other significant relationships;
    - increased ability to identify, resolve and manage past trauma;
    - reduced isolation through increased connections to personal support system, community and professional supports and resources, and employment where applicable; and
    - increased personal and family safety.

3. **Target Population**
Project Parent is an intensive parenting program for families who reside in Burnaby, New Westminster, Surrey, Langley and Delta who have children in the home aged twelve (12) years or under and are involved with the Ministry through its protection mandate

4. **Service Description**
Family Counsellors provide an average of three (3) to four (4) hours of direct client service per family per week at mutually agreed upon times. The assessment period may require more time (approximately 5 hours per week) and the closure period could be less (approximately 2 hours per week). The maximum length of involvement for a family with the program is six (6) months. If a three (3) month extension is needed, the program must have written approval from the team leader. If additional extensions are needed, the program must have written approval from the Community Services Manager.

    Services will include, but not be limited to:

    Intervention
    Intervention in the Catalogue of Services is defined as *activities provided to maintain or prompt a planned change in the behaviour, condition or functioning of children, youth, families/caregivers.*

    Components of Intervention Services include:
    - assessment and integrated service planning
    - supporting families and building on their strengths
    - coaching and modeling positive and appropriate parenting techniques, : (e.g.) child development, appropriate parent/child interactions, needs of children at different stages
    - goal setting with families
    - individual parent training and education
    - linkages to formal and informal supports

- referring and networking families to community and professional supports
- advocating on behalf of the family to professional and community resources based on the family's need and for the removal of systemic barriers affecting the well-being of children and families
- written Assessment and Progress Reports to families and the referring party

Services will involve both parents and children. Modalities and areas of focus will include, but are not necessarily limited to

- individual, couple, and/or family counselling sessions with a focus on resolving issues of abuse and neglect from family of origin that are detrimental to current parenting
- therapeutic art and play activities for children;
- adult groups
- assistance with the development of a community and social support network for families and referrals to other community programs as required
- arrange and conduct goal-setting and goal-review meetings with parents, ministry staff, and program staff

5. Staffing

a. Staff qualifications
Family Counsellors will have a minimum of an undergraduate degree in a social science and/or an equivalent combination of education and experience.

b. Supervision
Clinical and administrative supervision will be provided regularly and as required in accordance with the Contractor's accreditation standards.

c. Service Staffing Model
With the amalgamation of the North and South Fraser Project Parent contracts 2014 Contract Effectiveness and Flexibility Initiative, the intent is that the ability of the Contractor to utilize specialized or limited resources (e.g. staff with a second language) across the two service delivery areas is strengthened and the service to children, youth and families is improved.

The current structure includes the following FTE allocations:

Position	Burnaby and New Westminster (North Fraser) FTE	Delta, Langley and Surrey (South Fraser) FTE	Total FTE
Family Counsellors	5.00	7.70	13.70
Supervisor	0.90	1.35	2.25
Administrative Support	0.75	0.80	1.55
Total	**6.65**	**9.85**	**17.5**

6. Referral, Intake and Waitlist Management
Access to the program is by Ministry of Children and Family Development Child Protection or Family Service social worker referral only.

If referrals are below anticipated levels, the Ministry and Contractor may elect to:
(a) change eligibility criteria;
(b) shift service allocations within the contract;
(c) advertise program details, start dates, etc. with Ministry staff and others as appropriate; and/or
(d) some other remedial action negotiated between the Contractor and the Ministry.

The action chosen will be negotiated between the Contractor and the Community Services Manager or their designate.

The Contractor may refuse to provide service where there is active violence in the home and where the safety of the children, any family member or the worker is at question due to continued residence of the perpetrator in the family home.

The Ministry currently manages the waitlist. The parties agree to review the waitlist management process prior to December 31, 2015.

7. **Location and Hours of Services**

Services are delivered primarily in the home to families by a Family Counsellor, but may be supplemented with activities delivered outside the family home.

The program operates Monday to Thursday with appointments available from 9:00 a.m. to 8:00 p.m. (excluding statutory holidays). Depending on clients' needs and staff availability services may also be provided on Fridays and weekends.

In Surrey, service provision is enhanced through FSGV's participation in the Surrey integrated service model, HUB, the details of which are under negotiation for 2014/2015.

FAMILY MEDIATION AND REUNIFICATION

1. Program Overview

The Parent-Teen Mediation program provides an alternative process for parents and teens experiencing conflict to resolve their difficulties through voluntary participation in mediation. Mediators work with the entire family in their home or in an office, if preferred, providing mediation, education, communication skill modeling and coaching and community support development. Mediation may involve youth, siblings, parents, stepparents, foster parents, adoptive parents, grandparents, other relatives, and/or care providers.

2. Program Outcomes , Goals and/or Objectives

- Parents and youth experience improved communication;
- Parents and youth experience increased mutual understanding;
- Parents and youth have an increased ability to reach agreements;
- Parents and youth utilize improved self-management strategies during conflicts;
- Parents and youth have increased knowledge of issues relating to family and conflict; and
- Parents and youth have increased awareness of and/or access to appropriate resources.

3. Target Population/Eligibility

Parents and youth, under the age of 19, who are experiencing conflict, and are living in either Burnaby or New Westminster.

4. Service Description

Mediators will contact the family within 48 hours of receipt of the referral in order to arrange an appointment to begin the process or action of mediating between the family members and youth who do not agree, in order to bring about an agreement or reconciliation. Initial appointments are usually held within one week, unless the family requests service to be delayed. Mediators are available from 1:00 p.m. to 8:00 p.m., Monday to Friday. Morning and weekend appointments are arranged when necessary, to facilitate sessions when parents and youth are available. Mediation typically involves 6 to 10 sessions. If mediation continues for 3 months, extension of service is at the discretion of the referring MCFD staff member. The Contractor will also maintain the capacity to provide brief solution focused intervention (phone contact and/or one or two face to face sessions).

Components of the service will include but not be limited to:

- providing mediation, education, advocacy and community support referrals (specifically in relation to schools, counseling, drug and alcohol services, health and mental health services, anger management and employment training, activities and parental support/education);
- providing clients with cell phone access to their mediator;
- allowing family members to determine who is involved in the mediation process;
- participating in Integrated Case Management Conferences with families; and
- referring families to additional resources in the community as appropriate.

5. Staffing

a. Staff qualifications
Mediators must have a minimum of a Bachelor's degree and training in conflict resolution, and experience working with youth.

b. Supervision and other requirements
Clinical and administrative supervision will be provided regularly and as required in accordance with Contractor's accreditation standards.

c. **Service Delivery Model**
1.90 FTE Mediators
0.30 FTE Supervisor

6. Referral, Intake and Waitlist Management

Referrals will be made by Ministry Child Protection or Family Service social workers. If referrals are below anticipated levels, the Ministry and Contractor may elect to:

(a) change eligibility criteria;
(b) shift service allocations within the contract;
(c) advertise program details, start dates etc. with Ministry staff and others as appropriate; and/or,
(d) some other remedial action negotiated between the Contractor and the Ministry.

The action chosen will be negotiated between the Contractor and the Community Services Manager or their designate. Any change to the contract will be affirmed in writing; a copy will be sent to the Contractor and a copy kept on the Ministry contract file.

7. Location and Hours of Services

Services are provided in the home or other community setting. Mediators are available from 1:00 p.m. to 8:00 p.m., Monday to Friday. Morning and weekend appointments are arranged when necessary, to facilitate sessions when parents and youth are available.

FOSTER PARENT SUPPORT AND EDUCATION

1. Program Overview

The program involves a collaboration of three services providers, Family Services of Greater Vancouver (FSGV), Hollyburn Family Services and Milieu Children and Family Services (formerly Connexus Family and Children Services), who each provide various services within the program. FSGV primarily provides Foster Parent Support Services but may also provide some of the other services listed below in Service Deliverables. Currently, the services and service delivery model is under review and to support this review the Ministry and FSGV agree to meet prior to December 31, 2015 to update the service description to better reflect the current model and / or any agreed upon updates.

Background
In 2003, the Vancouver Coastal Region undertook a redesign focused on consolidating internal and contracted services into an accessible, coherent, integrated, community-based, culturally responsive service delivery system. The system redesign was based on both research and community consultation. The objective of the service delivery framework was to provide evidence and outcome-based services that improve outcomes and promote safety, wellbeing, resilience, development and permanence for vulnerable children within their families and communities.

The Ministry has been refocusing its child and family services to emphasize permanency for children and youth in care, as outlined in *Achieving Out of Care Permanency for Children and Youth in Care, Permanency Planning Model for British Columbia,* prepared by the Permanency for Children and Youth Unit, March 2003. Permanency planning is used to describe a number of services and programs delivered on behalf of children and youth who are either at risk of being removed from their families, or who are in the care of the Director, with the goal of *securing a safe, caring, legally recognized and continuous family outside government care.* Residential services, including foster homes, family care group homes, and specialized residential group homes are integral to the Ministry's role and mandate to advance the safety and well-being of vulnerable children and youth, and to meet the goal of permanency.

An extensive range of residential services are supported by Ministry Resource staff through contract management, support to caregivers and monitoring of homes, matching and placement of children and youth, liaison to Ministry teams, and recruitment and retention of homes. Contracted agencies support foster homes and other residential placements through an array of services, including support, training, education, and specialized support. Both Resource and contracted service staff work with protection and guardianship social workers to best meet the needs of children and youth who require out-of-home placements.

In provision of the range of service in this Agreement, the Contractor will work collaboratively with Hollyburn Family Services and Milieu Children and Family Services, both current providers of services to foster families in this region. These service providers have collaborated in the development of a model of service delivery that will consolidate existing services and programs into a comprehensive and integrated approach.

Program Description and Delivery
The Contractor will provide the following services:

Foster Parent Support Services (Tier One)
a) Screening, Information and Referral Services
b) Protocol Training and Support
c) Foster Parent Self-Help/Mutual Aid
d) Foster Parent Volunteer Mentoring
e) Support to Foster Parent Recruitment
f) Relief Services to Foster Parents

In-Home Foster Parent Support Services (Tier Two)
a) Assessment and Integrated Service Planning
b) Behavioural Consultation and Support

c) Counselling Intervention

Out of Care Options
a) Intervention
b) Linkage and Brokerage
c) Training and Education

2. Target Population

The target population for these services will be Ministry and Aboriginal delegated agency foster parents and respite caregivers caring for both non-Aboriginal and Aboriginal children and youth in foster care in Richmond, and to other foster families in the Vancouver Coastal Region as determined by the Centralized Referral Table.

3. Service Description(s)

1) FOSTER PARENT SUPPORT SERVICES

a) Screening, Information and Referral Services (Information and Referral)
The Contractor will provide the following services to foster parents in the Vancouver Coastal Region:

- Tele-support system (1-800 telephone consultation/fax information exchange/e-mail notification, exchange, update/email consultations) to deliver information regarding services available to foster parents throughout the Region. Direct tele-support through this system will be made available during regular business hours, five days per week
- Provide qualified foster support workers to service the tele-support system
- Screen calls received and provide information and referral as required, including information regarding Ministry services, professional services, and community services
- Compile literature addressing common areas such as child developmental transitions, communication strategies, conflict resolution skills and stress management strategies, and make this available to caregivers through the tele-support system
- Establish a foster parent website and newsletter to communicate pertinent information regarding regional or other events or initiatives, and to provide parenting information, and research and best practice information

Information and education provided through this support service will be integrated with specialized training and education modules, and with professional development opportunities provided through self-help/mutual aid, in order to maximize expertise and provide the best, most relevant information to the widest range of foster parents.

b) Protocol Training and Support (Intervention)
The Contractor will organize, train and supervise volunteer support workers, or will provide local foster parent support workers, foster parents mentors, or professionals as needed, specifically to provide a range of services to foster parents involved with protocol processes. Services provided to foster parents will include:

- Education and information regarding Ministry and Aboriginal delegated agency protocol processes
- Critical incident stress debriefing or support services
- Crisis intervention, stabilization and follow up services where indicated
- Documentation of crisis responses and service plans
- Connecting foster parents to self-help/mutual aid or other volunteer mentoring services
- In consultation with the Ministry or Aboriginal delegated agency, provide timely referrals to counsellors or other professionals

c) ***Foster Parent Self-Help/Mutual Aid (Mutual Aid)***

The Contractor will provide a range of strategies that connect foster parents so that they provide mutual emotional support; learn new ways to cope; determine ways to improve their practice; and help others while helping themselves. Service provision will be flexible: one-on-one, group, phone, or on-line.

The Contractor will organize, schedule and facilitate regular monthly meetings for foster parents, supplemented by additional professional expertise and building on identified needs in the foster parent group. Meetings will be organized based on existing foster parent groups or community-based chapters, and will focus on similar needs in the groups to provide educational and other professional development opportunities. Opportunities will include visiting professionals to address issues such as fostering Aboriginal children and youth, inclusive foster care, separation and loss, attachment issues, conflict resolution and mediation, FASD, strategies to cope with aggressive or non-compliant behaviour, issues specific to youth such as substance use, high risk behaviour, and mental health issues such as depression, anxiety, and conduct and attachment disorders.

The Contractor will be responsible for encouraging and providing concrete and other incentives to foster parents to facilitate and maximize participation.

These support and professional development opportunities will build on and integrate with core and other foster parent training and support services. The Contractor will link to existing partnerships and groups in the foster parent and adoptive parent community, and will work with Ministry and Aboriginal delegated agency Resource liaisons to ensure that services are efficient and effective, and are integrated with the wider range of service outlined in this document, as well as with Ministry and Aboriginal delegated agency residential and non-residential services. Linkages with Health and Child and Youth Mental Health services will be particularly important in developing and maximizing opportunities for training and professional development opportunities for foster parents.

Services provided will include but not be limited to:

- organization, scheduling and facilitating of regular monthly meetings for foster parents;
- establishment of an electronic, shared registry that identifies the expertise of foster parents;
- organization and maintenance of a Training Advisory Committee comprised of service providers and key partners;
- development and implementation of data collection strategies to enable timely identification of common concerns and areas of interest; and to monitor the effectiveness of services provided;
- identification of a representative to participate in a provincial Ministry family care reference group; and
- organization of and participation in community forums to identify foster parent support and solutions.

d) ***Foster Parent Volunteer Mentoring (Volunteer Mentoring)***

A mentoring relationship is one in which a foster parent voluntarily gives support, assistance, advocacy or guidance to another foster parent who has less experience. Commitment, effective matching and recognition are crucial. The Contractor will develop a foster parent mentor program that is purposeful and planned, and will include orientation, training, and ongoing support and supervision of foster parent mentors.

An orientation package will be developed for use by foster parent mentors that will include information regarding Ministry services and systems; confidentiality requirements; child, youth and foster parent rights; reportable incidents, and complaint/resolution processes.

e) ***Support to Foster Parent Recruitment (Recruitment)***

The focus of this service is to support Ministry and Aboriginal delegated agency recruitment efforts by working cooperatively and actively with Ministry and Aboriginal delegated agency staff and the community to develop and implement innovative strategies to attract, recruit, and provide orientation for prospective foster and adoptive families. Strategies include but are not limited to the following:

- participation in resource fairs, recruitment drives and focus groups to attract and recruit prospective caregivers;
- participation in foster parent recognition events;
- provision of information regarding the foster parent process on the organization's website and in local community publications;
- provision of community organizations and the general public with information regarding the recruitment process; and
- referral of potential foster parents to recruitment teams and promotion of fostering in the community.

f) *Relief Services to Foster Parents*
Caregiver Registry
A caregiver registry will be developed to provide foster parents with a range of alternate childcare through their group of foster parents, and through community caregivers. The Contractor will work with Ministry and Aboriginal delegated agency Resource liaisons to build on existing foster parent groups to establish coordinate and maintain childcare exchange between foster parents that is easily accessible and flexible.

In addition, the Contractor will develop and maintain a registry of trained community caregivers to provide relief services. The range of community caregivers will include those available on a flexible basis and for hours that include evenings and weekends. The range of trained relief caregivers can include paid staff, contracted professional child and youth care services, and volunteers, and will include community caregivers with the skill and expertise to work with high needs children and youth. The qualifications and capabilities of each community caregiver will be identified in the registry to assist in appropriate matching, and feedback will be sought from foster parents regarding the quality of service provided.

The registry will be accessed electronically as well as directly through the service.
Services will include but not be limited to: Recruitment and screening of community caregivers on an ongoing basis

- establishment and maintenance of a foster parent and community caregiver registry; and
- provision of ongoing support and monitoring of services provided

2) IN-HOME FOSTER PARENT SUPPORT SERVICES

Service Description
In-home services are provided to foster parents with children or youth in their homes that require a high level of care due to significant behavioural, emotional, mental health or medical conditions. Specialized services will also be provided to foster parents experiencing family crises or significant therapeutic issues that negatively affect their ability to provide effective care. Services focus on building foster parent skill and ability.

Services will be available on an emergency basis where required and on an intensive basis where indicated. Services will be provided for a maximum of three months. Requests for extension of service will be referred to the Ministry or Aboriginal delegated agency for consideration.

Flexibility of response is required to provide in-home service to foster parents in the following circumstances:

- on an emergency basis;
- on a crisis basis within 24 hours of referral;
- on an intensive basis for up to three weeks;
- on a planned, short-term basis for up to three months; and
- on an intermittent basis to respond to child or youth developmental or other transitions.

Service providers will use a crisis intervention approach where indicated, within the range of specialized services outlined below. A crisis response will normally include crisis assessment, engagement and

relationship building where required, identification of major problems, dealing with emotional responses, generating and exploring alternatives, developing a plan, establishing agreement, and providing follow up.

Crisis intervention will be available to foster parents 24/7 both by telephone or in-home if indicated. These responses will be integrated into the overall service plan, with clear lines of communication established to inform Resource social workers. Protocols will be developed to ensure that adequate consultation and decision-making authority is accessible 24 hours per day, seven days per week. This service will be linked to a staffed, residential setting.

Transitional Services
In consultation with the foster parent, the Ministry or Aboriginal delegated agency social worker, and the Resource social worker, transitional services may be provided for up to three months to assist a foster parent or caregiver in the child or youth's next placement, whether that placement be with family or in a Ministry or Aboriginal delegated agency foster home or other residential resource. This planning will occur within the context of integrated case management provided through the Resource and District Office teams, including other service providers as required. Service can be provided from the range of services outlined below.

Service Staffing
Children and youth in care may have a history of abuse and neglect, have been prenatally exposed to substances, have experienced significant disruption in placement continuity, and have significant difficulty forming positive attachments. These children and youth may demonstrate significant to severe behavioural difficulties, exhibit cognitive and developmental challenges, and have complex health and mental health diagnoses.

All staff providing specialized services will require knowledge and expertise in a wide range of issues affecting children and youth in care, and will be experienced in working in a multidisciplinary and multi-system environment.

Seriously non-compliant, disruptive, aggressive, abusive or violent behaviours can be significant contributors to placement disruption. Service providers will incorporate an understanding of the underlying etiology of this and other behaviours, the outcomes anticipated, and the interventions required that will best meet the needs of foster parents caring for the child or youth.

Service Referral
In-home services will be accessed through Ministry and Aboriginal delegated agency Resource staff in Vancouver, Richmond and North Shore communities, in consultation with the Centralized Referral Table. Consultation and support will be provided to coastal communities by telephone.

a) Assessment and Integrated Service Planning (Individual Intervention)

Service Description
One primary service provider will be assigned to work with each foster family referred to ensure continuity. The primary provider will support foster parents in their role as members of an integrated case management team that includes the Resource Social Worker and the Ministry or Aboriginal delegated agency Social Worker with guardianship responsibilities. The primary provider will work with the foster parent and the Resource Social Worker to develop a foster parent service plan that builds on the integrated service plan for children in care, identifies which services and which service providers are required, and outlines how service will be delivered. The *Child and Adolescent Functional Assessment Scale (CAFAS)* will be utilized to provide child-specific information to assist in the development of the foster parent service plan. Planning where indicated will also build on additional tools utilized through the Resource teams, including the *Nipissing* developmental screening tool.

Assessment and integrated service planning will build on and coordinate with other Ministry and Aboriginal delegated agency planning processes where indicated, to efficiently and effectively integrate service and service provision. Other Ministry planning processes include:

- Integrated Case Management (ICM)
- Comprehensive Risk Assessment (CRA) and Risk Reduction Plan (RRP) development
- Comprehensive Plan of Care (CPOC) or Looking After Children (LAC) development
- Family Group Decision-Making (FGDM)

The primary provider will ensure that the foster parent service plan is implemented and will assist the foster parent in coordinating services between Resource and child or youth social workers. The focus of the service will be to build foster parent capacity to effectively care for the children and youth in their home, including coordination of other involved professionals or community service providers.

Where indicated, the primary provider, in consultation with their clinical team, the foster parent and the Resource social worker, will ensure that additional specialized assessment and treatment services are accessed, including Child and Youth Mental Health services, British Columbia Children's Hospital, and Alderwood Family Development Centre. The primary provider will also facilitate access to additional psycho educational, psychological or other specialized assessments.

b) Behavioural Consultation and Support (Individual Intervention)

Service Description
This service will provide specific recommendations, education and training regarding behaviour problems in children and youth. Based on assessment information and observation, the consultant will provide a functional assessment of behaviour patterns and will recommend and model strategies to modify these patterns. This service will be provided in the foster home wherever possible by a clinician or a behavioural specialist with expertise in disordered behaviour in children and youth. The consultant will develop a written plan outlining the recommended strategies, and will work directly with foster parents to implement those strategies.

Service Staffing
Consultants providing this service will require a bachelor or graduate degree in social work, child and youth care, or a related human services field, with a minimum of three years' related experience, or a diploma in child and youth care and a minimum of three years' experience working with children and youth exhibiting disordered behaviour.

c) Counselling Intervention (Individual Intervention)

Service Description
This is a short-term, targeted intervention aimed at resolving issues in the foster family which negatively affect their ability to provide effective parenting to children and youth in their care. Where indicated, this service will be coordinated with family preservation and reunification service providers. Counselling services support personal growth and development and situation change by helping families cope with the stresses of daily living and manage psycho-social adjustments related to normal life cycle issues. Where specialized therapeutic intervention is required, the Contractor will facilitate the provision of services through the Centralized Referral Table.

Service Staffing
Counsellors providing this service will require a bachelor or graduate degree in social work, child and youth care, or a related human services field, with a minimum of three years' related experience, or a diploma in child and youth care and a minimum of three years' experience working with families.

3) OUT OF CARE OPTIONS

Service Description

The Contractor will enhance existing Foster Support and Education Services by expanding support services to include In-home support for Out of Care placements.

The purpose of the Out of Care Worker is to provide support to extended family in raising children who can no longer live with their parents. These arrangements are referred to as Out of Care Option placements or Kinship Care placements. Kinship care agreements temporarily provide a child with a safe environment with a familiar person while maintaining a strong connection to his/her family and supporting reunification.

The Contractor will collaborate and consult with the MCFD Out of Care Options Resource Worker, and child protection social worker to monitor and support Kinship placements, including reunification efforts.

The Contractor will provide the following services: Intervention, Linkage and Brokerage and Training and Education

a) ***Intervention***: activities provided to maintain or prompt a planned change in the behavior, condition or functioning of children, youth, and or families/caregivers. Including guidance provided to a child, youth, and family/caregivers to support personal growth, development, or situational change.
Components of Intervention will include, but are not limited to:

- provide in-home support to Out of Care placements;
- provide parenting and behavioural strategies for effective parenting;
- provide information regarding ages and stages of development; and
- support reunification plans by supporting child, youth, family and or caregivers

b) ***Linkage and Brokerage***: activities to connect a family, child, or youth to a formal support/resource, or to facilitate the formal support's direct connection to a child, youth or family.
Components of Linkage and Brokerage will include, but are not limited to:

- The Contractor will establish linkages to existing community support groups depending on needs of care providers and make referrals to existing Foster Parent Support and Education Programs and the Mental Health Residential Consultation Program.
- Assist Out of Care Placements in accessing daycare, medical services, and baby-sitting.

c) ***Training and Education***: range of strategies for imparting knowledge, improving skills a building awareness of resources.
Components of Training and Education will include, but are not limited to:

- The contractor will assist in developing and delivering training for Out of Care providers, in consultation with the MCFD Resource Team.

Service Staffing
Staff providing this service will require a bachelor degree in social work, child and youth care or related human services field, with a minimum of 2 years' related experience , or a diploma in child and youth care and a minimum of three years' experience working with children, youth, family and caregivers.
The geographic service area includes Caregivers living in; Vancouver, Richmond and the North Shore, but may also include Out of Care service providers located within the Lower Mainland.

4. Staffing

a) Staff Qualifications
b) Supervision and other requirements
c) Staffing Model

5. Referral, Intake and Waitlist Management

Centralized Referral Table
A centralized referral table will consist of representatives from each of the partnering service providers, and Ministry Resource liaisons. The referral table will meet bi-weekly for the purpose of screening and initial assessment of referrals, facilitation of service provision, and review of services being provided. This table will

ensure that the range of services being provided are coordinated and integrated, that Aboriginal values, traditions, resources and practices are incorporated wherever possible, and that services are provided in an efficient, effective and seamless manner to foster parents.

This table will also provide a collaborative forum in which to review overall services provided, identify gaps or duplication in service, plan for changes in service levels, review program development, collaborate in training and education efforts, review current and emerging best practices, and ensure that linkages are made with related bodies and key partners.

6. Location and Hours of Services

Services will be provided in the home and community where possible and indicated. Services are available Monday to Friday 9:00 a.m. to 5:00 p.m. Depending on client need and staff availability services may also be provided in the evenings and on weekends.

7. Other Requirements

Principles of Service Provision

The services outlined in this Agreement are designed to increase the resiliency of foster parents through support and education; to increase the foster parents' confidence in his or her ability to provide quality care; and to increase both family and community capacity. Well supported foster parents will contribute to the establishment of permanency plans for children and youth; will promote attachment, resiliency, safety, and placement stability for children and youth in the community; and will work toward the successful reintegration of children and youth into their permanent homes. As team members, foster parents will be supported to be equal partners in the development of a service plan that includes services for the child and the child's biological/ adoptive parents, and supervision and support for the foster parents.

Services will be provided in the home and community where possible and indicated. The Contractor will support foster parents to build linkages with their communities through the use of both formal and informal supports. Services provided will be integrated, comprehensive, flexible, and responsive to the needs of foster parents.

Support programs will be designed to provide effective services that are fiscally accountable, and evidence and outcome based. Ongoing efforts will be made to incorporate emerging and relevant research and best practice recommendations.

Overall goals of service include an increase in foster parent knowledge, skill and capacity to manage behaviour and provide effective care to the children and youth in their care, an increase in foster parent retention, and a decrease in the frequency of placement breakdown.

Service Integration

These services are intended to maintain child and youth placements in foster homes and to support permanency efforts. The Contractor will ensure that links are established and maintained with involved Ministry and Aboriginal delegated agency Resource and District Office Social Workers. Foster parents will be encouraged and supported to be included in planning and decision-making, and to take an active role in family reunification efforts. Foster parents will be trained and supported to work directly with families where indicated, and will be assisted to link with the range of services necessary.

To ensure that services provided are integrated and culturally appropriate, the Contractor will work where indicated with Vancouver Aboriginal Child and Family Services Society (VACFSS) and other delegated Aboriginal agencies, the Federation of Aboriginal Foster Parents (FAFP), and other organizations providing support services to Aboriginal caregivers. Knowledge of the three cultural constituent groups with the Vancouver Coastal Region will be demonstrated and promising practices will be incorporated wherever possible.

The Vancouver Coastal Region is also working to incorporate eighteen promising practices identified for services provided to Aboriginal children, youth, families and foster families. Services will be designed to be culture-based and to incorporate Aboriginal values, traditions, resources and practices. Following are the eighteen promising practices:

- Use of extended family and extended family concept (context);
- Use of traditional teachings that describe wellness, balance, and harmony or provide a mental framework or provide a mental framework for wellness and use these as objectives for the families (spirit, mind);
- Use of specific cultural approaches such as storytelling, talking circles, ceremonies, sweat lodges, feasts, etc. (mind, spirit, body);
- Use of cultural adaptations to mainstream system of care practices such as wraparound, respite, crisis intervention, collaboration (mind, context);
- Use of cultural restoration, via mentors, groups, crafts, (context, body);
- Use of methods to promote healing of Indian identity and development of positive cultural self-esteem (mind);
- Use of methods that build connection to community, culture, group, clan, extended family (context);
- Use of methods that build up the sense of dignity and strength (mind);
- Use of methods that invoke the positive effects of spiritual belief or tap into spiritual strengths or support (spirit);
- Use of elders or intergenerational approaches (context);
- Use of methods that prepare children to live in two cultures and to cope with racism, prejudice (mind, context);
- Use of helping values from traditional teaching, such as 24-hour care and self-care (context);
- Use of conventional and cultural methods to recognize and treat historic cultural, intergenerational and personal trauma (mind, body, context, spirit);
- Use of approaches that strengthen or heal the community
- Use of the native language (mind);
- Maintaining an alcohol and drug free event policy, deal with substance abuse (mind, body);
- Incorporation of a value of respect for in-group diversity and exercising that value in services (context); and
- Use of all of the above alongside of conventional services such as counselling, therapy, and health care (mind).

The Contractor will work toward incorporating the guiding principles and recommendations arising from the Vancouver Aboriginal Child and Family Services Society document *Towards Inclusive Foster Care: A Policy Handbook (2003).*

The Contractor will work with other contracted Ministry service providers to support integrated service, and will work with the Ministry and Aboriginal delegated agencies to promote mutually beneficial links with academic and research bodies regarding issues related in children and youth in foster care. The Contractor will build on existing organizations related to children and youth in foster care, and work collaboratively with Resource liaisons to promote effective, efficient and integrated service.

Services will build capacity by assisting foster parents to establish and maintain links to formal and informal supports, including those specific to educational, mental health and youth justice services for children and youth in foster care. Group-based services will be delivered in neighbourhood sites that are accessible to and comfortable for foster parents.

The Contractor will promote the long-term stability of foster placements by anticipating problems and preparing the care giving context to respond to challenges before they become crises. The Contractor will assist in the development of a care giving context that understands and responds to the needs of children and youth. Education, support, and consultation services will be tailored to provide and promote a holistic approach that respects the complex and interactive nature of child and caregiver needs.

CYSN CHILD, YOUTH AND PARENT SUPPORT

1. Program Overview

Providing Resources and Independence to Youth Development (PRIYD) Program

Child, Youth and Parent Support services involves a child care worker providing direct goal-oriented assistance to a child and/or family. This assistance can include the development of appropriate social, life or other particular skills by the child and/or the development of child management or other parenting skills by the family. Service may be provided in a variety of locations in the community so as to facilitate the participation of the child and family in community activities as well as the development of specific skills. Service may be provided individually or in groups; however, the particular need of each child must be documented and in accordance with the program objective.

The Contractor undertakes to effectively support the development of each child through:

- activities that recognize the child's capacity and are designed to enhance the child's independence with respect to daily living activities and achievement of personal goals; and
- providing assistance in making effective choices concerning the development and maintenance of friendships and relationships.

The Contractor will take appropriate action to accomplish the objectives set for each Child being supported as they are decided upon by the Child and their family, involving support staff, the Province and the Contractor at the time of the execution of this Component Schedule.

The Contractor will adapt the Component Services for each Child, as required, in relation to the Child's changing support needs.

The Contractor will ensure that the Child and their family are involved in all planning and decision-making on matters affecting him/her.

The Contractor will support all Children to access natural community support systems rather than disability specific services, whenever possible.

The Contractor will support the Children and their family with access to information and training regarding the various available options that can assist them with community access and full community participation.

Where applicable, the Contractor will provide a safe motor vehicle in accordance with the provisions of the Motor Vehicle Act and Regulations thereto or otherwise arrange for the transportation of any Child supported by the Contractor.

The Contractor will co-operate with any plan established by the Province, a Child and/or her/his family, for support changes.

It is agreed that the Province will not refer any Child to the Contractor on any basis other than provided for in this Component Schedule except by mutual agreement.

2. Program Outcomes, Goals and/or Objectives

Through the delivery of the Component Services the Province wishes to realize and the Contractor will use its best efforts to achieve the following desired outcomes:

a) The rights and best interests of children are reflected in the way supports and services are delivered to children and families.
b) Families, children and youth have a lead role in the planning for goals, supports and services that meet their needs and interests.
c) The needs, including health and safety, of children and families are met through flexible, diverse, and timely supports and services.

d) Children and their families experience full inclusion as citizens in their communities.
e) Children and families are served in a manner that reflects ethnic and cultural beliefs and values.
f) Aboriginal children and families are served in a manner that is in accordance with Aboriginal values and traditions.
g) Children and Youth will maintain or improve their community awareness skills (i.e. shopping skills, leisure access), transportation skills and their ability to access community services.
h) Children and Youth will have increased opportunities and support to experience age appropriate peer interaction.
i) Children and Youth will improve or maintain self-sufficiency/functional life skills as developmentally appropriate.
j) Children and Youth will maintain or improve home living skills (i.e. food preparation).

The parties acknowledge that the Contractor does not warrant that the desired outcomes will be achieved.

3. Target Population

Children aged 6 – 18 who have special needs as per the eligibility criteria established by ***Ministry of Children and Family Development, Children and Youth with Special Needs Policy, dated November 1, 2009.*** Services will be provided within the geographical areas of Burnaby, New Westminster and Vancouver.

4. Service Description

Program Managers

The overall program for Children and Youth with Special Needs will be coordinated by Program Managers.

Responsibilities of the Program Manager s will include but not be limited to: 1) the recruitment, screening and training and matching of Child and Youth Care Workers, and 2) the assessment of children and youth needs and strengths for appropriate placement in group or individual services, and assignment to Child and Youth Care staff.

The direct service hours provided to families by the Managers while facilitating and supporting Child and Youth Care Services are counted and reported as hours of individual intervention with children/youth.

1) Child and Youth Care Services (Intervention)

Intervention in the Catalogue of Services is defined as *activities provided to maintain or prompt a planned change in the behaviour, condition or functioning or children, youth, families/ caregivers.*

Child and Youth Care Worker interventions are one-to-one and group intervention services aimed at children and youth who require teaching and reinforcement of pro-social and life skills, transitional or crisis support, or assistance to connect with specialized services or community supports. The service is time limited, and is designed to be delivered in the child's home or community. Education and skill building opportunities may take place during the hours of support provided. Group activities may also be offered to enhance individual interventions.

Goals of the service will be clearly defined, measurable and achievable, and will connect the child or youth to longer term supports such as recreational or other pro-social activities.

Other activities of the Child and Youth Care Worker may include:
- Contact with a Children and Youth with Special Needs Support Worker (CYSN SW), school staff or other personnel whose work is directly related to the child or family;
- Participating in Integrated Case Management meetings upon request;
- Writing progress reports or maintaining other records regarding the child or family;
- Consulting with the agency supervisor regarding the child or family;
- Travelling to meet with the child or family; and

- Receiving specific training necessary to provide service to a particular child or family (e.g. special skills taught by a speech therapist).

a) One-to-one Child and Youth Care Worker Services

The Contractor will provide individual direct, goal oriented child and youth care worker services teaching skill development to children and youth with special needs as per the eligibility criteria established by the Ministry.

The service arrangements will be flexible to reflect the family's circumstances and the needs of the child or youth and be structured to achieve goals within appropriate time frame. Each referral will be allocated 4 hours direct service weekly for a total of 208 hours to be provided in a 12 months period. Hours assigned during the term of the Agreement will be pro-rated, based on the actual start date of service. The length of service is typically one year; service extensions may be approved by the Ministry Team Leader, in consultation with the Contractor.

b) Group Programs

i. Community Based Groups – serving Burnaby, New Westminster and Vancouver

a. The Contractor will provide a variety of community based small group programs to promote and facilitate development and growth in the areas of self-esteem, social skills, peer relationship and independence.
b. Groups may have 2 - 5 youth participants.
c. These programs will operate 4 hours weekly, 52 weeks per year.
d. Groups may operate in the following staff to participant ratios: 1:2, 1:3, 2:4 or 2:5

ii. Site Based Groups – serving Vancouver

a. The Contractor will provide a group activity program named The Groove for up to 10 children ages 8 – 12.
b. The Contractor will provide a group activity program named The Vibe for up to 10 youth ages 13 – 15.
c. These programs will operate 4 hours weekly, 52 weeks per year.
d. The Contractor is responsible for the space and utility costs and transportation for program activities.

iii. Summer Teen Extravaganza – serving Burnaby and New Westminster

a. The summer program provides an opportunity for youth with special needs to participate in recreational and social activities throughout the lower mainland in a fun and safe manner.
b. The Summer Teen Extravaganza is run three days/week from 9:00 a.m. to 4:00 p.m. in July and August.
c. The program will provide capacity for 8 – 10 participants on a weekly basis.
d. Each participant is allowed a maximum of one (1) week in the program with a possible extension based on availability.
e. The program will provide a supervisory ratio of 1 Staff for every 3 Children and Youth participating.
f. Transportation is provided for program activities only. Parents/caregivers are responsible for drop-off and pick-up of the program participants.

5. **Staffing**

Service Delivery Model

- 1.82 FTE Program Managers (0.82 FTE Burnaby and New Westminster and 1.0 FTE Vancouver)
- Hourly Contracted Child and Youth Care Workers (FSGV utilizes around 80 hourly paid Child and Youth Care Workers which equals approximately 4.50 FTE for one-to-one intervention and 6.26 FTE for group intervention (for group intervention it is assumed that an average of two (2 staff is required to provide one hour of service to a group).

a. Staff qualifications
Program Manager: a Master's degree in social work, psychology or a related discipline and three years of related experience in a related field, or a Bachelor's degree in social work, psychology or a related discipline and five years' experience in a related field.

Child and Youth Care Worker: a certificate/diploma in human/social service field or related discipline and some related experience or an equivalent combination of education and experience.

b. Supervision
Clinical and administrative supervision will be provided regularly and as required, as per accreditation standards.

6. Referral, Intake and Waitlist Management

For both Individual and Group Services referrals will be facilitated through the Ministry's CYSN Program Liaison Worker.

The Program Manager is responsible to advise the CYSN Liaison when a vacancy in the program is anticipated. Where possible, the Program Manager should request new referrals 30 – 60 days prior to the anticipated date of the vacancy.

Ministry CYSN Workers are responsible for completing and forwarding the agency referral form to the Program Manager. The referral must minimally include the family's contact information, an assessment of the child's needs, child specific safety information relevant to providing community based services, and collateral involvements with school and other service providers.

The Program Manager will receive and review the referral information and make a determination regarding acceptance of the client for service.

The Program Manager will conduct an intake meeting with the family. A worker will be assigned by the Program Manager following the intake meeting.

Once the client is accepted to the program and a start date has been identified, the Ministry Social Worker will initiate service by completing the Support Services Agreement (CF2606) and an Authorization and Service Plan (CF0603) in accordance with the procedures and policy regarding Support Services for Families.

The goals developed for service should be established in cooperation with the youth and family. Integrated Case Management is to be integral to service delivery.

The Contractor will maintain child specific service plans indicating specific goals to be addressed during the term of one to one services. The service plans must include written approval by the child's guardian.
Goals may be adjusted based on new information or changing circumstances, upon review with the family. If a revision of service is needed, the Ministry Social Worker and family may amend the Support Services Agreement (CF2606) and the Authorization and Service Plan (CF0603).

The Contractor and Ministry CYSN Team Leader will work together to determine how services will be provided, including the balance of individual and group services For Burnaby and New Westminster, of the 1,664 group hours, approximately 168 group hours will be for summer program hours.

The waitlist will be managed by the Ministry.

7. Location and Hours of Services

Service may be provided in a variety of locations in the community so as to facilitate the participation of the child or youth in community activities as well as the development of specific skills.

8. Relevant Legislation, Policies, Guidelines, Standards

Without limiting sections 3 and 8 of the current version of the Terms and Conditions of the Service Agreement on the MCFD website, you must comply with the following Acts, regulations and MCFD policies and standards in providing the services described in this schedule:

Ministry of Children and Family Development, Children and Youth with Special Needs Policy, dated November 1, 2009. Any future revisions of the *CYSN Policy* will replace it and form the basis of service delivery upon the Ministry's approval of the revised Program Guidelines.

BRITISH COLUMBIA | Ministry of Children and Family Development

MODIFICATION AGREEMENT

BETWEEN

HER MAJESTY THE QUEEN IN RIGHT OF THE PROVINCE OF BRITISH COLUMBIA,
represented by the Minister of Children and Family Development

AND

FAMILY SERVICES OF GREATER VANCOUVER
(Legal Name)

BACKGROUND
A. The parties entered into an Agreement FT08424021, beginning April 01, 2015.
B. The parties have agreed to modify the Agreement effective April 01, 2016.

AGREEMENT

1. The Term of the Agreement is extended by three months from April 1, 2016 to June 30, 2016.

2. *Schedule A – Services* is amended as follows:

   a) Annual baseline funding is increased by **$741,475.80** from **$7,925,434.20** to **$8,666,910.00**, comprised of the following:

      i) An increase of **$548,427.00** as a result of funding awarded to the Contractor under Request for Proposals No. MCFDVC-RFP-60 for Child and Youth Care Worker Services for Children and Youth with Special Needs. This funding is transferred from *Subsidiary Component Agreement* FT08424023 effective April 1, 2016; and

      ii) An increase of **$193,048.80** due to negotiated increases under the *Economic Stability Mandate* (ESM) for Community Social Services Employers' Association (CSSEA). The increase reflects the 0.45 % Economic Stability Dividend of **$29,361.84** effective February 1, 2016, and the 2.5% Comparability Adjustment or 0.5% General Wage Increase equivalent of **$163,686.96** effective April 1, 2016. The annual baseline increase allocated to Westcoast Family Centres Society is **$57,420.84.**

   b) *Attachment 2 – Output Definitions* is replaced by the updated version attached to this Modification Agreement.

   c) *Attachment 3 – Service Descriptions*, Section entitled CYSN, Child and Youth Parent Support, pages 30 -34, is replaced by the updated version attached to this Modification Agreement.

3. *Schedule B – Payment and Financial Reporting* is amended as follows:

   a) The *Aggregate Maximum* is increased by **$2,171,621.14** from **$7,926,300.45** to **$10,097,921.59,** representing three months of pro-rated funding from April 1, 2016 to June 30, 2016.

For this three month period, Westcoast Family Centre's Society allocation of the total *Economic Stability Mandate* increases is **$15,810.79** (including $1,455.58 of *Economic Stability Dividend* for the two months between February, 2016 and March 31, 2016).

b) The Province will make payments to the Contractor in the following amounts and manner:

i) A lump sum payment in the amount of **$4,893.64** is provided for two months of the *Economic Stability Dividend* between the dates of February 1, 2016 and March 31, 2016.

ii) A monthly recurring amount of **$722,242.50** will be paid on or about the 15th of each month.

The monthly recurring amount includes the following:

a) Effective April 1, 2016, as a result of the transfer of $548,427.00 in annual baseline funding for Child and Youth Care Worker Services for Children and Youth with Special Needs, the monthly amount increased by **$45,702.25** from **$660,452.85** to **$706,155.10.**

b) Effective April 1, 2016, as a result of *Economic Stability Mandate*, the monthly amount further increased by **$16,087.40** ($2,446.82 from the February 1, 2016 0.45 % *Economic Stability Dividend*, and $13,640.58 from the April 1, 2016 2.5% Comparability Adjustment or 0.5% General Wage Increase equivalent), from **$706,155.10** to **$722,242.50.**

Additional Information

1. In all other respects, the Agreement is confirmed.

The parties have duly executed this modification agreement as of the 1st day of April, 2016.

SIGNED AND DELIVERED on the 20 day of April, 2016 on behalf of the Province by its duly authorized representative	**SIGNED AND DELIVERED** on the 12th day of April, 2016 by or on behalf of the Contractor (or by its authorized signatory or signatories if the Contractor is a corporation)
Signature: Sharon Armstrong	Signature: Caroline J Bonesky
Print Name: Sharon Armstrong	Print Name: Caroline Bonesky
Position: Community Services Manager or Designate	Position: Chief Executive Officer
Responsibility Centre:	Signature:
	Print Name:
	Position

SERVICE AGREEMENT

MINISTRY OF CHILDREN AND FAMILY DEVELOPMENT

BRITISH COLUMBIA — Ministry of Children and Family Development	**MINISTRY SERVICE AGREEMENT: FT08424021** **DOING BUSINESS AS: FAMILY SERVICES OF GREATER VANCOUVER** **Agreement Name:** Family Pres/Mediation/Foster Parent Supp/CYSN Ch, Yth & Par Supp (PRIYD)

HER MAJESTY THE QUEEN IN RIGHT OF THE PROVINCE OF BRITISH COLUMBIA, represented by The Minister of Children and Family Development (the "Province", "we", "us", or "our" as applicable) at the following address:	AND FAMILY SERVICES OF GREATER VANCOUVER (Legal Name) (the "Contractor", "you", or "your" as applicable) at the following address:
8th Floor, 1177 West Broadway Vancouver, British Columbia Canada V6H 1G3 Fax Number: (604)660-5072 Email: Sharon.Armstrong@gov.bc.ca	201-1638 BROADWAY E VANCOUVER, BC V5N 1W1 Fax Number: (604)733-7009 Email: jdenholm@fsgv.ca

The term for the Service Agreement begins on: 01/07/2016 (Day/Month/Year) and ends on 31/03/2019 (Day/Month/Year)

THE PARTIES AGREE TO THE TERMS AND CONDITIONS OF THE SERVICE AGREEMENT LOCATED ON THE MINISTRY OF CHILDREN AND FAMILY DEVELOPMENT'S WEBSITE, VERSION 1.1 DATED JANUARY 13, 2015, AND AGREE TO BE BOUND BY THE SCHEDULES LISTED BELOW AND ATTACHED TO THIS AGREEMENT:

SCHEDULE A	-	SERVICES
SCHEDULE B	-	PAYMENT
SCHEDULE C	-	APPROVED SUBCONTRACTOR(S)
SCHEDULE D	-	INSURANCE
SCHEDULE E	-	AUTHORIZED PERSON
SCHEDULE F	-	INFORMATION MANAGEMENT (RECORDS, PRIVACY AND SECURITY)
SCHEDULE H	-	ADDITIONAL TERMS
SCHEDULE I	-	REPORTING REQUIREMENTS

(collectively, the "Agreement")

SIGNED AND DELIVERED on the 7th day of July, 2016 on behalf of the Province by its duly authorized representative

Signature: Teresa Green

Print Name: Sharon Armstrong

Position: Community Services Manager or Designate

Responsibility Centre: CSM - VANCOUVER SOUTH

SIGNED AND DELIVERED on the 30th day of JUNE, 2016 by or on behalf of the Contractor (or by its authorized signatory or signatories if the Contractor is a corporation)

Signature: Jessica Denholm

Print Name: Jessica Denholm

Position: Chief Executive Officer

Signature: _____

Print Name: _____

Position: _____

Contractor: By signing above you agree that you have read, understand, and agree to be bound by, the Terms and Conditions and the Schedules for the Service Agreement

SUMMARY

Term **01/07/2016 to 31/03/2019**

Total Amount of Agreement (not including any applicable taxes) **$24,579,220.56**

Allocation by Programs and Services

Programs		
CYSN Child, Youth and Parent Support		
Intervention - General		$3,754,409.67
	Sub-Total	**$3,754,409.67**
Family Mediation and Reunification Program		
Intervention - General		$458,076.30
	Sub-Total	**$458,076.30**
Family Preservation and Reunification		
Intervention - General		$15,265,062.78
	Sub-Total	**$15,265,062.78**

Grouped Services		
Economic Stability Mandate Increases		
Additional Cost - Service Providers		$745,218.06
	Sub-Total	**$745,218.06**
Foster Parent Support and Education		
Intervention - General		$4,356,453.75
Non-Program Services		
	Sub-Total	**$0.00**
	Total	**$24,579,220.56**

Allocation by Community

Communities Served		
Delta		$52,858.55
Langley		$73,081.13
Vancouver North		$3,580,546.43
Richmond (38)		$61,890.72
Vancouver South		$18,767,532.56
Surrey		$701,636.62
New Westminster		$583,113.97
Burnaby		$758,560.58
	Total	**$24,579,220.56**

Allocation by Business Area

Core Business Area	**Business Area - Sub Business Area**	
Child and Family Development		
	Family Development/Family Preservation and Reunification	$16,010,280.84
	Permanency Planning for Children and Youth/Children in Care	$4,356,453.75
	Youth Services	$458,076.30
	Sub-Total	**$20,824,810.89**
ECD, Child Care and Children and Youth with Special Needs		

Core Business Area	Business Area - Sub Business Area		
	Children and Youth with Special Needs		$3,754,409.67
		Sub-Total	**$3,754,409.67**
		Total	**$24,579,220.56**

SCHEDULE A - SERVICES

GENERAL

In 2014 the Contract Efficiency and Flexibility Initiative (CEFI) was established. The purpose of CEFI is to increase contract management efficiency, increase flexibility in service delivery and develop and/or streamline reporting for Ministry contracted services. The Contractor is one of four service providers that volunteered to pilot strategies to achieve the objectives of CEFI. To that end, on April 1, 2015 the Parties amalgamated funding and services from the following Subsidiary Component Agreements (SCA) into Agreement no. FT08424021:

1.	Family Preservation and Reunification	FT08424008	Vancouver
2.	Project Parent	FT08424003	Burnaby, New Westminster
3.	Project Parent	FT08424010	Surrey, Langley, Delta
4.	Family Mediation and Reunification Program (Family Counselling/Family Development Response remains in FT08424002)	FT08424002	Burnaby, New Westminster New Westminster
5.	Foster Parent Support and Education	FT08424006	Richmond, Vancouver
6.	Child and Youth with Special Needs (CYSN) Child, Youth and Parent Support	FT08424016	Vancouver only
7.	Child and Youth with Special Needs (CYSN) Child, Youth and Parent Support	FT08424019	Burnaby, New Westminster

For the purpose of this amalgamated Agreement, the Parties worked toward standardizing the language and format for service deliverables, reduced and worked toward ensuring relevant and consistent reporting requirements, and will continue to review models of service delivery and contract flexibility. The Parties will further work to implement processes to support the utilization of specialized or limited resources across the service delivery areas to improve service to children, families and communities. Principles guiding this initiative include a commitment to maintaining community based partnerships while exploring broad based means of increasing contract effectiveness.

It is the intent in 2016/2017 to explore the feasibility of a centralized intake and waitlist management process for the non-residential services in Family Services, Child and Youth with Special Needs (CYSN) and Foster Parent Support and Education services.

The Parties agree to review the service descriptions, service delivery model, strategies, reporting requirements and information collected, by December 31, 2016 with the intent to evaluate what worked and what could be improved.

A. ANNUAL ALLOCATION AND FUNDING SUMMARY

1. Annual Funding and Service Summary

   Please see **Attachment 1**.

2. Output

   Please see **Attachment 2**.

For the purpose of this amalgamated Agreement, direct service hours for all programs required are estimated, and will be reviewed by December 31, 2016 to determine their reliability and validity in order to establish targets for 2017/18. The number of recipients is estimated based on previous years' utilization.

The Contractor should have the capacity to maximize resources and the quality of service delivered, as well as the ability to respond to meet the needs of the community and the client population. At the discretion of the Community Services Manager(s) or their designate(s) in negotiation with the Contractor, hours may be reallocated to address issues of:

(a) seasonal fluctuations in service requests;
(b demographic change;
(c) emergent service needs; or
(d) other influencing factors.

B. PROGRAM AND SERVICES

Please see **Attachment 3** for the complete description of services for each program included in this Agreement. The following is a summary of program and service areas included in this Agreement.

1) Family Preservation and Reunification Services

A. *Individual Family Preservation and Reunification Services*

Individual Family Preservation and Reunification Services are services provided directly to families by a Family Counsellor and are delivered primarily in the home. Additional specialized therapeutic interventions may be provided as an associated service by a clinician working directly with the Family Counsellor. Individual services include, but are not limited to:

1) Assessment and integrated service planning
2) Services to address concrete needs
3) Individual parent training and education
4) Therapeutic interventions with individuals, couples and families
5) Linkages to formal and informal supports

B. *Associated Services*

Associated services are adjuncts to the individualized work of a Family Counsellor, or are provided as a direct service forming part of the integrated service plan developed by Ministry social workers. These services are group-based or are provided by another professional or service provider and may be provided in the home or in community-based sites. Services and components may be provided at the completion of individual service or at any point during service provision depending on child, youth and family need and readiness. Associated services include, but are not limited to:

1) Group-based parent training and education
2) Specialized individual and group-based therapeutic interventions
3) Child and youth care intervention
4) Self-help/mutual aid
5) Linking and brokerage to volunteer mentoring services
6) Monitoring and supervision: supervised visitation
7) Homemaking: in-home services

2) Project Parent

Project Parent is a home-based parenting program that works with families who are experiencing a considerable amount of stress and/or difficulty that potentially interferes with their ability to parent adequately. The program enhances the safety and well-being of children and increases the capacity of parents to meet their children's physical, emotional, and developmental needs.

Services include, but are not limited to:

- assessment and integrated service planning
- individual parent training and education

- linkages to formal and informal supports
- individual, couple, and/or family counselling sessions
- therapeutic art and play activities for children
- adult groups

3) Family Mediation and Reunification

The Family Mediation and Reunification program provides an alternative process for parents and teens experiencing conflict, to resolve their difficulties through voluntary participation in mediation. Mediators work with the entire family in their home or in an office, if preferred, providing mediation, education, communication skill modeling and coaching, and community support development.

4) Foster Parent Support and Education

The Foster Parent Support and Education program involves a collaboration of three services providers, Family Services of Greater Vancouver (FSGV), Hollyburn Family Services and Milieu Children and Family Services (formerly Connexus Family and Children Services), who each provide various services within the program. Currently, the services and service delivery model is under review. FSGV primarily provides Foster Parent Support Services which include, but are not limited to:

- Screening, Information and Referral Services
- Protocol Training and Support
- Foster Parent Self-Help/Mutual Aid
- Foster Parent Volunteer Mentoring
- Support to Foster Parent Recruitment
- Relief Services to Foster Parents

5) CYSN Child, Youth and Parent Support

CYSN Child, Youth and Parent Support services are provided by a child care worker providing one-to-one and group intervention services aimed at children and youth who require teaching and reinforcement of pro-social and life skills, transitional or crisis support, or assistance to connect with specialized services or community supports. Assistance may also be provided in the development of child management or other parenting skills by the family. Service may be provided in a variety of locations in the community.

C. REPORTING REQUIREMENTS

The Contractor will submit to the Province reports, in form and content acceptable to the Province, relating to the services and programs outlined in this Agreement. Other information may be requested by the Province however, the required reports include, but are not limited to, the following:

1. Outcome Reporting

As part of the CEFI, the parties expressed their interest in moving towards Outcomes based contracting. As a step in this direction it was decided to pilot an effectiveness outcome indicator across all programs. Therefore, the Contractor agrees to complete the following annual Outcome reporting:

2016-2017 PERFORMANCE GRID: OBJECTIVE DOMAIN – EFFECTIVENESS

Objective	Indicator	Who Applied to	Time of Measure	Data Source	Obtained By	Performance Target
Vancouver Family Preservation And Reunification Services, Project Parent Burnaby/New West and Project Parent Fraser South						
To improve personal and parental functioning.	% of families who demonstrate improvement in their family functioning.	Families	Pre and post measures	Family Functioning Indicator Report	Family Counsellors	80%
Parent Teen Mediation						
To effect positive changes in family's ability to respectfully listen to differing opinions.	% of families that demonstrate improvement in their ability to communicate.	Families	Pre and post measures	Family feedback forms and mediator assessment	Mediator	80%
Foster Family Support Services						
To improve placement stability.	% of foster parent who report improved skills.	Foster parents	Pre, mid-point, and end of service	Program survey and direct foster parent feedback	Program Staff	100%
PRIYD						
To develop the client's life skills.	% of workers that report a 5 pt or more increase in their client's life skill inventory rating.	Children and youth	Pre-test measure at time of intake. Post-test measure at 6 to 9 months after service begins.	Life Skills Inventory	Integration Support Workers	75%

Outcome reporting will be used to inform discussions regarding improving service delivery and not as a contract performance tool. To inform and enhance the discussion, the Contractor may provide additional program outcome reporting.

2. Output Indicator Reporting

The Contractor will submit Monthly Indicator Reports on service outputs to the Ministry.

3. Organization's Annual Report

The organization's Annual Report is due September 30th of every year during the term of this Agreement. The summary report will include achievements, trends, issues, outputs and outcomes.

4. Revenue and Expense Report

Revenue and Expense Reports completed in accordance with Canadian accounting standards as described in the Canadian Institute of Chartered Accountants (CICA) Handbook, as per Schedule B.

5. Annual Financial Statement

An annual financial statement completed in accordance with Canadian accounting standards as described in the Canadian Institute of Chartered Accountants (CICA) Handbook and on a fund accounting basis will be submitted as per the Terms and Conditions of the Service Agreement.

PROGRAMS

Family Preservation and Reunification

TARGET POPULATION:	Families involved with the ministry through its protection mandate. The focus is on families with children twelve years of age and under, but includes families with both children and youth.
OUTCOME:	Children, youth and their families are able to remain together or, if apart, are able to reunite, free from abuse and neglect.

Family Pres and Reunification and Project Parent (Family Preservation and Reunification)

SERVICE: INTERVENTION - GENERAL — **Total Amount** $15,265,062.78

Definitions	Activities provided to maintain or prompt a planned change in the behaviour, condition or functioning of children, youth, and/or families/caregivers.
Project Code	18CN289
Input	Qualified Staff
Output Indicators	# Direct Hours — **Quantity**
Reporting Frequency	Monthly
Core Business Area	Child and Family Development
Business Area	Family Development
Sub Business Area	Family Preservation and Reunification
Communities Served	

Burnaby	**Recipient(s)**	Family	**Amount**	$372,986.27
Delta	**Recipient(s)**	Family	**Amount**	$52,858.55
Langley	**Recipient(s)**	Family	**Amount**	$73,081.13
New Westminster	**Recipient(s)**	Family	**Amount**	$162,644.26
Surrey	**Recipient(s)**	Family	**Amount**	$701,636.62
Vancouver North	**Recipient(s)**	Family	**Amount**	$2,713,644.54
Vancouver South	**Recipient(s)**	Family	**Amount**	$11,188,211.41

BUSINESS AREA OUTCOMES

- Families have an enhanced capacity to care for their children
- Extended Families and communities are actively engaged and caring for children
- Children and youth are healthy and have a sense of well-being
- Children and youth are free from abuse, neglect and exploitation
- Children and youth experience stability and permanence in their family and alternative family environment
- Children in care are engaged and successful at school and experience positive outcomes
- Children in care transition successfully to adulthood through appropriate supports and supportive relationships

Family Mediation and Reunification Program

TARGET POPULATION:	Youth who are disconnected from family and at risk.
OUTCOME:	Youth and family relate to one another in a stable, functional and harmonious manner.

SERVICE: INTERVENTION - GENERAL **Total Amount** $458,076.30

Definitions	Activities provided to maintain or prompt a planned change in the behaviour, condition or functioning of children, youth, and/or families/caregivers.			
Project Code	18CN289			
Input	Qualified Staff			
Output Indicators	# Direct Hours	**Quantity**		
Reporting Frequency	Monthly			
Core Business Area	Child and Family Development			
Business Area	Youth Services			
Communities Served				
Burnaby	**Recipient(s)**	Family	**Amount**	$114,004.14
New Westminster	**Recipient(s)**	Family	**Amount**	$344,072.16

BUSINESS AREA OUTCOMES

- Youth participate in identifying their short and longer term needs and in developing plans to address them
- Youth experiencing high levels of risk to their health and safety have the levels of risk reduced
- Youth have immediate basic needs met including shelter, food and clothing
- Youth establish connections with community resources to address needs such as physical health, mental health, addictions and/or sexual exploitation
- Youth have improved connections to positive community supports including family/extended family, peers, education, employment, and/or housing
- Youth acquire skills and knowledge necessary to keep themselves safe, achieve identified goals, and successfully transition to adulthood

CYSN Child, Youth and Parent Support

TARGET POPULATION:	Children who are eligible to receive CYSN Family Support Services and the child or family would benefit from learning life skills, social skills, and/or parenting/child management skills.
OUTCOME:	Children, youth and their families have improved skills to enhance independence, family functioning and community integration.

SERVICE: INTERVENTION - GENERAL **Total Amount** $3,754,409.67

Definitions	Activities provided to maintain or prompt a planned change in the behaviour, condition or functioning of children, youth, and/or families/caregivers.			
Project Code	18CN289			
Input	Qualified Staff			
Output Indicators	# Direct Hours	**Quantity**		
Reporting Frequency	Monthly			
Core Business Area	ECD, Child Care and Children and Youth with Special Needs			
Business Area	Children and Youth with Special Needs			
Communities Served				
Burnaby	**Recipient(s)**	0 to 18 years	**Amount**	$271,570.17
New Westminster	**Recipient(s)**	0 to 18 years	**Amount**	$76,397.55
Vancouver North	**Recipient(s)**	0 to 18 years	**Amount**	$219,217.74
Vancouver South	**Recipient(s)**	0 to 18 years	**Amount**	$3,187,224.21

BUSINESS AREA OUTCOMES

- Children and youth with special needs experience optimal growth and development.
- Children and youth with special needs are healthy and safe in their families and communities.
- Children and youth with special needs actively participate in their home and community.
- Parents and families of children and youth with special needs have the knowledge, skills and supports they need to advance their child or youth's growth, development and functioning.
- Communities support the development and growth of children and youth with special needs.

Economic Stability Mandate Increases

ADDITIONAL COST- SERVICE PROVIDERS **Total Amount** $745,218.06

Definitions	
Project Code	4450
Name	Economic Stability Mandate Increases
Reporting Frequency	
Core Business Area	Child and Family Development
Business Area	Family Development
Sub Business Area	Family Preservation and Reunification
One Time Only	Yes
Communities Served	

Vancouver North	**Recipient(s)**	Service Providers	**Amount**	$585,793.43
Vancouver South	**Recipient(s)**	Service Providers	**Amount**	$159,424.63

BUSINESS AREA OUTCOMES

- Families have an enhanced capacity to care for their children
- Extended Families and communities are actively engaged and caring for children
- Children and youth are healthy and have a sense of well-being
- Children and youth are free from abuse, neglect and exploitation
- Children and youth experience stability and permanence in their family and alternative family environment
- Children in care are engaged and successful at school and experience positive outcomes
- Children in care transition successfully to adulthood through appropriate supports and supportive relationships

Foster Parent Support and Education

SERVICE: INTERVENTION - GENERAL **Total Amount** $4,356,453.75

Definitions	Activities provided to maintain or prompt a planned change in the behaviour, condition or functioning of children, youth, and/or families/caregivers.
Project Code	18CN289
Input	Qualified Staff
Output Indicators	# Direct Hours **Quantity**
Reporting Frequency	Monthly
Core Business Area	Child and Family Development
Business Area	Permanency Planning for Children and Youth
Sub Business Area	Children in Care
Communities Served	

Richmond (38)	**Recipient(s)**	Family	**Amount**	$61,890.72
Vancouver North	**Recipient(s)**	Family	**Amount**	$61,890.72
Vancouver South	**Recipient(s)**	Family	**Amount**	$4,232,672.31

BUSINESS AREA OUTCOMES

- Families have an enhanced capacity to care for their children
- Extended Families and communities are actively engaged and caring for children
- Children and youth are healthy and have a sense of well-being
- Children and youth are free from abuse, neglect and exploitation
- Children and youth experience stability and permanence in their family and alternative family environment
- Children in care are engaged and successful at school and experience positive outcomes
- Children in care transition successfully to adulthood through appropriate supports and supportive relationships

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SCHEDULE B – PAYMENT

Aggregate Maximum and Taxes

1.1 Subject to the provisions of the Agreement, we will pay you an amount not exceeding $24,579,220.56 (not including any applicable taxes), in the aggregate, for providing the Services set out in Schedule A, during the term of this Agreement.

1.2 In addition, we will pay you any applicable taxes payable by the Province under law or agreement with the relevant taxation authority in relation to amounts payable under this schedule.

Payments

2.1 Monthly Recurring

We will pay you on or about the 15th day of the month commencing on the 1st day of July, 2016 as provided in the following payment schedule:

From	To	Amount	Total
July 1, 2016	March 31, 2019	$722,242.50	$23,834,002.50
			$23,834,002.50

2.2 One-Time-Only Payments and Additional Costs

We will pay you the amount of $745,218.06 as specified:

Additional Cost - Service Providers	$745,218.06

Additional Costs

ADDITIONAL COSTS DESCRIPTION

From	To	Increase to Monthly Payment Amount	Total
February 1, 2017	March 31, 2019	**$5,561.26**	**$144,592.76**
April 1, 2017	March 31, 2019	**$14,010.24**	**$336,245.76**
February 1, 2018	March 31, 2019	**$5,711.97**	**$79,967.58**
April 1, 2018	March 31, 2019	**$14,389.87**	**$172,678.44**
February 1, 2019	March 31, 2019	**$5,866.76**	**$11,733.52**
			$745,218.06

Effective February 1, 2017, your monthly payment will increase by **$5,561.26**, from **$722,242.50** to **$727,803.76** as a result of a 1.0% General Wage Increase.

As a result of the Economic Stability Mandate, fiscal year 2016/2017 contract funding has increased by **$171,996.52 ($48,262.20 from extension April – June, and $112,611.80 on current renewal)**, and annualized baseline funding has increased by **$66,735.12**, from **$8,666,910.00** to **$8,733,645.12**. The annual baseline increase allocated to Westcoast Family Centres Society is **$2,597,762.16.**

Effective April 1, 2017, your monthly payment will increase by **$14,010.24**, from **$727,803.76** to **$741,814.00** as a result of a 2.5% Comparability Adjustment or 0.5% General Wage Increase equivalent.

Effective February 1, 2018, your monthly payment will increase by **$5,711.97**, from **$741,814.00** to **$747,525.97** as a result of a 1.0% General Wage Increase.

As a result of the Economic Stability Mandate, fiscal year 2017/2018 contract funding has increased by **$151,526.34**, and annualized baseline funding has increased by **$236,666.52**, from **$8,733,645.12** to **$8,970,311.64**.

The annual baseline increase allocated to Westcoast Family Centres Society is **$2,668,156.92.**

Effective April 1, 2018, your monthly payment will increase by **$14,389.87**, from **$747,525.97** to **$761,915.84** as a result of a 2.5% Comparability Adjustment or 0.5% General Wage Increase equivalent.

Effective February 1, 2019, your monthly payment will increase by **$5,866.76**, from **$761,915.84** to **$767,782.60** as a result of a 1.0% General Wage Increase.

As a result of the Economic Stability Mandate, fiscal year 2018/2019 contract funding has increased by **$155,632.22**, and annualized baseline funding has increased by **$243,079.56**, from **$8,970,311.64** to **$9,213,391.20**. The annual baseline increase allocated to Westcoast Family Centres Society is **$2,740,459.20.**

SCHEDULE C – APPROVED SUBCONTRACTOR(S)

Subcontractors

1.1 The following persons, groups of persons, or organizations, are specified as Subcontractors under section 12 of the Service Agreement:

1. Big Sisters of BC Lower Mainland

2. PLEA Community Services Society of BC

3. Medox Health Services Inc.

4. PACE Child and Family Society

5. Westcoast Family Centres Society

6. Network of Inner City Community Services Society

SCHEDULE D – INSURANCE

A. On behalf of the Contractor, the Province will purchase and maintain Commercial General Liability insurance (Master Insurance Program) in the amount of $2,000,000 inclusive per occurrence against personal injury (including bodily injury), third party property damage arising out of the Contractor's performance of the Services set out in this Agreement.

B. The Contractor is responsible for and will pay any deductible under the Master Insurance Program.

C. The Province will obligate the Master Insurance Program's managing broker to provide the Contractor with a Certificate of Insurance and a copy of the Master Insurance Program policy wording.

D. The Province will take reasonable steps to ensure the coverage specified in section A is continuous for the duration of this Agreement. The Province will not be responsible for providing coverage in the event the insurance is cancelled or reduced by the insurer.

E. The Province does not represent or warrant that the Master Insurance Program covers any and all losses. The Contractor is responsible for ascertaining the exact nature and extent of coverage of the Master Insurance Program as well as the terms and conditions of the Master Insurance Program policy wording. No term or condition of this Agreement amends, extends or alters the coverage afforded by the Master Insurance Program policy wordings.

F. Where the contractor uses a vehicle to perform the services as described in Schedule A the Contractor shall maintain Automobile Liability insurance on all vehicles owned, operated or licensed by the Contractor in an amount not less than $2,000,000 per occurrence, and where applicable the Contractor may show evidence of this insurance using an ICBC Confirmation of Insurance Coverage (APV-47) form.

G. The Contractor will provide, maintain, and pay for, any additional insurance which the Contractor is required by law to carry, or which the Contractor considers necessary to cover risks not otherwise covered by insurance specified in section A.

SCHEDULE E – AUTHORIZED PERSONS

Authorized Persons

1.1 The Contractor designates any of the following persons, (identified by name and/or position) to act for you in relation to this Service Agreement:

1.2 The Ministry designates any of the following persons (identify by name and/or position) to act for us in relation to this Service Agreement:

Conflict Resolution Officials

1.1 The designated "Officials" of the parties for the purposes of the Conflict Resolution Protocol are:

	Province	**Contractor**
Stage One:	Community Services Manager or Designate	Director
Stage Two:	Executive Director of Service	Executive Director or Chairperson
Stage Three:	Assistant Deputy Minister	Chair, Board of Directors or Designate

SCHEDULE F – INFORMATION MANAGEMENT (RECORDS, PRIVACY AND SECURITY)

Purpose

The purpose of this Schedule is to:

(a) enable the Province to comply with the Province's obligations with respect to:
  (i) creation, maintenance, retention and final disposition of the Province's Records, and
  (ii) protection of Personal Information collected under this Agreement and pursuant to *FOIPPA*.

(b) ensure that, as a service provider, the Contractor is aware of, and complies with, the Contractor's information management and protection (records, privacy and security) obligations with respect to:
  (i) the Province's Records, and
  (ii) the Personal Information collected or created under this Agreement.

Applicability

This Schedule applies to the management of the Province's Records and to the management of Personal Information contained in the Province's Records.

The Contractor must manage the Province's Records in accordance with this Schedule and in accordance with MCFD Contractor's Information Management Guidelines, which provide directions and standards to assist the Contractor in complying with this Schedule.

Definitions

1. In this Schedule:
  a) "**access**" means the ability or opportunity of a person to view, study, or obtain a copy of records;
  b) "***FOIPPA***" means the *Freedom of Information and Protection of Privacy Act* (British Columbia);
  c) "**contact information**" means information to enable an individual at a place of business to be contacted and includes the name, position name or title, business telephone number, business address, business email or business fax number of the individual;
  d) "**control**" (of a record) means the power or authority to manage the record throughout its life cycle, including restricting, regulating and administering its use and disclosure;
  e) "**custody**" (of a record) means having physical possession of a record, regardless of the format (e.g., paper or electronic).
  f) "**Personal Information**" means recorded information about an identifiable individual, other than contact information, collected or created by the Contractor as a result of the Agreement or any previous agreement between the Province or the Contractor dealing with the same subject matter as the Agreement, but excluding any information that, if this Schedule did not apply to it, would not be under the control of a public body as interpreted under the FOIPPA;
  g) "**Services Worker**" means an individual involved in providing the Services for or on behalf of the Contractor and, for greater certainty, may include the Contractor or a subcontractor of an individual, or an employee or volunteer of the Contractor or of a subcontractor.

RECORDS MANAGEMENT

Records Retention and Disposition

2. The Contractor must return the Province's Records regardless of format to the Province within the following time frames:

   (a) within 30 calendar days of expiry or termination of the Agreement;
   (b) within 7 calendar days of the Contractor receiving a request for return from the Province;
   (c) when closed records volume is identified by the Contractor as warranting the transfer and the Province has provided written approval; or
   (d) immediately when a Contractor advises the Province that they are no longer providing services or when the Province is concerned about the management of the Province's Records following a breach of security or privacy, including an unauthorized disclosure.

PRIVACY PROTECTION

Collection of Personal Information

3. The Contractor may only collect or create Personal Information that is necessary for the performance of the Contractor's obligations, or the exercise of the Contractor's rights, under the Agreement.

4. Unless the Agreement otherwise specifies or the Province otherwise directs in writing, the Contractor must collect Personal Information directly from the individual the Personal Information is about.

5. Except as otherwise permitted by FOIPPA, the Contractor must tell an individual from whom the Contractor collects Personal Information:

   (a) the purpose for collecting it,
   (b) the legal authority for collecting it, and
   (c) the title, business address and business telephone number of the person designated by the Province to answer questions about the Contractor's collection of Personal Information.

Accuracy of Personal Information

6. The Contractor must make every reasonable effort to ensure the accuracy and completeness of any Personal Information to be used by the Contractor or the Province to make a decision that directly affects the individual the Personal Information is about.

Requests for access to Personal Information

7. If the Contractor receives a request for access to Personal Information from a person other than the Province, the Contractor must promptly advise the person to make the request to Information Access Operations with the Ministry of Technology, Innovation and Citizens' Services or successor.

Correction of Personal Information

8. Within 5 business days of receiving a written direction from the Province to correct or annotate any Personal Information, the Contractor must correct or annotate the information in accordance with the direction.

9. When issuing a written direction under section 8 of this Schedule, the Province must advise the Contractor of the date the correction request to which the direction relates was received by the Province in order that the Contractor may comply with section 10 of this Schedule.

10. Within 5 business days of correcting or annotating any Personal Information under section 8 of this Schedule, the Contractor must provide the corrected or annotated information to any party to whom, within one year prior to the date the correction request was made to the Province, the Contractor disclosed the information being corrected or annotated.

11. If the Contractor receives a request for correction of Personal Information from a person other than the Province, the Contractor must promptly advise the person to make the request to the Province and provide the Provincial official's name or title and contact information to the person making the request.

Protection of Personal Information

12. The Contractor must protect Personal Information by making reasonable security arrangements against such risks as unauthorized access, collection, use, disclosure or disposal, including any security arrangements expressly set out in the Security section of this Schedule.

Storage and access to Personal Information

13. Unless the Province otherwise directs in writing, the Contractor must not store Personal Information outside Canada or permit access to the Personal Information from outside Canada.

Retention of Personal Information

14. Unless the Agreement otherwise specifies, the Contractor must retain Personal Information until directed by the Province in writing to dispose of it or deliver it as specified in the direction.

Use of Personal Information

15. Unless the Province otherwise directs in writing, the Contractor may only use Personal Information if that use is for the performance of the Contractor's obligations, or the exercise of the Contractor's rights, under the Agreement.

Disclosure of Personal Information

16. Unless the Province otherwise directs in writing, the Contractor may only disclose Personal Information inside Canada to any person other than the Province if the disclosure is for the performance of the Contractor's obligations, or the exercise of the Contractor's rights, under the Agreement.

17. Unless the Agreement otherwise specifies or the Province otherwise directs in writing, the Contractor must not disclose Personal Information outside Canada.

SECURITY

Services Worker confidentiality agreements

18. The contractor must immediately provide notice to the contract manager of any suspected information incident that threatens privacy or information security.

19. The Contractor must not permit a Services Worker who is an employee or volunteer of the Contractor to have access to Personal Information unless the Services Worker has first entered into a confidentiality agreement with the Contractor to keep Personal Information confidential on substantially similar terms as those that apply to the Contractor under the Agreement.

Services Worker security screening

20. The Contractor may only permit a Services Worker who is an employee or a volunteer of the Contractor to collect or have access to Personal Information, or otherwise be involved in providing the Services if, after having subjected the Services Worker to personnel security screening requirements as outlined in Appendix F1 to this Schedule, the Contractor is satisfied that the Services Worker does not constitute an unreasonable security risk.

Services Worker activity logging

21. The Contractor must create and maintain detailed Contractor's Records logging the activities of all Service Workers in relation to:

    (a) their access to Personal Information; and

    (b) any other matters specified by the Province in writing for the purposes of this section.

Facilities and Equipment protection and access

22. The Contractor must create, maintain and follow a documented process to:

    (a) protect Facilities and Equipment of the Contractor required by the Contractor to provide the Services from loss, damage or any other occurrence that may result in any of those Facilities and Equipment being unavailable when required to provide the Services; and,

(b) limit access to Facilities and Equipment of the Contractor:

i. being used by the Contractor to provide the Services; or
ii. that may be used by someone to access information,

to those persons who are authorized to have that access and for the purposes for which they are authorized, which process must include measures to verify the identity of those persons.

23. If the Province makes available to the Contractor any Facilities or Equipment of the Province for the use of the Contractor in providing the Services, the Contractor must comply with any policies and procedures provided to it by the Province on acceptable use, protection of, and access to, such Facilities or Equipment.

Integrity of Information

24. The Contractor must create, maintain and follow a documented process for maintaining the integrity of information while in the custody of or accessed by the Contractor.

25. For the purposes of section 24 of this Schedule, maintaining the integrity of information means that, except to the extent expressly authorized by the Agreement or approved in writing by the Province, the information has:

(a) remained as complete as when it was acquired or accessed by the Contractor; and

(b) not been altered in any material respect.

Documentation of changes to processes

26. The Contractor must create and maintain detailed Records logging any changes it makes to the processes described in sections 21 and 22of this Schedule.

Secure Storage

27. The Contractor must securely store the Province's Records in the Contractor's custody.

GENERAL

Notice

28. The Contractor must immediately provide notice to the Province of

(a) a possible or confirmed foreign demand or request for disclosure, including the information required by section 30.2(3) of FOIPPA or

(b) anticipated or actual non-compliance with this Schedule, unauthorized access, collection, use, disclosure, storage, alteration or disposal of information or Records containing information; or

(c) unauthorized access to Facilities or Equipment.

In this provision, "foreign demand for disclosure" and "unauthorized disclosure of personal information" bear the same meanings as in section 30.2 of FOIPPA.

29. The Contractor must immediately provide notice to the Province of any non-compliance, or anticipated inability to comply, with a provision in this Schedule in any respect.

Compliance, Audit and Review

30. The Contractor must, in relation to the Province's Records, comply with:

(a) the requirements of *FOIPPA* applicable to the Contractor as a service provider, including any applicable order of the commissioner under *FOIPPA*, and

(b) any direction given by the Province under this Schedule.

31. The Contractor acknowledges that it is familiar with the requirements of FOIPPA governing Personal Information that are applicable to it as a service provider.

32. In addition to any other rights of inspection the Province may have under the Agreement or under statute, the Province may, at any reasonable time and on reasonable notice to the Contractor, enter on the Contractor's premises to inspect, and at the Province's discretion, copy, any of the Province's Records, or any of the Contractor's information management policies or practices or Records relevant to the Contractor's management

of the Province's Records or the Contractor's compliance with this Schedule. The Contractor must permit and provide reasonable assistance to any such inspection.

33. If the Province conducts a review of a matter described in section 28 or 29 of this Schedule (whether or not the matter came to the attention of the Province as a result of a notification under section 28 or 29 of this Schedule), the Contractor must, on the request of the Province, participate in the review to the extent that it is reasonably practicable for the Contractor to do so.

Interpretation

34. Any reference to the "Contractor" in this Schedule includes any subcontractor, agent, or volunteer retained by the Contractor to perform obligations under the Agreement and the Contractor must ensure that any such subcontractors, agents, and volunteers comply with this Schedule.

35. If a direction or provision of the Agreement or any Schedule conflicts with a requirement of FOIPPA or an applicable order of the commissioner under FOIPPA, the conflicting provision of the Agreement or Schedule will be inoperative to the extent of the conflict.

    (a) If there is a conflict between a documented process required by this Schedule to be created or maintained by the Contractor and this Schedule, the provision of this Schedule will prevail to the extent of the conflict.

36. The obligations of the Contractor in this Schedule will survive the termination of the Agreement.

37. The Contractor must comply with the provisions of this Schedule despite any conflicting provision of this Agreement or, subject to section 38 of this Schedule, the law of any jurisdiction outside Canada.

38. Nothing in this Schedule requires the Contractor to contravene the law of any jurisdiction outside Canada unless such contravention is required to comply with FOIPPA.

SCHEDULE F – Appendix F1 – Security screening requirements

The personnel security screening requirements set out in this Appendix F1 are for the purpose of assisting the Contractor to determine whether or not a Services Worker constitutes an unreasonable security risk.

Verification of name, date of birth and address

1. The Contractor must verify the name, date of birth and current address of a Services Worker by viewing at least one piece of "primary identification" of the Services Worker and at least one piece of "secondary identification" of the Services Worker,* as described in the table following this section. The Contractor must obtain or create, as applicable, Records of all such verifications and retain a copy of those Records. For a Services Worker from another province or jurisdiction, reasonably equivalent identification documents are acceptable.

Primary Identification	Secondary Identification
Issued by ICBC: • B.C. driver's licence or learner's licence (must have photo) • B.C. Identification (BCID) card **Issued by provincial or territorial government:** • Canadian birth certificate **Issued by Government of Canada:** • Canadian Citizenship Card • Permanent Resident Card • Canadian Record of Landing/Canadian Immigration Identification Record	• School ID card (student card) • Bank card (only if holder's name is on card) • Credit card (only if holder's name is on card) • Passport • Foreign birth certificate (a baptismal certificate is not acceptable) • Canadian or U.S. driver's licence • Naturalization certificate • Canadian Forces identification • Police identification • Foreign Affairs Canada or consular identification • Vehicle registration (only if owner's signature is shown) • Picture employee ID card • Firearms Acquisition Certificate • Social Insurance Card (only if has signature strip) • B.C. CareCard • Native Status Card • Parole Certificate ID • Correctional Service Conditional Release Card

*It is not necessary that each piece of identification viewed by the Contractor contains the name, date of birth and current address of the Services Worker. It is sufficient that, in combination, the identification viewed contains that information.

Verification of education and professional qualifications

2. The Contractor must verify, by reasonable means, any relevant education and professional qualifications of a Services Worker, obtain or create, as applicable, Records of all such verifications, and retain a copy of those Records.

Verification of employment history and reference checks

3. The Contractor must verify, by reasonable means, any relevant employment history of a Services Worker, which will generally consist of the Contractor requesting that a Services Worker provide employment references and the Contractor contacting those references. If a Services Worker has no relevant employment history, the Contractor must seek to verify the character or other relevant personal characteristics of the Services Worker by requesting the Services Worker to provide one or more personal references and contacting those references. The Contractor must obtain or create, as applicable, Records of all such verifications and retain a copy of those Records.

Security interview

4. The Contractor must allow the Province to conduct a security-focused interview with a Services Worker if the Province identifies a reasonable security concern and notifies the Contractor it wishes to do so.

SCHEDULE G – ASSETS

Property

1.1 The following property to be acquired by you with funds to be paid by us under this Service Agreement is specified in this Service Agreement as property to be owned by us:

None

1.2 The following property provided by us to you or a subcontractor for the purposes of this Service Agreement is to be owned by you or subcontractor as indicated:

None

SCHEDULE H – ADDITIONAL TERMS

Notwithstanding section 47(b) of the Terms and Conditions of the Services Agreement, the termination notice period for this Service Agreement is 90 days.

SCHEDULE I – REPORTING REQUIREMENTS

Service Delivery Reports

1.1 The reports referred to in this section will be submitted within 30 days of the end of the period specified in form and content as determined by the Province.

Financial Reports

1.2 In addition to the financial statements requirements referred to in the Audit and Service Evaluation section of the Agreement, any financial reports should relate to service outputs at a minimum. The following additional financial reports are required:

i.

Name	Description
Annual Service Cost Report	Report that outlines the annual costs associated with a service.
Semi-annual Service Cost Report	Report that outlines the semi-annual costs associated with a service.

Additional Reports

1.3 Other information as requested by the Province.

Attachment 1 to Service Agreement FT08424021 – Family Services of Greater Vancouver
Annual Funding and Service Summary

Service	Service Type	Communities Served	Direct Service FTE	Minimum Direct Service Hours	Number of Recipients	2016-17 Annual Baseline Funding	2017-18 Annual Baseline Funding	2018-19 Annual Baseline Funding
Family Preservation and Reunification								
Intervention - General	Individual Intervention - Family Counsellors	Vancouver	27.00	20,318	500	$4,365,474.24	$4,483,771.20	$4,605,273.24
Intervention - Therapeutic	Specialized Therapeutic Intervention (PACE)		-	2,216		$180,067.68	$184,947.12	$189,958.92
Training and Education	Group Intervention (Family Day and other groups)		3.40	1,278		$315,857.28	$324,416.40	$333,207.48
Intervention - General	Child and Youth Care Intervention (PRIYD Program)		-	4,717		$247,357.68	$254,060.64	$260,945.28
Homemaking	In-Home Services (Drake Medoxand NICCSS)		-	1,339		$48,337.92	$49,647.72	$50,993.16
Monitoring and Supervision	Supervised Visitation (Westcoast and NICCSS)		-	5,309		$384,206.40	$394,617.72	$405,311.16
Linking and Brokerage	Volunteer Mentoring** (Big Sisters and PLEA)		-	1,980	20 matches @ $2,040/ match	$42,050.76	$43,190.28	$44,360.64
Mutual Aid	Mutual Aid		-	-		$10,322.16	$10,601.88	$10,889.16
Lump Sum ESD	Lump Sum ESD for remaining FSGV programs							
Total			**30.40**	**37,157**		**$5,593,674.12**	**$5,745,252.96**	**$5,900,939.04**
Project Parent								
Intervention – General	Intervention – General	Burnaby	5.00	3,938	35	$384,420.84	$394,838.16	$405,537.48
		New Westminster				$167,630.52	$172,172.88	$176,838.48
		Surrey	6.42	5,056	39	$723,146.76	$742,742.76	$762,869.76
		Langley	0.79	622	4	$75,321.48	$77,362.56	$79,458.96
		Delta	0.49	386	3	$54,479.04	$55,955.28	$57,471.60
Total			**12.70**	**10,002**	**81**	**$1,404,998.64**	**$1,443,071.64**	**$1,482,176.28**
Family Mediation and Reunification Program								
Intervention - General	Mediation	Burnaby New Westminster	1.90	1,496	-	$167,855.88	$172,404.36	$177,076.32
Total			**1.90**	**1,496**	**-**	**$167,855.88**	**$172,404.36**	**$177,076.32**
Foster Parent Support and Education								
Intervention - General	Foster Parent Support and Education	Richmond Vancouver	1.80	1,418	18	$191,364.24	$196,549.92	$201,876.12
Total			**1.80**	**1,418**	**18**	**$191,364.24**	**$196,549.92**	**$201,876.12**
CYSN Child, Youth and Parent Support								
Intervention – General	Child and Youth Care Intervention (PRIYD Program)	Burnaby New Westminster	17.75	5,440	28 spaces	$495,721.08	$509,154.24	$522,951.36
		Vancouver		5,002	45 spaces	$622,513.20	$639,382.32	$656,708.52
		Richmond		1,378	28 spaces	$257,517.96	$264,496.20	$271,663.56
Total			**17.75**	**11,820**	**101 spaces**	**$1,375,752.24**	**$1,413,032.76**	**$1,451,323.44**
AGREEMENT TOTAL			**64.55**	**61,893**	**200**	**$8,733,645.12**	**$8,970,311.64**	**$9,213,391.20**

1. Output Definitions

A Direct Service Hour is defined as time spent providing service to a client or group of clients, either in person or over the phone, and including e-mail and text communication where service information is being provided. This includes meetings where the child, youth or a member of their family is present, and travel time with the child, youth or a member of their family.

Direct Service Hours are derived through the following conversion:

For the Vancouver Family Preservation and Reunification Program:

- Direct Target Hours = 1.0 Direct Service FTE x 35 hours in 1 work week x 43 weeks in one year x 50%
- One (1.0) FTE converts to 753 direct service hours per annum.

For Project Parent, Family Medication and Reunification Program and Foster Parent Support and Education:

- Direct Target Hours = 1.0 Direct Service FTE x 35 hours in 1 work week x 45 weeks in one year x 50%
- One (1.0) FTE converts to 788 direct service hours per annum.

The calculations for Vancouver Family Preservation and Reunification Program and Project Parent, Family Medication and Reunification Program and Foster Parent Support and Education assume that 50% of staff time is spent providing direct service as defined above. Group hours may be calculated differently if more than one staff is providing the service.

For CYSN Child, Youth and Family Support number of One-to-one Direct Service Hours and Group Direct Services Hours are reviewed annually or as needed between the Contractor and MCFD.

The calculation for CYSN Child, Youth and Family Support assumes that 80% of staff time is spent providing direct service as defined above. For Group Hours the same conversion applies however, it is assumed that a minimum of two (2) staff is required to provide one hour of service to a group (there may be 2 to 5 group participants).

The following group hours and spaces in group programs will be provided:

Communities Served	Group Hours	# of Recipients
Burnaby	1,636	41
New Westminster		
Vancouver	2,696	76
Richmond	416	8
Total	**4,748**	**125**

For the purpose of this amalgamated Agreement, direct service hours for all programs required are estimated, and will be reviewed by December 31, 2016 to determine their reliability and validity in order to establish targets for 2017/18. The number of recipients is estimated based on previous years' utilization.

The Contractor should have the capacity to maximize resources and the quality of service delivered, as well as the ability to respond to meet the needs of the community and the client population. At the discretion of the Community Services Manager(s) or their designate(s) in negotiation with the Contractor, hours may be reallocated to address issues of:

(a) seasonal fluctuations in service requests;
(b demographic change;
(c) emergent service needs; or
(d) other influencing factors

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FAMILY PRESERVATION AND REUNIFICATION - VANCOUVER

1. Program Overview

Family Services of Greater Vancouver (FSGV), in partnership with Westcoast Family Centres Society (WFCS), will deliver non-residential Family Preservation and Reunification Services to children, youth, and their families and caregivers across the City of Vancouver. FSGV will be the primary service provider in Vancouver South, while WFCS will be the primary service provider in Vancouver North. FSGV will be the lead agency for this Agreement and will assume responsibility for the delivery of all services included in this Agreement. Additional sub-contracting relationships may be entered into with the agreement of the Ministry. The Director of FSGV will assume primary responsibility for all sub-contracted services, including planning and quality control.

Family Preservation provides goal-oriented home and community-based service with multiple components to prevent out-of-home placement and reduce risk of maltreatment. Family Reunification includes the additional planned process of reconnecting children in out-of-home care with their families. Involvement of caregivers in reunification efforts is critical, and program staff will work closely with Ministry staff and caregivers in the delivery of this aspect of service. The range of service also includes direct interventions to individual children and youth with Continuing Custody Order status, and their families and caregivers.

Services will focus on families with children twelve years of age and younger, however, will include families with both children and youth. Services include interventions provided by a Family Counsellor, supplemented by a range of associated services designed to support and maintain progress achieved. Permanency for children and youth will be a goal across all service areas.

Services will be provided in the range of major languages represented in the City of Vancouver and will be adapted to meet the cultural needs of children, youth and families. Location of service will be determined based on family need and may include consideration of factors related to safety, confidentiality, and type of intervention provided.

Services will be provided to Aboriginal families referred from Ministry teams. Services will be culture based and designed to meet the unique and varied needs of Aboriginal children, youth and their families.

FSGV and WFCS will work collaboratively with Ministry staff, including Children and Youth with Special Needs, Child and Youth Mental Health and Community Youth Justice program areas. FSGV and WFCS will establish links to, and work collaboratively with, a broad range of key partners in service provision including, but not limited to, schools and other educational programs; alcohol and drug services; health services, including family physicians; municipal and other community-based service providers; services to Aboriginal children and families, and the Ministry of Social Development and Social Innovation. FSGV and WFCS will work collaboratively with Community Services Managers to develop and participate in ongoing efforts to promote effective, efficient and integrated service provision.

Following is a list of service areas comprising Family Preservation and Reunification Services included in this Agreement. A family may be provided with any or all components in the range, in the order, intensity and manner indicated by assessed need. Direct services from the range noted will also be provided to children and youth in the Continuing Custody of the Director, and to their families and caregivers where indicated.

A. Individual Family Preservation and Reunification Services

Individual Family Preservation and Reunification Services are services provided directly to families by a Family Counsellor and are delivered primarily in the home. Additional specialized therapeutic interventions may be provided as an associated service by a clinician working directly with the Family Counsellor. Individual services include, but are not limited to:

1) Assessment and integrated service planning
2) Services to address concrete needs

3) Individual parent training and education
4) Therapeutic interventions with individuals, couples and families
5) Linkages to formal and informal supports

B. Associated Services

Associated services are adjuncts to the individualized work of a Family Counsellor, or are provided as a direct service forming part of the integrated service plan developed by Ministry social workers. These services are group-based or are provided by another professional or service provider and may be provided in the home or in community-based sites. Services and components may be provided at the completion of individual service or at any point during service provision depending on child, youth and family need and readiness. Associated services include, but are not limited to:

1) Group-based parent training and education
2) Specialized individual and group-based therapeutic interventions
3) Child and youth care intervention
4) Self-help/mutual aid
5) Linking and brokerage to volunteer mentoring services
6) Monitoring and supervision: supervised visitation
7) Homemaking: in-home services

Service definitions and output indicators have been adjusted to align with the Catalogue of Services, either as a service or a sub-service. A copy of this document is available on request.

2. Target Population

Family Preservation and Reunification Services are available across the City of Vancouver to children, youth, and their families and caregivers involved with the Ministry's protection mandate and, for Child and Youth Care Intervention, children and youth 15 years of age and younger with Continuing Custody Order status.

3. Program Staffing

Services will be provided in the City of Vancouver by four teams of Family Counsellors, each supervised by a Team Manager. Two of the teams will be located in the North area of Vancouver, and two in the South area of Vancouver. A centralized referral and intake team will be supervised by a Team Manager and will serve both Vancouver South and Vancouver North. Total FTEs for Family Counsellors is 27.0. Vancouver North and South teams each have a Family Counsellor staff complement of 13.0 FTEs, with 1.0 additional FTE providing service to Aboriginal families across the City of Vancouver.

4. Referral, Intake and Waitlist Management

All referrals to the service will be made by the Ministry and will have Ministry involvement. It is estimated that **450 to 500** referrals for families or children and youth with Continuing Custody Orders will be received. Referral types include the following:

Type One Referral
Families where initial assessment of risk indicates that ongoing Ministry involvement is not required, but time-limited intervention is recommended. Service for these families will be short term and will be provided for a maximum of eight to twelve weeks. The intent is that the Ministry file would be closed upon completion of service.

Type Two Referral
Families from type one referral, where re-assessment of risk during the period of service indicates a need for ongoing Ministry involvement. The family's Ministry file would then be transferred to a Ministry Family Service, Youth, Guardianship or other team for longer-term intervention.

Type Three Referral
Families who are new to the Ministry and where initial assessment of risk indicates a need for ongoing Ministry involvement. These families may have children who are at risk of entering Ministry care, or children who have recently entered Ministry care.

Type Four Referral
Families who have had longer term involvement with Ministry services, either on an intermittent or continuous basis, and where the level of risk has been established confirming the need for ongoing intervention. These will be families whose children are at risk of entering Ministry care, or families with children in care, who have longer-term involvement with Ministry staff.

Type Five Referral
Direct services to children and youth with *Continuing Custody Order* status, and their families and caregivers where indicated. Services provided may include, but are not limited to, therapeutic interventions, child and youth care interventions, self-help/mutual aid, supervised visitation, and volunteer mentoring.

A centralized referral number will be provided.

The Ministry currently manages the waitlist. The parties agree to review the waitlist management process prior to December 31, 2016.

5. Location and Hours of Services

The following locations will be available in the City of Vancouver:

- #201 – 460 Nanaimo Street
- 2995 Fraser Street
- Suites 101 and 104 – 2780 East Broadway
- #201 – 2010 East 48th Avenue

Groups will be provided at the above sites and in other neighbourhood sites accessible to families in the communities being served.

Family Preservation and Reunification Services will be available from 7:00 a.m. to 9:00 p.m., Monday to Friday and Saturdays and Sundays as required by families being served. Office hours will be 8:30 a.m. to 5:00 p.m., Monday to Thursday, and 8:30 a.m. to 4:30 p.m. on Friday. Emergency coverage will be provided by Managers and Family Counsellors via cell phone. The hours of availability for other service components will vary from these core hours to accommodate the schedules and needs of children, youth and families served. Exceptions are noted below in detailed service component descriptions.

6. Service Descriptions

A. Individual Family Preservation and Reunification (Intervention)

Service Overview
Intervention in the Catalogue of Services is defined as *activities provided to maintain or prompt a planned change in the behaviour, condition or functioning of children, youth, families/ caregivers.* Therapeutic intervention/treatment as a sub-service of intervention is defined as *structured, planned and empirically supported therapy/treatment.*

Individual family preservation and reunification services will involve parents, caregivers, and children and youth, and will be delivered primarily in the family or caregiver home or a site preferred by the family. Depending on the type of referral and assessed need of the family, services will be made available from one to six months, with a maximum of eight to twelve weeks for those families where short-term involvement is recommended.

Each family referred to the service will work with one Family Counsellor to ensure continuity of service. Should a file transfer occur from one Ministry team to another, or if the child, youth or family moves to a different location within the City of Vancouver, this Family Counsellor will continue to work with the family for the duration of service. Where a transfer is made outside of the City of Vancouver, transitional assistance or service will be provided where indicated and possible.

Family Counsellors will work closely with Ministry social workers to identify the frequency of involvement required with the family and the frequency of contact required with the Ministry social worker. For families requiring intensive individual work, services may consist of contact in the home with the Family Counsellor in combination with associated services for up to twenty hours per week. This intensity of service will be provided where significant crisis intervention is required, and/or where risk to children or youth in the home necessitates this level of involvement.

Family Counsellors will provide reports and evidence for court proceedings where indicated.

Service Staffing
Family Counsellors providing individual family preservation and reunification services will possess a graduate degree in social work or a comparable human service field from an accredited institution, and have at least two years' experience in family and children's services; and /or a bachelor's degree in social work or another human service field from an accredited institution and at least three years' post-degree experience in family and children's services.

The number of years of experience required for Family Counsellors providing individual family preservation and reunification services may be modified where the needs of children, youth or families served require a specific language capacity and where recruitment efforts have not identified qualified candidates under current provisions within this Agreement. Additional clinical supervision and training will be provided to staff hired under these modified experience requirements.

Services to be provided by the Family Counsellors include the following:

1) Assessment and Integrated Service Planning

Target Population
All referrals to Individual Family Preservation and Reunification Services, including children and youth with Continuing Custody Order status.

Referrals and Waitlist Management
The Ministry will be responsible for prioritizing referrals to the Family Preservation and Reunification Service and, with all referrals, will provide relevant information from Structured Decision Making assessments where applicable, as well as relevant information from specialized clinical assessments, historical information and other file documentation.

Upon referral to the service, a Family Counsellor will be assigned to the referred child, youth and/or family. In consultation with the referring social worker, initial contact will be made by the Family Counsellor with the family within 24 hours of referral where required. Contact may be made by telephone or in person, either in the family home or at another location in the community agreed upon between the Family Counsellor and the family.

Service Description
Assessment in the Catalogue of Services is defined as the *process of information collection, analysis, and judgement/diagnosis to inform decisions and plans for children, youth and families.*

The focus of the initial contact will be to identify and resolve immediate or imminent crises, provide assessment related to child safety, identify concrete needs and establish rapport prior to the first integrated service planning meeting.

Assessment and integrated service planning will be coordinated with other Ministry planning processes where indicated, to efficiently and effectively integrate service and service provision. Other Ministry planning processes include:

- Structured Decision Making;
- Care Plan development;
- Family Group Decision Making (FGDM); and
- Alternate Dispute Resolution Processes.

Based on the most effective planning process, and in collaboration with the referring Ministry social worker, an individualized, Integrated Service Plan will be developed for each referred family, or individual child or youth, and will contain those component services included in this Subsidiary Component Agreement that are necessary to meet identified goals.

Integrated Case Management (ICM) will be used in the planning process where indicated. Families will be encouraged and supported to actively plan for and participate in ICM meetings, however, the Family Counsellor will have overall responsibility for the co-ordination and execution of meetings. Ministry social workers and foster parents will be integrally involved in the planning process, as will families and other caregivers, extended family, and children and youth where indicated. Other professionals, community service providers, and community members will be included as required. Service planning for a shorter-term intervention of a type one referral may be abbreviated, and will be based on an approach agreed upon with the referring Ministry social worker.

Service plans may include both individual and associated services, and services offered through community partners.

Subsequent ICM meetings will assess the progress of the Integrated Service Plan and identify the need for further services and supports. Services will continue for **eight to twelve weeks** for shorter-term, type one referrals, and **up to six months** for other referral types, depending on need. Ministry approval is required for individual family counsellor service extended beyond six months.

The Family Counsellor will:

- ensure that a formal, integrated service planning meeting occurs a minimum of every five months or more frequently where required during the period of service provision for longer term referrals
- share with referring Ministry social workers the results of any assessment processes or evaluative mechanisms used by program staff to evaluate progress toward case goals and objectives
- submit written reports regarding progress to referring Ministry social workers, including a primary assessment and service plan at six (6) weeks, an initial report at three (3) months, and a discharge report at six (6) months
- submit other reports as requested
- provide or arrange transportation within the geographic boundaries of the City of Vancouver to those families who require it to ensure their attendance at site-based activities.

Discharges from Family Preservation and Reunification Services and its component services will be planned and will culminate in a discharge meeting, at which time follow-up supports will be identified. Following discharge and in consultation with the referring social worker, the Family Counsellor may engage in follow-up activities with the family, including bi-weekly or monthly telephone contact for up to six months as required.

2) **Services to Address Concrete Needs**

Target Population
All family referrals to Individual Family Preservation and Reunification Services

Service Description
Basic concerns regarding housing, food, income support, and health will need to be resolved to the extent possible before families will be able to address underlying issues such as parenting, communication and relationships. All families referred to Individual Family Preservation and Reunification Service will be assessed for concrete needs. Assessment of, planning for and meeting concrete needs will occur during the Family Counsellor's initial contact with the family and will continue throughout the period of service. The program will provide for some needs directly and, for others, will assist clients to access appropriate service organizations to meet their concrete needs.

Flexible funding will be made available for the provision of concrete services such as planned or emergency transportation, or emergency needs such as food, childcare, clothing, furnishings or household supplies. These services will be used to prevent significant deterioration in the family's circumstances, or to prevent out-of-home placement of a child or youth. Concrete services provided directly through flexible funding will be used only if linkage services and advocacy by Ministry staff are unsuccessful in addressing the immediate or crisis needs identified. Liaison with the Ministry of Social Development and Social Innovation may be required to avoid duplication of existing service.

Concrete services may also be provided to children, youth and families on a planned basis to facilitate involvement in other services areas. This category includes such concrete services as transportation and childcare provided to parents attending therapy or a self-help/mutual aid group; or food and other site-based amenities to support participation in services such as group-based parent training and education, group-based therapeutic interventions, and self-help/mutual aid groups.

Components of the service include, but are not limited to:

- Providing or working with the family to obtain:
    - emergency food supplies
    - basic personal or household necessities
    - emergency income assistance
    - emergency transportation
- Working with the family to obtain:
    - emergency shelter or housing
    - health care to address imminent needs
    - reliable emergency and community-based childcare
    - employment where required on an urgent basis
- Linkages to Ministry and community respite services
- Liaison with Ministry staff for advocacy and assistance in addressing identified needs
- Liaison with the Ministry of Social Development and Innovation or other sources to assist the family in obtaining shelter, housing, income, food or employment
- Planned provision of concrete services to facilitate participation in other service areas.

3) **Parent Training and Education**

Target Population
Parents or caregivers who would benefit from this service include those experiencing challenges in managing their child's behaviour due to the child's emotional, behavioural or physical needs; parents whose children exhibit behaviours known to be associated with maladaptive parenting practices or family dysfunction; parents who would benefit from enhanced parent-child interaction due to economic circumstances, social isolation or level of parenting skill; and parents with children at risk or at high risk of abuse or neglect.

Service Description
Training and Education in the Catalogue of Services is defined as a *range of strategies for imparting knowledge, improving skills and building awareness of resources.*

The following description includes both individual and group-based parent training and education. Group intervention is provided as an associated service.

This component service encompasses parent education, builds and models parenting skills and strategies, and includes specialized programs based on the assessed needs of children, youth and parents. Services will mitigate behaviour problems in children and increase competence and confidence in parents and will be available through individual work with a family's assigned Family Counsellor, through groups offered in community-based sites, or a combination of these options.

Prior to offering Parent Training and Education, the Family Counsellor will assess the client's readiness to learn, as readiness to learn may be impaired by severe economic and environmental crises, acute mental illness, or active substance misuse. If such issues are present, other approaches to working with the family will be required before this service may be offered. Additionally, assessment will include a determination of the family's capacity and current circumstances and the parents' and child's cognitive capacity. Determination of these elements will indicate the appropriate content and strategies required to effectively deliver these services. Programming will be modified to meet the unique needs and developmental levels of both parents and children. Programming will also be modified to meet the needs of both parents and children where children exhibit significant behavioural and emotional disturbances.

Family Counsellors will use a wide variety of techniques to teach parenting skills, including role play, practical demonstration of skills, readings or video tapes followed by discussion, intervention into the child's behaviour with the parent observing, and observation of the parent's behaviour for later discussion. Group-based parent training will be comprehensive and structured and facilitated by one Family Counsellor and a student or volunteer co-ordinator. Techniques employed in group-based training will include role playing, use of videotaped vignettes of parent-child interaction followed by role play and discussion, practice of learned skills in groups or with the child, and directed readings. Groups will be offered at a variety of community-based locations throughout the City of Vancouver.

Components of Parent Training and Education, both individual work and group-based training, include but are not limited to:

- Educating parents in child development and appropriate parental expectations
- Teaching of activities which enhance child development and improve parent-child interaction
- Teaching and modelling of behaviour management strategies and techniques, for example:
    - teaching of positive reinforcement and praise to encourage desirable behaviour
    - ignoring inappropriate behaviour and using "time outs"
    - effective limit-setting
- Psycho-education regarding behavioural or other disorders
- Problem solving skills for both parents and children
- Anger and stress management techniques for parents
- Teaching and modelling of household management skills
- Strengthening social support and self-care
- Homework and homework review with parents and children
- Building communication skills for both parents and children
- Interactive work with children, including building social skills, empathy and anger management, and co-operation at home and school
- Engagement strategies and incentives to facilitate participation in group-based activities, including transportation and childcare

Programming and materials will be adapted for the cultural groups being served and provided in languages other than English as required.

Core skills will be identified and the Contractor will participate in discussions with the Ministry and with other agencies providing these services regarding the core skills and content of parenting groups.

Location and Hours of Service
Groups will be provided to parents in accessible locations, and during hours that facilitate participation. Group-based parent training will be available at varying times between 9:00 a.m. and 9:00 p.m., Monday to Friday, and 9:00 a.m. to 6:00 p.m. Saturday.

4) Therapeutic Interventions

Target Population
Families or specific children or youth, as assessed need is reflected in the Integrated Service Plan. This intervention may also be provided as direct service to children or youth with Continuing Custody Order status.

Service Description
This description includes both individual and group-based therapeutic intervention. Specialized and group interventions where indicated will be provided as associated services.

Therapeutic interventions will be provided as part of preservation or reunification efforts, and will be focussed, goal-oriented and time limited.

Family Counsellors will provide a range of therapeutic interventions that will be tailored to the needs of the child, youth or family, including youth and family mediation, where indicated. All therapies employed will be evidence-based, and may include Functional Family Therapy, Brief Strategic Structural Family Therapy, and Multidimensional Family Therapy. Where indicated, treatment, therapy and psychoeducational interventions will be provided to all family members affected by family violence.

Supervised visitation between children, youth and their families will be used as opportunities for therapeutic and educational interventions. Visitation will occur in the family home, in the home of Ministry foster parents or other caregivers, or in community settings conducive to family activities. Family Counsellors will include foster parents and caregivers in these processes wherever possible. Family Counsellors will support and educate caregivers in the provision of supervised visitation, where indicated, and will include Ministry staff in planning for these therapeutic visits.

Family Counsellors will be the primary providers of therapeutic interventions required, including those specific to family violence. Family Counsellors will also facilitate linkages to ancillary therapeutic services such as mental health, addictions, additional resources specific to family violence, and other therapeutic services as required.

Location and Hours of Service
Therapies may be provided as individual interventions delivered primarily in the family home; family therapy delivered primarily in the family home; or group-based and delivered in the community by a Family Counsellor assisted by a student or volunteer co-ordinator.

Group-based therapeutic interventions will be available at varying times between 9:00 a.m. and 9:00 p.m., Monday to Friday, and 9:00 a.m. to 6:00 p.m. Saturday.

5) Linkages to Formal and Informal Supports

Target Population
All referrals to Individual Family Preservation and Reunification Services.

Service Description
Informal supports are defined as natural resources or helpers within a client's community and may include family members, friends, community members, cultural and religious organizations, and charitable

organizations. Family Counsellors will work to strengthen existing networks of informal supports and use these natural supports to enhance or replace formal supports.

Formal supports include a wide range of services in fields such as child protection, education, Youth Justice, health and mental health. Family Counsellors will facilitate access to required services within these and other relevant fields as necessary.

Assessment of available supports will begin in the initial contact between the Family Counsellor and the family and will continue as an ongoing process throughout service delivery. Families will be encouraged to identify and choose the supports that they wish to work with and identified supports will be included in integrated case management process, as appropriate.

B. Associated Services

Service Overview
One or more associated services may be provided to families with Ministry involvement, or to individual children or youth with Continuing Custody Order status. Family Counsellors will work closely with Ministry social workers in assessing the need for associated services and in identifying the frequency of involvement and the frequency of contact required with the Ministry social worker. Associated services may be provided as follows:

- to families as adjuncts to the individualized work of a Family Counsellor
- as a direct service to families not involved in Individual Preservation and Reunification Services, or
- as a direct service to individual child or youth with Continuing Custody Order status

When these services are provided as adjuncts to the individualized work of a Family Counsellor, the assigned counsellor will coordinate, integrate and provide clinical consultation for associated services provided.

When services are provided on a direct basis to families or to individual children or youth with Continuing Custody Order status, services provided will form part of the integrated service plan developed by the Ministry social worker, and the service provider will participate where indicated as a member of the Integrated Case Management team.

1) Group-Based Parent Training and Education and Therapeutic Groups (Group Intervention)

Group-based therapeutic intervention is described in this Agreement under *Individual Family Preservation and Reunification, Therapeutic Interventions.*

2) Specialized Individual Therapeutic Interventions (Intervention)

Target Population
Children, youth or families who require specialized therapeutic interventions.

Service Description
Specialized therapeutic interventions by another therapist will be provided for a maximum of 10 weeks, one hour per week. Referrals to a specialized therapist will be made in consultation with the Ministry social worker and on the basis of a clinical recommendation by the Family Counsellor where involved. The Ministry and the Contractor agree to jointly consider requests for extension of service.

3) Child and Youth Care Intervention (Intervention)

Target Population
Children and youth receiving Family Preservation and Reunification services, 15 years of age and younger, including children and youth residing with their families, extended families or caregivers; and those in temporary Ministry care; and

Children and youth 15 years of age and younger with Continuing Custody Order status.

Service Description and Delivery
Child and Youth Care Intervention is a one-to-one, time-limited intervention aimed at children and youth who require teaching and reinforcement of pro-social and life skills, transitional or crisis support, or assistance to connect with specialized services or community supports. Education and skill building opportunities may take place during supervised visitation. Group activities may also be offered to enhance individual interventions.

Goals of the service will be clearly defined, measurable and achievable, and will connect the child or youth to longer-term supports such as recreational or other pro-social activities, Ministry Integrated Youth Service Centres, Volunteer Mentoring programs or other informal or formal supports.

To preserve continuity of service, should the child or youth move to a different location within the City of Vancouver, the Child and Youth Care Counsellor will continue to work with the child or youth for the duration of service. Where required and agreed to with Ministry staff, transitional assistance or service will be provided if a child or youth moves to another Ministry Region or jurisdiction.

Staffing
Services will be provided by Child and Youth Care Counsellors qualified with a Child and Youth Care certificate or degree, or a degree in Social Work or comparable human service field, and with at least two years' experience working with children or youth.

Hours of Service and Length of Involvement
Hours of service will be flexible and will include evenings and weekends. Child and Youth Care Interventions will be available from 9:00 a.m. to 9:00 p.m., Monday to Friday, and 9:00 a.m. to 6:00 p.m., Saturday. Each child or youth will, on average, receive three hours per week of service for up to six months.

4) Self-Help and Mutual Aid

Target Population
Families who have the ability to participate in and would benefit from access to self-help materials or from involvement in a mutual aid process. Participants may be families or youth at high risk, families with at risk or high-risk children and youth, families with special needs children or youth, or families or youth who require support before or after professional services.

Service Description and Delivery
Self-Help in the Catalogue of Services is defined as the *provision of means whereby children, youth and families use tools such as the internet, videos or books to enhance their skills.*

Mutual Aid in the Catalogue of Services is defined as the *provision of means whereby youth or caregivers with common concerns connect for the purpose of supporting each other.*

Mutual aid services include strategies that connect individuals so that they may learn new ways to cope, determine ways to improve their conditions, and help others while helping themselves. Service provision will be flexible: one to one, group, phone, or on-line. Access to professional support will be provided. Groups will be formed based on identified needs within the client population. Service may be either time-limited or ongoing. Strategies supplement or prevent the need for more formal services.

The focus and content of mutual aid strategies will be developed based on the child welfare needs of the children, youth and families being served.

Components of Mutual Aid include, but are not limited to:
- Providing and facilitating the sharing of parenting knowledge and techniques
- Study groups based on content identified by participants
- Specialized information and activities designed by and for participants

- Use of culture-specific resources
- Professional support and visiting speakers
- Engagement strategies and incentives to facilitate participation in group-based activities, including transportation and childcare

The Parties agree to work together during the funding period to plan and implement effective strategies in this service area.

Staffing
Mutual Aid groups will utilize trained facilitators and access to professional support will be provided. Appropriate, accessible space will be provided in community-based locations across the City of Vancouver.

Hours of Service
Group-based modalities will be available at varying times between 9:00 a.m. and 9:00 p.m., Monday to Friday, and 9:00 a.m. to 6:00 p.m. Saturday, designed to facilitate maximum participation.

5) Linking and Brokerage to Volunteer Mentoring

Target Population
Children or youth who would benefit from a mentor relationship. Service will be prioritized in the following order: children and youth from 6 to 15 years with Continuing Custody Order status; children and youth from 6 to 18 years who are in temporary Ministry or kinship care; and children and youth from 6 to 18 years residing with their families, extended families, or other caregivers.

Service Description and Delivery
Linking and brokerage in the Catalogue of Services is defined as *activities to connect a family, child or youth to a formal support/resource, or to facilitate the formal support's direct connection to a child, youth or family.*

Children and youth will receive one-to-one support, assistance, advocacy and guidance through relationships with screened, trained and supported volunteer adult mentors. The goal of mentoring relationships is to assist children and youth to grow into capable, confident, contributing individuals.

This service will be sub-contracted to two agencies: Big Sisters of BC Lower Mainland and PLEA Community Services Society of British Columbia. Should Big Sisters or PLEA be unable to recruit a suitable volunteer for a referred child or youth, FSGV and WFCS will recruit a suitable volunteer. Screening and reference checks, training, orientation, matching, and ongoing support and supervision will be provided for all volunteer mentors.

FSGV and WFCS will establish links with other mentoring programs, both within the Ministry and in the community.

Hours of Service and Length of Involvement
A two-year time commitment from mentors will be sought. Service for individual children or youth will be provided for an average of four hours every two weeks.

6) Monitoring and Supervision: Supervised Visitation

Target Population
Families with children or youth in Ministry care where supervised visitation is required due to concerns for the physical, psychological or emotional safety of the child(ren).

Service Description and Delivery
Monitoring and Supervision in the Catalogue of Services is defined as the *observation of, and supplementary case management and/or enforcement for, a child or youth or family.* Supervised Visitation as a sub-service of Monitoring and Supervision is defined as *service provided for children to maintain contact with parents/caregivers/extended family in a safe setting observed by a third party.*

Supervised visitation services will provide opportunities for non-residential parents or caregivers to maintain contact with their children in a safe and neutral setting in the presence of a third party. Services will include one-to-one supervision; monitored exchanges, group supervision; telephone monitoring; or therapeutic supervision. Transportation to and from supervised visits may be provided, if needed.

Supervision will be a component of the Integrated Service Plan and the purpose and goals of the supervision will be established at the time of assessment in consultation with the referring Ministry social worker. The purpose of supervision may include observation and reporting; transportation; or therapeutic or teaching opportunities, as referenced in the Service Description for Therapeutic Interventions. Report writing by visitation supervisors, suitable for presentation at Court proceedings, may be required.

Levels of supervision will range from low vigilance through high vigilance. Family Counsellors will determine, in consultation with Ministry staff, the level of supervision required on an ongoing basis and selection of an appropriate supervision plan will be based on the goals of the supervision service, as identified in the Integrated Service Plan. When reunification is the goal, foster parents will be involved in the supervised visitation to the extent possible.

Supervised access will be offered through three modalities:

- Home-based, supervised access services provided by WFCS staff and additionally sub-contracted to Network of Inner City Community Services Society where required
- Visitation that includes parent education or therapeutic interventions, delivered by Family Counsellors
- Group visitation offered in FSGV facilities, WFCS facilities, or in the facilities of community partners, supervised by FSGV or WFCS staff

Home-based supervision will involve supervision in either the family home, the foster family home, or in a community location. A home support worker will be present to ensure the safety of the child(ren) and facilitate activities that involve the parents and child(ren).

Community-based settings will be developed that provide a comfortable home-like atmosphere with access to activities appropriate to a child or youth's developmental level.

Parent education or therapeutic interventions, offered in conjunction with supervised access, will be supervised by the Family Counsellor. The Family Counsellor will observe and assess family needs, as well as provide direct training, modeling, and therapeutic intervention, as indicated by the Integrated Service Plan.

When agreed upon, Child and Youth Care Counsellors may also be utilized to provide supervised visitation for educational and skill building purposes.

Groups will be organized in response to the needs of families and their children.

For all modes of supervision, supervisor to child/family ratio will be dependent on the nature and extent of risk factors present; the nature of supervision required in each case; the number and ages of children being supervised; the number of people visiting the child; the duration of the visit; and the expertise and experience of the supervisor.

For all types of visits, participants will be prepared for the visit by the Family Counsellor where involved. Children will be oriented separately from the parents and will establish limits on physical contact. All

participants will be informed, as appropriate, regarding requirements for sobriety, deportment and other safety considerations.

The Contractor will establish safety plans, including the provision for visitation supervisors to call for assistance or halt visits should concerns for safety or child comfort arise. In all visits, the safety and well-being of the child(ren) will be the paramount concern and any cases of suspected or substantiated abuse will be reported to the Ministry.

Services will be delivered in the major language groups represented in the City of Vancouver.

Location and Hours of Service
The hours of service will be flexible to accommodate the schedules of families and children, including after school, evening and weekend hours. Service will be available on an emergency basis where required, and for the length of involvement required. Services may be provided in community settings and the family's own home.

7) **Homemaking: In-Home Services**

Target Population
Families where an instrumental level of intervention is required, or when emergency service is required and other concrete services have not been sufficient to address the needs identified.

Service Description and Delivery
Homemaking in the Catalogue of Services is defined as the *performance of household tasks and/or modeling of home management processes to support families or caregivers.*

This service will support, maintain, and improve family functioning, and/or assist in preventing institutionalization or another form of out-of-home care. The service will be one component of an integrated service plan agreed to by the Ministry social worker. The assigned Family Counsellor will provide coordination, integration and clinical consultation where indicated. Components of the service will include:

- emergency childcare
- childcare on an interim basis where recommended for respite, or to support parental involvement in professional or community services
- assistance with concrete tasks such as housekeeping, cleaning and meal preparation
- skill-based training focussing on home management and basic parenting skills

Staffing
Services will be provided by direct service providers assigned to the following skill-based classifications:

- Homecare/Housekeeper
- Home Management/Childcare/Parental Support
- Supervised Visits/Teaching Homemaker

Direct service providers will be assigned to referred families based on skills required as determined by family need.

This service will be sub-contracted to Network of Inner City Community Services Society on a per unit cost basis.

Should demand for In-Home Service exceed the capacity of Network Two Community Services, service delivery will be sub-contracted on an hourly basis to Medox Health Services Inc.

Hours of Service and Length of Involvement
Hours of service will be flexible to meet the needs of families, and services will be immediately available where required. The length and intensity of planned service, either intermittent or continuous, will be

determined through consultation between the Ministry social worker and the Family Counsellor and will be outlined in the integrated service plan within the following guidelines:

Initial service or emergency response will be provided for up 12 hours. Service requirements outlined in the case plan will be reviewed with the Ministry social worker and the Family Counsellor, or with the referral office Manager where there is no Family Counsellor involved.

Education and Assistance Program (Doula Services)

Doula Services will be provided for specialized in-home education and assistance to help new mothers make a successful transition from pregnancy to parenthood. Doulas will provide emotional, physical, and educational support to families with newborns. This can include mother care and companionship, breast feeding support, infant care guidance, sibling care, information on community services, recommended reading materials and safety precautions in the home, meal preparation, errands and light housekeeping.

Family-specific progress reports will be provided as required with respect to this service, including:

- Summary of service goals
- Observations of parental functioning
- Health and safety of the infant
- Parent-infant interaction
- Recommendations for future service

PROJECT PARENT

1. **Program Overview**
Project Parent is a home-based parenting program committed to family wellness that assists parents in finding ways to meet the needs of their children. The program works with families who are experiencing a considerable amount of stress and/or difficulty, which potentially interferes with their ability to parent adequately, often due to generational patterns and socio-economic factors. The program enhances the safety and well-being of children and increases the capacity of parents to meet their children's physical, emotional, and developmental needs. Referred families are assessed by Ministry social workers as being at high risk of child maltreatment, in need of ongoing protective services, and likely to benefit from intensive intervention regarding their parenting skills.

2. **Program Outcomes, Goals and/or Objectives**
    - skills to increase the safety and well-being of children;
    - increased ability to support the child's functioning related to social, emotional, physical and cognitive well-being;
    - increased capacity to maintain children in the family/extended family or caregiver home;
    - improved level of personal functioning in areas such as, parenting (i.e. establishing and maintaining positive discipline practices and appropriate limit setting), time management, effective communication, self-care, coping skills (i.e. positive lifestyle practices, stress management, anger management, limit setting);
    - increased ability to form and maintain healthy relationships, including couple, parent/child, family, extended family and other significant relationships;
    - increased ability to identify, resolve and manage past trauma;
    - reduced isolation through increased connections to personal support system, community and professional supports and resources, and employment where applicable; and
    - increased personal and family safety.

3. **Target Population**
Project Parent is an intensive parenting program for families who reside in Burnaby, New Westminster, Surrey, Langley and Delta who have children in the home aged twelve (12) years or under and are involved with the Ministry through its protection mandate

4. **Service Description**
Family Counsellors provide an average of three (3) to four (4) hours of direct client service per family per week at mutually agreed upon times. The assessment period may require more time (approximately 5 hours per week) and the closure period could be less (approximately 2 hours per week). The maximum length of involvement for a family with the program is six (6) months. If a three (3) month extension is needed, the program must have written approval from the team leader. If additional extensions are needed, the program must have written approval from the Community Services Manager.

    Services will include, but not be limited to:

    Intervention
    Intervention in the Catalogue of Services is defined as *activities provided to maintain or prompt a planned change in the behaviour, condition or functioning of children, youth, families/caregivers.*

    Components of Intervention Services include:
    - assessment and integrated service planning
    - supporting families and building on their strengths
    - coaching and modeling positive and appropriate parenting techniques, (e.g.) child development, appropriate parent/child interactions, needs of children at different stages
    - goal setting with families
    - individual parent training and education
    - linkages to formal and informal supports

- referring and networking families to community and professional supports
- advocating on behalf of the family to professional and community resources based on the family's need and for the removal of systemic barriers affecting the well-being of children and families
- written Assessment and Progress Reports to families and the referring party

Services will involve both parents and children. Modalities and areas of focus will include, but are not necessarily limited to:

- individual, couple, and/or family counselling sessions with a focus on resolving issues of abuse and neglect from family of origin that are detrimental to current parenting
- therapeutic art and play activities for children;
- adult groups
- assistance with the development of a community and social support network for families and referrals to other community programs as required
- arrange and conduct goal-setting and goal-review meetings with parents, ministry staff, and program staff

5. Staffing

a. Staff qualifications
Family Counsellors will have a minimum of an undergraduate degree in a social science and/or an equivalent combination of education and experience.

b. Supervision
Clinical and administrative supervision will be provided regularly and as required in accordance with the Contractor's accreditation standards.

c. Service Staffing Model
With the amalgamation of the North and South Fraser Project Parent contracts 2014 Contract Effectiveness and Flexibility Initiative, the intent is that the ability of the Contractor to utilize specialized or limited resources (e.g. staff with a second language) across the two service delivery areas is strengthened and the service to children, youth and families is improved.

The current structure includes the following FTE allocations:

Position	Burnaby and New Westminster (North Fraser) FTE	Delta, Langley and Surrey (South Fraser) FTE	Total FTE
Family Counsellors	5.00	7.70	13.70
Supervisor	0.90	1.35	2.25
Administrative Support	0.75	0.80	1.55
Total	**6.65**	**9.85**	**17.5**

6. Referral, Intake and Waitlist Management
Access to the program is by Ministry of Children and Family Development Child Protection or Family Service social worker referral only.

If referrals are below anticipated levels, the Ministry and Contractor may elect to:

(a) change eligibility criteria;
(b) shift service allocations within the contract;
(c) advertise program details, start dates, etc. with Ministry staff and others as appropriate; and/or
(d) some other remedial action negotiated between the Contractor and the Ministry.

The action chosen will be negotiated between the Contractor and the Community Services Manager or their designate.

The Contractor may refuse to provide service where there is active violence in the home and where the safety of the children, any family member or the worker is at question due to continued residence of the perpetrator in the family home.

The Ministry currently manages the waitlist. The parties agree to review the waitlist management process prior to December 31, 2016.

7. **Location and Hours of Services**

Services are delivered primarily in the home to families by a Family Counsellor, but may be supplemented with activities delivered outside the family home.

The program operates Monday to Thursday with appointments available from 9:00 a.m. to 8:00 p.m. (excluding statutory holidays). Depending on clients' needs and staff availability services may also be provided on Fridays and weekends.

In Surrey, service provision is enhanced through FSGV's participation in the Surrey integrated service model, HUB.

FAMILY MEDIATION AND REUNIFICATION

1. Program Overview

The Parent-Teen Mediation program provides an alternative process for parents and teens experiencing conflict to resolve their difficulties through voluntary participation in mediation. Mediators work with the entire family in their home or in an office, if preferred, providing mediation, education, communication skill modeling and coaching and community support development. Mediation may involve youth, siblings, parents, stepparents, foster parents, adoptive parents, grandparents, other relatives, and/or care providers.

2. Program Outcomes , Goals and/or Objectives

- Parents and youth experience improved communication;
- Parents and youth experience increased mutual understanding;
- Parents and youth have an increased ability to reach agreements;
- Parents and youth utilize improved self-management strategies during conflicts;
- Parents and youth have increased knowledge of issues relating to family and conflict; and
- Parents and youth have increased awareness of and/or access to appropriate resources.

3. Target Population/Eligibility

Parents and youth, under the age of 19, who are experiencing conflict, and are living in either Burnaby or New Westminster.

4. Service Description

Mediators will contact the family within 48 hours of receipt of the referral in order to arrange an appointment to begin the process or action of mediating between the family members and youth who do not agree, in order to bring about an agreement or reconciliation. Initial appointments are usually held within one week, unless the family requests service to be delayed. Mediators are available from 1:00 p.m. to 8:00 p.m., Monday to Friday. Morning and weekend appointments are arranged when necessary, to facilitate sessions when parents and youth are available. Mediation typically involves 6 to 10 sessions. If mediation continues for 3 months, extension of service is at the discretion of the referring MCFD staff member. The Contractor will also maintain the capacity to provide brief solution focused intervention (phone contact and/or one or two face to face sessions).

Components of the service will include but not be limited to:

- providing mediation, education, advocacy and community support referrals (specifically in relation to schools, counseling, drug and alcohol services, health and mental health services, anger management and employment training, activities and parental support/education);
- providing clients with cell phone access to their mediator;
- allowing family members to determine who is involved in the mediation process;
- participating in Integrated Case Management Conferences with families; and
- referring families to additional resources in the community as appropriate.

5. Staffing

a. **Staff qualifications**
Mediators must have a minimum of a Bachelor's degree and training in conflict resolution, and experience working with youth.

b. **Supervision and other requirements**
Clinical and administrative supervision will be provided regularly and as required in accordance with Contractor's accreditation standards.

c. **Service Delivery Model**
1.90 FTE Mediators
0.30 FTE Supervisor

6. Referral, Intake and Waitlist Management

Referrals will be made by Ministry Child Protection or Family Service social workers. If referrals are below anticipated levels, the Ministry and Contractor may elect to:

(a) change eligibility criteria;
(b) shift service allocations within the contract;
(c) advertise program details, start dates etc. with Ministry staff and others as appropriate; and/or,
(d) some other remedial action negotiated between the Contractor and the Ministry.

The action chosen will be negotiated between the Contractor and the Community Services Manager or their designate. Any change to the contract will be affirmed in writing; a copy will be sent to the Contractor and a copy kept on the Ministry contract file.

7. Location and Hours of Services

Services are provided in the home or other community setting. Mediators are available from 1:00 p.m. to 8:00 p.m., Monday to Friday. Morning and weekend appointments are arranged when necessary, to facilitate sessions when parents and youth are available.

FOSTER PARENT SUPPORT AND EDUCATION

1. Program Overview

The program involves a collaboration of three services providers, Family Services of Greater Vancouver (FSGV), Hollyburn Family Services and Milieu Children and Family Services (formerly Connexus Family and Children Services), who each provide various services within the program. FSGV primarily provides Foster Parent Support Services but may also provide some of the other services listed below in Service Deliverables. Currently, the services and service delivery model is under review and to support this review the Ministry and FSGV agree to meet prior to December 31, 2016 to update the service description to better reflect the current model and / or any agreed upon updates.

Background

In 2003, the Vancouver Coastal Region undertook a redesign focused on consolidating internal and contracted services into an accessible, coherent, integrated, community-based, culturally responsive service delivery system. The system redesign was based on both research and community consultation. The objective of the service delivery framework was to provide evidence and outcome-based services that improve outcomes and promote safety, wellbeing, resilience, development and permanence for vulnerable children within their families and communities.

The Ministry has been refocusing its child and family services to emphasize permanency for children and youth in care, as outlined in *Achieving Out of Care Permanency for Children and Youth in Care, Permanency Planning Model for British Columbia*, prepared by the Permanency for Children and Youth Unit, March 2003. Permanency planning is used to describe a number of services and programs delivered on behalf of children and youth who are either at risk of being removed from their families, or who are in the care of the Director, with the goal of *securing a safe, caring, legally recognized and continuous family outside government care.* Residential services, including foster homes, family care group homes, and specialized residential group homes are integral to the Ministry's role and mandate to advance the safety and well-being of vulnerable children and youth, and to meet the goal of permanency.

An extensive range of residential services are supported by Ministry Resource staff through contract management, support to caregivers and monitoring of homes, matching and placement of children and youth, liaison to Ministry teams, and recruitment and retention of homes. Contracted agencies support foster homes and other residential placements through an array of services, including support, training, education, and specialized support. Both Resource and contracted service staff work with protection and guardianship social workers to best meet the needs of children and youth who require out-of-home placements.

In provision of the range of service in this Agreement, the Contractor will work collaboratively with Hollyburn Family Services and Milieu Children and Family Services, both current providers of services to foster families in this region. These service providers have collaborated in the development of a model of service delivery that will consolidate existing services and programs into a comprehensive and integrated approach.

Program Description and Delivery

The Contractor will provide the following services:

Foster Parent Support Services (Tier One)

a) Screening, Information and Referral Services
b) Protocol Training and Support
c) Foster Parent Self-Help/Mutual Aid
d) Foster Parent Volunteer Mentoring
e) Support to Foster Parent Recruitment
f) Relief Services to Foster Parents

In-Home Foster Parent Support Services (Tier Two)

a) Assessment and Integrated Service Planning
b) Behavioural Consultation and Support

c) Counselling Intervention

Out of Care Options
a) Intervention
b) Linkage and Brokerage
c) Training and Education

2. Target Population

The target population for these services will be Ministry and Aboriginal delegated agency foster parents and respite caregivers caring for both non-Aboriginal and Aboriginal children and youth in foster care in Richmond, and to other foster families in the Vancouver Coastal Region as determined by the Centralized Referral Table.

3. Service Description(s)

1) **FOSTER PARENT SUPPORT SERVICES**

a) Screening, Information and Referral Services (Information and Referral)
The Contractor will provide the following services to foster parents in the Vancouver Coastal Region:

- Tele-support system (1-800 telephone consultation/fax information exchange/e-mail notification, exchange, update/email consultations) to deliver information regarding services available to foster parents throughout the Region. Direct tele-support through this system will be made available during regular business hours, five days per week
- Provide qualified foster support workers to service the tele-support system
- Screen calls received and provide information and referral as required, including information regarding Ministry services, professional services, and community services
- Compile literature addressing common areas such as child developmental transitions, communication strategies, conflict resolution skills and stress management strategies, and make this available to caregivers through the tele-support system
- Establish a foster parent website and newsletter to communicate pertinent information regarding regional or other events or initiatives, and to provide parenting information, and research and best practice information

Information and education provided through this support service will be integrated with specialized training and education modules, and with professional development opportunities provided through self-help/mutual aid, in order to maximize expertise and provide the best, most relevant information to the widest range of foster parents.

b) Protocol Training and Support (Intervention)
The Contractor will organize, train and supervise volunteer support workers, or will provide local foster parent support workers, foster parents mentors, or professionals as needed, specifically to provide a range of services to foster parents involved with protocol processes. Services provided to foster parents will include:

- Education and information regarding Ministry and Aboriginal delegated agency protocol processes
- Critical incident stress debriefing or support services
- Crisis intervention, stabilization and follow up services where indicated
- Documentation of crisis responses and service plans
- Connecting foster parents to self-help/mutual aid or other volunteer mentoring services
- In consultation with the Ministry or Aboriginal delegated agency, provide timely referrals to counsellors or other professionals

c) ***Foster Parent Self-Help/Mutual Aid (Mutual Aid)***

The Contractor will provide a range of strategies that connect foster parents so that they provide mutual emotional support; learn new ways to cope; determine ways to improve their practice; and help others while helping themselves. Service provision will be flexible: one-on-one, group, phone, or on-line.

The Contractor will organize, schedule and facilitate regular monthly meetings for foster parents, supplemented by additional professional expertise and building on identified needs in the foster parent group. Meetings will be organized based on existing foster parent groups or community-based chapters, and will focus on similar needs in the groups to provide educational and other professional development opportunities. Opportunities will include visiting professionals to address issues such as fostering Aboriginal children and youth, inclusive foster care, separation and loss, attachment issues, conflict resolution and mediation, FASD, strategies to cope with aggressive or non-compliant behaviour, issues specific to youth such as substance use, high risk behaviour, and mental health issues such as depression, anxiety, and conduct and attachment disorders.

The Contractor will be responsible for encouraging and providing concrete and other incentives to foster parents to facilitate and maximize participation.

These support and professional development opportunities will build on and integrate with core and other foster parent training and support services. The Contractor will link to existing partnerships and groups in the foster parent and adoptive parent community, and will work with Ministry and Aboriginal delegated agency Resource liaisons to ensure that services are efficient and effective, and are integrated with the wider range of service outlined in this document, as well as with Ministry and Aboriginal delegated agency residential and non-residential services. Linkages with Health and Child and Youth Mental Health services will be particularly important in developing and maximizing opportunities for training and professional development opportunities for foster parents.

Services provided will include but not be limited to:

- organization, scheduling and facilitating of regular monthly meetings for foster parents;
- establishment of an electronic, shared registry that identifies the expertise of foster parents;
- organization and maintenance of a Training Advisory Committee comprised of service providers and key partners;
- development and implementation of data collection strategies to enable timely identification of common concerns and areas of interest; and to monitor the effectiveness of services provided;
- identification of a representative to participate in a provincial Ministry family care reference group; and
- organization of and participation in community forums to identify foster parent support and solutions.

d) ***Foster Parent Volunteer Mentoring (Volunteer Mentoring)***

A mentoring relationship is one in which a foster parent voluntarily gives support, assistance, advocacy or guidance to another foster parent who has less experience. Commitment, effective matching and recognition are crucial. The Contractor will develop a foster parent mentor program that is purposeful and planned, and will include orientation, training, and ongoing support and supervision of foster parent mentors.

An orientation package will be developed for use by foster parent mentors that will include information regarding Ministry services and systems; confidentiality requirements; child, youth and foster parent rights; reportable incidents, and complaint/resolution processes.

e) ***Support to Foster Parent Recruitment (Recruitment)***

The focus of this service is to support Ministry and Aboriginal delegated agency recruitment efforts by working cooperatively and actively with Ministry and Aboriginal delegated agency staff and the community to develop and implement innovative strategies to attract, recruit, and provide orientation for prospective foster and adoptive families. Strategies include but are not limited to the following:

- participation in resource fairs, recruitment drives and focus groups to attract and recruit prospective caregivers;
- participation in foster parent recognition events;
- provision of information regarding the foster parent process on the organization's website and in local community publications;
- provision of community organizations and the general public with information regarding the recruitment process; and
- referral of potential foster parents to recruitment teams and promotion of fostering in the community.

f) ***Relief Services to Foster Parents***
Caregiver Registry
A caregiver registry will be developed to provide foster parents with a range of alternate childcare through their group of foster parents, and through community caregivers. The Contractor will work with Ministry and Aboriginal delegated agency Resource liaisons to build on existing foster parent groups to establish coordinate and maintain childcare exchange between foster parents that is easily accessible and flexible.

In addition, the Contractor will develop and maintain a registry of trained community caregivers to provide relief services. The range of community caregivers will include those available on a flexible basis and for hours that include evenings and weekends. The range of trained relief caregivers can include paid staff, contracted professional child and youth care services, and volunteers, and will include community caregivers with the skill and expertise to work with high needs children and youth. The qualifications and capabilities of each community caregiver will be identified in the registry to assist in appropriate matching, and feedback will be sought from foster parents regarding the quality of service provided.

The registry will be accessed electronically as well as directly through the service.
Services will include but not be limited to: Recruitment and screening of community caregivers on an ongoing basis
- establishment and maintenance of a foster parent and community caregiver registry; and
- provision of ongoing support and monitoring of services provided

2) IN-HOME FOSTER PARENT SUPPORT SERVICES

Service Description
In-home services are provided to foster parents with children or youth in their homes that require a high level of care due to significant behavioural, emotional, mental health or medical conditions. Specialized services will also be provided to foster parents experiencing family crises or significant therapeutic issues that negatively affect their ability to provide effective care. Services focus on building foster parent skill and ability.

Services will be available on an emergency basis where required and on an intensive basis where indicated. Services will be provided for a maximum of three months. Requests for extension of service will be referred to the Ministry or Aboriginal delegated agency for consideration.

Flexibility of response is required to provide in-home service to foster parents in the following circumstances:
- on an emergency basis;
- on a crisis basis within 24 hours of referral;
- on an intensive basis for up to three weeks;
- on a planned, short-term basis for up to three months; and
- on an intermittent basis to respond to child or youth developmental or other transitions.

Service providers will use a crisis intervention approach where indicated, within the range of specialized services outlined below. A crisis response will normally include crisis assessment, engagement and

relationship building where required, identification of major problems, dealing with emotional responses, generating and exploring alternatives, developing a plan, establishing agreement, and providing follow up.

Crisis intervention will be available to foster parents 24/7 both by telephone or in-home if indicated. These responses will be integrated into the overall service plan, with clear lines of communication established to inform Resource social workers. Protocols will be developed to ensure that adequate consultation and decision-making authority is accessible 24 hours per day, seven days per week. This service will be linked to a staffed, residential setting.

Transitional Services
In consultation with the foster parent, the Ministry or Aboriginal delegated agency social worker, and the Resource social worker, transitional services may be provided for up to three months to assist a foster parent or caregiver in the child or youth's next placement, whether that placement be with family or in a Ministry or Aboriginal delegated agency foster home or other residential resource. This planning will occur within the context of integrated case management provided through the Resource and District Office teams, including other service providers as required. Service can be provided from the range of services outlined below.

Service Staffing
Children and youth in care may have a history of abuse and neglect, have been prenatally exposed to substances, have experienced significant disruption in placement continuity, and have significant difficulty forming positive attachments. These children and youth may demonstrate significant to severe behavioural difficulties, exhibit cognitive and developmental challenges, and have complex health and mental health diagnoses.

All staff providing specialized services will require knowledge and expertise in a wide range of issues affecting children and youth in care, and will be experienced in working in a multidisciplinary and multi-system environment.

Seriously non-compliant, disruptive, aggressive, abusive or violent behaviours can be significant contributors to placement disruption. Service providers will incorporate an understanding of the underlying etiology of this and other behaviours, the outcomes anticipated, and the interventions required that will best meet the needs of foster parents caring for the child or youth.

Service Referral
In-home services will be accessed through Ministry and Aboriginal delegated agency Resource staff in Vancouver, Richmond and North Shore communities, in consultation with the Centralized Referral Table. Consultation and support will be provided to coastal communities by telephone.

a) Assessment and Integrated Service Planning (Individual Intervention)

Service Description
One primary service provider will be assigned to work with each foster family referred to ensure continuity. The primary provider will support foster parents in their role as members of an integrated case management team that includes the Resource Social Worker and the Ministry or Aboriginal delegated agency Social Worker with guardianship responsibilities. The primary provider will work with the foster parent and the Resource Social Worker to develop a foster parent service plan that builds on the integrated service plan for children in care, identifies which services and which service providers are required, and outlines how service will be delivered. The *Child and Adolescent Functional Assessment Scale (CAFAS)* will be utilized to provide child-specific information to assist in the development of the foster parent service plan. Planning where indicated will also build on additional tools utilized through the Resource teams, including the *Nipissing* developmental screening tool.

Assessment and integrated service planning will build on and coordinate with other Ministry and Aboriginal delegated agency planning processes where indicated, to efficiently and effectively integrate service and service provision. Other Ministry planning processes include:

- Integrated Case Management (ICM)
- Comprehensive Vulnerability Assessment and Risk Reduction Plan (RRP) development
- Care Plan or Looking After Children (LAC) development
- Family Group Decision-Making (FGDM)

The primary provider will ensure that the foster parent service plan is implemented and will assist the foster parent in coordinating services between Resource and child or youth social workers. The focus of the service will be to build foster parent capacity to effectively care for the children and youth in their home, including coordination of other involved professionals or community service providers.

Where indicated, the primary provider, in consultation with their clinical team, the foster parent and the Resource social worker, will ensure that additional specialized assessment and treatment services are accessed, including Child and Youth Mental Health services, British Columbia Children's Hospital, and Alderwood Family Development Centre. The primary provider will also facilitate access to additional psycho educational, psychological or other specialized assessments.

b) Behavioural Consultation and Support (Individual Intervention)

Service Description
This service will provide specific recommendations, education and training regarding behaviour problems in children and youth. Based on assessment information and observation, the consultant will provide a functional assessment of behaviour patterns and will recommend and model strategies to modify these patterns. This service will be provided in the foster home wherever possible by a clinician or a behavioural specialist with expertise in disordered behaviour in children and youth. The consultant will develop a written plan outlining the recommended strategies, and will work directly with foster parents to implement those strategies.

Service Staffing
Consultants providing this service will require a bachelor or graduate degree in social work, child and youth care, or a related human services field, with a minimum of three years' related experience, or a diploma in child and youth care and a minimum of three years' experience working with children and youth exhibiting disordered behaviour.

c) Counselling Intervention (Individual Intervention)

Service Description
This is a short-term, targeted intervention aimed at resolving issues in the foster family which negatively affect their ability to provide effective parenting to children and youth in their care. Where indicated, this service will be coordinated with family preservation and reunification service providers. Counselling services support personal growth and development and situation change by helping families cope with the stresses of daily living and manage psycho-social adjustments related to normal life cycle issues. Where specialized therapeutic intervention is required, the Contractor will facilitate the provision of services through the Centralized Referral Table.

Service Staffing
Counsellors providing this service will require a bachelor or graduate degree in social work, child and youth care, or a related human services field, with a minimum of three years' related experience, or a diploma in child and youth care and a minimum of three years' experience working with families.

3) OUT OF CARE OPTIONS

Service Description

The Contractor will enhance existing Foster Support and Education Services by expanding support services to include In-home support for Out of Care placements.

The purpose of the Out of Care Worker is to provide support to extended family in raising children who can no longer live with their parents. These arrangements are referred to as Out of Care Option placements or Kinship Care placements. Kinship care agreements temporarily provide a child with a safe environment with a familiar person while maintaining a strong connection to his/her family and supporting reunification.

The Contractor will collaborate and consult with the MCFD Out of Care Options Resource Worker, and child protection social worker to monitor and support Kinship placements, including reunification efforts.

The Contractor will provide the following services: Intervention, Linkage and Brokerage and Training and Education

a) ***Intervention***: activities provided to maintain or prompt a planned change in the behavior, condition or functioning of children, youth, and or families/caregivers. Including guidance provided to a child, youth, and family/caregivers to support personal growth, development, or situational change.
Components of Intervention will include, but are not limited to:

- provide in-home support to Out of Care placements;
- provide parenting and behavioural strategies for effective parenting;
- provide information regarding ages and stages of development; and
- support reunification plans by supporting child, youth, family and or caregivers

b) ***Linkage and Brokerage***: activities to connect a family, child, or youth to a formal support/resource, or to facilitate the formal support's direct connection to a child, youth or family.
Components of Linkage and Brokerage will include, but are not limited to:

- The Contractor will establish linkages to existing community support groups depending on needs of care providers and make referrals to existing Foster Parent Support and Education Programs and the Mental Health Residential Consultation Program.
- Assist Out of Care Placements in accessing daycare, medical services, and baby-sitting.

c) ***Training and Education***: range of strategies for imparting knowledge, improving skills a building awareness of resources.
Components of Training and Education will include, but are not limited to:

- The contractor will assist in developing and delivering training for Out of Care providers, in consultation with the MCFD Resource Team.

Service Staffing
Staff providing this service will require a bachelor degree in social work, child and youth care or related human services field, with a minimum of 2 years' related experience , or a diploma in child and youth care and a minimum of three years' experience working with children, youth, family and caregivers.
The geographic service area includes Caregivers living in; Vancouver, Richmond and the North Shore, but may also include Out of Care service providers located within the Lower Mainland.

4. Staffing

a) Staff Qualifications
b) Supervision and other requirements
c) Staffing Model

5. Referral, Intake and Waitlist Management

Centralized Referral Table
A centralized referral table will consist of representatives from each of the partnering service providers, and Ministry Resource liaisons. The referral table will meet bi-weekly for the purpose of screening and initial assessment of referrals, facilitation of service provision, and review of services being provided. This table will

ensure that the range of services being provided are coordinated and integrated, that Aboriginal values, traditions, resources and practices are incorporated wherever possible, and that services are provided in an efficient, effective and seamless manner to foster parents.

This table will also provide a collaborative forum in which to review overall services provided, identify gaps or duplication in service, plan for changes in service levels, review program development, collaborate in training and education efforts, review current and emerging best practices, and ensure that linkages are made with related bodies and key partners.

6. **Location and Hours of Services**
Services will be provided in the home and community where possible and indicated. Services are available Monday to Friday 9:00 a.m. to 5:00 p.m. Depending on client need and staff availability services may also be provided in the evenings and on weekends.

7. **Other Requirements**

Principles of Service Provision

The services outlined in this Agreement are designed to increase the resiliency of foster parents through support and education; to increase the foster parents' confidence in his or her ability to provide quality care; and to increase both family and community capacity. Well supported foster parents will contribute to the establishment of permanency plans for children and youth; will promote attachment, resiliency, safety, and placement stability for children and youth in the community; and will work toward the successful reintegration of children and youth into their permanent homes. As team members, foster parents will be supported to be equal partners in the development of a service plan that includes services for the child and the child's biological/ adoptive parents, and supervision and support for the foster parents.

Services will be provided in the home and community where possible and indicated. The Contractor will support foster parents to build linkages with their communities through the use of both formal and informal supports. Services provided will be integrated, comprehensive, flexible, and responsive to the needs of foster parents.

Support programs will be designed to provide effective services that are fiscally accountable, and evidence and outcome based. Ongoing efforts will be made to incorporate emerging and relevant research and best practice recommendations.

Overall goals of service include an increase in foster parent knowledge, skill and capacity to manage behaviour and provide effective care to the children and youth in their care, an increase in foster parent retention, and a decrease in the frequency of placement breakdown.

Service Integration

These services are intended to maintain child and youth placements in foster homes and to support permanency efforts. The Contractor will ensure that links are established and maintained with involved Ministry and Aboriginal delegated agency Resource and District Office Social Workers. Foster parents will be encouraged and supported to be included in planning and decision-making, and to take an active role in family reunification efforts. Foster parents will be trained and supported to work directly with families where indicated, and will be assisted to link with the range of services necessary.

To ensure that services provided are integrated and culturally appropriate, the Contractor will work where indicated with Vancouver Aboriginal Child and Family Services Society (VACFSS) and other delegated Aboriginal agencies, the Federation of Aboriginal Foster Parents (FAFP), and other organizations providing support services to Aboriginal caregivers. Knowledge of the three cultural constituent groups with the Vancouver Coastal Region will be demonstrated and promising practices will be incorporated wherever possible.

The Vancouver Coastal Region is also working to incorporate eighteen promising practices identified for services provided to Aboriginal children, youth, families and foster families. Services will be designed to be culture-based and to incorporate Aboriginal values, traditions, resources and practices. Following are the eighteen promising practices:

- Use of extended family and extended family concept (context);
- Use of traditional teachings that describe wellness, balance, and harmony or provide a mental framework or provide a mental framework for wellness and use these as objectives for the families (spirit, mind);
- Use of specific cultural approaches such as storytelling, talking circles, ceremonies, sweat lodges, feasts, etc. (mind, spirit, body);
- Use of cultural adaptations to mainstream system of care practices such as wraparound, respite, crisis intervention, collaboration (mind, context);
- Use of cultural restoration, via mentors, groups, crafts, (context, body);
- Use of methods to promote healing of Indian identity and development of positive cultural self-esteem (mind);
- Use of methods that build connection to community, culture, group, clan, extended family (context);
- Use of methods that build up the sense of dignity and strength (mind);
- Use of methods that invoke the positive effects of spiritual belief or tap into spiritual strengths or support (spirit);
- Use of elders or intergenerational approaches (context);
- Use of methods that prepare children to live in two cultures and to cope with racism, prejudice (mind, context);
- Use of helping values from traditional teaching, such as 24-hour care and self-care (context);
- Use of conventional and cultural methods to recognize and treat historic cultural, intergenerational and personal trauma (mind, body, context, spirit);
- Use of approaches that strengthen or heal the community
- Use of the native language (mind);
- Maintaining an alcohol and drug free event policy, deal with substance abuse (mind, body);
- Incorporation of a value of respect for in-group diversity and exercising that value in services (context); and
- Use of all of the above alongside of conventional services such as counselling, therapy, and health care (mind).

The Contractor will work toward incorporating the guiding principles and recommendations arising from the Vancouver Aboriginal Child and Family Services Society document *Towards Inclusive Foster Care: A Policy Handbook (2003).*

The Contractor will work with other contracted Ministry service providers to support integrated service, and will work with the Ministry and Aboriginal delegated agencies to promote mutually beneficial links with academic and research bodies regarding issues related in children and youth in foster care. The Contractor will build on existing organizations related to children and youth in foster care, and work collaboratively with Resource liaisons to promote effective, efficient and integrated service.

Services will build capacity by assisting foster parents to establish and maintain links to formal and informal supports, including those specific to educational, mental health and youth justice services for children and youth in foster care. Group-based services will be delivered in neighbourhood sites that are accessible to and comfortable for foster parents.

The Contractor will promote the long-term stability of foster placements by anticipating problems and preparing the care giving context to respond to challenges before they become crises. The Contractor will assist in the development of a care giving context that understands and responds to the needs of children and youth. Education, support, and consultation services will be tailored to provide and promote a holistic approach that respects the complex and interactive nature of child and caregiver needs.

CYSN CHILD, YOUTH AND PARENT SUPPORT

1. Program Overview

Providing Resources and Independence to Youth Development (PRIYD) Program

Child, Youth and Parent Support services involves a child care worker providing direct goal-oriented assistance to a child and/or family. This assistance can include the development of appropriate social, life or other particular skills by the child and/or the development of child management or other parenting skills by the family. Service may be provided in a variety of locations in the community so as to facilitate the participation of the child and family in community activities as well as the development of specific skills. Service may be provided individually or in groups; however, the particular need of each child must be documented and in accordance with the program objective.

The Contractor undertakes to effectively support the development of each child through:

- activities that recognize the child's capacity and are designed to enhance the child's independence with respect to daily living activities and achievement of personal goals; and
- providing assistance in making effective choices concerning the development and maintenance of friendships and relationships.

The Contractor will take appropriate action to accomplish the objectives set for each Child being supported as they are decided upon by the Child and their family, involving support staff, the Province and the Contractor at the time of the execution of this Component Schedule.

The Contractor will adapt the Component Services for each Child, as required, in relation to the Child's changing support needs.

The Contractor will ensure that the Child and their family are involved in all planning and decision-making on matters affecting him/her.

The Contractor will support all Children to access natural community support systems rather than disability specific services, whenever possible.

The Contractor will support the Children and their family with access to information and training regarding the various available options that can assist them with community access and full community participation.

Where applicable, the Contractor will provide a safe motor vehicle in accordance with the provisions of the Motor Vehicle Act and Regulations thereto or otherwise arrange for the transportation of any Child supported by the Contractor.

The Contractor will co-operate with any plan established by the Province, a Child and/or her/his family, for support changes.

It is agreed that the Province will not refer any Child to the Contractor on any basis other than provided for in this Component Schedule except by mutual agreement.

2. Program Outcomes, Goals and/or Objectives

Through the delivery of the Component Services the Province wishes to realize and the Contractor will use its best efforts to achieve the following desired outcomes:

a) The rights and best interests of children are reflected in the way supports and services are delivered to children and families.
b) Families, children and youth have a lead role in the planning for goals, supports and services that meet their needs and interests.
c) The needs, including health and safety, of children and families are met through flexible, diverse, and timely supports and services.

d) Children and their families experience full inclusion as citizens in their communities.
e) Children and families are served in a manner that reflects ethnic and cultural beliefs and values.
f) Aboriginal children and families are served in a manner that is in accordance with Aboriginal values and traditions.
g) Children and Youth will maintain or improve their community awareness skills (i.e. shopping skills, leisure access), transportation skills and their ability to access community services.
h) Children and Youth will have increased opportunities and support to experience age appropriate peer interaction.
i) Children and Youth will improve or maintain self-sufficiency/functional life skills as developmentally appropriate.
j) Children and Youth will maintain or improve home living skills (i.e. food preparation).

The parties acknowledge that the Contractor does not warrant that the desired outcomes will be achieved.

3. Target Population

Children aged 6 – 18 who have special needs as per the eligibility criteria established by ***Ministry of Children and Family Development, Children and Youth with Special Needs Policy, dated November 1, 2009.*** Services will be provided within the geographical areas of Burnaby, New Westminster, Vancouver and Richmond.

4. Service Description

Primary services to be provided will include:

A. Coordination and Program Management
B. Child and youth care intervention – individual and group

Services and associated activities may include but are not limited to the following:

A. Coordination and Program Management
The overall program for Children and Youth with Special Needs will be coordinated by Program Managers and includes, but is not limited to, the following:

Manage child and youth referrals, including:
- Receive and review referrals from the Ministry liaison
- Conduct initial screening and assessment
- Coordinate and conduct an intake meeting with the family and child or youth and provide notice and invitation to the Children and Youth with Special Needs social worker
- Confirm the service to be provided, in consultation with the family and the Children and Youth with Special Needs social worker
- Oversee the development and implementation of child-specific plans for individual services
- Match referred child or youth with a child and youth care worker that best meets identified individual needs
- Manage group development and composition, organization, and implementation

Manage staffing requirements, including:
- Recruit, orient and train staff and ensure ongoing professional development
- Ensure provision of specialized training required for individual children or youth
- Provide ongoing supervision, and monitor and evaluate staff performance

Manage accountability functions, including:
- Manage the continuous intake and discharge process, including tracking and managing service hour allocations, usage and associated funding
- Review and submit child-specific progress reports for individual service clients
- Liaise with the Ministry regarding referral and service issues

- Ensure that all reporting requirements are met, including monthly indicator reporting and critical incident reporting
- Meet quarterly or as requested with the Ministry to review services provided and participate in service planning as required
- Ensure Quality Assurance procedures are in place
- Facilitate client conflict resolution, as required
- Outcome reporting

B. Child and Youth Care Intervention – Individual and Group

Intervention in the Catalogue of Services is defined as *activities provided to maintain or prompt a planned change in the behaviour, condition or functioning or children, youth, families/ caregivers.*

Child and Youth Care Worker interventions are one-to-one and group intervention services aimed at children and youth who require teaching and reinforcement of pro-social and life skills, transitional or crisis support, or assistance to connect with specialized services or community supports. The service is time limited, and is designed to be delivered in the child's home or community. Education and skill building opportunities may take place during the hours of support provided. Group activities may also be offered to enhance individual interventions.

Intervention encompasses service planning and implementation, including but not limited to the following:

- Develop, review and evaluate a child specific service plan that includes specific goals to be addressed during the term of service. Goals will be clearly defined, measurable and achievable, and will connect the child or youth to longer term supports such as recreational or other pro-social activities.
- The service plans must include written approval by the child's guardian. This may be completed jointly with the Coordinator
- Liaise and communicate with the family to schedule services, and provide regular verbal feedback about weekly activities, and child or youth participation, strengths and challenges
- Provide or arrange transportation to support service activities
- Complete specific training where necessary to provide service to a particular child or youth
- Implement components of Behaviour Support Plans, as required to support a child or youth in the community
- Participate in Integrated Case Management meetings upon request
- Maintain accurate and confidential records
- Writing progress reports or maintaining other records regarding the child or family

Support the development and enhancement of life skills that may include the following:

- Provide role-modelling and coaching for age-appropriate peer, friend and family interactions
- Increase access to neighbourhood venues to develop transportation, money management, and shopping skills
- Increase access to community facilities and leisure opportunities
- Increase home living skills such as food preparation, home management, and care of clothing
- Increase street safety awareness
- Assist youth to complete transition to adulthood activities

Connect children and youth to community and specialized services and supports

a) Child and Youth Care Intervention – Individual

The Contractor will provide individual direct, goal oriented child and youth care worker services teaching skill development to children and youth with special needs as per the eligibility criteria established by the Ministry.

The service arrangements will be flexible to reflect the family's circumstances and the needs of the child or youth and be structured to achieve goals within appropriate time frame. Each referral will be allocated 4 hours direct service weekly for a total of 208 hours to be provided in a 12 months period. Hours assigned during the term of the Agreement will be pro-rated, based on the actual start date of service. The length of service is typically one year; service extensions may be approved by the Ministry Team Leader, in consultation with the Contractor.

b) Child and Youth Care Intervention - Group

i. Community Based Groups – serving Burnaby, New Westminster, Vancouver and Richmond
The Contractor will provide a variety of community based small group programs to promote and facilitate development and growth in the areas of self-esteem, social skills, peer relationship and independence.

- Groups may have 2 – 5 youth participants.
- These programs will operate 4 hours weekly, 52 weeks per year.
- Groups may operate in the following staff to participant ratios: 1:2, 1:3, 2:4 or 2:5
- Alternate service delivery models may be considered in the provision of these groups.

ii. Site Based Groups – serving Vancouver
The Contractor will facilitate a range of group services designed to meet the needs of children and youth referred. Groups would typically operate in the following staff to participant ratios: one facilitator to two, three, four or five children and youth; or two facilitators to five children and youth.

- The Contractor will provide a group activity program named The Groove for up to 10 children ages 8 – 12.
- The Contractor will provide a group activity program named The Vibe for up to 10 youth ages 13 – 15.
- In Vancouver, the Contractor will provide two (2) additional site based groups serving a total of 20 children and youth; 1 staff per 3 group participants.
- These programs will operate 4 hours weekly, 52 weeks per year.
- The Contractor is responsible for the space and utility costs and transportation for program activities.

iii. Summer Teen Extravaganza – serving Burnaby and New Westminster
The summer program provides an opportunity for youth with special needs to participate in recreational and social activities throughout the lower mainland in a fun and safe manner.

- The Summer Teen Extravaganza is run five (5) days/week from 9:00 a.m. to 3:00 p.m. in July and August.
- The program will provide capacity for five (5) participants on a weekly basis.
- Each participant is allowed a maximum of two (2) weeks in the program.
- The program will provide a supervisory ratio of 2 Staff for every 5 Children and Youth participating.
- Transportation is provided for program activities only. Parents/caregivers are responsible for drop-off and pick-up of the program participants.

5. Staffing

Service Delivery Model

- 1.0 FTE Program Manager and 3.0 FTE Regional Service Coordinators (1.0 FTE Burnaby and New Westminster, 1.0 FTE Vancouver and 1.0 FTE Richmond)
- Hourly Contracted Child and Youth Care Workers (FSGV utilizes around 80 hourly paid Child and Youth Care Workers which equals approximately 17.76 FTE for one-to-one and group intervention. Group intervention it is assumed that a minimum of two (2) staff is required to provide one hour of service to a group).

a. Staff qualifications
Preferred qualifications include the following:

Program Manager/Coordinator: a Masters' degree in social work, psychology or a related discipline and three years of related experience in a related field, or a Bachelor degree in social work, psychology or a related discipline and five years' experience in a related field.

Child and Youth Care Worker: a Child and Youth Care certificate, diploma or degree, or a degree in Social Work or comparable human service field, and with at least two years' experience working with Children or Youth with Special Needs.

Child and Youth Care Workers may require certification in Nonviolent Crisis Intervention, or the MANDT System.

b. Supervision
Clinical and administrative supervision will be provided regularly and as required, as per accreditation standards.

6. Referral, Intake and Waitlist Management

For both Individual and Group Services referrals will be facilitated through the Ministry's CYSN Program Liaison Worker.

The Program Manager is responsible to advise the CYSN Liaison when a vacancy in the program is anticipated. Where possible, the Program Manager should request new referrals 30 – 60 days prior to the anticipated date of the vacancy.

Ministry CYSN Workers are responsible for completing and forwarding the agency referral form to the Program Manager. The referral must minimally include the family's contact information, an assessment of the child's needs, child specific safety information relevant to providing community based services, and collateral involvements with school and other service providers.

The Program Manager will receive and review the referral information and make a determination regarding acceptance of the client for service.

The Program Manager will conduct an intake meeting with the family. A worker will be assigned by the Program Manager following the intake meeting.

Once the client is accepted to the program and a start date has been identified, the Ministry Social Worker will initiate service by completing the Support Services Agreement (CF2606) and an Authorization and Service Plan (CF0603) in accordance with the procedures and policy regarding Support Services for Families.

The goals developed for service should be established in cooperation with the youth and family. Integrated Case Management is to be integral to service delivery.

The Contractor will maintain child specific service plans indicating specific goals to be addressed during the term of one to one services. The service plans must include written approval by the child's guardian.
Goals may be adjusted based on new information or changing circumstances, upon review with the family. If a revision of service is needed, the Ministry Social Worker and family may amend the Support Services Agreement (CF2606) and the Authorization and Service Plan (CF0603).

The Contractor and Ministry CYSN Team Leader will work together to determine how services will be provided, including the balance of individual and group services

The waitlist will be managed by the Ministry.

7. Location, Hours of Service and Length of Involvement

Service may be provided in a variety of locations in the community so as to facilitate the participation of the child or youth in community activities as well as the development of specific skills.

The service arrangements will be flexible to reflect the family's circumstances and the needs of the child or youth, and will be structured to achieve goals within appropriate time frames. Hours of service will include evenings and weekends. Services will not to be provided during school hours.

Each child or youth receiving individual service will, on average, receive four hours per week of service for up to one year. Service extensions may be approved by the Ministry, in consultation with the Contractor(s).

Services are intended to be provided to individual families on a consistent weekly basis. Should a family not be able to use their hours on their allocated days, and rescheduling is not practical, utilization of service hours will be determined by the Ministry.

Children and youth receiving group service will typically attend over a period of two years; service extensions may be requested by families in increments of six months to be approved by the Ministry in consultation with the Contractor.

8. Relevant Legislation, Policies, Guidelines, Standards

Without limiting sections 3 and 8 of the current version of the Terms and Conditions of the Service Agreement on the MCFD website, you must comply with the following Acts, regulations and MCFD policies and standards in providing the services described in this schedule:

Ministry of Children and Family Development, Children and Youth with Special Needs Policy, dated November 1, 2009. Any future revisions of the *CYSN Policy* will replace it and form the basis of service delivery upon the Ministry's approval of the revised Program Guidelines.

SERVICE AGREEMENT

BRITISH COLUMBIA

Ministry of Children and Family Development

MINISTRY OF CHILDREN AND FAMILY DEVELOPMENT

BRITISH COLUMBIA | Ministry of Children and Family Development

MINISTRY SERVICE AGREEMENT: FT08424023

DOING BUSINESS AS: FAMILY SERVICES OF GREATER VANCOUVER
Agreement Name: CYSN PRIYD Program

HER MAJESTY THE QUEEN IN RIGHT OF THE PROVINCE OF BRITISH COLUMBIA, represented by The Minister of Children and Family Development (the "Province", "we", "us", or "our" as applicable) at the following address.	AND FAMILY SERVICES OF GREATER VANCOUVER (Legal Name) (the "Contractor", "you", or "your" as applicable) at the following address:
130 5840 CEDARBRIDGE WAY RICHMOND, B.C. CANADA V6X 2A7 Fax Number: (604)660-4005	201-1638 BROADWAY E VANCOUVER, BC V5N 1W1 Fax Number: (604)733-7009

The term for the Service Agreement begins on 01/04/2015 (Day/Month/Year) and ends on 30/09/2015 (Day/Month/Year)

THE PARTIES AGREE TO THE TERMS AND CONDITIONS OF THE SERVICE AGREEMENT LOCATED ON THE MINISTRY OF CHILDREN AND FAMILY DEVELOPMENT'S WEBSITE, VERSION 1.1 DATED JANUARY 13, 2015, AND AGREE TO BE BOUND BY THE SCHEDULES LISTED BELOW AND ATTACHED TO THIS AGREEMENT:

SCHEDULE A	-	SERVICES
SCHEDULE B	-	PAYMENT
SCHEDULE C	-	APPROVED SUBCONTRACTOR(S)
SCHEDULE D	-	INSURANCE
SCHEDULE E	-	AUTHORIZED PERSONS
SCHEDULE F	-	INFORMATION MANAGEMENT (RECORDS, PRIVACY AND SECURITY)
SCHEDULE H	-	ADDITIONAL TERMS

(collectively, the "Agreement")

SIGNED AND DELIVERED on the 21st day of May, 2015 on behalf of the Province by its duly authorized representative

Signature: [signature]

Print Name: David Phillips

Position: Community Services Manager or Designate

Responsibility Centre: CSM - RICHMOND

SIGNED AND DELIVERED on the 20th day of May, 2015 by or on behalf of the Contractor (or by its authorized signatory or signatories if the Contractor is a corporation)

Signature: [signature]

Print Name: Caroline Bonesky Position: Executive Director

Signature: _____

Print Name: _____ Position: _____

Signature: _____

Print Name: _____ Position: _____

Contractor: By signing above you agree that you have read, understand, and agree to be bound by, the Terms and Conditions and the Schedules for the Service Agreement

SCHEDULE A – SERVICES

CYSN Child, Youth and Parent Support services are provided by a child care worker providing one-to-one and group intervention services aimed at children and youth who require teaching and reinforcement of pro-social and life skills, transitional or crisis support, or assistance to connect with specialized services or community supports. Assistance may also be provided in the development of child management or other parenting skills by the family. Service may be provided in a variety of locations in the community.

A. ALLOCATION AND FUNDING SUMMARY

The Aggregate Maximum is **$182,389.55**. The aggregate includes funding of $1,452.63 for a general wage increase of 1% under the Economic Stability Mandate.

The funding is allocated by community, as follows:

Vancouver	$91,517.88
Burnaby & New Westminster	$73,156.50
Richmond	$17,715.17

B. OUTPUT SUMMARY

For CYSN Child, Youth and Family Support One-to-one Direct Service Hours and Group Direct Services Hours are as follows:

One-to-one Direct Service Hours are derived through the following conversion:

- Direct Target Hours = 1.0 Direct Service FTE x 35 hours in 1 work week x 45 weeks in one year x 80%.
- One (1.0) FTE converts to 1,260 direct service hours per annum.

The calculation for CYSN Child, Youth and Family Support assumes that 80% of staff time is spent providing direct service as defined above. For Group Hours the same conversion applies however, it is assumed that an average of two (2) staff is required to provide one hour of service to a group (there may be 2 to 5 group participants).

The following individual hours and hours for group programs will be provided:

Vancouver

Direct Individual Hours	996
Direct Group Hours	208

Burnaby/New Westminster

Direct Individual Hours	1266
Direct Group Hours	35

Richmond

Direct Individual Hours	104
Direct Group Hours	104

C. SERVICE DESCRIPTION

CYSN Child, Youth and Parent Support

1. Program Overview

Providing Resources and Independence to Youth Development (PRIYD) Program

Child, Youth and Parent Support services involves a child care worker providing direct goal-oriented assistance to a child and/or family. This assistance can include the development of appropriate social, life or other particular skills by the child and/or the development of child management or other parenting skills by the family. Service may be provided in a variety of locations in the community so as to facilitate the participation of the child and family in community activities as well as the development of specific skills. Service may be provided individually or in groups; however, the particular need of each child must be documented and in accordance with the program objective.

The Contractor undertakes to effectively support the development of each child through:

- activities that recognize the child's capacity and are designed to enhance the child's independence with respect to daily living activities and achievement of personal goals; and
- providing assistance in making effective choices concerning the development and maintenance of friendships and relationships.

The Contractor will take appropriate action to accomplish the objectives set for each Child being supported as they are decided upon by the Child and their family, involving support staff, the Province and the Contractor at the time of the execution of this Component Schedule.

The Contractor will adapt the Component Services for each Child, as required, in relation to the Child's changing support needs.

The Contractor will ensure that the Child and their family are involved in all planning and decision-making on matters affecting him/her.

The Contractor will support all Children to access natural community support systems rather than disability specific services, whenever possible.

The Contractor will support the Children and their family with access to information and training regarding the various available options that can assist them with community access and full community participation.

Where applicable, the Contractor will provide a safe motor vehicle in accordance with the provisions of the Motor Vehicle Act and Regulations thereto or otherwise arrange for the transportation of any Child supported by the Contractor.

The Contractor will co-operate with any plan established by the Province, a Child and/or her/his family, for support changes.

It is agreed that the Province will not refer any Child to the Contractor on any basis other than provided for in this Component Schedule except by mutual agreement.

2. Program Outcomes, Goals and/or Objectives

Through the delivery of the Component Services the Province wishes to realize and the Contractor will use its best efforts to achieve the following desired outcomes:

a) The rights and best interests of children are reflected in the way supports and services are delivered to children and families.
b) Families, children and youth have a lead role in the planning for goals, supports and services that meet their needs and interests.
c) The needs, including health and safety, of children and families are met through flexible, diverse, and timely supports and services.
d) Children and their families experience full inclusion as citizens in their communities.
e) Children and families are served in a manner that reflects ethnic and cultural beliefs and values.
f) Aboriginal children and families are served in a manner that is in accordance with Aboriginal values and traditions.
g) Children and Youth will maintain or improve their community awareness skills (i.e. shopping skills, leisure access), transportation skills and their ability to access community services.

h) Children and Youth will have increased opportunities and support to experience age appropriate peer interaction.
i) Children and Youth will improve or maintain self-sufficiency/functional life skills as developmentally appropriate.
j) Children and Youth will maintain or improve home living skills (i.e. food preparation).

The parties acknowledge that the Contractor does not warrant that the desired outcomes will be achieved.

3. Target Population

Children aged 6 – 18 who have special needs as per the eligibility criteria established by ***Ministry of Children and Family Development, Children and Youth with Special Needs Policy, dated November 1, 2009.*** Services will be provided within the geographical areas of Burnaby, New Westminster, Richmond and Vancouver.

4. Service Description

This contract provides a temporary enhancement to the services outlined in FT08424021 in the communities of Vancouver, Burnaby and New Westminster.

Services in the City of Richmond will be provided on a transitional basis with an end date of June 30, 2015.

Program Managers

The overall program for Children and Youth with Special Needs will be coordinated by Program Managers.

Responsibilities of the Program Manager s will include but not be limited to: 1) the recruitment, screening and training and matching of Child and Youth Care Workers, and 2) the assessment of children and youth needs and strengths for appropriate placement in group or individual services, and assignment to Child and Youth Care staff.

The direct service hours provided to families by the Managers while facilitating and supporting Child and Youth Care Services are counted and reported as hours of individual intervention with children/youth.

1) Child and Youth Care Services (Intervention)

Intervention in the Catalogue of Services is defined as *activities provided to maintain or prompt a planned change in the behaviour, condition or functioning or children, youth, families/ caregivers.*

Child and Youth Care Worker interventions are one-to-one and group intervention services aimed at children and youth who require teaching and reinforcement of pro-social and life skills, transitional or crisis support, or assistance to connect with specialized services or community supports. The service is time limited, and is designed to be delivered in the child's home or community. Education and skill building opportunities may take place during the hours of support provided. Group activities may also be offered to enhance individual interventions.

Goals of the service will be clearly defined, measurable and achievable, and will connect the child or youth to longer term supports such as recreational or other pro-social activities.

Other activities of the Child and Youth Care Worker may include:
- Contact with a Children and Youth with Special Needs Support Worker (CYSN SW), school staff or other personnel whose work is directly related to the child or family;
- Participating in Integrated Case Management meetings upon request;
- Writing progress reports or maintaining other records regarding the child or family;
- Consulting with the agency supervisor regarding the child or family;
- Travelling to meet with the child or family; and

- Receiving specific training necessary to provide service to a particular child or family (e.g. special skills taught by a speech therapist).

a) One-to-one Child and Youth Care Worker Services

The Contractor will provide individual direct, goal oriented child and youth care worker services teaching skill development to children and youth with special needs as per the eligibility criteria established by the Ministry.

The service arrangements will be flexible to reflect the family's circumstances and the needs of the child or youth and be structured to achieve goals within appropriate time frame. Each referral will be allocated 4 hours direct service weekly for a total of 208 hours to be provided in a 12 months period. Hours assigned during the term of the Agreement will be pro-rated, based on the actual start date of service. The length of service is typically one year; service extensions may be approved by the Ministry Team Leader, in consultation with the Contractor.

For the purposes of new referrals under this contract enhancement, families will be allocated services for a period of 6 months.

b) Group Programs

i. Community Based Groups – serving Burnaby, New Westminster, Richmond and Vancouver

a. The Contractor may provide additional community based small group programs to promote and facilitate development and growth in the areas of self-esteem, social skills, peer relationship and independence.
b. Groups may have 2 – 5 youth participants.
c. These programs will operate 4 hours weekly for a maximum of 26 weeks.
d. Groups may operate in the following staff to participant ratios: 1:2, 1:3, 2:4 or 2:5

ii. Site Based Groups – serving Vancouver

a. The Contractor may provide a group activity program(s) serving children and youth in Vancouver.

iii. Enhanced Summer Teen Extravaganza – serving Burnaby and New Westminster

a. The summer program provides an opportunity for youth with special needs to participate in recreational and social activities throughout the lower mainland in a fun and safe manner.
b. The program will provide a supervisory ratio of 1 Staff for every 3 Children and Youth participating.
c. Transportation is provided for program activities only. Parents/caregivers are responsible for drop-off and pick-up of the program participants.
d. Additional weeks of service may be provided and/or additional staff may be available to increase the participation in the proposed summer programming.

5. **Staffing**

Service Delivery Model

- 1.82 FTE Program Managers (0.82 FTE Burnaby and New Westminster and 1.0 FTE Vancouver)
- The FTE allocation for Program Managers may be enhanced to deliver the services in this Agreement
- Hourly Contracted Child and Youth Care Workers

a. Staff qualifications

Program Manager: a Master's degree in social work, psychology or a related discipline and three years of related experience in a related field, or a Bachelor's degree in social work, psychology or a related discipline and five years' experience in a related field.

Child and Youth Care Worker: a certificate/diploma in human/social service field or related discipline and some related experience or an equivalent combination of education and experience.

b. Supervision
Clinical and administrative supervision will be provided regularly and as required, as per accreditation standards.

6. Referral, Intake and Waitlist Management

For both Individual and Group Services referrals will be facilitated through the Ministry's CYSN Program Liaison Worker.

The Program Manager is responsible to advise the CYSN Liaison when a vacancy in the program is anticipated. Where possible, the Program Manager should request new referrals 30 – 60 days prior to the anticipated date of the vacancy.

Ministry CYSN Workers are responsible for completing and forwarding the agency referral form to the Program Manager. The referral must minimally include the family's contact information, an assessment of the child's needs, child specific safety information relevant to providing community based services, and collateral involvements with school and other service providers.

The Program Manager will receive and review the referral information and make a determination regarding acceptance of the client for service.

The Program Manager will conduct an intake meeting with the family. A worker will be assigned by the Program Manager following the intake meeting.

Once the client is accepted to the program and a start date has been identified, the Ministry Social Worker will initiate service by completing the Support Services Agreement (CF2606) and an Authorization and Service Plan (CF0603) in accordance with the procedures and policy regarding Support Services for Families.

The goals developed for service should be established in cooperation with the youth and family. Integrated Case Management is to be integral to service delivery.

The Contractor will maintain child specific service plans indicating specific goals to be addressed during the term of one to one services. The service plans must include written approval by the child's guardian.
Goals may be adjusted based on new information or changing circumstances, upon review with the family. If a revision of service is needed, the Ministry Social Worker and family may amend the Support Services Agreement (CF2606) and the Authorization and Service Plan (CF0603).

The waitlist will be managed by the Ministry.

7. Location and Hours of Services

Service may be provided in a variety of locations in the community so as to facilitate the participation of the child or youth in community activities as well as the development of specific skills.

8. Relevant Legislation, Policies, Guidelines, Standards

Without limiting sections 3 and 8 of the current version of the Terms and Conditions of the Service Agreement on the MCFD website, you must comply with the following Acts, regulations and MCFD policies and standards in providing the services described in this schedule:

Ministry of Children and Family Development, Children and Youth with Special Needs Policy, dated November 1, 2009. Any future revisions of the *CYSN Policy* will replace it and form the basis of service delivery upon the Ministry's approval of the revised Program Guidelines.

9. Monitoring the Program

The Contractor and CYSN Team Leader will work together to determine how service will be provided, including the balance of individual, group services, and site based activity programs.

Client progress reports will be submitted to the CYSN workers and client goals will be reviewed semi-annually.

The Contractor will submit monthly reports on service outputs to MCFD.

The Contractor and MCFD will meet quarterly to review services and conduct service planning.

SUMMARY

Term **01/04/2015 to 30/09/2015** ***Total Amount of Agreement*** **$182,389.55**

Allocation by Programs and Services

Programs		
CYSN Child, Youth and Parent Support		
Intervention - General		$182,389.55
	Sub-Total	**$182,389.55**
	Total	**$182,389.55**

Allocation by Community

Communities Served	
Vancouver North	$71,939.44
Richmond (38)	$17,715.17
Vancouver South	$19,578.44
New Westminster	$16,061.77
Burnaby	$57,094.73
Total	**$182,389.55**

Allocation by Business Area

Core Business Area	**Business Area - Sub Business Area**	
ECD, Child Care and Children and Youth with Special Needs		
	Children and Youth with Special Needs	$182,389.55
	Sub-Total	**$182,389.55**
	Total	**$182,389.55**

PROGRAMS

CYSN Child, Youth and Parent Support

TARGET POPULATION:	Children who are eligible to receive CYSN Family Support Services and the child or family would benefit from learning life skills, social skills, and/or parenting/child management skills.
OUTCOME:	Children, youth and their families have improved skills to enhance independence, family functioning and community integration.

Burnaby/New Westminster PRIYD Program (CYSN Child, Youth and Parent Support)

SERVICE: INTERVENTION - GENERAL — **Total Amount** $73,156.50

Definitions	Activities provided to maintain or prompt a planned change in the behaviour, condition or functioning of children, youth, and/or families/caregivers.			
Project Code	18CN289			
Input	Qualified Staff			
Output Indicators	# Direct Group Hours	**Quantity**	35	
	# Direct One to One Hours		1266	
Reporting Frequency	Monthly			
Core Business Area	ECD, Child Care and Children and Youth with Special Needs			
Business Area	Children and Youth with Special Needs			
Communities Served				
Burnaby	**Recipient(s)**	0 to 18 years	**Amount**	$57,094.73
New Westminster	**Recipient(s)**	0 to 18 years	**Amount**	$16,061.77

BUSINESS AREA OUTCOMES

- Children and youth with special needs experience optimal growth and development.
- Children and youth with special needs are healthy and safe in their families and communities.
- Children and youth with special needs actively participate in their home and community.
- Parents and families of children and youth with special needs have the knowledge, skills and supports they need to advance their child or youth's growth, development and functioning.
- Communities support the development and growth of children and youth with special needs.

CYSN Child, Youth and Parent Support

TARGET POPULATION:	Children who are eligible to receive CYSN Family Support Services and the child or family would benefit from learning life skills, social skills, and/or parenting/child management skills.
OUTCOME:	Children, youth and their families have improved skills to enhance independence, family functioning and community integration.

Richmond PRIYD Program (CYSN Child, Youth and Parent Support)

SERVICE: INTERVENTION - GENERAL — **Total Amount** $17,715.17

Definitions	Activities provided to maintain or prompt a planned change in the behaviour, condition or functioning of children, youth, and/or families/caregivers.		
Project Code	18CN289		
Input	Qualified Staff		
Output Indicators	# Direct Hours	**Quantity**	208
Reporting Frequency	Monthly		

Core Business Area	ECD, Child Care and Children and Youth with Special Needs			
Business Area	Children and Youth with Special Needs			
One Time Only	Yes			
Communities Served				
Richmond (38)	**Recipient(s)**	0 to 18 years	**Amount**	$17,715.17

BUSINESS AREA OUTCOMES

- Children and youth with special needs experience optimal growth and development.
- Children and youth with special needs are healthy and safe in their families and communities.
- Children and youth with special needs actively participate in their home and community.
- Parents and families of children and youth with special needs have the knowledge, skills and supports they need to advance their child or youth's growth, development and functioning.
- Communities support the development and growth of children and youth with special needs.

CYSN Child, Youth and Parent Support

TARGET POPULATION:	Children who are eligible to receive CYSN Family Support Services and the child or family would benefit from learning life skills, social skills, and/or parenting/child management skills.
OUTCOME:	Children, youth and their families have improved skills to enhance independence, family functioning and community integration.

Vancouver PRIYD Program (CYSN Child, Youth and Parent Support)

SERVICE: INTERVENTION - GENERAL — **Total Amount** $91,517.88

Definitions	Activities provided to maintain or prompt a planned change in the behaviour, condition or functioning of children, youth, and/or families/caregivers.			
Project Code	18CN289			
Input	Qualified Staff			
Output Indicators	# Direct One to One Hours	**Quantity**	996	
	# Direct Group Hours		208	
Reporting Frequency	Monthly			
Core Business Area	ECD, Child Care and Children and Youth with Special Needs			
Business Area	Children and Youth with Special Needs			
Communities Served				
Vancouver North	**Recipient(s)**	0 to 18 years	**Amount**	$71,939.44
Vancouver South	**Recipient(s)**	0 to 18 years	**Amount**	$19,578.44

BUSINESS AREA OUTCOMES

- Children and youth with special needs experience optimal growth and development.
- Children and youth with special needs are healthy and safe in their families and communities.
- Children and youth with special needs actively participate in their home and community.
- Parents and families of children and youth with special needs have the knowledge, skills and supports they need to advance their child or youth's growth, development and functioning.
- Communities support the development and growth of children and youth with special needs.

SCHEDULE B – PAYMENT

Aggregate Maximum

1.1 Subject to the provisions of this Agreement, we will pay you an amount not exceeding $182,389.55, including GST, in the aggregate, for providing the Services set out in Schedule A, during the term of this Agreement.

Payments

2.1 Monthly Recurring

We will pay you on or about the 15th day of the month commencing on the 1st day of April, 2015 as provided in the following payment schedule:

From	To	Amount	GST	Total
April 1, 2015	September 30, 2015	$27,445.73	$0.00	$164,674.38
				$164,674.38

2.2 One-Time-Only Payments and Additional Costs

We will pay you the amount of $17,715.17 as specified:

Intervention - General	$17,715.17

2.3 Payment Address

201-1638 BROADWAY E VANCOUVER, BC V5N 1W1

Goods and Services Tax (GST)

Financial Reports

2.4 In addition to the financial statements referred to in the Audit and Service Evaluation section of FT08424000 any financial reports should, at a minimum, relate costs to service outputs. The following additional financial reports are required:

Name	Description
Semi-annual Service Cost Report	Report that outlines the semi-annual costs associated with a service.

Transition to Unit Cost Based Payments

2.5 Not applicable

SCHEDULE C – APPROVED SUBCONTRACTOR(S)

Subcontractors

1.1 The following persons, groups of persons, or organizations, are specified as Subcontractors under section 12 of the Agreement:

None

SCHEDULE D – INSURANCE

Conflict Resolution Officials

1.1 The designated "Officials" of the parties for the purposes of the Conflict Resolution Protocol are:

	Province	Contractor
Stage One:	Community Services Manager or Designate	Director
Stage Two:	Regional Executive Director	Executive Director or Designate
Stage Three:	Assistant Deputy Minister	Chair, Board of Directors or Designate

Insurance and Indemnity

A. For all Contractor's activities under this Agreement to which the Master Insurance Program applies, as determined by the Province in its sole discretion:

2.1 The Province will purchase and maintain Comprehensive General Liability insurance in the amount of $2,000,000 inclusive per occurrence against bodily injury and property damage arising out of the Contractor's performance of the Services on behalf of the Province as outlined in this Agreement.

2.2 The Contractor shall be responsible for and pay any deductible under the policy.

2.3 The Contractor will be provided with a Certificate of Insurance and a copy of the insurance policy wording.

2.4 The Province will take reasonable steps to ensure the coverage specified in section 1 is continuous for the duration of this Agreement but the Province does not accept responsibility for providing coverage in the event the insurance is cancelled or reduced by the insurer.

2.5 The Province does not represent or warrant that the policy contains insurance for any and all losses. It is the Contractor's responsibility to ascertain the exact nature and extent of coverage of the policy as well as any and all terms and conditions of the policy.

2.6 The Contractor shall provide, maintain, and pay for, any additional insurance which the Contractor is required by law to carry, or which the Contractor considers necessary to cover risks not otherwise covered by insurance specified in section 1.

B. For all Contractor's activities to which the Master Insurance Program does not apply, the Contractor shall:

3.1 The Contractor must, without limiting its obligation or liabilities and at its own expense, purchase and maintain throughout the term of this Agreement the following insurances with insurers licensed in Canada in forms and amounts acceptable to the Province:

(a) Commercial General Liability in an amount not less than $2,000,000.00 inclusive per occurrence against bodily injury, personal injury and property damage and including liability assumed under this Agreement and this insurance must:

(i) include the Province as an additional insured;

(ii) be endorsed to provide the Province with 30 days advance written notice of cancellation or material change; and

(iii) include a cross liability clause.

3.2 All insurance described in paragraph 1 of this Schedule must:

(a) be primary; and

(b) not require the sharing of any loss by any insurer of the Province.

3.3 The Contractor must provide the Province with evidence of all required insurance:

(a) Within 10 working days of commencement of the Services, the Contractor must provide to the Province evidence of all required insurance in the form of a completed Province of British Columbia Certificate of Insurance.

(b) If the insurance policy(ies) expire before the end of the term of this Agreement, the Contractor must provide within 10 working days of expiration, evidence of new or renewal policy(ies) of all expired insurance in the form of a completed Province of British Columbia Certificate of Insurance.

(c) Notwithstanding paragraph 3(a) or (b) above, if requested by the Province at any time, the Contractor must provide to the Province certified copies of the required insurance policies.

3.4 The Contractor shall provide, maintain, and pay for, any additional insurance which it is required by law to carry, or which it considers necessary to cover risks not otherwise covered by insurance specified in this schedule in its sole discretion.

C. Whether A or B applies to the Services, for all Contractor activities under this Agreement:

4.1 The Contractor shall maintain Automobile Liability insurance on all vehicles owned, operated or licensed by the Contractor in an amount not less than $2,000,000 per occurrence, and where applicable the Contractor may show evidence of this insurance using an ICBC Confirmation of Insurance Coverage (APV-47) form in place of the requirement for the BC Certificate of Insurance.

4.2 Additional Insurance: Not applicable

SCHEDULE E – AUTHORIZED PERSONS

Authorized Persons

1.1 The Contractor designates any of the following persons, (identified by name and/or position) to act for you in relation to this Agreement:

Caroline Bonesky, Executive Director or Designate

1.2 The Ministry designates any of the following persons (identify by name and/or position) to act for us in relation to this Agreement:

Community Services Manager or Designate

SCHEDULE F – INFORMATION MANAGEMENT (RECORDS, PRIVACY AND SECURITY)

Purpose

The purpose of this Schedule is to:

(a) enable the Province to comply with the Province's obligations with respect to:
  (i) creation, maintenance, retention and final disposition of the Province's Records, and
  (ii) protection of Personal Information collected under this Agreement and pursuant to *FOIPPA*.

(b) ensure that, as a service provider, the Contractor is aware of, and complies with, the Contractor's information management and protection (records, privacy and security) obligations with respect to:
  (i) the Province's Records, and
  (ii) the Personal Information collected or created under this Agreement.

Applicability

This Schedule applies to the management of the Province's Records and to the management of Personal Information contained in the Province's Records.

The Contractor must manage the Province's Records in accordance with this Schedule and in accordance with MCFD Contractor's Information Management Guidelines, which provide directions and standards to assist the Contractor in complying with this Schedule.

Definitions

1. In this Schedule:
   a) "**access**" means the ability or opportunity of a person to view, study, or obtain a copy of records;
   b) "***FOIPPA***" means the *Freedom of Information and Protection of Privacy Act* (British Columbia);
   c) "**contact information**" means information to enable an individual at a place of business to be contacted and includes the name, position name or title, business telephone number, business address, business email or business fax number of the individual;
   d) "**control**" (of a record) means the power or authority to manage the record throughout its life cycle, including restricting, regulating and administering its use and disclosure;
   e) **"custody"**(of a record) means having physical possession of a record, regardless of the format (e.g.. paper or electronic).
   f) "**Personal Information**" means recorded information about an identifiable individual, other than contact information, collected or created by the Contractor as a result of the Agreement or any previous agreement between the Province or the Contractor dealing with the same subject matter as the Agreement, but excluding any information that, if this Schedule did not apply to it, would not be under the control of a public body as interpreted under the FOIPPA;
   g) "**Services Worker**" means an individual involved in providing the Services for or on behalf of the Contractor and, for greater certainty, may include the Contractor or a subcontractor of an individual, or an employee or volunteer of the Contractor or of a subcontractor.

RECORDS MANAGEMENT

Records Retention and Disposition

2. The Contractor must return the Province's Records regardless of format to the Province within the following time frames:

   (a) within 30 calendar days of expiry or termination of the Agreement;
   (b) within 7 calendar days of the Contractor receiving a request for return from the Province;
   (c) when closed records volume is identified by the Contractor as warranting the transfer and the Province has provided written approval; or
   (d) immediately when a Contractor advises the Province that they are no longer providing services or when the Province is concerned about the management of the Province's Records following a breach of security or privacy, including an unauthorized disclosure.

PRIVACY PROTECTION

Collection of Personal Information

3. The Contractor may only collect or create Personal Information that is necessary for the performance of the Contractor's obligations, or the exercise of the Contractor's rights, under the Agreement.

4. Unless the Agreement otherwise specifies or the Province otherwise directs in writing, the Contractor must collect Personal Information directly from the individual the Personal Information is about.

5. Except as otherwise permitted by FOIPPA, the Contractor must tell an individual from whom the Contractor collects Personal Information:

   (a) the purpose for collecting it,

   (b) the legal authority for collecting it, and

   (c) the title, business address and business telephone number of the person designated by the Province to answer questions about the Contractor's collection of Personal Information.

Accuracy of Personal Information

6. The Contractor must make every reasonable effort to ensure the accuracy and completeness of any Personal Information to be used by the Contractor or the Province to make a decision that directly affects the individual the Personal Information is about.

Requests for access to Personal Information

7. If the Contractor receives a request for access to Personal Information from a person other than the Province, the Contractor must promptly advise the person to make the request to Information Access Operations with the Ministry of Technology, Innovation and Citizens' Services or successor.

Correction of Personal Information

8. Within 5 business days of receiving a written direction from the Province to correct or annotate any Personal Information, the Contractor must correct or annotate the information in accordance with the direction.

9. When issuing a written direction under section 8 of this Schedule, the Province must advise the Contractor of the date the correction request to which the direction relates was received by the Province in order that the Contractor may comply with section 10 of this Schedule.

10. Within 5 business days of correcting or annotating any Personal Information under section 8 of this Schedule, the Contractor must provide the corrected or annotated information to any party to

whom, within one year prior to the date the correction request was made to the Province, the Contractor disclosed the information being corrected or annotated.

11. If the Contractor receives a request for correction of Personal Information from a person other than the Province, the Contractor must promptly advise the person to make the request to the Province and provide the Provincial official's name or title and contact information to the person making the request.

Protection of Personal Information

12. The Contractor must protect Personal Information by making reasonable security arrangements against such risks as unauthorized access, collection, use, disclosure or disposal, including any security arrangements expressly set out in the Security section of this Schedule.

Storage and access to Personal Information

13. Unless the Province otherwise directs in writing, the Contractor must not store Personal Information outside Canada or permit access to the Personal Information from outside Canada.

Retention of Personal Information

14. Unless the Agreement otherwise specifies, the Contractor must retain Personal Information until directed by the Province in writing to dispose of it or deliver it as specified in the direction.

Use of Personal Information

15. Unless the Province otherwise directs in writing, the Contractor may only use Personal Information if that use is for the performance of the Contractor's obligations, or the exercise of the Contractor's rights, under the Agreement.

Disclosure of Personal Information

16. Unless the Province otherwise directs in writing, the Contractor may only disclose Personal Information inside Canada to any person other than the Province if the disclosure is for the performance of the Contractor's obligations, or the exercise of the Contractor's rights, under the Agreement.

17. Unless the Agreement otherwise specifies or the Province otherwise directs in writing, the Contractor must not disclose Personal Information outside Canada.

SECURITY

Services Worker confidentiality agreements

18. The contractor must immediately provide notice to the contract manager of any suspected information incident that threatens privacy or information security.

19. The Contractor must not permit a Services Worker who is an employee or volunteer of the Contractor to have access to Personal Information unless the Services Worker has first entered into a confidentiality agreement with the Contractor to keep Personal Information confidential on substantially similar terms as those that apply to the Contractor under the Agreement.

Services Worker security screening

20. The Contractor may only permit a Services Worker who is an employee or a volunteer of the Contractor to collect or have access to Personal Information, or otherwise be involved in providing the Services if, after having subjected the Services Worker to personnel security screening requirements as outlined in Appendix F1 to this Schedule, the Contractor is satisfied that the Services Worker does not constitute an unreasonable security risk.

Services Worker activity logging

21. The Contractor must create and maintain detailed Contractor's Records logging the activities of all Service Workers in relation to:

(a) their access to Personal Information; and

(b) any other matters specified by the Province in writing for the purposes of this section.

Facilities and Equipment protection and access

22. The Contractor must create, maintain and follow a documented process to:

(a) protect Facilities and Equipment of the Contractor required by the Contractor to provide the Services from loss, damage or any other occurrence that may result in any of those Facilities and Equipment being unavailable when required to provide the Services; and,

(b) limit access to Facilities and Equipment of the Contractor:

i. being used by the Contractor to provide the Services; or
ii. that may be used by someone to access information,

to those persons who are authorized to have that access and for the purposes for which they are authorized, which process must include measures to verify the identity of those persons.

23. If the Province makes available to the Contractor any Facilities or Equipment of the Province for the use of the Contractor in providing the Services, the Contractor must comply with any policies and procedures provided to it by the Province on acceptable use, protection of, and access to, such Facilities or Equipment.

Integrity of Information

24. The Contractor must create, maintain and follow a documented process for maintaining the integrity of information while in the custody of or accessed by the Contractor.

25. For the purposes of section 24 of this Schedule, maintaining the integrity of information means that, except to the extent expressly authorized by the Agreement or approved in writing by the Province, the information has:

(a) remained as complete as when it was acquired or accessed by the Contractor; and

(b) not been altered in any material respect.

Documentation of changes to processes

26. The Contractor must create and maintain detailed Records logging any changes it makes to the processes described in sections 21 and 22of this Schedule.

Secure Storage

27. The Contractor must securely store the Province's Records in the Contractor's custody.

GENERAL

Notice

28. The Contractor must immediately provide notice to the Province of

(a) a possible or confirmed foreign demand or request for disclosure, including the information required by section 30.2(3) of FOIPPA or

(b) anticipated or actual non-compliance with this Schedule, unauthorized access, collection, use, disclosure, storage, alteration or disposal of information or Records containing information; or

(c) unauthorized access to Facilities or Equipment.

In this provision, "foreign demand for disclosure" and "unauthorized disclosure of personal information" bear the same meanings as in section 30.2 of FOIPPA.

29. The Contractor must immediately provide notice to the Province of any non-compliance, or anticipated inability to comply, with a provision in this Schedule in any respect.

Compliance, Audit and Review

30. The Contractor must, in relation to the Province's Records, comply with:

    (a) the requirements of *FOIPPA* applicable to the Contractor as a service provider, including any applicable order of the commissioner under *FOIPPA,* and

    (b) any direction given by the Province under this Schedule.

31. The Contractor acknowledges that it is familiar with the requirements of FOIPPA governing Personal Information that are applicable to it as a service provider.

32. In addition to any other rights of inspection the Province may have under the Agreement or under statute, the Province may, at any reasonable time and on reasonable notice to the Contractor, enter on the Contractor's premises to inspect, and at the Province's discretion, copy, any of the Province's Records, or any of the Contractor's information management policies or practices or Records relevant to the Contractor's management of the Province's Records or the Contractor's compliance with this Schedule. The Contractor must permit and provide reasonable assistance to any such inspection.

33. If the Province conducts a review of a matter described in section 28 or 29 of this Schedule (whether or not the matter came to the attention of the Province as a result of a notification under section 28 or 29 of this Schedule), the Contractor must, on the request of the Province, participate in the review to the extent that it is reasonably practicable for the Contractor to do so.

Interpretation

34. Any reference to the "Contractor" in this Schedule includes any subcontractor, agent, or volunteer retained by the Contractor to perform obligations under the Agreement and the Contractor must ensure that any such subcontractors, agents, and volunteers comply with this Schedule.

35. If a direction or provision of the Agreement or any Schedule conflicts with a requirement of FOIPPA or an applicable order of the commissioner under FOIPPA, the conflicting provision of the Agreement or Schedule will be inoperative to the extent of the conflict.

    (a) If there is a conflict between a documented process required by this Schedule to be created or maintained by the Contractor and this Schedule, the provision of this Schedule will prevail to the extent of the conflict.

36. The obligations of the Contractor in this Schedule will survive the termination of the Agreement.

37. The Contractor must comply with the provisions of this Schedule despite any conflicting provision of this Agreement or, subject to section 38 of this Schedule, the law of any jurisdiction outside Canada.

38. Nothing in this Schedule requires the Contractor to contravene the law of any jurisdiction outside Canada unless such contravention is required to comply with FOIPPA.

SCHEDULE F – Appendix F1 – Security screening requirements

The personnel security screening requirements set out in this Appendix F1 are for the purpose of assisting the Contractor to determine whether or not a Services Worker constitutes an unreasonable security risk.

Verification of name, date of birth and address

1. The Contractor must verify the name, date of birth and current address of a Services Worker by viewing at least one piece of "primary identification" of the Services Worker and at least one piece of "secondary identification" of the Services Worker,* as described in the table following this section. The Contractor must obtain or create, as applicable, Records of all such verifications and retain a copy of those Records. For a Services Worker from another province or jurisdiction, reasonably equivalent identification documents are acceptable.

Primary Identification	Secondary Identification
Issued by ICBC: • B.C. driver's licence or learner's licence (must have photo) • B.C. Identification (BCID) card **Issued by provincial or territorial government:** • Canadian birth certificate **Issued by Government of Canada:** • Canadian Citizenship Card • Permanent Resident Card • Canadian Record of Landing/Canadian Immigration Identification Record	• School ID card (student card) • Bank card (only if holder's name is on card) • Credit card (only if holder's name is on card) • Passport • Foreign birth certificate (a baptismal certificate is not acceptable) • Canadian or U.S. driver's licence • Naturalization certificate • Canadian Forces identification • Police identification • Foreign Affairs Canada or consular identification • Vehicle registration (only if owner's signature is shown) • Picture employee ID card • Firearms Acquisition Certificate • Social Insurance Card (only if has signature strip) • B.C. CareCard • Native Status Card • Parole Certificate ID • Correctional Service Conditional Release Card

*It is not necessary that each piece of identification viewed by the Contractor contains the name, date of birth and current address of the Services Worker. It is sufficient that, in combination, the identification viewed contains that information.

Verification of education and professional qualifications

2. The Contractor must verify, by reasonable means, any relevant education and professional qualifications of a Services Worker, obtain or create, as applicable, Records of all such verifications, and retain a copy of those Records.

Verification of employment history and reference checks

3. The Contractor must verify, by reasonable means, any relevant employment history of a Services Worker, which will generally consist of the Contractor requesting that a Services Worker provide employment references and the Contractor contacting those references. If a Services Worker has no relevant employment history, the Contractor must seek to verify the character or other relevant personal characteristics of the Services Worker by requesting the Services Worker to provide one or more personal references and contacting those references. The Contractor must obtain or create, as applicable, Records of all such verifications and retain a copy of those Records.

Security interview

4. The Contractor must allow the Province to conduct a security-focused interview with a Services Worker if the Province identifies a reasonable security concern and notifies the Contractor it wishes to do so.

SCHEDULE H – ADDITIONAL TERMS

Notwithstanding section 47(b) of the Terms and Conditions of the Services Agreement, the termination notice period for this Service Agreement is 30 days.

BRITISH COLUMBIA	Ministry of Children and Family Development	**MODIFICATION AGREEMENT**

BETWEEN

HER MAJESTY THE QUEEN IN RIGHT OF THE PROVINCE OF BRITISH COLUMBIA,
represented by the Minister of Children and Family Development

AND

FAMILY SERVICES OF GREATER VANCOUVER
(Legal Name)

BACKGROUND
A. The parties entered into an Agreement FT08424023, beginning April 01, 2015.
B. The parties have agreed to modify the Agreement effective October 01, 2015.

AGREEMENT

1. The Term of the Agreement is amended to extend the Term by three (3) months, from October 1, 2015 to **December 31, 2015**.

2. Schedule A – Services is amended as follows:

Vancouver

The additional temporary funding for the provision of Child and Youth Care Worker Services is extended for 3 months, from October 1, 2015 to December 31, 2015. Funding for services to Vancouver is increased by **$45,758.94**.

During the term of this modification, the following services will be provided:

Group Services

A. Site-based group services – The Contractor will continue with the delivery of existing group services as developed in consultation with the Ministry. The expected number of direct hours of service is 104 hours.

B. Self-Determination Curriculum – The Contractor will sub-contract with C.B.I. Consultants for training and delivery of C.B.I.'s Self-Determination Curriculum: Level One. This is a group program that will be offered 2 hours weekly for a period of 16 weeks to 10 participants. CBI will provide training and mentor up to 6 staff from Family Services of Greater Vancouver in the Self-determination process and show how the skills learned are transferrable to all life domains including employment, recreation, leisure, social, transportation, housing, education, relationship building and future education. At the end of Level One all participants will have created a Self-Directed Life Plan which is a visual representation of their S.M.A.R.T. (specific, measurable, achievable, realistic and time bound) goals and action plans in all of their life domains.

During Stage One, CBI Consultants will directly facilitate the curriculum to ten (10) participants with 3 members of Family Services of Greater Vancouver observing each session in a 'Train the Trainer' model.

Services from C.B.I. will include the following:

Stage One:

(a) Materials and Licensing: 1 year licensing fee, 1 Facilitator's guide, 10 participants' guides, 10 Home Support handbooks, DVD and Adaptions guide;

(b) Training & Education

- Two (2) half day workshops, including a participant's Information Session
- C.B.I. Support (16 weeks x 2.2 hours) for a total of 35 hours

Individual Services

The Contractor will deliver additional individual service hours within the capacity of the available funding during the term of this modification.

Burnaby/New Westminster

The additional temporary funding for the provision of Child and Youth Care Worker Services is extended for 3 months, from October 1, 2015 to December 31, 2015. Funding for services to Burnaby/New Westminster is increased by **$36,578.25**.

The Contractor will deliver a maximum of 633 individual service hours during the term of this modification.

Schedule B – Payment and Financial Reporting is amended as follows:

(a) Section 1.1 Aggregate Maximum is amended to increase the Aggregate Maximum by **$82,337.19** from $182,389.55 to **$264,726.74**.

Modifications have been made to the following attachments:

- Schedule A
- Schedule B
- Schedule C

Additional Information

1. In all other respects, the Agreement is confirmed.

The parties have duly executed this modification agreement as of the 1st day of October, 2015.

SIGNED AND DELIVERED on the 27th day of Nov, 2015 on behalf of the Province by its duly authorized representative	**SIGNED AND DELIVERED** on the 16th day of November, 2015 by or on behalf of the Contractor (or by its authorized signatory or signatories if the Contractor is a corporation)
Signature:	Signature: Caroline J Bonesky
Print Name: David Phillips	Print Name: Caroline Bonesky
Position: Community Services Manager or Designate	Position: ~~Executive Director~~ CEO
Responsibility Centre:	Signature:
	Print Name:
	Position

SUMMARY

Term **01/04/2015 to 31/12/2015**

Total Amount of Agreement (not including any applicable taxes) **$264,726.74**

Allocation by Programs and Services

Programs		
CYSN Child, Youth and Parent Support		
Intervention - General		$264,726.74
	Sub-Total	**$264,726.74**
	Total	**$264,726.74**

Allocation by Community

Communities Served		
Vancouver North		$107,913.33
Richmond (38)		$0.00
Vancouver South		$29,363.49
New Westminster		$24,097.77
Burnaby		$85,636.98
	Total	**$247,011.57**

Allocation by Business Area

Core Business Area	**Business Area - Sub Business Area**	
ECD, Child Care and Children and Youth with Special Needs		
	Children and Youth with Special Needs	$264,726.74
	Sub-Total	**$264,726.74**
	Total	**$264,726.74**

SCHEDULE A - SERVICES

PROGRAMS

CYSN Child, Youth and Parent Support

TARGET POPULATION:	Children who are eligible to receive CYSN Family Support Services and the child or family would benefit from learning life skills, social skills, and/or parenting/child management skills.
OUTCOME:	Children, youth and their families have improved skills to enhance independence, family functioning and community integration.

Richmond PRIYD Program (CYSN Child, Youth and Parent Support)

SERVICE: INTERVENTION - GENERAL — **Total Amount** $17,715.17

Definitions	Activities provided to maintain or prompt a planned change in the behaviour, condition or functioning of children, youth, and/or families/caregivers.		
Project Code	18CN289		
Input	Qualified Staff		
Output Indicators	# Direct Hours	**Quantity**	208
Reporting Frequency	Monthly		
Core Business Area	ECD, Child Care and Children and Youth with Special Needs		
Business Area	Children and Youth with Special Needs		
One Time Only	Yes		
Communities Served			
Richmond (38)	**Recipient(s)** 0 to 18 years	**Amount**	$0.00

BUSINESS AREA OUTCOMES

- Children and youth with special needs experience optimal growth and development.
- Children and youth with special needs are healthy and safe in their families and communities.
- Children and youth with special needs actively participate in their home and community.
- Parents and families of children and youth with special needs have the knowledge, skills and supports they need to advance their child or youth's growth, development and functioning.
- Communities support the development and growth of children and youth with special needs.

CYSN Child, Youth and Parent Support

TARGET POPULATION:	Children who are eligible to receive CYSN Family Support Services and the child or family would benefit from learning life skills, social skills, and/or parenting/child management skills.
OUTCOME:	Children, youth and their families have improved skills to enhance independence, family functioning and community integration.

Vancouver PRIYD Program (CYSN Child, Youth and Parent Support)

SERVICE: INTERVENTION - GENERAL — **Total Amount** $137,276.82

Definitions	Activities provided to maintain or prompt a planned change in the behaviour, condition or functioning of children, youth, and/or families/caregivers.
Project Code	18CN289
Input	Qualified Staff

Output Indicators	# Direct One to One Hours	**Quantity**	996	
	# Direct Group Hours		347	
Reporting Frequency	Monthly			
Core Business Area	ECD, Child Care and Children and Youth with Special Needs			
Business Area	Children and Youth with Special Needs			
Communities Served				
Vancouver North	**Recipient(s)**	0 to 18 years	**Amount**	$35,969.72
Vancouver South	**Recipient(s)**	0 to 18 years	**Amount**	$9,789.22

BUSINESS AREA OUTCOMES

- Children and youth with special needs experience optimal growth and development.
- Children and youth with special needs are healthy and safe in their families and communities.
- Children and youth with special needs actively participate in their home and community.
- Parents and families of children and youth with special needs have the knowledge, skills and supports they need to advance their child or youth's growth, development and functioning.
- Communities support the development and growth of children and youth with special needs.

CYSN Child, Youth and Parent Support

TARGET POPULATION:	Children who are eligible to receive CYSN Family Support Services and the child or family would benefit from learning life skills, social skills, and/or parenting/child management skills.
OUTCOME:	Children, youth and their families have improved skills to enhance independence, family functioning and community integration.

Burnaby/New Westminster PRIYD Program (CYSN Child, Youth and Parent Support)

SERVICE: INTERVENTION - GENERAL **Total Amount** $109,734.75

Definitions	Activities provided to maintain or prompt a planned change in the behaviour, condition or functioning of children, youth, and/or families/caregivers.			
Project Code	18CN289			
Input	Qualified Staff			
Output Indicators	# Direct Group Hours	**Quantity**	35	
	# Direct One to One Hours		1899	
Reporting Frequency	Monthly			
Core Business Area	ECD, Child Care and Children and Youth with Special Needs			
Business Area	Children and Youth with Special Needs			
Communities Served				
Burnaby	**Recipient(s)**	0 to 18 years	**Amount**	$28,547.37
New Westminster	**Recipient(s)**	0 to 18 years	**Amount**	$8,030.88

BUSINESS AREA OUTCOMES

- Children and youth with special needs experience optimal growth and development.
- Children and youth with special needs are healthy and safe in their families and communities.
- Children and youth with special needs actively participate in their home and community.
- Parents and families of children and youth with special needs have the knowledge, skills and supports they need to advance their child or youth's growth, development and functioning.
- Communities support the development and growth of children and youth with special needs.

SCHEDULE B – PAYMENT

Aggregate Maximum and Taxes

1.1 Subject to the provisions of the Agreement, we will pay you an amount not exceeding $264,726.74 (not including any applicable taxes), in the aggregate, for providing the Services set out in Schedule A, during the term of this Agreement.

1.2 In addition, we will pay you any applicable taxes payable by the Province under law or agreement with the relevant taxation authority in relation to amounts payable under this schedule.

Payments

2.1 Monthly Recurring

We will pay you on or about the 15th day of the month commencing on the 1st day of October, 2015 as provided in the following payment schedule:

From	To	Amount	Total
October 1, 2015	December 31, 2015	$27,445.73	$82,337.19
			$82,337.19

2.2 One-Time-Only Payments and Additional Costs

We will pay you the amount of $17,715.17 as specified:

Intervention - General	$17,715.17

SCHEDULE C – APPROVED SUBCONTRACTOR(S)

Subcontractors

1.1 The following persons, groups of persons, or organizations, are specified as Subcontractors under section 12 of the Service Agreement:

1. CBI Consultants Ltd.

BRITISH COLUMBIA | Ministry of Children and Family Development

MODIFICATION AGREEMENT

BETWEEN

HER MAJESTY THE QUEEN IN RIGHT OF THE PROVINCE OF BRITISH COLUMBIA,
represented by the Minister of Children and Family Development

AND

FAMILY SERVICES OF GREATER VANCOUVER
(Legal Name)

BACKGROUND
A. The parties entered into an Agreement FT08424023, beginning April 01, 2015.
B. The parties have agreed to modify the Agreement effective January 01, 2016.

AGREEMENT

The Term of the Agreement is amended to extend the by three (3) months, from January 1, 2016 to March 31, 2016.

1. Schedule A–Services is amended as follows:

   (a) The funding for the provision of Child and Youth Care Worker Services is extended for 3 months, from January 1, 2016 to March 31, 2016.

   (b) The Total Amount is increased by $137,106.75 from $264,726.74 to $401,833.49.

   (c) During the term of this modification, the services described in Attachment #1 will be provided; funding and service outputs for the term of this Agreement are outlined in Attachment #1.

2. Schedule B–Payment and Financial Reporting is amended as follows:

   (a) Section 1.1 Aggregate Maximum is amended to increase the Aggregate Maximum by $137,106.75 from $264,726.74 to $401,833.49.

   (b) The monthly payments are increased by $18,256.52 from $27,445.73 to **$45,702.25.**

   (c) The annual baseline funding for this agreement is $548,427.

Modifications have been made to the following attachments:
- Schedule A

Additional Information

1. In all other respects, the Agreement is confirmed.

The parties have duly executed this modification agreement as of the 1st day of January, 2016.

SIGNED AND DELIVERED on the 15th day of Jan, 2016 on behalf of the Province by its duly authorized representative	**SIGNED AND DELIVERED** on the 6th day of January, 2016 by or on behalf of the Contractor (or by its authorized signatory or signatories if the Contractor is a corporation)
Signature:	Signature: Caroline J. Bonesky
Print Name: David Phillips	Print Name: Caroline Bonesky
Position: Community Services Manager or Designate	Position: Chief Executive Officer
Responsibility Centre:	Signature:
	Print Name:
	Position

SUMMARY

Term **01/04/2015 to 31/03/2016**

Total Amount of Agreement (not including any applicable taxes) **$401,833.49**

Allocation by Programs and Services

Programs		
CYSN Child, Youth and Parent Support		
Intervention - General		$401,833.49
	Sub-Total	**$401,833.49**
	Total	**$401,833.49**

Allocation by Community

Communities Served		
Vancouver North		$140,450.21
Richmond (38)		$80,179.67
Vancouver South		$38,216.86
New Westminster		$31,399.91
Burnaby		$111,586.84
	Total	**$401,833.49**

Allocation by Business Area

Core Business Area	Business Area - Sub Business Area	
ECD, Child Care and Children and Youth with Special Needs		
	Children and Youth with Special Needs	$401,833.49
	Sub-Total	**$401,833.49**
	Total	**$401,833.49**

SCHEDULE A - SERVICES

PROGRAMS

CYSN Child, Youth and Parent Support

TARGET POPULATION:	Children who are eligible to receive CYSN Family Support Services and the child or family would benefit from learning life skills, social skills, and/or parenting/child management skills.
OUTCOME:	Children, youth and their families have improved skills to enhance independence, family functioning and community integration.

Richmond PRIYD Program (CYSN Child, Youth and Parent Support)

SERVICE: INTERVENTION - GENERAL — **Total Amount** $80,179.67

Definitions	Activities provided to maintain or prompt a planned change in the behaviour, condition or functioning of children, youth, and/or families/caregivers.		
Project Code	18CN289		
Input	Qualified Staff		
Output Indicators	# Direct Group Hours	**Quantity**	208
	# Direct One to One Hours		1170
Reporting Frequency	Monthly		
Core Business Area	ECD, Child Care and Children and Youth with Special Needs		
Business Area	Children and Youth with Special Needs		
One Time Only	Yes		
Communities Served			
Richmond (38)	**Recipient(s)** 0 to 18 years	**Amount**	$62,464.50

BUSINESS AREA OUTCOMES

- Children and youth with special needs experience optimal growth and development.
- Children and youth with special needs are healthy and safe in their families and communities.
- Children and youth with special needs actively participate in their home and community.
- Parents and families of children and youth with special needs have the knowledge, skills and supports they need to advance their child or youth's growth, development and functioning.
- Communities support the development and growth of children and youth with special needs.

CYSN Child, Youth and Parent Support

TARGET POPULATION:	Children who are eligible to receive CYSN Family Support Services and the child or family would benefit from learning life skills, social skills, and/or parenting/child management skills.
OUTCOME:	Children, youth and their families have improved skills to enhance independence, family functioning and community integration.

Vancouver PRIYD Program (CYSN Child, Youth and Parent Support)

SERVICE: INTERVENTION - GENERAL — **Total Amount** $178,667.07

Definitions	Activities provided to maintain or prompt a planned change in the behaviour, condition or functioning of children, youth, and/or families/caregivers.
Project Code	18CN289
Input	Qualified Staff

Output Indicators	# Direct One to One Hours	**Quantity**	1784	
	# Direct Group Hours		451	
Reporting Frequency	Monthly			
Core Business Area	ECD, Child Care and Children and Youth with Special Needs			
Business Area	Children and Youth with Special Needs			
Communities Served				
Vancouver North	**Recipient(s)**	0 to 18 years	**Amount**	$32,535.63
Vancouver South	**Recipient(s)**	0 to 18 years	**Amount**	$8,854.62

BUSINESS AREA OUTCOMES

- Children and youth with special needs experience optimal growth and development.
- Children and youth with special needs are healthy and safe in their families and communities.
- Children and youth with special needs actively participate in their home and community.
- Parents and families of children and youth with special needs have the knowledge, skills and supports they need to advance their child or youth's growth, development and functioning.
- Communities support the development and growth of children and youth with special needs.

CYSN Child, Youth and Parent Support

TARGET POPULATION:	Children who are eligible to receive CYSN Family Support Services and the child or family would benefit from learning life skills, social skills, and/or parenting/child management skills.
OUTCOME:	Children, youth and their families have improved skills to enhance independence, family functioning and community integration.

Burnaby/New Westminster PRIYD Program (CYSN Child, Youth and Parent Support)

SERVICE: INTERVENTION - GENERAL — **Total Amount** $142,986.75

Definitions	Activities provided to maintain or prompt a planned change in the behaviour, condition or functioning of children, youth, and/or families/caregivers.			
Project Code	18CN289			
Input	Qualified Staff			
Output Indicators	# Direct Group Hours	**Quantity**	35	
	# Direct One to One Hours		2532	
Reporting Frequency	Monthly			
Core Business Area	ECD, Child Care and Children and Youth with Special Needs			
Business Area	Children and Youth with Special Needs			
Communities Served				
Burnaby	**Recipient(s)**	0 to 18 years	**Amount**	$25,951.41
New Westminster	**Recipient(s)**	0 to 18 years	**Amount**	$7,300.59

BUSINESS AREA OUTCOMES

- Children and youth with special needs experience optimal growth and development.
- Children and youth with special needs are healthy and safe in their families and communities.
- Children and youth with special needs actively participate in their home and community.
- Parents and families of children and youth with special needs have the knowledge, skills and supports they need to advance their child or youth's growth, development and functioning.
- Communities support the development and growth of children and youth with special needs.

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Attachment 1 to Service Agreement FT08424023 – Family Services of Greater Vancouver

1. FUNDING AND SERVICE SUMMARY

Geographic Areas to be Served	Annual Target Service Hours		Estimated Number of Children and Youth Served Annually		Aggregate Funding January to March 2016	Annual Funding Allocation
	Individual	Group	Individual	Group		
Vancouver	1784	451	9	30	41,390.25	$165,561
Richmond	1170	208	20	8	62,464.50	$249,858
Burnaby and New Westminster	2532	0	12	0	33,252.00	$133,008
TOTAL	**5486**	**569**	**41**	**38**	**137,106.75**	**$548,427**

2. SERVICES TO BE PROVIDED

Primary services to be provided will include:

1. Coordination and Program Management
2. Child and youth care intervention – individual and group

Services and associated activities may include but are not limited to the following:

Coordination and Program Management

a) Manage child and youth referrals, including:
- Receive and review referrals from the Ministry liaison
- Conduct initial screening and assessment
- Coordinate and conduct an intake meeting with the family and child or youth and provide notice and invitation to the Children and Youth with Special Needs social worker
- Confirm the service to be provided, in consultation with the family and the Children and Youth with Special Needs social worker
- Oversee the development and implementation of child-specific plans for individual services
- Match referred child or youth with a child and youth care worker that best meets identified individual needs
- Manage group development and composition, organization, and implementation

b) Manage staffing requirements, including:
- Recruit, orient and train staff and ensure ongoing professional development
- Ensure provision of specialized training required for individual children or youth
- Provide ongoing supervision, and monitor and evaluate staff performance

c) Manage accountability functions, including:
- Manage the continuous intake and discharge process, including tracking and managing service hour allocations, usage and associated funding
- Review and submit child-specific progress reports for individual service clients
- Liaise with the Ministry regarding referral and service issues
- Ensure that all reporting requirements are met, including monthly indicator reporting and critical incident reporting
- Meet quarterly or as requested with the Ministry to review services provided and participate in service planning as required
- Ensure Quality Assurance procedures are in place
- Facilitate client conflict resolution, as required
- Outcome reporting

Child and Youth Care Intervention – Individual and Group

a) Service planning and implementation, including but not limited to the following:
- Develop, review and evaluate a child specific service plan that includes specific goals to be addressed during the term of service. The service plans must include written approval by the child's guardian. This may be completed jointly with the Coordinator

- Liaise and communicate with the family to schedule services, and provide regular verbal feedback about weekly activities, and child or youth participation, strengths and challenges
- Provide or arrange transportation to support service activities
- Complete specific training where necessary to provide service to a particular child or youth
- Implement components of Behaviour Support Plans, as required to support a child or youth in the community
- Participate in Integrated Case Management meetings upon request
- Maintain accurate and confidential records

b) Support the development and enhancement of life skills that may include the following:
   - Provide role-modelling and coaching for age-appropriate peer, friend and family interactions
   - Increase access to neighbourhood venues to develop transportation, money management, and shopping skills
   - Increase access to community facilities and leisure opportunities
   - Increase home living skills such as food preparation, home management, and care of clothing
   - Increase street safety awareness
   - Assist youth to complete transition to adulthood activities

c) Connect children and youth to community and specialized services and supports

d) Provide group services in the geographic areas of Vancouver and Richmond, currently provided using the following service delivery model:

   i) Vancouver – two (2) site based groups serving a total of 20 children and youth; duration of groups are 4 hours weekly; 52 weeks per year; 1 staff per 3 group participants; and

   ii) Richmond – two (2) site based groups serving a total of 8 children and youth; duration of groups are 4 hours weekly; 52 weeks per year; 1 staff per 4 group participants.

   Alternate service delivery models may be considered in the provision of these groups.

e) Facilitate a range of group services designed to meet the needs of children and youth referred. Groups would typically operate in the following staff to participant ratios: one facilitator to two, three, four or five children and youth; or two facilitators to five children and youth.

Staff Qualifications

Preferred qualifications include the following:

Child and Youth Care Workers will be qualified with a Child and Youth Care certificate, diploma or degree, or a degree in Social Work or comparable human service field, and with at least two years' experience working with Children or Youth with Special Needs.

Child and Youth Care Workers may require certification in Nonviolent Crisis Intervention, or the MANDT System.

Program Manager/Coordinator will be qualified with a Masters' degree in social work, psychology or a related discipline and three years of related experience in a related field, or a Bachelor degree in social work, psychology or a related discipline and five years' experience in a related field.

Hours of Service and Length of Involvement

The service arrangements will be flexible to reflect the family's circumstances and the needs of the child or youth, and will be structured to achieve goals within appropriate time frames. Hours of service will include evenings and weekends. Services will not to be provided during school hours.

Each child or youth receiving individual service will, on average, receive four hours per week of service for up to one year. Service extensions may be approved by the Ministry, in consultation with the Contractor(s).

Services are intended to be provided to individual families on a consistent weekly basis. Should a family not be able to use their hours on their allocated days, and rescheduling is not practical, utilization of service hours will be determined by the Ministry.

Children and youth receiving group service will typically attend over a period of two years; service extensions may be requested by families in increments of six months to be approved by the Ministry in consultation with the Contractor.

Contractor Revenue And Expense Report

AMMENDEDED #2

Schedule # FL01140F-04

Contractor Name/Address: Pacific Community Resources Society
201-2830 Grandview Hwy, Vancouver BC V5M 2C9

Name of Program(s)/Service(s): **Quick Response Program**

Reporting Period (from/to): August 1, 2015 : July 31, 2016

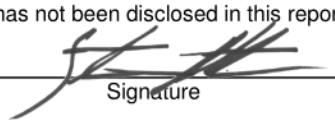
STATEMENT OF REVENUE AND EXPENSES	Previous Year	YTD Actual March	Forecast to end of Funding	Approved Funding	Variance
REVENUE					
MCF Regular Payments (monthly)	755,793	604,287	772,950	772,950	-
MCF Invoiced Payments	-				
Other MCF Payments (specify):	-	-	-		-
TOTAL GROSS REVENUE	755,793	604,287	772,950	772,950	-
Program/Service Expenses					
Total Compensation (wages and benefits)	568,516	420,157	599,938	593,989	(5,949)
Program/Service Client Support Costs	83,310	54,059	81,916	87,027	5,111
Program/Service Facilities Costs	20,934	6,115	9,164	14,640	5,476
Administration Costs*	75,580	50,586	76,430	77,295	865
TOTAL GROSS EXPENSES	748,340	530,917	767,448	772,950	5,503
TOTAL NET (+/-) Prior to audit & year end adjustments	7,453	73,370	5,502	-	5,504

*Definition from the Specified Audit Procedures, Chapter 6, General Management Operating Policy.

NOTE: error identified in coding of wages to cost centre as reported to MCFD 25July2016. Adjustment to reduce actual comensation expenses of $12,823.12 made to report initially submitted 28-June2016

- Current YTD Actuals adjusted to account for $23,547.61 of total compensation not accrued in July 2015 and paid in August 2015.

This report has been prepared and estimated from the books and records of the Contractor for the funding period ended May 31, 2016. I hereby confirm to the best of my knowledge and belief, that the information contained herein, was compliled in accordance with generally accepted accounting principles and in compliance with the Province's General Management Operating Policy. There is nothing to my knowledge that has not been disclosed in this report which would affect the accuray and completeness of the financial information.



Signature — Date: 29-Jul-16

Steven Atkinson — Print Name

Director of Finance — Print Title

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ATTACHMENT 1

Residential Child Care Resource - 27134

Contractor Revenue and Expense Forecast

Contractor Name/Address: Pacific Community Resources Society

Name of Program(s)/Service(s): QRP **CTR 27134**

Reporting Period (from/to): Aug 1, 2015 - Jul 31, 2016 (Revised v2)

STATEMENT OF REVENUE AND EXPENSES	Previous Year	YTD Actual (Mar 31, 2016)	Forecast to end of Funding Period	Approved Funding	Variance
Revenue					
MCFD Regular Payments (monthly)	755,793	604,287	772,950.00	772,950	
MCFD Invoiced Payments					
Other MCFD Payments (Specify)					
TOTAL GROSS REVENUE	755,793	604,287	772,950	772,950	0
Program/Service Expenses					
Total Compensation (wages and benefits)	568,516	420,157	599,938	593,989	-5,949
Program/Service Child Support Costs	83,310	54,059	81,916	87,027	5,111
Program/Service Facilities Costs	20,934	6,115	9,164	14,640	5,476
Administration Costs*	75,580	50,586	76,430	77,295	865
TOTAL GROSS EXPENSES	748,340	530,917	767,448	772,951	5,503
TOTAL NET (+/-)	7,453	73,370	5,502	(1)	

* Definitions from the Specified Audit Procedures, Chapter 6, General Management Operating Policy.

Comments regarding variances:

error identified in coding of wages to cost centre as reported to MCFD 25July2016. Adjustment to reduce actual comensation expenses of $12,823.12 made to report initially submitted 28-June2016. Current YTD Actuals adjusted to account for $23,547.61 not accrued in Jul 2015 and paid in August 2015

This report has been prepared from the books and records of the Contractor for the funding period ended

I hereby confirm to the best of my knowledge and belief, that the information contained herein, was compiled in accordance with generally accepted accounting principles and in compliance with the Province's General Management Operating Policy. There is nothing to my knowledge that has not been disclosed in this report which would affect the accuracy and completeness of the completeness of the financial information.

Steven Atkinson — July 25, 2016

Signature: — Date

Contractor Revenue And Expense Report

Schedule # RC40831G-01

Contractor Name/Address: Pacific Community Resources Society

Name of Program(s)/Service(s): Quick Repsonse Program

Reporting Period (from/to): April 01,2014 to March 31, 2015

STATEMENT OF REVENUE AND EXPENSES	Previous Year	YTD Actual March	Forecast to end of Funding Period	Approved Funding	Variance
REVENUE					
MCF Regular Payments (monthly)	726,789	726,789	726,789	726,789	-
MCF Invoiced Payments					
Other MCF Payments (specify):	18,917	20,278	20,278	32,030	11,752
TOTAL GROSS REVENUE	745,706	747,067	747,067	758,819	11,752
Program/Service Expenses					
Total Compensation (wages and benefits)	569,718	621,538	621,538	625,023	3,485
Program/Service Client Support Costs	87,359	49,044	49,044	53,299	4,255
Program/Service Facilities Costs	14,281	18,589	18,589	10,200	(8,389)
Administration Costs*	67,259	70,297	70,297	70,297	-
TOTAL GROSS EXPENSES	738,617	759,468	759,468	758,819	(649)
TOTAL NET (+/-)	7,089	(12,401)	(12,401)	-	12,401

*Definition from the Specified Audit Procedures, Chapter 6, General Management Operating Policy.

Comments regarding variances:

Pior to Audit and Year end Adjustments.

This report has been prepared and estimated from the books and records of the Contractor for the funding period ended March 31, 2015 _____. I hereby confirm to the best of my knowledge and belief, that the information contained herein, was compliled in accordance with generally accepted accounting principles and in compliance with the Province's General Management Operating Policy. There is nothing to my knowledge that has not been disclosed in this report which would affect the accuray and completeness of the financial information.

Signature	Date
	08-May-15
Gordon Crozier	Director of Finance
Print Name	Print Title

Contractor Revenue And Expense Report

Schedule # FT08140006

Contractor Name/Address: Pacific Community Resources Society

Name of Program(s)/Service(s): FASD Case Management

Reporting Period (from/to): April 01,2014 to March 31, 2015

STATEMENT OF REVENUE AND EXPENSES	Previous Year	YTD Actual DEC	Forecast to end of Funding Period	Approved Funding	Variance
REVENUE	92,368	69,276	92,368	92,368	-
MCF Regular Payments (monthly)					
MCF Invoiced Payments					
Other MCF Payments (specify):					
TOTAL GROSS REVENUE	92,368	69,276	92,368	92,368	-
Program/Service Expenses					
Total Compensation (wages and benefits)	77,626	59,655	79,620	79,620	-
Program/Service Client Support Costs	3,865	6,182	6,182	2,618	(3,564)
Program/Service Facilities Costs	3,833	2,250	3,200	2,082	(1,118)
Administration Costs*	8,048	6,234	8,048	8,048	0
TOTAL GROSS EXPENSES	93,372	74,321	97,050	92,368	(4,682)
TOTAL NET (+/-)	(1,004)	(5,045)	(4,682)	(0)	4,682

*Definition from the Specified Audit Procedures, Chapter 6, General Management Operating

Comments regarding variances:

ESTIMATES TO YEAR END -
SUPPLIESCOST INCREASED

This report has been prepared and estimated from the books and records of the Contractor for the funding period ended March 31, 2015 _____. I hereby confirm to the best of my knowledge and belief, that the information contained herein, was compliled in accordance with generally accepted accounting principles and in compliance with the Province's General Management Operating Policy. There is nothing to my knowledge that has not been disclosed in this report which would affect the accuray and completeness of the financial information.

	25-Jan-15
Signature	Date
Gordon Crozier	Director of Finance
Print Name	Print Title

Pacific Community Resources Society
Integrated Youth Services - Financial Report
Period Ending September 31, 2015 (Q2)

Pacific Community Resources Society FT0814004	Day Program – West Coast (2500)	Day Program – Eagle High (3000)	Resource Room (8210)	Transition (8220)	Housing Support & Assistance (8290)	TOTALS
Total Revenue	74,934	149,529	141,545	173,442	98,499	637,949
Total Wages and Benefits	54,446	75,770	114,292	106,883	110,913	462,304
Total Client Support Costs	6,942	11,875	4,623	1,972	3,994	29,406
Total Transportation	1,622	928	302	2,114	1,250	6,216
Total Program Support	496	1,368	13,697	1,800	6,248	23,609
Total Program Administrative Support	41	177	11,473	-	-	11,691
Total Administrative and General Expenses	-	-	21,786	-	5,172	26,958
Total Operational Expenses	63,547	90,118	166,173	112,769	127,577	560,184
Projected Surplus (-Deficit)	11,387	59,411	-24,628	60,673	-29,078	77,765
Number of Units						
Unit Cost						

*Definition from the Specified Audit Procedures, Chapter 6, General Management

Comments regarding variances:
Operating Costs for BYRC are not yet known. Contingency of $40,000 for operating expenses YTD budgeted with only minimal expenses YTD.

Replacement Reserve of $45,000 YTD not yet recorded.

This report has been prepared and estimated from the books and records of the Contractor for the funding period ended March 31, 2015 . I hereby confirm to the best of my knowledge and belief, that the information contained herein, was compliled in accordance with generally accepted accounting principles and in compliance with the Province's General Management Operating Policy. There is nothing to my knowledge that has not been disclosed in this report which would affect the accuray and completeness of the financial information.

Signature — **15-Jan-16** Date

Steven Atkinson Print Name — **Director of Finance** Print Title

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Pacific Community Resources Society
Price Structure Chart (Budget) FY 2015/16

Pacific Community Resources Society FT0814004	Day Program – Eagle High	Day Program – West Coast	Transition	Housing Support & Assistance	Resource Room	TOTALS
Operational Revenue:	299,059	149,869	346,885	191,990	317,762	1,305,565
Total Revenue	299,059	149,869	346,885	191,990	317,762	1,305,565
	s.21					
Operational Expenses:						
Wages and Benefits						
Staff Wages by Classification						
Relief						
Benefits						
Other (Administration Fee)						
Total Wages and Benefits						
Client Support Costs						
Activities						
Meeting Expenses						
Honorariums						
Educational Supplies						
Other Client Support Costs (specify) (Food)						
Total Client Support Costs						
Transportation						
Auto Insurance						
Client Transportation						
Staff Transportation						
Vehicle Costs						
Other (specify)						
Total Transportation						
Program Support						
Contracted Services						
Telephones/ Cellular/ Pagers						
Materials						
Subcriptions						
Memberships						
Staff Training - Mandatory						
Staff Training - Discretionary						
Conferences						
Other (specify)						
Total Program Support						
Program Administrative Support						
Advertising						
Computer software and development						
Recruitment and Training						
Office Supplies						
Photocopier Expense						
Audit Fees						
CPIC and Criminal Record Review						
Other (Paid to Replacement Reserve)						
Total Program Administrative Support						
Facilities Expenses:						
Rent/ Lease/ Mortgage						
Utilities						
Property Tax Contingency **						
Insurance						
Furniture/Fixtures						
Janitorial Expenses						
Cleaning Supplies						
Repairs & Maintenance Bldg						
Other (specify)						
Total Facilities Expenses						
Administrative and General Expenses:						
Total Administrative and General Expenses						
Total Operational Expenses	252,102	149,147	254,344	256,205	426,293	1,338,091
Projected Surplus (-Deficit)	46,957	722	92,541	-64,215	-108,531	-32,526
Number of Units						
Unit Cost						

Contractor Revenue and Expense Forecast

Contractor Name/Address: Pacific Community Resources Society

Contract Number: FT08140006

Name of Program(s)/Service(s): FASD/CDBC Key Worker Program

Reporting Period (from/to): April 1, 2015 to December 31, 2015

STATEMENT OF REVENUE AND EXPENSES	Previous Year	YTD Actual	Forecast to end of Funding Period	Approved Funding	Variance
REVENUE					
MCFD Regular Payments (monthly)	92,367	69,831	93,106	93,106	0%
MCFD Invoiced Payments					
Other MCFD Payments (specify)					
TOTAL GROSS REVENUE	92,367	69,831	93,106	93,106	0%
Program/Service Expenses					
Total Compensation (wages and benefits)	78389	53,817	71,756	81,255	-12%
Program/Service Client Support Costs	8569	993	1,200	440	173%
Program/Service Facilities Costs	6301	8,869	10,000	3,160	216%
Administration Costs*	9326	6,324	8,208	8,252	-1%
TOTAL GROSS EXPENSES	102585	70,003	91,164	93,107	-2%
TOTAL NET (+/-)	(10,218)	-172	1942	-1	

* Definitions from the Specified Audit Procedures, Chapter 6, General Management Operating policy.

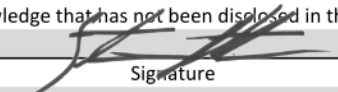
Comments regarding variances:

Staffing costs are down in 2015/16 due to temporary reassignment of 0.5 key worker offsetting programming and transportation expenses which exceed budget. Total contract budget does not have adequate room for staffing and minimal support expenses.

Updated with Fiscal 15 YE (previous version dated 18 Feb 2016)

This report has been prepared from the books and records of the Contractor for the funding period ended December 31, 2015.

I hereby confirm to the best of my knowledge and belief that the information contained herein was compiled in accordance with generally accepted accounting principles and in compliance with the Province's General Management Operating Policy. There is nothing to my knowledge that has not been disclosed in this report which would affect the accuracy and completeness of the financial information.

	15-Mar-16
Signature	Date
Steven Atkinson	Director of Finance
Print Name	Print Title

Contractor Revenue and Expense Forecast

Contractor Name/Address: Pacific Community Resources Society

Contract Number: FT08140006

Name of Program(s)/Service(s): FASD/CDBC Key Worker Program

Reporting Period (from/to): April 1, 2015 to December 31, 2015

STATEMENT OF REVENUE AND EXPENSES	Previous Year	YTD Actual	Forecast to end of Funding Period	Approved Funding	Variance
REVENUE					
MCFD Regular Payments (monthly)		69,831	93,106	93,106	0%
MCFD Invoiced Payments					
Other MCFD Payments (specify)					
TOTAL GROSS REVENUE		69,831	93,106	93,106	0%
Program/Service Expenses					
Total Compensation (wages and benefits)		53,817	71,756	81,255	-12%
Program/Service Client Support Costs		993	1,200	440	173%
Program/Service Facilities Costs		8,869	10,000	3,160	216%
Administration Costs*		6,324	8,208	8,252	-1%
TOTAL GROSS EXPENSES		70,003	91,164	93,107	-2%
TOTAL NET (+/-)		-172	1942	-1	

* Definitions from the Specified Audit Procedures, Chapter 6, General Management Operating policy.

Comments regarding variances:

Staffing costs are down in 2015/16 due to temporary reassignment of 0.5 key worker offsetting programming and transportation expenses which exceed budget. Total contract budget does not have adequate room for staffing and minimal support expenses.

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I hereby confirm to the best of my knowledge and belief that the information contained herein was compiled in accordance with generally accepted accounting principles and in compliance with the Province's General Management Operating Policy. There is nothing to my knowledge that has not been disclosed in this report which would affect the accuracy and completeness of the financial information.

	18-Feb-16
Signature	Date
Steven Atkinson	Director of Finance
Print Name	Print Title

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Withheld pursuant to/removed as

s.22;s.21

Contractor Revenue and Expense Forecast

Contractor Name/Address: Pacific Community Resources Society

Contract Number: FT08140005

Name of Program(s)/Service(s): IRAYL

Reporting Period (from/to): Includes: April 1 2014 to March 31 2015 and April 1 2015 to Dec 31 2015

STATEMENT OF REVENUE AND EXPENSES	Previous Year (Apr 1 2014 - Mar 31 2015)	YTD Actual	Forecast to end of Funding Period	Approved Funding	Variance
REVENUE					
MCFD Regular Payments (monthly)	360,000	270,000	362,880	362,880	0%
MCFD Invoiced Payments					
Other MCFD Payments (specify)					
TOTAL GROSS REVENUE	360,000	270,000	362,880	362,880	0%
Program/Service Expenses					
Total Compensation (wages and benefits)	283,035	202,060	290,000	292,397	-1%
Program/Service Client Support Costs	8,844	6,646	8,861	14,359	-38%
Program/Service Facilities Costs	17,924	13,129	20,905	18,020	16%
Administration Costs*	36,000	23,125	30,977	31,478	-2%
TOTAL GROSS EXPENSES	345,803	244,960	350,743	356,254	-2%
TOTAL NET (+/-)	14,197	25,040	12,137	6,626	83%

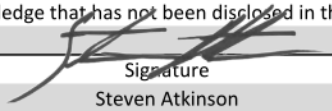
* Definitions from the Specified Audit Procedures, Chapter 6, General Management Operating policy.

Comments regarding variances:

Variance primarily related to hiring of several new employees and resulting slippage in wages and benefits

This report has been prepared from the books and records of the Contractor for the funding period ended ____**Dec 31, 2015**___.

I hereby confirm to the best of my knowledge and belief that the information contained herein was compiled in accordance with generally accepted accounting principles and in compliance with the Province's General Management Operating Policy. There is nothing to my knowledge that has not been disclosed in this report which would affect the accuracy and completeness of the financial information.

	12-Feb-15
Signature	Date
Steven Atkinson	Director of Finance
Print Name	Print Title

Page 194 to/à Page 196

Withheld pursuant to/removed as

s.22;s.21

Contractor Revenue And Expense Report

AMMENDEDED #2

Schedule # FL01140F-04

Contractor Name/Address: Pacific Community Resources Society
201-2830 Grandview Hwy, Vancouver BC V5M 2C9

Name of Program(s)/Service(s): **Quick Response Program**

Reporting Period (from/to): August 1, 2015 : July 31, 2016

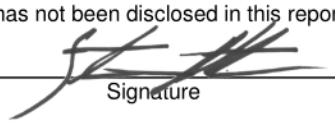
STATEMENT OF REVENUE AND EXPENSES	Previous Year	YTD Actual March	Forecast to end of Funding	Approved Funding	Variance
REVENUE					
MCF Regular Payments (monthly)	755,793	604,287	772,950	772,950	-
MCF Invoiced Payments	-				
Other MCF Payments (specify):	-	-	-		-
TOTAL GROSS REVENUE	755,793	604,287	772,950	772,950	-
Program/Service Expenses					
Total Compensation (wages and benefits)	568,516	420,157	599,938	593,989	(5,949)
Program/Service Client Support Costs	83,310	54,059	81,916	87,027	5,111
Program/Service Facilities Costs	20,934	6,115	9,164	14,640	5,476
Administration Costs*	75,580	50,586	76,430	77,295	865
TOTAL GROSS EXPENSES	748,340	530,917	767,448	772,950	5,503
TOTAL NET (+/-) Prior to audit & year end adjustments	7,453	73,370	5,502	-	5,504

*Definition from the Specified Audit Procedures, Chapter 6, General Management Operating Policy.

NOTE: error identified in coding of wages to cost centre as reported to MCFD 25July2016. Adjustment to reduce actual comensation expenses of $12,823.12 made to report initially submitted 28-June2016

- Current YTD Actuals adjusted to account for $23,547.61 of total compensation not accrued in July 2015 and paid in August 2015.

This report has been prepared and estimated from the books and records of the Contractor for the funding period ended May 31, 2016. I hereby confirm to the best of my knowledge and belief, that the information contained herein, was compliled in accordance with generally accepted accounting principles and in compliance with the Province's General Management Operating Policy. There is nothing to my knowledge that has not been disclosed in this report which would affect the accuray and completeness of the financial information.



29-Jul-16

Signature — Date

Steven Atkinson — Director of Finance

Print Name — Print Title

Page 198 to/à Page 205

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Page 206 to/à Page 207

Withheld pursuant to/removed as

s.22

Page 208 to/à Page 209

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s.21

ATTACHMENT 1

Residential Child Care Resource - 27134

Contractor Revenue and Expense Forecast

Contractor Name/Address: Pacific Community Resources Society

Name of Program(s)/Service(s): QRP **CTR 27134**

Reporting Period (from/to): Aug 1, 2015 - Jul 31, 2016 (Revised v2)

STATEMENT OF REVENUE AND EXPENSES	Previous Year	YTD Actual (Mar 31, 2016)	Forecast to end of Funding Period	Approved Funding	Variance
Revenue					
MCFD Regular Payments (monthly)	755,793	604,287	772,950.00	772,950	
MCFD Invoiced Payments					
Other MCFD Payments (Specify)					
TOTAL GROSS REVENUE	755,793	604,287	772,950	772,950	0
Program/Service Expenses					
Total Compensation (wages and benefits)	568,516	420,157	599,938	593,989	-5,949
Program/Service Child Support Costs	83,310	54,059	81,916	87,027	5,111
Program/Service Facilities Costs	20,934	6,115	9,164	14,640	5,476
Administration Costs*	75,580	50,586	76,430	77,295	865
TOTAL GROSS EXPENSES	748,340	530,917	767,448	772,951	5,503
TOTAL NET (+/-)	7,453	73,370	5,502	(1)	

* Definitions from the Specified Audit Procedures, Chapter 6, General Management Operating Policy.

Comments regarding variances:

error identified in coding of wages to cost centre as reported to MCFD 25July2016. Adjustment to reduce actual comensation expenses of $12,823.12 made to report initially submitted 28-June2016. Current YTD Actuals adjusted to account for $23,547.61 not accrued in Jul 2015 and paid in August 2015

This report has been prepared from the books and records of the Contractor for the funding period ended _____

I hereby confirm to the best of my knowledge and belief, that the information contained herein, was compiled in accordance with generally accepted accounting principles and in compliance with the Province's General Management Operating Policy.

There is nothing to my knowledge that has not been disclosed in this report which would affect the accuracy and completeness of the completeness of the financial information.

Steven Atkinson — July 25, 2016

Signature: — Date

Contractor Revenue And Expense Report

Schedule # RC40831G-01

Contractor Name/Address: Pacific Community Resources Society

Name of Program(s)/Service(s): Quick Repsonse Program

Reporting Period (from/to): April 01,2014 to March 31, 2015

STATEMENT OF REVENUE AND EXPENSES	Previous Year	YTD Actual March	Forecast to end of Funding Period	Approved Funding	Variance
REVENUE					
MCF Regular Payments (monthly)	726,789	726,789	726,789	726,789	-
MCF Invoiced Payments					
Other MCF Payments (specify):	18,917	20,278	20,278	32,030	11,752
TOTAL GROSS REVENUE	745,706	747,067	747,067	758,819	11,752
Program/Service Expenses					
Total Compensation (wages and benefits)	569,718	621,538	621,538	625,023	3,485
Program/Service Client Support Costs	87,359	49,044	49,044	53,299	4,255
Program/Service Facilities Costs	14,281	18,589	18,589	10,200	(8,389)
Administration Costs*	67,259	70,297	70,297	70,297	-
TOTAL GROSS EXPENSES	738,617	759,468	759,468	758,819	(649)
TOTAL NET (+/-)	7,089	(12,401)	(12,401)	-	12,401

*Definition from the Specified Audit Procedures, Chapter 6, General Management Operating Policy.

Comments regarding variances:

Pior to Audit and Year end Adjustments.

This report has been prepared and estimated from the books and records of the Contractor for the funding period ended March 31, 2015 _____. I hereby confirm to the best of my knowledge and belief, that the information contained herein, was compliled in accordance with generally accepted accounting principles and in compliance with the Province's General Management Operating Policy. There is nothing to my knowledge that has not been disclosed in this report which would affect the accuray and completeness of the financial information.

	08-May-15
Signature	Date
Gordon Crozier	Director of Finance
Print Name	Print Title

BYRC Organizational Chart 2016

Staffing Structure - Youth Hub Analysis

Thank you for providing the following information for Phase one of our Youth Hub Analysis

Please complete ONE of the Staffing Structure templates provided - unionized or non-unionized.

UNIONIZED TEMPLATE
Update the name and contract number for the organization
Complete only applicable program columns for your organization
Provide the CSSEA grid level for the position
Under each program heading provide the budget dollars allocated to the position and ftes
Provide comments where applicable and clarification required

NON-UNIONIZED TEMPLATE
Update the name and contract number for the organization
Provide the number of hours in a work week for staff
Complete only applicable program columns for your organization
Provide the top rate for each position (NOTE: program budget may reflect a lower rate)
Under each program heading provide the budget dollars allocated to the position and ftes
Provide comments where applicable and clarification required

s.17

UNIONIZED Staffing Structure - Youth Hub Analysis

Name of Organization: _____

Contract: _____

		Programs																	
		Resource Room		Youth Transition		Youth Outreach		Day Programs		Housing Support & Assistance		Safe House		Family Mediation & Reunification		Volunteer Mentoring			
Detail	*CSSEA Grid*	Budget	FTE	Budget	FTE	Budget	FTE	Budget	FTE	Budget	FTE	Budget	FTE	Budget	FTE	Budget	FTE	Total Budget	Total FTE	Comments
PROGRAM WAGES AND BENEFITS BY CLASSIFICATION																				
Direct Service Program Staff																				
eg: Adult, Youthand/or Child Worker	*Grid 11*	$ 34,402.41	1.0																	
																		$ -	-	
																		$ -	-	
																		$ -	-	
																		$ -	-	
																		$ -	-	
																		$ -	-	
																		$ -	-	
																		$ -	-	
																		$ -	-	
																		$ -	-	
																		$ -	-	
																		$ -	-	
																		$ -	-	
Program Supervision/Manager																				
																		$ -	-	
																		$ -	-	
																		$ -	-	
																		$ -	-	
																		$ -	-	
																		$ -	-	
Relief																		$ -	-	
																		$ -	-	
																		$ -	-	
TOTAL PROGRAM WAGES & FTEs		$ -	-	$ -	-	$ -	-	$ -	-	$ -	-	$ -	-	$ -	-	$ -	-	$ -	-	
Benefits																				
MERCs (____%) - (WCB, CPP, EI)																		$ -	-	
Other (____%) - (specify)																		$ -	-	
																		$ -	-	
TOTAL BENEFITS		$ -	-	$ -	-	$ -	-	$ -	-	$ -	-	$ -	-	$ -	-	$ -	-	$ -	-	
TOTAL WAGES & BENEFITS		$ 34,402.41	-	$ -	-	$ -	-	$ -	-	$ -	-	$ -	-	$ -	-	$ -	-	$ -	-	

NON UNION Staffing Structure - Youth Hub Analysis

Name of Organization: Pacific Community Resources Society

Contract: FT081470004

Number of hours in work week: 35

		Programs																					
		Resource Room		Youth Transition		Youth Outreach		Day Programs		Housing Support & Assistance		Safe House		Family Mediation & Reunification		Volunteer Mentoring							
Detail	*Top rate for position*	Budget	FTE	Budget	FTE	Budget	FTE	Budget	FTE	Budget	FTE	Budget	FTE	Budget	FTE	Budget	FTE	Total Budget	Total FTE	Qualifications	Experience	Comments
PROGRAM WAGES AND BENEFITS BY CLASSIFICATION																						
Direct Service Program Staff																						
eg: Adult, Youthand/or Child Worker	s.21, s.22	s.21,s.22																		*2 year diploma in related human/social service field*	*1 year recent related experince working with youth*	
Youth Transitions Worker																				4 year BSW or BA in related social service field or 2 year diploma with 4 years experience	2 year recent related experince working with youth	
Housing Support Worker																				4 year BSW or BA in related social service field or 2 year diploma with 4 years experience	2 year recent related experince working with youth	
Housing Worker																				4 year BSW or BA in related social service field or 2 year diploma with 4 years experience	2 year recent related experince working with youth	
Overnight Housing Worker																				4 year BSW or BA in related social service field or 2 year diploma with 4 years experience	2 year recent related experince working with youth	Overnight worker for Kwayatsut Housing, additional funding provided to supplement this new position
Cook																				Food Safe Level 1 and 2	1 year experience in food preperation and management	24.5 hrs/wk
Youth Worker (Education)																				4 year BSW or BA in related social service field or 2 year diploma with 4 years experience	2 year recent related experince working with youth	
Program Assistant OA																				Administrative post seconday education	3 years office related work experience	Program Assistant provides front desk support, da
Program Supervision/Manager																						
Youth Transitions Supervisor																				BA or BWS with 5 years related experience; or Diploma with 7 years direct experience	Experience in supervision and leadership	Supervisor with a caseload of 10 youth
Program Supervisor (West Coast)																				BA or BSW with 5 years experience; or 10 years direct experience	Experience working with youth with FASD	Supervisor provides direct support and supervision in the classroom
Program Supervisor (Eagle High)																				BA or BWS with 5 years related experience; or 10 years direct experience	Experience in supervision and leadership	Supervisor provides direct support and supervision in the classroom
Housing Supervisor																				BA or BWS with 5 years related experience; or 10 years direct experience	Experience in supervision and leadership	28 hours of week paid through this contract
BYRC Supervisor																				BA or BWS with 5 years related experience; or Diploma with 7 years direct experience	Experience in supervision and leadership	28 hours of week paid through this contract
BYRC Manager																				BA or BSW with 5 years experience; or 10 years direct experience	Previous supervisory experience, experience with positive team development, sound understanding of Child and youth legislation and practices	
Relief																						
TOTAL PROGRAM WAGES & FTEs																						
Benefits																						
MERCs (WCB, CPP, EI)																						
Pension																						
Other (Blue Cross Group Coverage(specify)																						
MSP																						
TOTAL BENEFITS																						
TOTAL WAGES & BENEFITS		$ 347,155.05	3.2	$ 393,994.80	6.6	$ -	-	$ 487,697.04	7.8	$ 497,534.90	7.8	$ -	-	$ -	-	$ -	-	$ 1,668,304.58	24.9			

Agency Name: Pacific Community Resources Society
Date: May 29th 2013

	Service	FTE Type	# FTEs	Job Classification/Title	Job Qualification	Hourly Rate	Benefit Rate %
Family Mediation and Reunification Program	Intervention - Individual or Group	Direct	n/a			s.21,s.22	
		Supervisor	n/a				
Youth Transition Program	Intervention	Direct	2.5	Transition Workers - CYCC 2	2 year Diploma and 2 years of experience working with Youth		
		Supervisor	0.5	Supervisor CYCC 3	2 year Diploma and 2 years of experience working with Youth and Supervisory Experience		
Youth Day Program (Eagle High, West Coast Alternate)	Intervention - Group	Direct	1.0	Youth and Family Counsellor CYCC 4	2 year Diploma and 2 years of experience working with Youth and Supervisory Experience		
		Supervisor					
Youth Day Program (Eagle High)	Intervention - Group	Direct	2.5	Youth Care Workers CYCC 2	2 year Diploma and 2 years of experience working with Youth		
		Supervisor	0.5	Supervisor CYCC 4	2 year Diploma and 2 years of experience working with Youth and Supervisory Experience		
Mentoring	Mentoring	Direct	n/a				
		Supervisor	n/a				
		Direct	n/a				

Resource Room	Self Help	Supervisor	n/a				
Outreach Services	Outreach	Direct	n/a			s.21,s.22	
		Supervisor	n/a				
Housing (Thompson Court, The Annex)	Housing Support and Assistance	Direct	1.0	Housing Support Worker CYCC 2	2 year Diploma and 2 years of experience working with Youth		
		Supervisor	0.5	Supervisor CYCC 3	2 year Diploma and 2 years of experience working with Youth and Supervisory Experience		
Safe House	Bed - Safe Housing	Direct	n/a				
		Supervisor	n/a				
TOTALS		Direct	7.0				
		Supervisor	1.5				

Boon, Emily MCF:EX

From: Goodman, Teresa MCF:EX
Sent: Tuesday, July 12, 2016 2:18 PM
To: Smith, Judy W MCF:EX
Cc: Bermudez, Mauricio MCF:EX
Subject: FW: PCRS Hub Analysis
Attachments: Copy of Analysis of Youth Hub Services PCRS Final.xlsx

---

From: Raven Bowen [mailto:RBowen@PCRS.CA]
Sent: Thursday, May 30, 2013 12:55 PM
To: Goodman, Teresa MCF:EX
Cc: Jocelyn Helland; Ingrid Kastens; Terry Miller
Subject: PCRS Hub Analysis

Hi Teresa.

Here is the Hub analysis for PCRS projects funded by MCFD. I also want to point out that 6 of 8.5 (71%) of the staff members working in MCFD funding programs and projects exceed PCRS minimum requirements and hold a Bachelor's degree or higher.

I hope this is adequate but if you have any questions please contact me.

Be well,
Raven

Raven R. Bowen M.A.
Acting Manager
Broadway Youth Resource Center (BYRC)
#103-2780 East Broadway
Vancouver, B.C. V5M 1Y8
Office: 604.709.5735 Ext. 215
Cell: 604.908.9940
Fax: 604.709.5721
http://www.pcrs.ca/broadway_youth_resource_centre

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Withheld pursuant to/removed as

s.21

Contractor Revenue and Expense Forecast

Contractor Name/Address: Pacific Community Resources Society

Contract Number: FT08140005

Name of Program(s)/Service(s): IRAYL

Reporting Period (from/to): Includes: April 1 2014 to March 31 2015 and April 1 2015 to Dec 31 2015

STATEMENT OF REVENUE AND EXPENSES	Previous Year (Apr 1 2014 - Mar 31 2015)	YTD Actual	Forecast to end of Funding Period	Approved Funding	Variance
REVENUE					
MCFD Regular Payments (monthly)	360,000	270,000	362,880	362,880	0%
MCFD Invoiced Payments					
Other MCFD Payments (specify)					
TOTAL GROSS REVENUE	360,000	270,000	362,880	362,880	0%
Program/Service Expenses					
Total Compensation (wages and benefits)	283,035	202,060	290,000	292,397	-1%
Program/Service Client Support Costs	8,844	6,646	8,861	14,359	-38%
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Administration Costs*	36,000	23,125	30,977	31,478	-2%
TOTAL GROSS EXPENSES	345,803	244,960	350,743	356,254	-2%
TOTAL NET (+/-)	14,197	25,040	12,137	6,626	83%

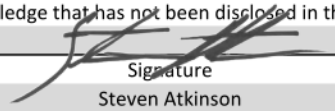
* Definitions from the Specified Audit Procedures, Chapter 6, General Management Operating policy.

Comments regarding variances:

Variance primarily related to hiring of several new employees and resulting slippage in wages and benefits

This report has been prepared from the books and records of the Contractor for the funding period ended ____**Dec 31, 2015**___.

I hereby confirm to the best of my knowledge and belief that the information contained herein was compiled in accordance with generally accepted accounting principles and in compliance with the Province's General Management Operating Policy. There is nothing to my knowledge that has not been disclosed in this report which would affect the accuracy and completeness of the financial information.

	12-Feb-15
Signature	Date
Steven Atkinson	Director of Finance
Print Name	Print Title

Page 222 to/à Page 226

Withheld pursuant to/removed as

s.21

Contractor Revenue and Expense Forecast

Contractor Name/Address: Pacific Community Resources Society

Contract Number: FT08140005

Name of Program(s)/Service(s): IRAYL

Reporting Period (from/to): Includes: April 1 2014 to March 31 2015 and April 1 2015 to Dec 31 2015

STATEMENT OF REVENUE AND EXPENSES	Previous Year (Apr 1 2014 - Mar 31 2015)	YTD Actual	Forecast to end of Funding Period	Approved Funding	Variance
REVENUE					
MCFD Regular Payments (monthly)	360,000	270,000	362,880	362,880	0%
MCFD Invoiced Payments					
Other MCFD Payments (specify)					
TOTAL GROSS REVENUE	360,000	270,000	362,880	362,880	0%
Program/Service Expenses					
Total Compensation (wages and benefits)	283,035	202,060	290,000	292,397	-1%
Program/Service Client Support Costs	8,844	6,646	8,861	14,359	-38%
Program/Service Facilities Costs	17,924	13,129	20,905	18,020	16%
Administration Costs*	36,000	23,125	30,977	31,478	-2%
TOTAL GROSS EXPENSES	345,803	244,960	350,743	356,254	-2%
TOTAL NET (+/-)	14,197	25,040	12,137	6,626	83%

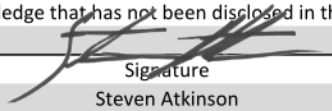
* Definitions from the Specified Audit Procedures, Chapter 6, General Management Operating policy.

Comments regarding variances:

Variance primarily related to hiring of several new employees and resulting slippage in wages and benefits

This report has been prepared from the books and records of the Contractor for the funding period ended ____**Dec 31, 2015**___.

I hereby confirm to the best of my knowledge and belief that the information contained herein was compiled in accordance with generally accepted accounting principles and in compliance with the Province's General Management Operating Policy. There is nothing to my knowledge that has not been disclosed in this report which would affect the accuracy and completeness of the financial information.

	12-Feb-15
Signature	Date
Steven Atkinson	Director of Finance
Print Name	Print Title

Page 228 to/à Page 230

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s.21

Contractor Revenue And Expense Report

Schedule # FT08140006

Contractor Name/Address: Pacific Community Resources Society

Name of Program(s)/Service(s): FASD Case Management

Reporting Period (from/to): April 01,2014 to March 31, 2015

STATEMENT OF REVENUE AND EXPENSES	Previous Year	YTD Actual DEC	Forecast to end of Funding Period	Approved Funding	Variance
REVENUE	92,368	69,276	92,368	92,368	-
MCF Regular Payments (monthly)					
MCF Invoiced Payments					
Other MCF Payments (specify):					
TOTAL GROSS REVENUE	92,368	69,276	92,368	92,368	-
Program/Service Expenses					
Total Compensation (wages and benefits)	77,626	59,655	79,620	79,620	-
Program/Service Client Support Costs	3,865	6,182	6,182	2,618	(3,564)
Program/Service Facilities Costs	3,833	2,250	3,200	2,082	(1,118)
Administration Costs*	8,048	6,234	8,048	8,048	0
TOTAL GROSS EXPENSES	93,372	74,321	97,050	92,368	(4,682)
TOTAL NET (+/-)	(1,004)	(5,045)	(4,682)	(0)	4,682

*Definition from the Specified Audit Procedures, Chapter 6, General Management Operating

Comments regarding variances:

ESTIMATES TO YEAR END -
SUPPLIESCOST INCREASED

This report has been prepared and estimated from the books and records of the Contractor for the funding period ended March 31, 2015 _____. I hereby confirm to the best of my knowledge and belief, that the information contained herein, was compliled in accordance with generally accepted accounting principles and in compliance with the Province's General Management Operating Policy. There is nothing to my knowledge that has not been disclosed in this report which would affect the accuray and completeness of the financial information.

	25-Jan-15
Signature	Date
Gordon Crozier	Director of Finance
Print Name	Print Title

Contractor Revenue and Expense Forecast

Contractor Name/Address: Pacific Community Resources Society

Contract Number: FT08140006

Name of Program(s)/Service(s): FASD/CDBC Key Worker Program

Reporting Period (from/to): April 1, 2015 to December 31, 2015

STATEMENT OF REVENUE AND EXPENSES	Previous Year	YTD Actual	Forecast to end of Funding Period	Approved Funding	Variance
REVENUE					
MCFD Regular Payments (monthly)	92,367	69,831	93,106	93,106	0%
MCFD Invoiced Payments					
Other MCFD Payments (specify)					
TOTAL GROSS REVENUE	92,367	69,831	93,106	93,106	0%
Program/Service Expenses					
Total Compensation (wages and benefits)	78389	53,817	71,756	81,255	-12%
Program/Service Client Support Costs	8569	993	1,200	440	173%
Program/Service Facilities Costs	6301	8,869	10,000	3,160	216%
Administration Costs*	9326	6,324	8,208	8,252	-1%
TOTAL GROSS EXPENSES	102585	70,003	91,164	93,107	-2%
TOTAL NET (+/-)	(10,218)	-172	1942	-1	

* Definitions from the Specified Audit Procedures, Chapter 6, General Management Operating policy.

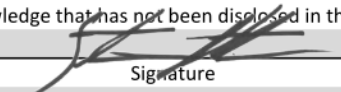
Comments regarding variances:

Staffing costs are down in 2015/16 due to temporary reassignment of 0.5 key worker offsetting programming and transportation expenses which exceed budget. Total contract budget does not have adequate room for staffing and minimal support expenses.

Updated with Fiscal 15 YE (previous version dated 18 Feb 2016)

This report has been prepared from the books and records of the Contractor for the funding period ended December 31, 2015.

I hereby confirm to the best of my knowledge and belief that the information contained herein was compiled in accordance with generally accepted accounting principles and in compliance with the Province's General Management Operating Policy. There is nothing to my knowledge that has not been disclosed in this report which would affect the accuracy and completeness of the financial information.

	15-Mar-16
Signature	Date
Steven Atkinson	Director of Finance
Print Name	Print Title

Contractor Revenue and Expense Forecast

Contractor Name/Address: Pacific Community Resources Society

Contract Number: FT08140006

Name of Program(s)/Service(s): FASD/CDBC Key Worker Program

Reporting Period (from/to): April 1, 2015 to December 31, 2015

STATEMENT OF REVENUE AND EXPENSES	Previous Year	YTD Actual	Forecast to end of Funding Period	Approved Funding	Variance
REVENUE					
MCFD Regular Payments (monthly)		69,831	93,106	93,106	0%
MCFD Invoiced Payments					
Other MCFD Payments (specify)					
TOTAL GROSS REVENUE		69,831	93,106	93,106	0%
Program/Service Expenses					
Total Compensation (wages and benefits)		53,817	71,756	81,255	-12%
Program/Service Client Support Costs		993	1,200	440	173%
Program/Service Facilities Costs		8,869	10,000	3,160	216%
Administration Costs*		6,324	8,208	8,252	-1%
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* Definitions from the Specified Audit Procedures, Chapter 6, General Management Operating policy.

Comments regarding variances:

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This report has been prepared from the books and records of the Contractor for the funding period ended December 31, 2015.

I hereby confirm to the best of my knowledge and belief that the information contained herein was compiled in accordance with generally accepted accounting principles and in compliance with the Province's General Management Operating Policy. There is nothing to my knowledge that has not been disclosed in this report which would affect the accuracy and completeness of the financial information.

	18-Feb-16
Signature	Date
Steven Atkinson	Director of Finance
Print Name	Print Title

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Withheld pursuant to/removed as

s.22;s.21

BRITISH COLUMBIA	Ministry of Children and Family Development	**MODIFICATION AGREEMENT** ***Agreement name; Services to Youth and their Families***

BETWEEN

HER MAJESTY THE QUEEN IN RIGHT OF THE PROVINCE OF BRITISH COLUMBIA,
represented by the Minister of Children and Family Development

AND

PACIFIC COMMUNITY RESOURCES SOCIETY
(Legal Name)

BACKGROUND
A. The parties entered into a Subsidiary Component Agreement FT08140004, beginning April 01, 2009.
B. The parties have agreed to modify the Agreement effective October 01, 2009,

AGREEMENT

1. Schedule A - Services is amended as follows:

    a) The reference under Additional Descriptions to the parties meeting to discuss West Coast Alternate Day Program Coordinator funding is removed.

    b) Under CYSN Day Program (Youth Day Program) the Output Indicators are amended by reducing the number of Direct Group Hours from 6825 to 3510.

    c) Under Youth Transition Program, the Output Indicators are amended by reducing the number of Direct One to One Hours from 6555 to 5904 and adding 651 group hours.

    d) Under Housing, the Output Indicators are amended by reducing the number of Direct hours from 3780 to 2542 individual hours and adding 234 group hours.

2. Attachment 1.1 Service Overview is replaced with the updated version attached referencing the same Schedule A changes to the Output Indicators as above, however, expressed on a 12-month ("per year") basis.

    In addition, the *Staff: Program Coordinator/Social Worker* for the West Coast Alternate Program on Page 11 is reduced from .33 FTE to .1 FTE.

Modifications have been made to the following attachments:

- Schedule A
- Attachment 1.1 Service Overview

Additional Information

1. In all other respects, the Agreement is confirmed.

The parties have duly executed this modification agreement as of the 1st day of October, 2009.

SIGNED AND DELIVERED on the 15th day of December, 2009 on behalf of the Province by its duly authorized representative	**SIGNED AND DELIVERED** on the 10th day of Dec 2009 by or on behalf of the Contractor (or by its authorized signatory or signatories if the Contractor is a corporation)
Signature: Teresa Goodman	Signature: I Mass for
Print Name: Teresa Goodman	Print Name: Ian Mass Position: Executive Director or Designate
Position: Contract Manager or Designate	Signature:
Responsibility Centre:	Print Name: Position:

SCHEDULE A – Services

General

The Contractor will provide all necessary components for delivery of the programs delineated below, including sufficient qualified program staff, administrative support, premises, materials and equipment.

The Province will appoint a contract supervisor for the Contractor's services funded under this Agreement. The Parties agree to conduct contract reviews during the Funding Period to review the Service Deliverables and any other issues of mutual concern, including the following:

- statements and reports;
- program elements, including hours of operation;
- access and admission criteria;
- intake and referral processes;
- numbers of clients to be served; (optional)
- hours of direct client service; (optional)
- frequency, content and format of progress and Court Ready reports;
- wait list management;
- exceptions to normal practice;
- critical incident reporting procedures;
- issue management;
- program liaison.

Services have been restructured based on a comprehensive system of care model, supported by accreditation and enhanced reporting requirements. The Province and the Contractor are using a collaborative approach to the continuing development of output-based contracts and measurable client outcomes. Both parties agree to work together to achieve these objectives. Data collected during the term of this agreement will be reviewed by both parties and then used to establish baseline targets for future contracts.

As part of the Vancouver Coastal Region multiyear contracting initiative, this Agreement is subject to a three year term and will be in effect from April 1, 2009 to March 31, 2012 subject to Sections 55 to 58 of the Third Party Service Agreement. The Agreement may, from time to time and as necessary, be modified to represent changes in service deliverables, or in financial or other clauses.

As per the Financial Administration Act, our obligation to provide payments on this three year Agreement is subject to an appropriation being available in the fiscal year of the Province in which payment becomes due.

SUMMARY

Term **01/04/2009 to 31/03/2012** ***Total Amount of Component Agreement*** **$3,895,105.95**

Allocation by Programs and Services

Programs			
Youth Day Program			
	Intervention - General		$1,599,495.48
		Sub-Total	**$1,599,495.48**
Youth Transition Program			
	Intervention - General		$868,951.83
		Sub-Total	**$868,951.83**
Grouped Services			
Housing			
	Intervention - General		$680,099.79
		Sub-Total	**$680,099.79**
Resource Room			
	Self-Help - General		$746,558.85
Non-Program Services			
		Sub-Total	**$0.00**
		Total	**$3,895,105.95**

Allocation by Community

Communities Served		
Vancouver North		$2,972,781.37
Vancouver South		$922,324.58
	Total	**$3,895,105.95**

Allocation by Business Area

Core Business Area	**Business Area - Sub Business Area**		
Child and Family Development			
	Youth Services		$3,445,498.95
		Sub-Total	**$3,445,498.95**
ECD, Child Care and Children and Youth with Special Needs			
	Children and Youth with Special Needs		$449,607.00
		Sub-Total	**$449,607.00**
		Total	**$3,895,105.95**

PROGRAMS

Youth Day Program

TARGET POPULATION:	Youth who have been unsuccessful in mainstream or alternative school-based programs due to social, behavioural, and / or cognitive difficulties.
OUTCOME:	Youth are able to engage or re-engage in school, training, or work.

SERVICE: INTERVENTION - GENERAL **Total Amount** $1,149,888.48

Definitions	Activities provided to maintain or prompt a planned change in the behaviour, condition or functioning of children, youth, and/or families/caregivers.			
Project Code	18CN289			
Input	Qualified Staff			
Output Indicators	# Recipients of Group Services	**Quantity**	180	
	# Direct Group Hours		10238	
Reporting Frequency	Monthly			
Core Business Area	Child and Family Development			
Business Area	Youth Services			
Communities Served				
Vancouver North	**Recipient(s)**	13 to 18 years	**Amount**	$903,927.33
Vancouver South	**Recipient(s)**	13 to 18 years	**Amount**	$245,961.15

BUSINESS AREA OUTCOMES

- Youth participate in identifying their short and longer term needs and in developing plans to address them
- Youth experiencing high levels of risk to their health and safety have the levels of risk reduced
- Youth have immediate basic needs met including shelter, food and clothing
- Youth establish connections with community resources to address needs such as physical health, mental health, addictions and/or sexual exploitation
- Youth have improved connections to positive community supports including family/extended family, peers, education, employment, and/or housing
- Youth acquire skills and knowledge necessary to keep themselves safe, achieve identified goals, and successfully transition to adulthood

Youth Day Program

TARGET POPULATION:	Youth who have been unsuccessful in mainstream or alternative school-based programs due to social, behavioural, and / or cognitive difficulties.
OUTCOME:	Youth are able to engage or re-engage in school, training, or work.

CYSN Day Program (Youth Day Program)

SERVICE: INTERVENTION - GENERAL **Total Amount** $449,607.00

Definitions	Activities provided to maintain or prompt a planned change in the behaviour, condition or functioning of children, youth, and/or families/caregivers.			
Project Code	18CN289			
Input	Qualified Staff			
Output Indicators	# Recipients	**Quantity**	66	
	# Direct Group Hours		3510	
Reporting Frequency	Monthly			
Core Business Area	ECD, Child Care and Children and Youth with Special Needs			
Business Area	Children and Youth with Special Needs			
Communities Served				
Vancouver North	**Recipient(s)**	13 to 18 years	**Amount**	$353,436.06
Vancouver South	**Recipient(s)**	13 to 18 years	**Amount**	$96,170.94

BUSINESS AREA OUTCOMES

- Children and youth with special needs experience optimal growth and development.
- Children and youth with special needs are healthy and safe in their families and communities.
- Children and youth with special needs actively participate in their home and community.
- Parents and families of children and youth with special needs have the knowledge, skills and supports they need to advance their child or youth's growth, development and functioning.
- Communities support the development and growth of children and youth with special needs.

Youth Transition Program

TARGET POPULATION:	Youth, who may or may not be involved with the Ministry, who require additional support or skill building to move from adolescence to responsible adulthood.
OUTCOME:	Youth develop adult competencies to enable them to achieve independent living with confidence and success.

SERVICE: INTERVENTION - GENERAL **Total Amount** $868,951.83

Definitions	Activities provided to maintain or prompt a planned change in the behaviour, condition or functioning of children, youth, and/or families/caregivers.			
Project Code	18CN289			
Input	Qualified Staff			
Output Indicators	# Direct One to One Hours	**Quantity**	5904	
	# Direct Group Hours		651	
Reporting Frequency	Monthly			
Core Business Area	Child and Family Development			
Business Area	Youth Services			
Communities Served				
Vancouver North	**Recipient(s)**	13 to 18 years	**Amount**	$683,083.03
Vancouver South	**Recipient(s)**	13 to 18 years	**Amount**	$185,868.80

BUSINESS AREA OUTCOMES

- Youth participate in identifying their short and longer term needs and in developing plans to address them
- Youth experiencing high levels of risk to their health and safety have the levels of risk reduced
- Youth have immediate basic needs met including shelter, food and clothing
- Youth establish connections with community resources to address needs such as physical health, mental health, addictions and/or sexual exploitation
- Youth have improved connections to positive community supports including family/extended family, peers, education, employment, and/or housing
- Youth acquire skills and knowledge necessary to keep themselves safe, achieve identified goals, and successfully transition to adulthood

Housing

SERVICE: INTERVENTION - GENERAL				Total Amount	$680,099.79
Definitions	Activities provided to maintain or prompt a planned change in the behaviour, condition or functioning of children, youth, and/or families/caregivers.				
Project Code	18CN289				
Input	Qualified Staff				
Output Indicators	# Direct One to One Hours		**Quantity**	3542	
	# Direct Group Hours			234	
Reporting Frequency	Monthly				
Core Business Area	Child and Family Development				
Business Area	Youth Services				
Communities Served					
Vancouver North	**Recipient(s)**	13 to 18 years	**Amount**		$371,206.29
Vancouver South	**Recipient(s)**	13 to 18 years	**Amount**		$308,893.50

BUSINESS AREA OUTCOMES

- Youth participate in identifying their short and longer term needs and in developing plans to address them
- Youth experiencing high levels of risk to their health and safety have the levels of risk reduced
- Youth have immediate basic needs met including shelter, food and clothing
- Youth establish connections with community resources to address needs such as physical health, mental health, addictions and/or sexual exploitation
- Youth have improved connections to positive community supports including family/extended family, peers, education, employment, and/or housing
- Youth acquire skills and knowledge necessary to keep themselves safe, achieve identified goals, and successfully transition to adulthood

Resource Room

SERVICE: SELF-HELP - GENERAL				Total Amount	$746,558.85
Definitions	Provision of means whereby children, youth and families use tools such as the internet, videos or books to enhance their skills.				
Project Code	18CN505				
Input	Qualified Staff				
Output Indicators	# Hours		**Quantity**	4320	
Reporting Frequency	Monthly				
Core Business Area	Child and Family Development				
Business Area	Youth Services				
Communities Served					
Vancouver North	**Recipient(s)**	13 to 18 years	**Amount**		$586,869.91
Vancouver South	**Recipient(s)**	13 to 18 years	**Amount**		$159,688.94

BUSINESS AREA OUTCOMES

- Youth participate in identifying their short and longer term needs and in developing plans to address them
- Youth experiencing high levels of risk to their health and safety have the levels of risk reduced
- Youth have immediate basic needs met including shelter, food and clothing
- Youth establish connections with community resources to address needs such as physical health, mental health, addictions and/or sexual exploitation
- Youth have improved connections to positive community supports including family/extended family, peers, education, employment, and/or housing
- Youth acquire skills and knowledge necessary to keep themselves safe, achieve identified goals, and successfully transition to adulthood

Attachments

Name	Attachment 1.1 - Service Overview (Updated)	*Attachment 1.1 Service Overview MA eff Oct 1_09.doc*
Name	Attachment 1.2 - Output Indicators	*Attachment 1.2 Output Indicators.doc*

Attachment 1.1 to Subsidiary Component Agreement FT08140004
Pacific Community Resource Society – Integrated Youth Services - Service Overview

Pacific Community Resources (PCRS) will deliver non-residential services to at-risk and high-risk youth between the ages of 12 and 18 years and their families who live in, or identify with, Mid-Town Vancouver. At-risk youth demonstrate increased vulnerability to involvement in high risk activity. High risk youth include specialized populations such as runaway youth, homeless and street-involved youth, youth who are suicidal or substance-misusing, sexually exploited youth, and sexual minority youth.

To co-ordinate and deliver services, PCRS will establish a Mid-Town Vancouver Integrated Youth Service Centre. This will be one of four Vancouver Integrated Youth Service Centres whose establishment the Ministry will be funding: Downtown Vancouver, Mid-Town, South Vancouver and an Aboriginal centre. The PCRS staff of the Mid-Town Vancouver Integrated Youth Service Centre will be required to work collaboratively with the agencies who will be establishing the other Youth Service Centres on behalf of the Ministry.

The Mid-Town Vancouver Centre will be located at 691 East Broadway. The Day Program component of Mid-Town will be located at 2830 Grandview Highway.

All staff of Mid-Town Vancouver Integrated Youth Services Centre will receive annual performance appraisals as per accreditation standards. Staff supervision shall include individual supervision (scheduled and spontaneous), as well as group supervision through regular staff meetings.

The Centre will operate from 8:30am to 7:00pm (open access to resource room is 1:00pm to 7:00pm), Monday to Friday. Hours of operation for each service area are included in detailed service descriptions below. In addition to the Services to be provided from the Centre, Centre staff will facilitate youth access to necessary services delivered by the other Youth Service Centres, as well as a broad range of community and government resources. Service Areas included in this agreement are:

- **Intake, Assessment and Integrated Case Management** (Self Help)
  (centre-specific service)
- **Central Housing Registry** (Information and Referral)
  (centralized service)
- **Housing Support and Assistance** (Intervention)
  (centre-specific service)
- **Services to Transition Youth to Adulthood** (Intervention)
  (centre-specific service)
- **Day Programming** (Intervention)
  (centre-specific service)

This agreement for services does not preclude PCRS from seeking other funding opportunities/partnerships to offer additional services or to offer services to individuals outside the Ministry's mandate. However, any additional services/target groups must not infringe upon service availability funded through this agreement, or negatively impact client safety or security.

Following are detailed descriptions of the services to be provided:

Intake, Assessment and Integrated Case Management (Self Help)

(Centre specific service)

Target Population:

At-risk and high-risk youth between 12 and 18 years of age residing in, or identifying with, Mid-Town Vancouver.

Estimated output capacity:

Number served: 1000 – 1200 youth per year
Hours resource center open for self-help: 1440 hours per year

Referral Process:

Open access service will be provided to each youth and their family and/or caregiver (if appropriate) who attend or are referred to the Centre.

Service Description and Delivery:

The Mid-Town Centre shall establish a youth-friendly walk-in Resource Room, the focus of which shall be to engage youth in dialogue that will support youth in moving toward safer and healthier lifestyles, and becoming contributing members of their families and communities. Staff shall be available to welcome and orient youth to the Resource Room during all hours of operation. The Resource Room shall offer information about, and referral to, a range of services relevant to the attending youth population (ie, health, addictions counselling, anger management, Aboriginal and multi-cultural services, youth justice and gay and lesbian support services, etc).

Additionally, a range of services designed to engage youth shall be offered, including, but not limited to:

- information bulletin boards (ie, Queer Information Board)
- computer access, including a printer and a scanner
- fax machine
- free youth telephone
- TV and DVD player
- access to kitchen / food NOTE: kitchen and food are not funded through this contract
- recreation/ pro-social activities are planned for open access depending on partner availability and other funding sources.

The Resource Room shall also offer screening, intake and basic assessment services provided by the Resource Room Child and Youth Care worker. Initial screening shall be limited to age (12 – 18 years) and the youths' self-identified immediate needs. As youth participate in Centre services and become known to Centre staff, the youths' needs may more fully be understood. Youth may then be directed to appropriate services / Workers within the centre, at which time an in-depth assessment, as required, may be completed by the assigned Worker. Following assessment, youth may be referred to a variety of services, including other Ministry funded services or ancillary services (ie, health clinic, addictions counsellors, etc.)

Depending on the needs a youth presents, Integrated Case Management (ICM) may be appropriate. If such need is indicated, an integrated plan will be developed and implemented with the youth and their family/caregiver as appropriate, in collaboration with Ministry staff, and other community professionals and service providers as needed. It shall be the responsibility of the Centre Worker to manage the ICM process, including calling case conferences and review meetings, and provide quarterly feedback to the Ministry Worker.

The Centre shall establish a Youth Advisory which will offer input into the direction of the Centre and initiate ideas for pro-social, recreational and cultural activities intended to engage youth in Centre services.

Hours of Service*:*

Intake, Assessment and Integrated Case Management will be available 1:00pm to 7:00pm, Monday to Friday.

Staffing:

The Resource Room shall be staffed by one Child and Youth Care Counsellor and the Centre Supervisor, plus other centre staff as per the attached staffing schedule. The Supervisor shall possess a Bachelor of Child and Youth Care or a Bachelor of Social Work plus one year relevant experience, or an equivalent combination of education and experience, plus Standard First Aid. The Child and Youth Care Counsellor shall possess a Child and Youth Care Diploma plus one year relevant experience, or an equivalent combination of education and experience, plus Standard First Aid. Supplementary coverage shall be provided by other Centre staff and trained volunteers and/or peer mentors.

The Centre Supervisor is responsible for overseeing Integrated Case Management (ICM). The assigned Transition worker will be responsible for individual ICM. See "Services to Transition Youth to Adulthood – Staffing" for Worker qualifications and requirements.

Supervision:

The Centre Supervisor shall supervise the day to day activities of the Resource Room, including volunteer staff. The Centre Supervisor shall report to the Centre Manager.

Central Housing Registry (Information and Referral)
(Centralized service)

Target Population:

At-risk or high-risk youth, between the ages of 12 and 18 who are homeless and/or in need of housing.

Estimated output capacity/number served: *1000 youth per year*

Referral Process:

Open access to all youth requiring this service.

Service Description and Delivery:

This service shall provide a comprehensive, centralized source of housing options for difficult to house youth. A Central Housing Registry will be available to youth from across the City of Vancouver. This service shall be accessible by youth and their parents/caregivers on a walk-in or phone-in basis. Current listings of available housing resources will be made available daily to other Integrated Youth Service Centres (including Aboriginal).

Activities of this service include, but are not limited to, the following:

- developing and maintaining a Central Housing Registry database,
- soliciting and screening youth-friendly landlords to develop a network of youth-suitable rental housing,
- connecting landlords/youth involved in disputes with the appropriate Youth Centre Housing support services for dispute resolution or resolution of other potential problems arising with young renters.
- offering workshops to potential landlords, including:
- Communication/Dispute Resolution with Youth
- Everything You Ever Wanted to Know About Renting to Teens,
- creating and distributing to all Integrated Youth Resource Centres a youth "how-to" rental guide (FREE: Finding Rentals Easily Everywhere).

Hours of Service:

Hours of Service will be flexible in order to meet the needs of landlords and youth.

Staffing:

1 FTE Housing Worker shall be allocated to this service. The worker shall possess a Child and Youth Care diploma, plus one year relevant experience, or an equivalent combination of education and experience.

Supervision:

The Housing Worker shall be under the supervision of the Supervisor, Services to Transition Youth to Adulthood.

Housing Support and Assistance (Intervention)
(Centre-specific service)

Target Population:

At-risk or high-risk youth, between the ages of 12 and 18 who are homeless and/or in need of housing.

Estimated output capacity:

Number served*:* 70 youth per year

Hours of direct service: **1,182** individual hours per year/ **78** group hours per year.

Referral Process:

Open access with priority given to Ministry and Centre staff.

Service Description and Delivery:

This service will provide one-to-one support to assist youth to obtain safe, secure and affordable housing. The service will fall under the umbrella of *Services to Transition Youth to Adulthood,* and service delivery will be incorporated into the role of the Transition Workers.

The **activities of the service** will include, but are not limited to:

- Linkage to the above noted Central Housing Registry
- Liaison with landlords to facilitate successful housing placements of youth,
- Landlord/tenant dispute resolution,
- Co-ordination and facilitation of moving arrangements for youth
- Liaison and collaborative planning with other Centre programs providing direct service to youth,
- Housing skill development and education, including the following Workshops:
- How to Find/Maintain a Suite
- How to Fill Out a BC Housing Application Form
- How to Choose/Life With a Roommate
- Rights and Responsibilities of Tenants/Landlords
- Communication/Dispute Resolution
- Budgeting and Nutrition on a Shoestring
- Cooking and Nutrition on a Shoestring.

To encourage financially struggling youth to attend Workshops, nutrition (ie, pizza and juice) shall be offered at each session. In addition, the Cooking and Nutrition on a Shoestring

workshop shall be a hands-on workshop that includes sharing a meal. The workshop shall be offered the week prior to Ministry of Human Resources cheque issue day.

In addition to the above noted Workshops, interactive, fun-oriented activities and games such as RENT (based on the game LIFE, simulates the process of finding and securing rental accommodation, in the process teaching youth the rights and responsibilities of renters and landlords) shall be used to engage youth in housing skills acquisition.

Appropriate transportation shall be available to assist youth in moving residence.

Hours of Service:

Hours of Service will be flexible in order to meet the needs of landlords and youth.

Staffing:

.5 FTEs are allocated to *Services to Transition Youth to Adulthood* to accommodate the Housing Support and Assistance function. Transition Workers will incorporate this function into their regular range of duties. See *Services to Transition Youth to Adulthood – Staffing* for Worker qualifications and requirements.

Supervision:

The Transition Workers shall be under the supervision of the Supervisor, Services to Transition Youth to Adulthood.

Services to Transition Youth to Adulthood (Intervention)
(Centre-specific service)

Target Population:

Youth involved with the Ministry who require assistance in moving towards independence. Includes youth in Continuing Custody of the Ministry between the ages of 12 and 18; youth receiving service through Youth Agreements, between the ages of 16 and 18; and youth receiving Ministry support services between the ages of 12 and 18. Priority will be given to the older youth in this population.

Estimated output capacity/
Number served: 100 youth

Hours of direct service**:** 1,968 Individual hours per year / 217 group hours per year

Referral Process:

Access to service will be limited to Ministry-involved youth. Prioritization of referrals will be a Ministry responsibility and may be given to 16 to 18 year olds.

Service Description and Delivery:

This service will provide interventions that promote the development of adult competencies so that youth may achieve independent living with confidence and success. Plans for service will be individualized on a one-to-one basis, and be appropriate to developmental differences in reference to age groups or challenges the young person may have (e.g. FAS, ADHD, developmentally challenged).

Interventions for youth aged 12 to 15 will include activities that promote the attainment of age-appropriate life skills, educational programming and age-appropriate recreational and pro-social activities. This shall be accomplished through a number of activities:

- providing foster parents with training incorporating best practices on how to capture windows of opportunity to teach life skills to 12 to 15 year olds
- offering interactive lifeskills workshops, including the game of RENT (see Housing Support and Assistance – Service Description and Delivery)
- offering theatre/role playing, arts, contests and games.

Interventions for youth aged 16 to 18, who are or are about to be living independently, will promote achieving life skills necessary for independent living and include attaining employment and vocational skills. Services shall be tailored to individual needs identified through the Ansell-Casey Lifeskills Assessment tool. Services shall include individual and group approaches conducted in the Centre, in-home or in-community. In community work may include, but is not limited to:

- practice grocery shopping trips to teach nutrition and budgeting
- furniture shopping to teach budgeting and cost-effective shopping
- housing or employment searches
- teaching youth how to clean their suites or do laundry on-site.

Individualized services and goals shall be contracted and reviewed on a quarterly basis with the youth, the Transition Worker, and the Ministry Worker. Service may be renewed, based on new goals, for up to one year, although the average length of service will be 6 to 8 months.

Natural advocates and the potential inclusion of a youth mentor shall be explored with all youth receiving service. Youth requiring longer-term support will be encouraged to connect with natural advocates and paired with a Volunteer Mentor. In addition, youth requiring longer supports will be encouraged to participate in ongoing group components, Self-Help/Mutual Aid Groups (see description following), as well as other Centre services or community-based services.

Group Components: Groups will include the full range of topics listed as workshops under the *Housing Support and Assistance* service area described above. In addition, the following group components will be offered:

- Exploring educational goals/options/getting back into school

- Exploring vocational goals/options
- Pre-employment/employment skills
- Preparing a resume
- The value of volunteering
- How to find/secure/maintain a job
- Community services & activities. What they are and where to find them (this component includes "out trips" to affordable community facilities and activities)
- Proper health and dental care and services
- Household safety
- Anger management skills
- Legal rights & responsibilities (e.g., Tenancy, Employment Standards, Human Rights, BC Employment Assistance, etc.).

Ministry-referred youth shall be the priority for all group components. However, space permitting, other youth in need may be included in the group components.

Self Help/Mutual Aid: Program alumni shall be encouraged and supported to lend their experience to a youth-led self help/mutual aid group supported by the Youth Transition Workers. Groups will offer a nutritious meal, and promote:

- mutual support
- information sharing
- nutrition (mitigating poverty and hunger)
- learning to budget, shop for, and prepare a meal.

Groups shall be open ended: youth may attend them as long as they need or wish.

A Peer Mentor program shall be established to train "group alumni" as potential Peer Mentors. Peer Mentors shall earn financial credit toward any course of their choosing (ie, driver education, college, recreation).

An Independent Living Help Line shall be available to youth, including all past recipients of service, 8:30am to 8:00pm, Monday to Friday, at 11:00am to 5:00pm Saturday. Youth shall be able to access this service by collect call from any pay phone if needed.

An Independent Living Website shall be developed which incorporates information on all topics discussed in this Service Description and Delivery section.

Hours of Service:

Flexible hours to meet the needs of the youth. Some evenings and weekends depending on need.

Staffing:

Three FTEs shall be allocated to Youth Transition Worker positions. Workers shall possess a Bachelors of Child and Youth Care or a Bachelors of Social Work degree, plus one year relevant

experience; or a Child and Youth Care Diploma, plus two years directly relevant experience ; or an equivalent combination of education and experience.

Supervision:
Youth Transition Workers shall be under the supervision of the Supervisor, Services to Transition Youth to Adulthood.

Day Programming (Intervention)
(Centre-specific service)

Eagle High Alternate Program:

Target Population:

Ministry involved youth or youth in care of the Ministry aged 12 to 19 years who have experienced interferences with schooling so severe that they are currently unable to be served within the Vancouver School Board remedial and social development services.

The population of students will be comprised of "younger academic" students who are between 12 and 15 years old and behind in their grade attainment in relation to their chronological age. The population of students will also include an "older academic" population, between 16 and 19 years old, who identify academics as a goal and are behind in their grade attainment in relation to their chronological age.

Finally, a third segment of the population of students will be youth identified as "fragile". These are youth whose risk of entrenched involvement in a delinquent or street culture is lowered by their participation in a structured day program. Youth served will present substance problems, mental health challenges and conduct problems.

Placement priority will be given to those youth under 16 years.

Estimated Output capacity:

Number of youth served: 30 youth

Number of hours of direct service: 3412 hours per year

Referral Process:

Referrals will be submitted and youth placed after review by the joint VSB/MCFD screening committee.

Service Description and Delivery:

Youth receiving Day Programming will present with social, behavioural and cognitive difficulties. Participants will have been unsuccessful in mainstream and alternative school-based programs but continue to identify improvement in their academics as important goals to attain.

Day Programming shall be located at 2830 Grandview Highway. The facility shall have fully equipped classrooms. In addition participants may have access to computers, a fully equipped kitchen, lunchroom, art room, student lounge and counselling space.

Full year programming shall be provided. Individualized plans shall be developed for each youth in the program, and involvement from parents and/or caregivers shall be encouraged if indicated. Plans and progress shall be monitored regularly. Discharges from the program shall be with the approval of Ministry staff.

Regular educational programming shall begin on the first VSB scheduled day in September of the academic year. As a key partner, the Vancouver School Board (VSB) will provide academic programming. Centre staff will collaborate with the VSB and other educational, vocational, and skills enhancement services to meet the range of services required.

Hours of Service:

The hours of operation will reflect normal school hours.

Staffing:

Teachers shall be supplied by the Vancouver School Board.

3 FTE Youth and Family Worker positions – these workers may possess a Bachelor of Child and Youth Care or Bachelor of Social Work degree, plus one year relevant experience; or a Child and Youth Care diploma plus two years directly relevant experience; or an equivalent combination of education and experience; plus Standard First Aid; plus a Class 5 Driver's licence.

.25 FTE Cook – the Cook shall possess Food Safe certification and one year group food preparation experience.

As a 3 party partnership, changes in FTE Youth and Family Worker, teacher, or other staffing allocation would involve collaborative negotiation with all three parties (MCFD, VSB and PCRS).

Supervision:

Supervision by Centre Supervisor

West Coast Alternate Program:

West Coast Alternate Program is an integrated approach in a year round comprehensive program for students diagnosed with FASD. The program will include an education component, a social and life skills component, cultural programming and family support services that are targeted to the critical transition into high school and sustaining school attachment through graduation in order to prevent the breakdown and downward spiral that tend to occur at this juncture.

The program will offer a supportive educational and behavioural environment for youth whose needs cannot be met in a regular school program, even with necessary modifications. Supports will also be available to the parents/caregivers of the students.

Target Population: youth aged 12 to 19 diagnosed with FASD and who are not eligible or appropriate for special needs classes and for whom there are no existing resources.

Estimated Output Capacity:

Number of youth: 22 youth per year

Direct Hours of Service: 1,170

Staffing: Program Coordinator/Social Worker (.1 FTE), Youth and Family Support Counsellor (1 FTE), Cook/Life Skills Counsellor (.22 FTE), Part-time Janitor (.06 FTE).

Program Coordinator/Social Worker (.33 FTE) to provide:

1. Administration and coordination of the program
2. Supervision of the Youth and Family Counsellor
3. Outreach support and education for parents and caregivers of students in the program
4. Enhance family's awareness of and abilities to access additional community supports when they are experiencing challenges
5. Training and education to community partners on FASD

Youth and Family Support Counsellor (1 FTE) to provide:

1. Daily behavioural supports to students attending the program
2. Organize and deliver a range of activities from music, art, aboriginal cultural activities, and drama to physical recreation and school focused field trips during afternoon, evening, school holiday and summer programs
3. Additional family counselling and support including when student is not attending the program

Cook/Life Skills Counsellor (.22 FTE) to provide:

1. provide breakfast and lunch program
2. model, teach, and reinforce positive social skills
3. teach life skills by regularly engaging students in the planning and preparation of the food program

The Following is a list of service areas comprising the Program Coordinator/Social Worker and Youth and Family Support Counsellor activities:

1. **Intervention:** (activities provided to maintain or prompt a planned change in the behaviour, condition or functioning of children, youth and/or families/caregivers).

2. **Training and/or Education** (range of strategies for imparting knowledge, improving skills and building awareness of resources).

The contractor agrees as funding from other sources becomes available the Contractor will commit to maximizing funds in this agreement towards this service.

BRITISH COLUMBIA	Ministry of Children and Family Development	**MODIFICATION AGREEMENT**

BETWEEN

HER MAJESTY THE QUEEN IN RIGHT OF THE PROVINCE OF BRITISH COLUMBIA,
represented by the Minister of Children and Family Development

AND

PACIFIC COMMUNITY RESOURCES SOCIETY
(Legal Name)

BACKGROUND

A. The parties entered into a Subsidiary Component Agreement FT08140004, beginning April 01, 2009.
B. The parties have agreed to modify the Agreement effective April 01, 2010.

AGREEMENT

1. *Schedule A – Services* is amended as follows:

   (a) The Total Amount of the Subsidiary Component Agreement is reduced by $143,000.00 from $3,895,105.95 to $3,752,105.95 reflecting Contracted Services (STOB 80) Budget Management adjustments commencing April 1, 2010.

   Agreed upon adjustments are outlined in the proposal attached to this Modification Agreement.

2. *Schedule B – Payment and Financial Reporting* is amended as follows:

   (a) Section 1.1 *Aggregate Maximum* is amended to decrease the Aggregate Maximum amount by $143,000.00 from $3,895,105.95 to $3,752,105.95, reflecting the Contracted Services (STOB 80) Budget Management adjustment of $71,500.00 for two fiscal years from April 1, 2010 to March 31, 2012.

   (b) Section 2.1 *Monthly Recurring* is amended to decrease monthly payments by $5,958.33 from $108,197.39 to **$102,239.05** commencing July 2010. The July 2010 payment is decreased by an additional amount of $17,875.00 from $102,239.05 to $84,364.05 to recover payments issued for April to June 2010.

   Prior to this Modification Agreement, to balance contract funding in the three fiscal years of the term, an adjustment was applied to the March, 2010 and future payments to match the annualized baseline level.

3. *Schedule H – Additional Terms* is amended as follows:

   The Aggregate Maximum is decreased by $143,000 from $3,895,105.95 to $3,752,105.95.

   Annual baseline funding is decreased by $71,500.00 from $1,298,368.65 to $1,226,868.65.

Modifications have been made to the following attachments:
- Schedule A

Additional Information
1. In all other respects, the Agreement is confirmed.

The parties have duly executed this modification agreement as of the 1st day of April 2010.

SIGNED AND DELIVERED on the 20th day of July, 2010 on behalf of the Province by its duly authorized representative	**SIGNED AND DELIVERED** on the 7th day of July, 2010 by or on behalf of the Contractor (or by its authorized signatory or signatories if the Contractor is a corporation)
Signature: Teresa Goodman	Signature: Ian Mass
Print Name: Teresa Goodman	Print Name: Ian Mass Position: Executive Director or Designate
Position: Contract Manager or Designate	Signature:
Responsibility Centre:	Print Name: Position:
	Signature:
	Print Name: Position:

BRITISH COLUMBIA — Ministry of Children and Family Development	**SUBSIDIARY COMPONENT AGREEMENT:** FT08140004 ***Agreement name:*** Services to Youth and their Families **SCHEDULE A**

SCHEDULE A – SERVICES

SUMMARY

Term **01/04/2009 to 31/03/2012** ***Total Amount of Component Agreement*** **$3,752,105.95**

Allocation by Programs and Services

Programs			
Youth Day Program			
	Intervention - General		$1,571,020.48
		Sub-Total	**$1,571,020.48**
Youth Transition Program			
	Intervention - General		$843,420.83
		Sub-Total	**$843,420.83**
Grouped Services			
Housing			
	Intervention - General		$610,680.79
		Sub-Total	**$610,680.79**
Resource Room			
	Self-Help - General		$726,983.85
Non-Program Services			
		Sub-Total	**$0.00**
		Total	**$3,752,105.95**

Allocation by Community

Communities Served		
Vancouver North		$2,949,530.35
Vancouver South		$802,575.60
	Total	**$3,752,105.95**

Allocation by Business Area

Core Business Area	**Business Area - Sub Business Area**		
Child and Family Development			
	Youth Services		$3,302,498.95
		Sub-Total	**$3,302,498.95**
ECD, Child Care and Children and Youth with Special Needs			
	Children and Youth with Special Needs		$449,607.00
		Sub-Total	**$449,607.00**
		Total	**$3,752,105.95**

PROGRAMS

Youth Day Program

TARGET POPULATION: Youth who have been unsuccessful in mainstream or alternative school-based programs due to social, behavioural, and / or cognitive difficulties.

OUTCOME: Youth are able to engage or re-engage in school, training, or work.

SERVICE: INTERVENTION - GENERAL **Total Amount** $1,121,413.48

Definitions	Activities provided to maintain or prompt a planned change in the behaviour, condition or functioning of children, youth, and/or families/caregivers.		
Project Code	18CN289		
Input	Qualified Staff		
Output Indicators	# Recipients of Group Services	**Quantity**	180
	# Direct Group Hours		10238
Reporting Frequency	Monthly		
Core Business Area	Child and Family Development		
Business Area	Youth Services		
Communities Served			
Vancouver North	**Recipient(s)** 13 to 18 years	**Amount**	$881,543.14
Vancouver South	**Recipient(s)** 13 to 18 years	**Amount**	$239,870.34

BUSINESS AREA OUTCOMES

- Youth participate in identifying their short and longer term needs and in developing plans to address them
- Youth experiencing high levels of risk to their health and safety have the levels of risk reduced
- Youth have immediate basic needs met including shelter, food and clothing
- Youth establish connections with community resources to address needs such as physical health, mental health, addictions and/or sexual exploitation
- Youth have improved connections to positive community supports including family/extended family, peers, education, employment, and/or housing
- Youth acquire skills and knowledge necessary to keep themselves safe, achieve identified goals, and successfully transition to adulthood

Youth Day Program

TARGET POPULATION: Youth who have been unsuccessful in mainstream or alternative school-based programs due to social, behavioural, and / or cognitive difficulties.

OUTCOME: Youth are able to engage or re-engage in school, training, or work.

CYSN Day Program (Youth Day Program)

SERVICE: INTERVENTION - GENERAL **Total Amount** $449,607.00

Definitions	Activities provided to maintain or prompt a planned change in the behaviour, condition or functioning of children, youth, and/or families/caregivers.		
Project Code	18CN289		
Input	Qualified Staff		
Output Indicators	# Recipients	**Quantity**	66
	# Direct Group Hours		3510
Reporting Frequency	Monthly		
Core Business Area	ECD, Child Care and Children and Youth with Special Needs		

Business Area	Children and Youth with Special Needs				
Communities Served					
Vancouver North	**Recipient(s)**	13 to 18 years		**Amount**	$353,436.06
Vancouver South	**Recipient(s)**	13 to 18 years		**Amount**	$96,170.94

BUSINESS AREA OUTCOMES

- Children and youth with special needs experience optimal growth and development.
- Children and youth with special needs are healthy and safe in their families and communities.
- Children and youth with special needs actively participate in their home and community.
- Parents and families of children and youth with special needs have the knowledge, skills and supports they need to advance their child or youth's growth, development and functioning.
- Communities support the development and growth of children and youth with special needs.

Youth Transition Program

TARGET POPULATION:	Youth, who may or may not be involved with the Ministry, who require additional support or skill building to move from adolescence to responsible adulthood.
OUTCOME:	Youth develop adult competencies to enable them to achieve independent living with confidence and success.

SERVICE: INTERVENTION - GENERAL **Total Amount** $843,420.83

Definitions	Activities provided to maintain or prompt a planned change in the behaviour, condition or functioning of children, youth, and/or families/caregivers.				
Project Code	18CN289				
Input	Qualified Staff				
Output Indicators	# Direct Group Hours		**Quantity**	651	
	# Direct One to One Hours			5904	
Reporting Frequency	Monthly				
Core Business Area	Child and Family Development				
Business Area	Youth Services				
Communities Served					
Vancouver North	**Recipient(s)**	13 to 18 years		**Amount**	$663,013.11
Vancouver South	**Recipient(s)**	13 to 18 years		**Amount**	$180,407.72

BUSINESS AREA OUTCOMES

- Youth participate in identifying their short and longer term needs and in developing plans to address them
- Youth experiencing high levels of risk to their health and safety have the levels of risk reduced
- Youth have immediate basic needs met including shelter, food and clothing
- Youth establish connections with community resources to address needs such as physical health, mental health, addictions and/or sexual exploitation
- Youth have improved connections to positive community supports including family/extended family, peers, education, employment, and/or housing
- Youth acquire skills and knowledge necessary to keep themselves safe, achieve identified goals, and successfully transition to adulthood

Housing

SERVICE: INTERVENTION - GENERAL **Total Amount** $610,680.79

Definitions	Activities provided to maintain or prompt a planned change in the behaviour, condition or functioning of children, youth, and/or families/caregivers.
Project Code	18CN289
Input	Qualified Staff

Output Indicators	# Direct One to One Hours		**Quantity**	3542	
	# Direct Group Hours			234	
Reporting Frequency	Monthly				
Core Business Area	Child and Family Development				
Business Area	Youth Services				
Communities Served					
Vancouver North	**Recipient(s)**	13 to 18 years	**Amount**		$480,056.17
Vancouver South	**Recipient(s)**	13 to 18 years	**Amount**		$130,624.62

BUSINESS AREA OUTCOMES

- Youth participate in identifying their short and longer term needs and in developing plans to address them
- Youth experiencing high levels of risk to their health and safety have the levels of risk reduced
- Youth have immediate basic needs met including shelter, food and clothing
- Youth establish connections with community resources to address needs such as physical health, mental health, addictions and/or sexual exploitation
- Youth have improved connections to positive community supports including family/extended family, peers, education, employment, and/or housing
- Youth acquire skills and knowledge necessary to keep themselves safe, achieve identified goals, and successfully transition to adulthood

Resource Room

SERVICE: SELF-HELP - GENERAL **Total Amount** $726,983.85

Definitions	Provision of means whereby children, youth and families use tools such as the internet, videos or books to enhance their skills.				
Project Code	18CN505				
Input	Qualified Staff				
Output Indicators	# Hours		**Quantity**	4320	
Reporting Frequency	Monthly				
Core Business Area	Child and Family Development				
Business Area	Youth Services				
Communities Served					
Vancouver North	**Recipient(s)**	13 to 18 years	**Amount**		$571,482.00
Vancouver South	**Recipient(s)**	13 to 18 years	**Amount**		$155,501.85

BUSINESS AREA OUTCOMES

- Youth participate in identifying their short and longer term needs and in developing plans to address them
- Youth experiencing high levels of risk to their health and safety have the levels of risk reduced
- Youth have immediate basic needs met including shelter, food and clothing
- Youth establish connections with community resources to address needs such as physical health, mental health, addictions and/or sexual exploitation
- Youth have improved connections to positive community supports including family/extended family, peers, education, employment, and/or housing
- Youth acquire skills and knowledge necessary to keep themselves safe, achieve identified goals, and successfully transition to adulthood

BRITISH COLUMBIA | Ministry of Children and Family Development

MODIFICATION AGREEMENT

BETWEEN

HER MAJESTY THE QUEEN IN RIGHT OF THE PROVINCE OF BRITISH COLUMBIA, represented by the Minister of Children and Family Development

AND

PACIFIC COMMUNITY RESOURCES SOCIETY
(Legal Name)

BACKGROUND
A. The parties entered into an Agreement FT08140004, beginning April 01, 2014.
B. The parties have agreed to modify the Agreement effective April 01, 2015.

AGREEMENT

1. **SCHEDULE A - SERVICES** is amended as follows:

   a) The Total Amount of the Component Agreement is increased by $9,815.24 from $2,453,737.44 to **$2,463,552.68** to reflect the following:

      New annual funding of $9,815.24 for a General Wage Increase of 1% under the Economic Stability Mandate.

   b) Annual baseline funding is increased by $9,815.24 from $1,226,868.72 to **$1,236,683.96**.

   c) Notwithstanding **Services to Transition Youth (Youth Transition Program)** contract writing tool template language stating "**Recipient(s):** 13 to 18 years", this service may be extended up to a period of six months for approved youth that are already receiving the service and have turned 19 years of age. Referrals must be from either the Ministry of Children and Family Development or Vancouver Aboriginal Child and Family Services Youth Services Team Leaders.

   d) Programs will be located at 2455 Fraser Street, Vancouver.

2. **SCHEDULE B – PAYMENT & FINANCIAL REPORTING**

   a) ***Financial Reports*** 2.3 is amended to 12-Month instead of 9-Month Service Cost Report.

3. **SCHEDULE D – RISK MANAGEMENT & CONFLICT RESOLUTION**

   a) ***Conflict Resolution Officials*** 2.1 is amended to read **Stage Three**: Assistant Deputy Minister for the Province.

4. **SCHEDULE E – AUTHORIZED PERSONS**

   a) ***Authorized Persons*** 1.2 is amended to add Community Services Manager.

5. SCHEDULE H – ADDITIONAL TERMS

PAYMENT AND FINANCIAL INFORMATION STATEMENTS AND REPORTS

d) The Contractor agrees to report services provided to youth 19 years of age separately from the reporting form currently used for youth age 13 – 18 years. Brief written reports to be provided will include the number of youth 19 years of age that received Transition Youth service; the dates and service activities that each youth received; the number of youth that maintained housing during the six month period after their 19th birthday; and any identified outcomes.

Quarterly Reports are to be emailed to the Ministry of Children and Family Development:

Youth Services Team Leader Gary.Mitford@gov.bc.ca and Contract and Procurement Specialist Lesley.Bullard@gov.bc.ca.

The Parties agree to meet during the Term of this Agreement to review this revised service delivery model. The Parties agree that this revised service delivery model may or may not extend beyond the Term of this Agreement.

Financial Reports is amended to read "2nd and 4th quarters…".

Attachment 1.1 – Service Overview

e) Pursuant to Attachment 1.1 D in this Agreement the three partners: the Ministry, Vancouver School Board and the Contractor agreed to trial an interim service delivery model of 3 FTE for Eagle High Day Program, 2 FTE for Transition Youth to Adulthood (TYA), and 2.5 FTE for Housing.

The partners have negotiated a final service delivery model of 2 FTE for Eagle High Day Program, 3 FTE for TYA, and 2.5 FTE for Housing.

The Parties agree to meet during the Term of this Agreement to review targets for direct service hours and numbers of youth served in the Contractor's programs.

Additional Information

1. In all other respects, the Agreement is confirmed.

The parties have duly executed this modification agreement as of the 1st day of April, 2015.

SIGNED AND DELIVERED on the _____ day of _____, _____ on behalf of the Province by its duly authorized representative	**SIGNED AND DELIVERED** on the 9TH day of DECEMBER 2015 by or on behalf of the Contractor (or by its authorized signatory or signatories if the Contractor is a corporation)
Signature:	Signature:
Print Name: Michael White	Print Name: Ingrid Kastens
Position: Community Services Manager or Designate	Position: Executive Director or Designate
Responsibility Centre:	Signature:
	Print Name:
	Position

BRITISH COLUMBIA

Ministry of Children and Family Development

MODIFICATION AGREEMENT

BETWEEN

HER MAJESTY THE QUEEN IN RIGHT OF THE PROVINCE OF BRITISH COLUMBIA,
represented by the Minister of Children and Family Development

AND

PACIFIC COMMUNITY RESOURCES SOCIETY
(Legal Name)

BACKGROUND
A. The parties entered into an Agreement FT08140004, beginning April 01, 2016.
B. The parties have agreed to modify the Agreement effective April 01, 2016.

AGREEMENT

1. **SCHEDULE A – SERVICES** is amended as follows:

   a) The *Total Amount of Agreement* is increased by $187,852.68, from $2,486,077.00 to **$2,673,929.68**, comprised of the following:

      i) $47,856.82 of 2.5% Comparability Adjustment wage increase over the two year term of the Agreement as outlined in Schedule B.

      ii) $69,328.44 in annualized funding for a 0.5 FTE Housing Life Skills Support Worker position, totalling $138,656.88 over the two year term of the Agreement;

      iii) $88.98 in pro-rated annualized funding out of total annualized funding of $533.88 for the 1% General Wage Increase effective February 1, 2018; and

      iv) One-time-only funding of $1,250.00 for laptop and phone costs.

   b) Annual baseline funding for fiscal year 2016-2017 is increased by $93,317.76 ($69,328.44 for 0.5 FTE and $23,989.32 for Comparability Adjustment wage increase) from $1,246,206.60 to **$1,339,524.36**.

   Annual baseline funding for fiscal year 2017-2018 is amended to include the 2016-2017 baseline increase of $93,317.76, and is increased by $718.06 from $1,255,802.40 to **$1,349,838.22**.

   c) *Attachment 1.1 Service Overview, Section B Housing Support and Assistance* is amended to add the following service description:

   Housing Life Skills Support Worker

   The Ministry and BC Housing will jointly fund the Housing Life Skills Support Worker position. BC Housing will fulfill their commitment to fund 0.5 FTE of the Housing Life Skills Support Worker and the Ministry will fund the remaining 0.5 FTE.

   The Housing Life Skills Support Worker will assist youth referred by the Ministry and Vancouver Aboriginal Child and Family Services Society (VACFSS) who are housed in the Kwayatsut Youth Housing Program located at 2465 Fraser Street, Vancouver, BC. The Housing Life Skills Support

Worker will provide service during evening and weekends from 8 pm to 4 am. Activities of this service include, but are not limited to, the following:

- Providing one-to-one support and building working relationships with youth;
- Developing knowledge of each youth's plan and supporting progress of goals;
- Liaising with day-time staff to communicate progress on youth's plan and discussing emerging opportunities and or concerns regarding youth;
- Anticipating and addressing emerging issues to prevent crisis situations wherever possible;
- Addressing crisis situations as they arise and communicating follow up plans as required; and
- Encouraging and assisting youth in developing community and peer supports.

2. **SCHEDULE B – PAYMENT** is amended as follows:

a) The *Aggregate Maximum* is increased by $187,852.68 from $2,486,077.00 to **$2,673,929.68.**

b) Effective April 1, 2016, the *Monthly Recurring* amount is increased by $1,983.85 for Comparability Adjustment wage increase and $5,777.37 for 0.5 FTE totalling $7,761.22 from $103,057.00 to **$110,818.22.**

c) Effective February 1, 2017, the *Monthly Recurring* amount is further increased by $15.26 for Comparability Adjustment wage increase, previously $793.55 to $808.81 from $110,818.22 to **$111,627.03**

d) Effective February 1, 2018, the *Monthly Recurring* amount is further increased by $15.39 for Comparability Adjustment wage increase and $44.49 for 0.5 FTE totalling $59.88, previously $799.65 to $859.53 from $111,627.03 to **$112,486.56.**

e) A one-time-only payment of $1,250.00 is payable upon execution of this Agreement.

Additional Information

1. In all other respects, the Agreement is confirmed.

The parties have duly executed this modification agreement as of the 1st day of April, 2016.

SIGNED AND DELIVERED on the 08 day of Aug, 2016 on behalf of the Province by its duly authorized representative	**SIGNED AND DELIVERED** on the 3rd day of AUGUST, 2016 by or on behalf of the Contractor (or by its authorized signatory or signatories if the Contractor is a corporation)
Signature:	Signature:
Print Name: Michael White	Print Name: Ingrid Kastens
Position: Community Services Manager or Designate	Position: Executive Director or Designate
Responsibility Centre: RGA	Signature:
	Print Name:
	Position

SUBSIDIARY COMPONENT AGREEMENT (SCA)

Ministry of Children and Family Development

Version: 1.0
Printed: 2009.04.03 10.37.07

FT08140004
PACIFIC COMMUNITY RESOURCES SOCIETY

BRITISH COLUMBIA | Ministry of Children and Family Development

SUBSIDIARY COMPONENT AGREEMENT: FT08140004

DOING BUSINESS AS: Pacific Community Resources Society
Agreement Name: Services to Youth and their Families

HER MAJESTY THE QUEEN IN RIGHT OF THE PROVINCE OF BRITISH COLUMBIA, represented by The Minister of Children and Family Development (the "Province", "we", "us", or "our" as applicable) at the following address:	AND PACIFIC COMMUNITY RESOURCES SOCIETY (Legal Name) (the "Contractor", "you", or "your" as applicable) at the following address:
SUITE 900 - 865 HORNBY S VANCOUVER, B.C. CANADA V6Z 2G3 Fax Number: (604)660-4005	201-2830 GRANDVIEW HWY VANCOUVER, BC V5M 2C9 Fax Number: (604)412-7951

The term for the Subsidiary Component Agreement begins on: 01/04/2009 (Day/Month/Year) and ends on 31/03/2012 (Day/Month/Year)

THE PARTIES AGREE TO THE TERMS ON THE ATTACHED PAGES OF THIS DOCUMENT AND OUTLINED BELOW.
THIS SUBSIDIARY COMPONENT AGREEMENT IS PART OF THE THIRD PARTY SERVICE AGREEMENT FT08140000:

APPLICABLE SCHEDULES:

- **SCHEDULE A** - **SERVICES**
- **SCHEDULE B** - **PAYMENT & FINANCIAL REPORTING**
- **SCHEDULE C** - **APPROVED SUBCONTRACTOR(S)**
- **SCHEDULE D** - **RISK MANAGEMENT & CONFLICT RESOLUTION**
- SCHEDULE E - AUTHORIZED PERSONS (FOR THE SUBSIDIARY COMPONENT AGREEMENT)
- SCHEDULE H - ADDITIONAL TERMS

SIGNED AND DELIVERED on the 3rd day of April, 2009 on behalf of the Province by its duly authorized representative

Signature: Teresa Goodman

Print Name: Teresa Goodman

Position: Contract Manager or Designate

Responsibility Centre: CONTRACT MGMT OFFICE

SIGNED AND DELIVERED on the 3rd day of April, 2009 by or on behalf of the Contractor (or by its authorized signatory or signatories if the Contractor is a corporation)

Signature: I-Mass

Print Name: Ian Mass

Position: Executive Director or Designate

Signature: Gordan Chenier

Print Name: Gordan Chenier

Position: Director of Finance

READ TERMS ON THE ATTACHED PAGES OF THIS DOCUMENT

SCHEDULE A – Services

General

The Contractor will provide all necessary components for delivery of the programs delineated below, including sufficient qualified program staff, administrative support, premises, materials and equipment.

The Province will appoint a contract supervisor for the Contractor's services funded under this Agreement. The Parties agree to conduct contract reviews during the Funding Period to review the Service Deliverables and any other issues of mutual concern, including the following:

- statements and reports;
- program elements, including hours of operation;
- access and admission criteria;
- intake and referral processes;
- numbers of clients to be served; (optional)
- hours of direct client service; (optional)
- frequency, content and format of progress and Court Ready reports;
- wait list management;
- exceptions to normal practice;
- critical incident reporting procedures;
- issue management;
- program liaison.

Services have been restructured based on a comprehensive system of care model, supported by accreditation and enhanced reporting requirements. The Province and the Contractor are using a collaborative approach to the continuing development of output-based contracts and measurable client outcomes. Both parties agree to work together to achieve these objectives. Data collected during the term of this agreement will be reviewed by both parties and then used to establish baseline targets for future contracts.

As part of the Vancouver Coastal Region multiyear contracting initiative, this Agreement is subject to a three year term and will be in effect from April 1, 2009 to March 31, 2012 subject to Sections 55 to 58 of the Third Party Service Agreement. The Agreement may, from time to time and as necessary, be modified to represent changes in service deliverables, or in financial or other clauses.

As per the Financial Administration Act, our obligation to provide payments on this three year Agreement is subject to an appropriation being available in the fiscal year of the Province in which payment becomes due.

SUMMARY

Term **01/04/2009 to 31/03/2012** ***Total Amount of Component Agreement*** **$3,895,105.95**

Allocation by Programs and Services

Programs			
Youth Day Program			
	Intervention - General		$1,599,495.48
		Sub-Total	**$1,599,495.48**
Youth Transition Program			
	Intervention - General		$868,951.83
		Sub-Total	**$868,951.83**
Grouped Services			
Housing			
	Intervention - General		$680,099.79
		Sub-Total	**$680,099.79**
Resource Room			
	Self-Help - General		$746,558.85
Non-Program Services			
		Sub-Total	**$0.00**
		Total	**$3,895,105.95**

Allocation by Community

Communities Served		
Vancouver North		$3,061,825.23
Vancouver South		$833,280.72
	Total	**$3,895,105.95**

Allocation by Business Area

Core Business Area	**Business Area - Sub Business Area**		
Child and Family Development			
	Youth Services		$3,445,498.95
		Sub-Total	**$3,445,498.95**
ECD, Child Care and Children and Youth with Special Needs			
	Children and Youth with Special Needs		$449,607.00
		Sub-Total	**$449,607.00**
		Total	**$3,895,105.95**

PROGRAMS

Youth Day Program

TARGET POPULATION: Youth who have been unsuccessful in mainstream or alternative school-based programs due to social, behavioural, and / or cognitive difficulties.

OUTCOME: Youth are able to engage or re-engage in school, training, or work.

SERVICE: INTERVENTION - GENERAL **Total Amount** $1,149,888.48

Definitions	Activities provided to maintain or prompt a planned change in the behaviour, condition or functioning of children, youth, and/or families/caregivers.			
Project Code	18CN289			
Input	Qualified Staff			
Output Indicators	# Recipients of Group Services	**Quantity**	180	
	# Direct Group Hours		10238	
Reporting Frequency	Monthly			
Core Business Area	Child and Family Development			
Business Area	Youth Services			
Communities Served				
Vancouver North	**Recipient(s)**	13 to 18 years	**Amount**	$903,927.33
Vancouver South	**Recipient(s)**	13 to 18 years	**Amount**	$245,961.15

Additional Descriptions

OTHER

The parties agree to meet within the first quarter of the term of the agreement to discuss West Coast Alternate Day Program Coordinator funding.

BUSINESS AREA OUTCOMES

- Youth participate in identifying their short and longer term needs and in developing plans to address them
- Youth experiencing high levels of risk to their health and safety have the levels of risk reduced
- Youth have immediate basic needs met including shelter, food and clothing
- Youth establish connections with community resources to address needs such as physical health, mental health, addictions and/or sexual exploitation
- Youth have improved connections to positive community supports including family/extended family, peers, education, employment, and/or housing
- Youth acquire skills and knowledge necessary to keep themselves safe, achieve identified goals, and successfully transition to adulthood

Youth Day Program

TARGET POPULATION: Youth who have been unsuccessful in mainstream or alternative school-based programs due to social, behavioural, and / or cognitive difficulties.

OUTCOME: Youth are able to engage or re-engage in school, training, or work.

CYSN Day Program (Youth Day Program)

SERVICE: INTERVENTION - GENERAL **Total Amount** $449,607.00

Definitions	Activities provided to maintain or prompt a planned change in the behaviour, condition or functioning of children, youth, and/or families/caregivers.
Project Code	18CN289
Input	Qualified Staff

Output Indicators	# Recipients	**Quantity**	66	
	# Direct Group Hours		6826	
Reporting Frequency	Monthly			
Core Business Area	ECD, Child Care and Children and Youth with Special Needs			
Business Area	Children and Youth with Special Needs			
Communities Served				
Vancouver North	**Recipient(s)**	13 to 18 years	**Amount**	$353,436.06
Vancouver South	**Recipient(s)**	13 to 18 years	**Amount**	$96,170.94

BUSINESS AREA OUTCOMES

- Children and youth with special needs experience optimal growth and development.
- Children and youth with special needs are healthy and safe in their families and communities.
- Children and youth with special needs actively participate in their home and community.
- Parents and families of children and youth with special needs have the knowledge, skills and supports they need to advance their child or youth's growth, development and functioning.
- Communities support the development and growth of children and youth with special needs.

Youth Transition Program

TARGET POPULATION:	Youth, who may or may not be involved with the Ministry, who require additional support or skill building to move from adolescence to responsible adulthood.
OUTCOME:	Youth develop adult competencies to enable them to achieve independent living with confidence and success.

SERVICE: INTERVENTION - GENERAL			**Total Amount**	$868,951.83
Definitions	Activities provided to maintain or prompt a planned change in the behaviour, condition or functioning of children, youth, and/or families/caregivers.			
Project Code	18CN289			
Input	Qualified Staff			
Output Indicators	# Direct One to One Hours	**Quantity**	6555	
Reporting Frequency	Monthly			
Core Business Area	Child and Family Development			
Business Area	Youth Services			
Communities Served				
Vancouver North	**Recipient(s)**	13 to 18 years	**Amount**	$683,083.03
Vancouver South	**Recipient(s)**	13 to 18 years	**Amount**	$185,868.80

BUSINESS AREA OUTCOMES

- Youth participate in identifying their short and longer term needs and in developing plans to address them
- Youth experiencing high levels of risk to their health and safety have the levels of risk reduced
- Youth have immediate basic needs met including shelter, food and clothing
- Youth establish connections with community resources to address needs such as physical health, mental health, addictions and/or sexual exploitation
- Youth have improved connections to positive community supports including family/extended family, peers, education, employment, and/or housing
- Youth acquire skills and knowledge necessary to keep themselves safe, achieve identified goals, and successfully transition to adulthood

Housing

SERVICE: INTERVENTION - GENERAL **Total Amount** $680,099.79

Definitions	Activities provided to maintain or prompt a planned change in the behaviour, condition or functioning of children, youth, and/or families/caregivers.			
Project Code	18CN289			
Input	Qualified Staff			
Output Indicators	# Direct Hours	**Quantity**	3780	
Reporting Frequency	Monthly			
Core Business Area	Child and Family Development			
Business Area	Youth Services			
Communities Served				
Vancouver North	**Recipient(s)**	13 to 18 years	**Amount**	$534,626.44
Vancouver South	**Recipient(s)**	13 to 18 years	**Amount**	$145,473.35

BUSINESS AREA OUTCOMES

- Youth participate in identifying their short and longer term needs and in developing plans to address them
- Youth experiencing high levels of risk to their health and safety have the levels of risk reduced
- Youth have immediate basic needs met including shelter, food and clothing
- Youth establish connections with community resources to address needs such as physical health, mental health, addictions and/or sexual exploitation
- Youth have improved connections to positive community supports including family/extended family, peers, education, employment, and/or housing
- Youth acquire skills and knowledge necessary to keep themselves safe, achieve identified goals, and successfully transition to adulthood

Resource Room

SERVICE: SELF-HELP - GENERAL **Total Amount** $746,558.85

Definitions	Provision of means whereby children, youth and families use tools such as the internet, videos or books to enhance their skills.			
Project Code	18CN505			
Input	Qualified Staff			
Output Indicators	# Hours	**Quantity**	4320	
Reporting Frequency	Monthly			
Core Business Area	Child and Family Development			
Business Area	Youth Services			
Communities Served				
Vancouver North	**Recipient(s)**	13 to 18 years	**Amount**	$586,869.91
Vancouver South	**Recipient(s)**	13 to 18 years	**Amount**	$159,688.94

BUSINESS AREA OUTCOMES

- Youth participate in identifying their short and longer term needs and in developing plans to address them
- Youth experiencing high levels of risk to their health and safety have the levels of risk reduced
- Youth have immediate basic needs met including shelter, food and clothing
- Youth establish connections with community resources to address needs such as physical health, mental health, addictions and/or sexual exploitation
- Youth have improved connections to positive community supports including family/extended family, peers, education, employment, and/or housing
- Youth acquire skills and knowledge necessary to keep themselves safe, achieve identified goals, and successfully transition to adulthood

Attachments

Name	Attachment 1.1 - Service Overview	*Attachment 1.1 Service Overview.doc*
Name	Attachment 1.2 - Output Indicators	*Attachment 1.2 Output Indicators.doc*

BRITISH COLUMBIA	Ministry of Children and Family Development	**SUBSIDIARY COMPONENT AGREEMENT: FT08140004** **SCHEDULE B**

SCHEDULE B – PAYMENT & FINANCIAL REPORTING

Aggregate Maximum

1.1 Subject to the provisions of the Third Party Service Agreement and this Subsidiary Component Agreement, we will pay you an amount not exceeding $3,895,105.95 in the aggregate, for providing the Services set out in Schedule A, during the term of this Subsidiary Component Agreement.

Payments

2.1 **Monthly Recurring**

We will pay you on or about the 15th day of the month commencing on the 1st day of April, 2009 as provided in the following payment schedule:

From	To	Amount	Total
April 1, 2009	April 30, 2009	$108,630.95	$108,630.95
May 1, 2009	March 31, 2012	$108,185.00	$3,786,475.00
			$3,895,105.95

2.2 **Variable**

Not applicable

2.3 **One-Time-Only Payments and Additional Costs**

Not applicable

2.4 **Payment Address**

201-2830 GRANDVIEW HWY VANCOUVER, BC V5M 2C9

Financial Reports

2.5 In addition to the financial statements referred to in the Audit and Service Evaluation section of FT08140000 any financial reports should, at a minimum, relate costs to service outputs. The following additional financial reports are required.

Name	Description
Semi-annual Service Cost Report	Report that outlines the semi-annual costs associated with a service.
9-Month Service Cost Report	Report that outlines the costs associated with a service every 9 months.

Transition to Unit Cost Based Payments

2.6 Not applicable

Attachments

Name	Attachment 2.1 - Financial Report	*Attachment 2.1 Financial Report.doc*

SCHEDULE C – APPROVED SUBCONTRACTOR(S)

Subcontractors

1.1 The following persons or organizations, are specified as Subcontractors under section 12 of the Third Party Service Agreement, for purposes of this Subsidiary Component Agreement:

None

SCHEDULE D – RISK MANAGEMENT & CONFLICT RESOLUTION

Criminal Record Check

1.1 In accordance with the Criminal Records Review Act, you must undertake a criminal record check of each staff member or other person who has, or potentially has, unsupervised access to children, or who has access to their records.

1.2 In addition to any criminal record checks required under the Criminal Records Review Act, you must undertake a criminal record check on volunteers or other individuals who have, or potentially have, unsupervised access to children or their records.

1.3 Upon our written request you must provide us written confirmation that:

(a) criminal record checks have been initiated;
(b) you have acted on instructions from the adjudicator or us; and
(c) all other related procedures have been followed.

Conflict Resolution Officials

2.1 The designated "Officials" of the parties for the purposes of the Conflict Resolution Protocol are:

	Province	**Contractor**
Stage One:	Director of Contracts and Resources	Manager
Stage Two:	Regional Executive Director	Director or Designate
Stage Three:	Deputy Minister or Designate	Executive Director or Designate

Permits and Licenses

3.1 You must obtain all the permits and licenses required to perform the Services, including, but not limited to:

(a) any permits or licenses required by municipal or health authorities for the operation of the Services delineated in Schedule A.

(b) any municipal, provincial, federal permits and licenses required to provide the Services including motor vehicle licenses of the appropriate class to provide transportation to clients.

Insurance and Indemnity

4.1 If eligible, you will be enrolled for insurance coverage under our Master Insurance Program (MIP).

4.2 In the event that you are deemed ineligible for coverage under the Master Insurance Program (MIP), you must, without limiting your obligations or liabilities and at your own expense, provide and maintain throughout the Term, Comprehensive General Liability in an amount not less than $2,000,000 inclusive per occurrence insuring against bodily injury, personal injury and property damage and including liability assumed under contract with insurers licensed in the province of British Columbia and in the forms and amounts acceptable to us.

4.3 You must ensure all required insurance is endorsed to provide us with 30 days advance written notice of cancellation or material change.

4.4 You must provide us with evidence of the required insurance, in the form of a completed Province of British Columbia Certificate of Insurance, immediately following execution and delivery of the Agreement.

4.5 You must maintain a minimum of $2,000,000.00 automobile third party insurance on any vehicle used to provide Services to the public.

4.6 Additional Insurance: Not applicable

SCHEDULE E – AUTHORIZED PERSONS (FOR THE SUBSIDIARY COMPONENT AGREEMENT)

Authorized Persons

1.1 The Contractor designates any of the following persons, (identified by name and/or position) to act for you in relation to this Subsidiary Component Agreement:

None

1.2 The Ministry designates any of the following persons (identify by name and/or position) to act for us in relation to this Subsidiary Component Agreement:

Dawn Schneider, Procurement Specialist

SCHEDULE H – ADDITIONAL TERMS

Other

TERMINATION

Notwithstanding paragraph 55 (b) of Third Party Service Agreement FT08140000 specifying at least 60 days written notice by either of the parties to terminate the Agreement, the termination notice period for this Subsidiary Component Agreement is at least 90 days written notice.

PAYMENT AND FINANCIAL REPORTING

1.1 Aggregate Maximum

The aggregate includes $16,528.65, representing 2009/2010 funding increase to assist in maintaining service levels, service quality and service continuity.

1.2 Annual baseline funding for this Agreement is $**1,298,368.65**.

1.3 Financial Reports

Whether or not an annual financial statement (or review or audit of the same) is required and submitted under section 40 of the Third Party Service Agreement, the Contractor will, for the purposes of negotiation of any future agreement, submit to the Province, within 30 business days of the end of the 2nd and 3rd quarters of the Fiscal Year, a Financial Report (unaudited) showing revenues and expenditures for each service area. A sample of the Financial Report (unaudited) is included as Attachment 2.1 to this Subsidiary Component Agreement.

ADDITIONAL REPORTING REQUIREMENTS

2.1 Monthly Indicator Reports

The reports referred to in Schedule A will be submitted within 15 business days of the end of the period specified, commencing with a first report for the period ending April 30, 2009. For the purpose of this section and section 1.3, a "business day" is any day that is not a Saturday, a Sunday or a statutory holiday in British Columbia.

2.2 **Annual Report on Outcomes**

The parties agree to work collaboratively in the development and implementation of outcome measurement tools that may be considered during the current funding period.

2.3 Other information as may be requested by the Province.

Attachment 1.1 to Subsidiary Component Agreement FT08140004
Pacific Community Resource Society – Integrated Youth Services - Service Overview

Pacific Community Resources (PCRS) will deliver non-residential services to at-risk and high-risk youth between the ages of 12 and 18 years and their families who live in, or identify with, Mid-Town Vancouver. At-risk youth demonstrate increased vulnerability to involvement in high risk activity. High risk youth include specialized populations such as runaway youth, homeless and street-involved youth, youth who are suicidal or substance-misusing, sexually exploited youth, and sexual minority youth.

To co-ordinate and deliver services, PCRS will establish a Mid-Town Vancouver Integrated Youth Service Centre. This will be one of four Vancouver Integrated Youth Service Centres whose establishment the Ministry will be funding: Downtown Vancouver, Mid-Town, South Vancouver and an Aboriginal centre. The PCRS staff of the Mid-Town Vancouver Integrated Youth Service Centre will be required to work collaboratively with the agencies who will be establishing the other Youth Service Centres on behalf of the Ministry.

The Mid-Town Vancouver Centre will be located at 691 East Broadway. The Day Program component of Mid-Town will be located at 2830 Grandview Highway.

All staff of Mid-Town Vancouver Integrated Youth Services Centre will receive annual performance appraisals as per accreditation standards. Staff supervision shall include individual supervision (scheduled and spontaneous), as well as group supervision through regular staff meetings.

The Centre will operate from 8:30am to 7:00pm (open access to resource room is 1:00pm to 7:00pm), Monday to Friday. Hours of operation for each service area are included in detailed service descriptions below. In addition to the Services to be provided from the Centre, Centre staff will facilitate youth access to necessary services delivered by the other Youth Service Centres, as well as a broad range of community and government resources. Service Areas included in this agreement are:

- **Intake, Assessment and Integrated Case Management** (Self Help)
  (centre-specific service)
- **Central Housing Registry** (Information and Referral)
  (centralized service)
- **Housing Support and Assistance** (Intervention)
  (centre-specific service)
- **Services to Transition Youth to Adulthood** (Intervention)
  (centre-specific service)
- **Day Programming** (Intervention)
  (centre-specific service)

This agreement for services does not preclude PCRS from seeking other funding opportunities/partnerships to offer additional services or to offer services to individuals outside the Ministry's mandate. However, any additional services/target groups must not infringe upon service availability funded through this agreement, or negatively impact client safety or security.

Following are detailed descriptions of the services to be provided:

Intake, Assessment and Integrated Case Management (Self Help)
(Centre specific service)

Target Population:

At-risk and high-risk youth between 12 and 18 years of age residing in, or identifying with, Mid-Town Vancouver.

Estimated output capacity:

Number served: 1000 – 1200 youth per year
Hours resource center open for self-help: 1440 hours per year

Referral Process:

Open access service will be provided to each youth and their family and/or caregiver (if appropriate) who attend or are referred to the Centre.

Service Description and Delivery:

The Mid-Town Centre shall establish a youth-friendly walk-in Resource Room, the focus of which shall be to engage youth in dialogue that will support youth in moving toward safer and healthier lifestyles, and becoming contributing members of their families and communities. Staff shall be available to welcome and orient youth to the Resource Room during all hours of operation. The Resource Room shall offer information about, and referral to, a range of services relevant to the attending youth population (ie, health, addictions counselling, anger management, Aboriginal and multi-cultural services, youth justice and gay and lesbian support services, etc).

Additionally, a range of services designed to engage youth shall be offered, including, but not limited to:

- information bulletin boards (ie, Queer Information Board)
- computer access, including a printer and a scanner
- fax machine
- free youth telephone
- TV and DVD player
- access to kitchen / food NOTE: kitchen and food are not funded through this contract
- recreation/ pro-social activities are planned for open access depending on partner availability and other funding sources.

The Resource Room shall also offer screening, intake and basic assessment services provided by the Resource Room Child and Youth Care worker. Initial screening shall be limited to age (12 – 18 years) and the youths' self-identified immediate needs. As youth participate in Centre services and become known to Centre staff, the youths' needs may more fully be understood. Youth may then be directed to appropriate services / Workers within the centre, at which time an in-depth assessment, as required, may be completed by the assigned Worker. Following assessment, youth may be referred to a variety of services, including other Ministry funded services or ancillary services (ie, health clinic, addictions counsellors, etc.)

Depending on the needs a youth presents, Integrated Case Management (ICM) may be appropriate. If such need is indicated, an integrated plan will be developed and implemented with the youth and their family/caregiver as appropriate, in collaboration with Ministry staff, and other community professionals and service providers as needed. It shall be the responsibility of the Centre Worker to manage the ICM process, including calling case conferences and review meetings, and provide quarterly feedback to the Ministry Worker.

The Centre shall establish a Youth Advisory which will offer input into the direction of the Centre and initiate ideas for pro-social, recreational and cultural activities intended to engage youth in Centre services.

Hours of Service**:**

Intake, Assessment and Integrated Case Management will be available 1:00pm to 7:00pm, Monday to Friday.

Staffing:

The Resource Room shall be staffed by one Child and Youth Care Counsellor and the Centre Supervisor, plus other centre staff as per the attached staffing schedule. The Supervisor shall possess a Bachelor of Child and Youth Care or a Bachelor of Social Work plus one year relevant experience, or an equivalent combination of education and experience, plus Standard First Aid. The Child and Youth Care Counsellor shall possess a Child and Youth Care Diploma plus one year relevant experience, or an equivalent combination of education and experience, plus Standard First Aid. Supplementary coverage shall be provided by other Centre staff and trained volunteers and/or peer mentors.

The Centre Supervisor is responsible for overseeing Integrated Case Management (ICM). The assigned Transition worker will be responsible for individual ICM. See "Services to Transition Youth to Adulthood – Staffing" for Worker qualifications and requirements.

Supervision:

The Centre Supervisor shall supervise the day to day activities of the Resource Room, including volunteer staff. The Centre Supervisor shall report to the Centre Manager.

Central Housing Registry (Information and Referral)
(Centralized service)

Target Population:

At-risk or high-risk youth, between the ages of 12 and 18 who are homeless and/or in need of housing.

Estimated output capacity/number served: *1000 youth per year*

Referral Process:

Open access to all youth requiring this service.

Service Description and Delivery:

This service shall provide a comprehensive, centralized source of housing options for difficult to house youth. A Central Housing Registry will be available to youth from across the City of Vancouver. This service shall be accessible by youth and their parents/caregivers on a walk-in or phone-in basis. Current listings of available housing resources will be made available daily to other Integrated Youth Service Centres (including Aboriginal).

Activities of this service include, but are not limited to, the following:

- developing and maintaining a Central Housing Registry database,
- soliciting and screening youth-friendly landlords to develop a network of youth-suitable rental housing,
- connecting landlords/youth involved in disputes with the appropriate Youth Centre Housing support services for dispute resolution or resolution of other potential problems arising with young renters.
- offering workshops to potential landlords, including:
- Communication/Dispute Resolution with Youth
- Everything You Ever Wanted to Know About Renting to Teens,
- creating and distributing to all Integrated Youth Resource Centres a youth "how-to" rental guide (FREE: Finding Rentals Easily Everywhere).

Hours of Service:

Hours of Service will be flexible in order to meet the needs of landlords and youth.

Staffing:

1 FTE Housing Worker shall be allocated to this service. The worker shall possess a Child and Youth Care diploma, plus one year relevant experience, or an equivalent combination of education and experience.

Supervision:

The Housing Worker shall be under the supervision of the Supervisor, Services to Transition Youth to Adulthood.

Housing Support and Assistance (Intervention)
(Centre-specific service)

Target Population:

At-risk or high-risk youth, between the ages of 12 and 18 who are homeless and/or in need of housing.

Estimated output capacity:

Number served*:* 70 youth per year

Hours of direct service: 1260 hours per year

Referral Process:

Open access with priority given to Ministry and Centre staff.

Service Description and Delivery:

This service will provide one-to-one support to assist youth to obtain safe, secure and affordable housing. The service will fall under the umbrella of *Services to Transition Youth to Adulthood,* and service delivery will be incorporated into the role of the Transition Workers.

The **activities of the service** will include, but are not limited to:

- Linkage to the above noted Central Housing Registry
- Liaison with landlords to facilitate successful housing placements of youth,
- Landlord/tenant dispute resolution,
- Co-ordination and facilitation of moving arrangements for youth
- Liaison and collaborative planning with other Centre programs providing direct service to youth,
- Housing skill development and education, including the following Workshops:
- How to Find/Maintain a Suite
- How to Fill Out a BC Housing Application Form
- How to Choose/Life With a Roommate
- Rights and Responsibilities of Tenants/Landlords
- Communication/Dispute Resolution
- Budgeting and Nutrition on a Shoestring
- Cooking and Nutrition on a Shoestring.

To encourage financially struggling youth to attend Workshops, nutrition (ie, pizza and juice) shall be offered at each session. In addition, the Cooking and Nutrition on a Shoestring

workshop shall be a hands-on workshop that includes sharing a meal. The workshop shall be offered the week prior to Ministry of Human Resources cheque issue day.

In addition to the above noted Workshops, interactive, fun-oriented activities and games such as RENT (based on the game LIFE, simulates the process of finding and securing rental accommodation, in the process teaching youth the rights and responsibilities of renters and landlords) shall be used to engage youth in housing skills acquisition.

Appropriate transportation shall be available to assist youth in moving residence.

Hours of Service:

Hours of Service will be flexible in order to meet the needs of landlords and youth.

Staffing:

.5 FTEs are allocated to *Services to Transition Youth to Adulthood* to accommodate the Housing Support and Assistance function. Transition Workers will incorporate this function into their regular range of duties. See *Services to Transition Youth to Adulthood – Staffing* for Worker qualifications and requirements.

Supervision:

The Transition Workers shall be under the supervision of the Supervisor, Services to Transition Youth to Adulthood.

Services to Transition Youth to Adulthood (Intervention)
(Centre-specific service)

Target Population:

Youth involved with the Ministry who require assistance in moving towards independence. Includes youth in Continuing Custody of the Ministry between the ages of 12 and 18; youth receiving service through Youth Agreements, between the ages of 16 and 18; and youth receiving Ministry support services between the ages of 12 and 18. Priority will be given to the older youth in this population.

Estimated output capacity/
Number served: 100 youth

Hours of direct service**:** 2185 hours per year

Referral Process:

Access to service will be limited to Ministry-involved youth. Prioritization of referrals will be a Ministry responsibility and may be given to 16 to 18 year olds.

Service Description and Delivery:

This service will provide interventions that promote the development of adult competencies so that youth may achieve independent living with confidence and success. Plans for service will be individualized on a one-to-one basis, and be appropriate to developmental differences in reference to age groups or challenges the young person may have (e.g. FAS, ADHD, developmentally challenged).

Interventions for youth aged 12 to 15 will include activities that promote the attainment of age-appropriate life skills, educational programming and age-appropriate recreational and pro-social activities. This shall be accomplished through a number of activities:

- providing foster parents with training incorporating best practices on how to capture windows of opportunity to teach life skills to 12 to 15 year olds
- offering interactive lifeskills workshops, including the game of RENT (see Housing Support and Assistance – Service Description and Delivery)
- offering theatre/role playing, arts, contests and games.

Interventions for youth aged 16 to 18, who are or are about to be living independently, will promote achieving life skills necessary for independent living and include attaining employment and vocational skills. Services shall be tailored to individual needs identified through the Ansell-Casey Lifeskills Assessment tool. Services shall include individual and group approaches conducted in the Centre, in-home or in-community. In community work may include, but is not limited to:

- practice grocery shopping trips to teach nutrition and budgeting
- furniture shopping to teach budgeting and cost-effective shopping
- housing or employment searches
- teaching youth how to clean their suites or do laundry on-site.

Individualized services and goals shall be contracted and reviewed on a quarterly basis with the youth, the Transition Worker, and the Ministry Worker. Service may be renewed, based on new goals, for up to one year, although the average length of service will be 6 to 8 months.

Natural advocates and the potential inclusion of a youth mentor shall be explored with all youth receiving service. Youth requiring longer-term support will be encouraged to connect with natural advocates and paired with a Volunteer Mentor. In addition, youth requiring longer supports will be encouraged to participate in ongoing group components, Self-Help/Mutual Aid Groups (see description following), as well as other Centre services or community-based services.

Group Components: Groups will include the full range of topics listed as workshops under the *Housing Support and Assistance* service area described above. In addition, the following group components will be offered:

- Exploring educational goals/options/getting back into school

- Exploring vocational goals/options
- Pre-employment/employment skills
- Preparing a resume
- The value of volunteering
- How to find/secure/maintain a job
- Community services & activities. What they are and where to find them (this component includes "out trips" to affordable community facilities and activities)
- Proper health and dental care and services
- Household safety
- Anger management skills
- Legal rights & responsibilities (e.g., Tenancy, Employment Standards, Human Rights, BC Employment Assistance, etc.).

Ministry-referred youth shall be the priority for all group components. However, space permitting, other youth in need may be included in the group components.

Self Help/Mutual Aid: Program alumni shall be encouraged and supported to lend their experience to a youth-led self help/mutual aid group supported by the Youth Transition Workers. Groups will offer a nutritious meal, and promote:

- mutual support
- information sharing
- nutrition (mitigating poverty and hunger)
- learning to budget, shop for, and prepare a meal.

Groups shall be open ended: youth may attend them as long as they need or wish.

A Peer Mentor program shall be established to train "group alumni" as potential Peer Mentors. Peer Mentors shall earn financial credit toward any course of their choosing (ie, driver education, college, recreation).

An Independent Living Help Line shall be available to youth, including all past recipients of service, 8:30am to 8:00pm, Monday to Friday, at 11:00am to 5:00pm Saturday. Youth shall be able to access this service by collect call from any pay phone if needed.

An Independent Living Website shall be developed which incorporates information on all topics discussed in this Service Description and Delivery section.

Hours of Service:

Flexible hours to meet the needs of the youth. Some evenings and weekends depending on need.

Staffing:

Three FTEs shall be allocated to Youth Transition Worker positions. Workers shall possess a Bachelors of Child and Youth Care or a Bachelors of Social Work degree, plus one year relevant

experience; or a Child and Youth Care Diploma, plus two years directly relevant experience ; or an equivalent combination of education and experience.

Supervision:
Youth Transition Workers shall be under the supervision of the Supervisor, Services to Transition Youth to Adulthood.

Day Programming (Intervention)
(Centre-specific service)

Eagle High Alternate Program:

Target Population:

Ministry involved youth or youth in care of the Ministry aged 12 to 19 years who have experienced interferences with schooling so severe that they are currently unable to be served within the Vancouver School Board remedial and social development services.

The population of students will be comprised of "younger academic" students who are between 12 and 15 years old and behind in their grade attainment in relation to their chronological age. The population of students will also include an "older academic" population, between 16 and 19 years old, who identify academics as a goal and are behind in their grade attainment in relation to their chronological age.

Finally, a third segment of the population of students will be youth identified as "fragile". These are youth whose risk of entrenched involvement in a delinquent or street culture is lowered by their participation in a structured day program. Youth served will present substance problems, mental health challenges and conduct problems.

Placement priority will be given to those youth under 16 years.

Estimated Output capacity:

Number of youth served: 30 youth

Number of hours of direct service: 3412 hours per year

Referral Process:

Referrals will be submitted and youth placed after review by the joint VSB/MCFD screening committee.

Service Description and Delivery:

Youth receiving Day Programming will present with social, behavioural and cognitive difficulties. Participants will have been unsuccessful in mainstream and alternative school-based programs but continue to identify improvement in their academics as important goals to attain.

Day Programming shall be located at 2830 Grandview Highway. The facility shall have fully equipped classrooms. In addition participants may have access to computers, a fully equipped kitchen, lunchroom, art room, student lounge and counselling space.

Full year programming shall be provided. Individualized plans shall be developed for each youth in the program, and involvement from parents and/or caregivers shall be encouraged if indicated. Plans and progress shall be monitored regularly. Discharges from the program shall be with the approval of Ministry staff.

Regular educational programming shall begin on the first VSB scheduled day in September of the academic year. As a key partner, the Vancouver School Board (VSB) will provide academic programming. Centre staff will collaborate with the VSB and other educational, vocational, and skills enhancement services to meet the range of services required.

Hours of Service:

The hours of operation will reflect normal school hours.

Staffing:

Teachers shall be supplied by the Vancouver School Board.

3 FTE Youth and Family Worker positions – these workers may possess a Bachelor of Child and Youth Care or Bachelor of Social Work degree, plus one year relevant experience; or a Child and Youth Care diploma plus two years directly relevant experience; or an equivalent combination of education and experience; plus Standard First Aid; plus a Class 5 Driver's licence.

.25 FTE Cook – the Cook shall possess Food Safe certification and one year group food preparation experience.

As a 3 party partnership, changes in FTE Youth and Family Worker, teacher, or other staffing allocation would involve collaborative negotiation with all three parties (MCFD, VSB and PCRS).

Supervision:

Supervision by Centre Supervisor

West Coast Alternate Program:

West Coast Alternate Program is an integrated approach in a year round comprehensive program for students diagnosed with FASD. The program will include an education component, a social and life skills component, cultural programming and family support services that are targeted to the critical transition into high school and sustaining school attachment through graduation in order to prevent the breakdown and downward spiral that tend to occur at this juncture.

The program will offer a supportive educational and behavioural environment for youth whose needs cannot be met in a regular school program, even with necessary modifications. Supports will also be available to the parents/caregivers of the students.

Target Population: youth aged 12 to 19 diagnosed with FASD and who are not eligible or appropriate for special needs classes and for whom there are no existing resources.

Estimated Output Capacity:

Number of youth: 22 youth per year

Direct Hours of Service: 2275

Staffing: Program Coordinator/Social Worker (.33 FTE), Youth and Family Support Counsellor (1 FTE), Cook/Life Skills Counsellor (.22 FTE), Part-time Janitor (.06 FTE).

Program Coordinator/Social Worker (.33 FTE) to provide:

1. Administration and coordination of the program
2. Supervision of the Youth and Family Counsellor
3. Outreach support and education for parents and caregivers of students in the program
4. Enhance family's awareness of and abilities to access additional community supports when they are experiencing challenges
5. Training and education to community partners on FASD

Youth and Family Support Counsellor (1 FTE) to provide:

1. Daily behavioural supports to students attending the program
2. Organize and deliver a range of activities from music, art, aboriginal cultural activities, and drama to physical recreation and school focused field trips during afternoon, evening, school holiday and summer programs
3. Additional family counselling and support including when student is not attending the program

Cook/Life Skills Counsellor (.22 FTE) to provide:

1. provide breakfast and lunch program
2. model, teach, and reinforce positive social skills
3. teach life skills by regularly engaging students in the planning and preparation of the food program

The Following is a list of service areas comprising the Program Coordinator/Social Worker and Youth and Family Support Counsellor activities:

1. **Intervention:** (activities provided to maintain or prompt a planned change in the behaviour, condition or functioning of children, youth and/or families/caregivers).

2. **Training and/or Education** (range of strategies for imparting knowledge, improving skills and building awareness of resources).

The contractor agrees as funding from other sources becomes available the Contractor will commit to maximizing funds in this agreement towards this service.

Attachment 1.2 to Subsidiary Component Agreement FT08140004
Pacific Community Resource Society – Integrated Youth Services

Program Indicators 2009-2010

YSE Youth Services

No	Service	Indicator	Definition
101	GENERAL	GEN: # intakes to DAY PROGRAM	Number of youth accessing the DAY PROGRAM this month for the first time in this fiscal year. For most Day Programs, the majority of intakes will occur in September.
102	INTERVENTION	INT: # sessions of Day Program	Number of times this month that the Day Program staff offered the program. For Day Programs that run all day, the number of sessions will equal the number of days they were open. For Day Programs that offer the program to different youth in the morning/ afternoon/ evening, the number of sessions will be more than the number of days.
103	INTERVENTION	INT: # hours of Day Program sessions	Number of hours this month that the Day Progam was open to youth. The number of hours should be reported to the nearest quarter hour e.g. 0.25, 0.5, 0.75,1, 1.25 etc.
104	INTERVENTION	INT: # attendances at Day Program sessions	Total number of attendances at all Day Program sessions this month. A youth must be present for at least 75% of the duration of the session to be considered as having attended. Excludes youth who are on a monitored home study program, as well as youth absent for other reasons.
105	**INTERVENTION**	**INT: Average # attendances per Day Program session**	**# attendances / # sessions**
106	INTERVENTION	INT: # hours individual intervention	Number of hours this month that staff provided one-to-one intervention within the context of a Day Program. Time spent with a youth's family/ caregiver counts as time with the youth for the purposes of this indicator. Hours should be reported to the nearest quarter hour e.g. 0.25, 0.5, 0.75,1, 1.25 etc.
107	INTERVENTION	INT: # youth receiving individual intervention	Number of youth to whom staff provided one-to-one intervention this month. Intervention may be provided in person or over the phone.
108	**INTERVENTION**	**INT: Average # hours individual intervention per youth**	**# hours / youth**
109	INTERVENTION	INT: # sessions of group training and education	Number of times this month that staff provided group activity within the context of a Day Program i.e. provided service to 2 or more unrelated youth at the same time.
110	INTERVENTION	INT: # hours of group training and education sessions	Number of hours this month that Day Program staff provided group activity. The number of hours should be reported to the nearest quarter hour e.g. 0.25, 0.5, 0.75,1, 1.25 etc.
111	INTERVENTION	INT: # attendances at training and education sessions	Total number of attendances at all training and education sessions provided by Day Program staff this month.
112	**INTERVENTION**	**INT: Average # attendances per training and education session**	**# attendances / # sessions**
201	GENERAL	GEN: # intakes to HOUSING SUPPORT AND ASSISTANCE	Number of youth accessing HOUSING SUPPORT AND ASSISTANCE this month for the first time. 'Accessing' means the youth asked staff for help with housing, and provided staff with their name. Excludes youth in the Transition Youth to Adulthood program.

Program Indicators 2009-2010

YSE Youth Services

No	Service	Indicator	Definition
202	GENERAL	GEN: # intakes who are re-intakes	Number of youth accessing Housing Support and Assistance who have found housing with MCFD support and assistance within the past 12 months. This number is a sub-set of the total number of intakes and therefore cannot exceed that number.
203	**GENERAL**	**GEN: % intakes are re-intakes**	**# intakes who are re-intakes / # intakes**
204	INTERVENTION	INT: # hours of individual housing support	Number of hours this month that staff provided one-to-one Housing Support and Assistance services to youth. Individual housing support and assistance may be provided in person or by phone and should be reported to the nearest quarter hour e.g. 0.25, 0.5, 0.75,1, 1.25 etc.
205	TRAINING & EDUCATION	TRE: # sessions of group housing support	Number of times this month that staff provided housing support and assistance in a group setting i.e. provided service to 2 or more unrelated youth at the same time.
206	TRAINING & EDUCATION	TRE: # hours of group housing support	Number of hours this month that staff provided housing support and assistance in a group setting. The number of hours should be reported to the nearest quarter hour e.g. 0.25, 0.5, 0.75,1, 1.25 etc.
207	TRAINING & EDUCATION	TRE: # attendances at housing support sessions	Total number of attendances at all group housing support and assistance sessions provided by Housing Support and Assistance staff this month.
208	**TRAINING & EDUCATION**	**TRE: Average # attendances per housing support session**	**# attendances / # sessions**
209	OUTCOME	TRE: # youth receiving housing support who moved into accommodation	Number of youth accessing Housing Support and Assistance who reported moving into accommodation this month. Does not include youth who have 'found' accommodation but have not yet moved into it.
218	INFORMATION & REFERRAL	IFR: # units of housing registered this month	Number of units of housing available to youth that were added to the Housing Registry this month.
219	INFORMATION & REFERRAL	IFR: Total # units registered at month end	Total number of units of housing that were available to youth through the Housing Registry at the end of this month.
301	GENERAL	GEN: # intakes to FAMILY AND YOUTH MEDIATION AND REUNIFICATION	Number of youth accessing FAMILY AND YOUTH MEDIATION AND REUNIFICATION this month for the first time. Includes youth who have been previously discharged from Mediation and Reunification but are returning to address a new or changed situation. Excludes extensions of referals.
302	INTERVENTION	INT: # hours of individual intervention	Number of hours this month that staff provided one-to-one Mediation and Reunification services to youth and/or their families/ caregivers. Individual service may be provided in person or by phone and should be reported to the nearest quarter hour e.g. 0.25, 0.5, 0.75,1, 1.25 etc.
303	INTERVENTION	INT: # youth/caregivers receiving individual intervention	Number of different youth to whom staff provided one-to-one Mediation and Reunification services this month. A youth and their families/ caregivers count as a single unit for the purposes of this indicator.
304	**INTERVENTION**	**INT: Average # hours individual intervention per youth**	**# hours / youth**

Program Indicators 2009-2010

YSE Youth Services

No	Service	Indicator	Definition
305	INTERVENTION	INT: # sessions of group intervention	Number of times this month that staff provided Mediation and Reunification services in a group setting, i.e. provided service to 2 or more unrelated youth and/or their families/ caregivers at the same time
306	INTERVENTION	INT: # hours of group intervention sessions	Number of hours this month that staff provided Mediation and Reunification services in a group setting. The number of hours should be reported to the nearest quarter hour e.g. 0.25, 0.5, 0.75,1, 1.25 etc.
307	INTERVENTION	INT: # attendances at group intervention sessions	Total number of attendances at all group intervention sessions provided by Family and Youth Mediation staff this month. Each youth, family member/ caregiver is counted separately for the purposes of this indicator.
308	**INTERVENTION**	**INT: Average # attendances per group intervention session**	**# attendances / # sessions**
309	OUTCOME	INT: # discharges from Mediation/ Reunification (1a)	Number of youth for whom staff wrote a closing report this month (1a).
310	OUTCOME	INT: # of 1a who achieved their primary goal in relationship to their family	Number of youth for whom staff wrote a closing report this month who achieved their primary goal in relationship to their family
311	**OUTCOME**	**INT: % of 1a who achieved their primary goal in relationship to their family**	**# achieving goal / # discharged this month [310 / 309]**
312	OUTCOME	INT: # successful discharges 3 months ago (2a)	Number of youth who successfully completed Mediation and Reunification Services three months ago
313	OUTCOME	INT: # of 2a contacted this month (2b)	Number of youth who successfully completed Mediation and Reunification Services three months ago with whom contact was made this month.
314	**OUTCOME**	**INT: % of 2a contacted this month (2b)**	**[313 / 312]**
315	OUTCOME	INT: # of 2b with maintained or improved relationship with family	Number of youth who successfully completed Mediation and Reunification Services three months ago with whom contact was made this month who reported that their relationship with their family has improved or been maintained over the past three months.
316	**OUTCOME**	**INT: % of 2b with maintained or improved relationship with family**	**[315 / 314]**
317	OUTCOME	INT: # successful discharges 6 months ago (3a)	Number of youth who successfully completed Mediation and Reunification Services six months ago
318	OUTCOME	INT: # of 3a contacted this month (3b)	Number of youth who successfully completed Mediation and Reunification Services six months ago with whom contact was made this month
319	**OUTCOME**	**INT: % of 3a contacted this month (3b)**	**[318 / 317]**

Program Indicators 2009-2010

YSE Youth Services

No	Service	Indicator	Definition
320	OUTCOME	INT: # of 3b with maintained or improved relationship with family	Number of youth who successfully completed Mediation and Reunification Services six months ago with whom contact was made this month who reported that their relationship with their family has improved or been maintained over the past six months.
321	**OUTCOME**	**INT: % of 3b with maintained or improved relationship with family**	**[320 / 319]**
401	GENERAL	GEN: # intakes to SAFE CARE	Number of youth determined to be eligible to receive SAFE CARE services this month for the first time. Includes youth that have been previously discharged but are returning to address a new or changed situation.
402	GENERAL	GEN: # intakes who identify as Aboriginal	Number of youth contacted by Safe Care staff this month for the first time who consider themselves to be of Aboriginal heritage. This number is a sub-set of the total number of intakes and therefore cannot exceed that number
403	**GENERAL**	**GEN: % intakes that identify as Aboriginal**	**# intakes who identify as Aboriginal / # intakes**
421	LINKING & BROKERAGE	LNK: # hours linking and brokerage	Number of hours this month that Safe Care staff provided inking and brokerage for youth and/or their caregivers. Linking and brokerage refers to activities to connect the youth and/or their caregiver(s) to a formal support/ resource, or to facilitate the formal support's direct connection to the youth. Hours should be reported to the nearest quarter hour, e.g. 0.25, 0.5, 0.75,1, 1.25 etc.
422	LINKING & BROKERAGE	LNK: # youth receiving linking and brokerage	Number of youth for whom staff provided linking and brokerage this month. A youth and their caregivers count as a single unit for the purposes of this indicator.
423	**LINKING & BROKERAGE**	**LNK: Average # hours linking and brokerage per youth**	**# hours / # youth**
431	TRAINING & EDUCATION	TRE: # sessions of community training/ education provided	Number of times this month that staff provided training and/or education to other service providers and/or members of the public in a group setting.
432	TRAINING & EDUCATION	TRE: # hours of community training/ education	Number of hours this month that staff provided community training/ education in a group setting. The number of hours should be reported to the nearest quarter hour e.g. 0.25, 0.5, 0.75,1, 1.25 etc.
433	TRAINING & EDUCATION	TRE: # attendances at community training/ education sessions	Total number of attendances by other service providers and/or members of the public at all group training and education sessions provided by Safe Care staff this month.
434	**TRAINING & EDUCATION**	**TRE: Average # attendances per community training/ education session**	**# attendances / # sessions**
501	GENERAL	GEN: # intakes to TRANSITION YOUTH TO ADULTHOOD	Number of youth accessing services to TRANSITION YOUTH TO ADULTHOOD this month for the first time. Also includes youth who have been discharged from Transition Services before but are returning to address a new or changed situation

Program Indicators 2009-2010

YSE Youth Services

No	Service	Indicator	Definition
502	GENERAL	GEN: # intakes who identify as Aboriginal	Number of youth accessing services to Transition Youth to Adulthood this month for the first time who consider themselves to be of Aboriginal heritage. This number is a sub-set of the total number of intakes and therefore cannot exceed that number
503	**GENERAL**	**GEN: % intakes that identify as Aboriginal**	**# intakes who identify as Aboriginal / # intakes**
504	INTERVENTION	INT: # hours of individual transition services with youth/caregiver	Number of hours this month that staff provided one-to-one Transition Service to youth and/or their caregivers. Individual service may be provided in person or by phone and should be reported to the nearest quarter hour e.g. 0.25, 0.5, 0.75,1, 1.25 etc.
505	INTERVENTION	INT: # youth receiving individual transition services	Number of different youth to whom staff provided one-to-one Transition Services this month. A youth and his/her caregiver(s) count as a single unit for the purposes of this indicator.
506	**INTERVENTION**	**INT: Average # hours individual transition services per youth**	**# hours / # youth**
507	INTERVENTION	INT: # sessions of group transition services provided	Number of times this month that staff provided Transition Services in a group setting i.e. provided service to 2 or more unrelated youth at the same time
508	INTERVENTION	INT: # hours of group transition services	Number of hours this month that staff provided Transition Services in a group setting. The number of hours should be reported to the nearest quarter hour e.g. 0.25, 0.5, 0.75,1, 1.25 etc.
509	INTERVENTION	INT: # attendances at transition sessions	Total number of attendances by youth and/or their caregivers at Transition sessions this month. Each youth and/or caregiver counts as a separate individual for the purposes of this indicator.
510	**INTERVENTION**	**INT: Average # attendances per transition session**	**# attendances / # sessions**
511	TRAINING & EDUCATION	TRE: # sessions of community training/ education	Number of times this month that Transition staff provided general community training and/or education in a group setting i.e. provided service to 2 or more other service providers or members of the public
512	TRAINING & EDUCATION	TRE: # hours of community training/ education sessions	Number of hours this month that Transition staff provided general community training and/or education in a group setting. The number of hours should be reported to the nearest quarter hour e.g. 0.25, 0.5, 0.75,1, 1.25 etc.
513	TRAINING & EDUCATION	TRE: # attendances at community training/ education sessions	Total number of attendances this month at general community training and/or education sessions provided by Transition staff
514	**TRAINING & EDUCATION**	**TRE: Average # attendances per community training/ education session**	**# attendances / # sessions**
515	OUTCOME	INT: # of youth completing Transition program (1a)	Number of youth discharged from Transition services this month having completed the program
516	OUTCOME	INT: # of 1a with improved functioning	Number of youth completing Transition services this month with improved functioning.
517	**OUTCOME**	**INT: % of 1a with improved functioning**	**[516 / 515]**

Program Indicators 2009-2010

YSE Youth Services

No	Service	Indicator	Definition
518	OUTCOME	INT: # of 1a attending school, training or work at discharge	Number of youth completing Transition services this month who were attending school, training or work at time of discharge.
519	**OUTCOME**	**INT: % of 1a attending school, training or work at discharge**	**[518 / 515]**
520	OUTCOME	INT: # of 1a who have accommodation at discharge	Number of youth completing Transition services this month who reported having accommodation at time of discharge.
521	**OUTCOME**	**INT: % of 1a who have accommodation at discharge**	**[520 / 515]**
522	OUTCOME	INT: # of youth aging out (1a)	Number of youth discharged from Transition services this month having reached the age of 19 or older, i.e. having 'aged out.'
523	OUTCOME	INT: # of 1a with improved functioning	Number of youth aging out of Transition services this month with improved functioning.
524	**OUTCOME**	**INT: % of 1a with improved functioning**	**[523 / 522]**
525	OUTCOME	INT: # of 1a attending school, training or work at discharge	Number of youth aging out of Transition services this month who were attending school, training or work at time of discharge.
526	**OUTCOME**	**INT: % of 1a attending school, training or work at discharge**	**[525 / 522]**
527	OUTCOME	INT: # of 1a who have accommodation at discharge	Number of youth completing Transition services this month who reported having accommodation at time of discharge.
528	**OUTCOME**	**INT: % of 1a who have accommodation at discharge**	**[527 / 522]**
529	OUTCOME	INT: # of youth refusing service	Number of youth discharged from Transition services this month either because they refused service or because, despite the efforts of Transition and MCFD staff, there was no contact with them for six weeks.
530	OUTCOME	INT: # of youth referred on	Number of youth discharged from Transition services this month because they required services not provided by the Transition program.
541	BEDS	BDS: # occupied bed days	Number of bed days occupied by eligible youth this month.
542	BEDS	BDS: # funded bed days	Number of bed days funded by MCFD this month.
543	**BEDS**	**BDS: % bed days occupied**	**# bed days occupied by eligible youth / MCFD funded bed days**
601	GENERAL	VME: # intakes to VOLUNTEER MENTORING	Number of youth accessing VOLUNTEER MENTORING this month for the first time. Includes youth who have been previously discharged from Volunteer Mentoring but who are returning to address a new or changed situation.
602	GENERAL	VME: # intakes who identify as Aboriginal	Number of youth deemed eligible to receive volunteer mentoring this month for the first time who consider themselves to be of Aboriginal heritage. This number is a sub-set of the total number of intakes and therefore cannot exceed that number.
603	**GENERAL**	**VME: % intakes who identify as Aboriginal**	**# intakes who identify as Aboriginal / # intakes**
604	MENTORING	VME: # hours recruiting, monitoring volunteer mentors	Number of hours staff spent recruiting, training, linking, monitoring, etc. potential or actual volunteer mentors. Service may be provided in person or over the phone and should be reported to the nearest quarter hour e.g. 0.25, 0.5, 0.75, 1, 1.25 etc.

Program Indicators 2009-2010

YSE Youth Services

No	Service	Indicator	Definition
605	MENTORING	VME: # volunteer mentor matches made	Number of volunteer mentor matches that met for the first time this month
606	MENTORING	VME: # matches that met this month	Total number of Volunteer Mentor matches that met this month, including matches that met for the first time.
607	MENTORING	VME: # hours that matches met	Number of hours this month that Volunteer Mentor matches met. Meetings must take place in person and should be reported to the nearest quarter hour e.g. 0.25, 0.5, 0.75,1, 1.25 etc.
608	**MENTORING**	**VME: Average # hours each volunteer mentor match met**	**# hours / # matches that met**
701	GENERAL	OTR: # intakes to OUTREACH TO YOUTH	Number of youth contacted through OUTREACH TO YOUTH this month for the first time. Contact must be sufficient to allow staff to believe they have learned the youth's real name. Includes youth that were thought to have been repatriated/ engaged in services over 30 days ago, but who have reappeared.
702	OUTREACH	OTR: # hours outreach to youth/caregiver	Number of hours this month that staff provided outreach to youth and/or their caregivers. Outreach is defined as direct contact, either in person or by phone, initiated by staff for the purpose of engaging the youth in one or more services. Hours should be reported to the nearest quarter hour e.g. 0.25, 0.5, 0.75,1, 1.25 etc.
703	OUTREACH	OTR: # youth receiving outreach	Number of youth to whom staff provided outreach this month. A youth and his/her caregiver(s) count as a single unit for the purposes of this indicator.
705	OUTCOME	OTR: # youth first contacted 3 months ago (1a)	Number of youth contacted through Outreach Services for the first time 3 months ago this month
706	OUTCOME	OTR: # of 1a who are repatriated/ engaged outside of outreach program	Number of youth contacted through Outreach Services for the first time 3 months ago this month who have beenrepatirated and/or are engaged in appropriate services outside of the Outreach program.
707	**OUTCOME**	**OTR: % of 1a who are repatriated/ engaged outside of outreach program**	**[706 / 705]**
801	SELF-HELP	SHP: # days RESOURCES CENTRE open	Number of days this month that the RESOURCES CENTRE was open for self-help to youth age 18 and under or their caregivers.
802	SELF-HELP	SHP: # hours Resources Centre open	Number of hours this month that the Resources Centre was open for self-help to youth age 18 and under or their caregivers.
803	SELF-HELP	SHP: # attendances at Resources Centre	Number of times youth age 18 and under or their caretakers attended the Resources Centre for self-help this month.
804	**SELF-HELP**	**SHP: Average # attendances per day Resources Centre open**	**# attendances / # days**
999	**GENERAL**	**GEN: # unique clients YTD**	**# active client units as of April 1, plus # intakes May - March**

Attachment 2.1 to Subsidiary Component Agreement RT08140004
Pacific Community Resource Society – Integrated Youth Services – Financial Report

Semi-Annual Financial Report Sample Report

Name of Organization: **Pacific Community Resources Society**

Contract #:

Month:

Subsidiary Component Agreement Detail	CYSN Day Program	Self Help Intake Assessment, & Integrated Case Mgmt	Intervention Housing Support & Assistance	Intervention Service to Transition Youth to Adulthood	Intervention Day Programming	TOTAL
Total Operational revenue						
Operational Expenses:						
Total Wages and Benefits						
Total Client Support Costs						
Total Transportation						
Total Family payments						
Total Program Support						
Total Program Admin. Support						
Total Facilities Expenses						
Total Operational Pre. Admin						
Total Admin. & Gen. Exp.						
Total Operational Expenses						
Number of Units						
Unit Cost						
Total surplus/(deficit)	$ (0)	$ 0	$ (0)	$ -	$ 0	$ 0

* Definitions from the Specified Audit Procedures, Chapter 6, General Management Operating Policy.

Comments regarding variances:

This report has been prepared from the books and records of the Contractor for the funding period ended _____. I hereby confirm to the best of my knowledge and belief, that the information contained herein, was compiled in accordance with generally accepted accounting principles and in compliance with the Province's General Management Operating Policy. There is nothing to my knowledge that has not been disclosed in this report which would affect the accuracy and completeness of the financial information.

Signature Date

Print Name Print Title

SUBSIDIARY COMPONENT AGREEMENT (SCA)

BRITISH COLUMBIA

Ministry of Children and Family Development

BRITISH COLUMBIA — Ministry of Children and Family Development	**SUBSIDIARY COMPONENT AGREEMENT:** FT08140004 **Agreement Name:** Services to Youth and their Families

HER MAJESTY THE QUEEN IN RIGHT OF THE PROVINCE OF BRITISH COLUMBIA, represented by The Minister of Children and Family Development (the "Province", "we", "us", or "our" as applicable) at the following address:	AND PACIFIC COMMUNITY RESOURCES SOCIETY (Legal Name) (the "Contractor", "you", or "your" as applicable) at the following address:
SUITE 900-865 HORNBY ST VANCOUVER, B.C. CANADA V6Z 2G3 Fax Number: (604)660-4005	201-2830 GRANDVIEW HWY VANCOUVER, BC V5M 2C9 Fax Number: (604)412-7951

The term for the Subsidiary Component Agreement begins on: 01/04/2012 (Day/Month/Year) and ends on 31/03/2013 (Day/Month/Year)

THE PARTIES AGREE TO THE TERMS ON THE ATTACHED PAGES OF THIS DOCUMENT AND OUTLINED BELOW.
THIS SUBSIDIARY COMPONENT AGREEMENT IS PART OF THE THIRD PARTY SERVICE AGREEMENT FT08140000:

APPLICABLE SCHEDULES:

- **SCHEDULE A - SERVICES**
- **SCHEDULE B - PAYMENT & FINANCIAL REPORTING**
- **SCHEDULE C - APPROVED SUBCONTRACTOR(S)**
- **SCHEDULE D - RISK MANAGEMENT & CONFLICT RESOLUTION**
- **SCHEDULE E - AUTHORIZED PERSONS (FOR THE SUBSIDIARY COMPONENT AGREEMENT)**
- **SCHEDULE H - ADDITIONAL TERMS**

SIGNED AND DELIVERED on the 17th day of April, 2012 on behalf of the Province by its duly authorized representative	**SIGNED AND DELIVERED** on the 16 day of April, 2012 by or on behalf of the Contractor (or by its authorized signatory or signatories if the Contractor is a corporation)
Signature: Teresa Goodman	Signature:
Print Name: Teresa Goodman	Print Name: for Ingrid Kastens Position: Executive Director or Designate
Position: Contract Manager or Designate	Signature:
Responsibility Centre: CONTRACT MGMT OFFICE	Print Name: Gordon Crozier Position: Dir of Finance
	Signature:
	Print Name: Position:

READ TERMS ON THE ATTACHED PAGES OF THIS DOCUMENT

SCHEDULE A – SERVICES

General

The Contractor will provide all necessary components for delivery of the programs delineated below, including sufficient qualified program staff, administrative support, premises, materials and equipment.

The Province will appoint a contract supervisor for the Contractor's services funded under this Agreement. The Parties agree to conduct contract reviews during the Funding Period to review the *Service Deliverables* and any other issues of mutual concern, including the following:

- statements and reports;
- program elements, including hours of operation;
- access and admission criteria;
- intake and referral processes;
- numbers of clients to be served;
- hours of direct client service;
- frequency, content and format of progress and Court Ready reports;
- wait list management;
- exceptions to normal practice;
- critical incident reporting procedures;
- issue management;
- program liaison.

Services have been restructured based on a comprehensive system of care model, supported by accreditation and enhanced reporting requirements. The Province and the Contractor are using a collaborative approach to the continuing development of output-based contracts and measurable client outcomes. Both parties agree to work together to achieve these objectives. Data collected during the term of this agreement will be reviewed by both parties and then used to establish baseline targets for future contracts.

SUMMARY

Term 01/04/2012 to 31/03/2013 *Total Amount of Component Agreement* **$1,226,868.65**

Allocation by Programs and Services

Programs			
Youth Day Program			
	Intervention - General		$518,927.66
		Sub-Total	**$518,927.66**
Youth Transition Program			
	Intervention - General		$276,885.11
		Sub-Total	**$276,885.11**
Grouped Services			

Grouped Services			
Housing			
	Intervention - General		$191,990.43
		Sub-Total	**$191,990.43**
Resource Room			
	Self-Help - General		$239,065.45
Non-Program Services			
		Sub-Total	**$0.00**
		Total	**$1,226,868.65**

Allocation by Community

Communities Served		
Vancouver North		$964,404.42
Vancouver South		$262,464.23
	Total	**$1,226,868.65**

Allocation by Business Area

Core Business Area	Business Area - Sub Business Area		
Child and Family Development			
	Youth Services		$1,076,999.65
		Sub-Total	**$1,076,999.65**
ECD, Child Care and Children and Youth with Special Needs			
	Children and Youth with Special Needs		$149,869.00
		Sub-Total	**$149,869.00**
		Total	**$1,226,868.65**

PROGRAMS

Youth Day Program

TARGET POPULATION:	Youth who have been unsuccessful in mainstream or alternative school-based programs due to social, behavioural, and / or cognitive difficulties.
OUTCOME:	Youth are able to engage or re-engage in school, training, or work.

SERVICE: INTERVENTION - GENERAL — **Total Amount** $369,058.66

Definitions	Activities provided to maintain or prompt a planned change in the behaviour, condition or functioning of children, youth, and/or families/caregivers.			
Project Code	18CN289			
Input	Qualified Staff			
Output Indicators	# Recipients of Group Services	**Quantity**	60	
	# Direct Group Hours		3143	
Reporting Frequency	Monthly			
Core Business Area	Child and Family Development			
Business Area	Youth Services			
Communities Served				
Vancouver North	**Recipient(s)**	13 to 18 years	**Amount**	$290,105.87
Vancouver South	**Recipient(s)**	13 to 18 years	**Amount**	$78,952.79

This allocation is provided as an estimate.

BUSINESS AREA OUTCOMES

- Youth participate in identifying their short and longer term needs and in developing plans to address them
- Youth experiencing high levels of risk to their health and safety have the levels of risk reduced
- Youth have immediate basic needs met including shelter, food and clothing
- Youth establish connections with community resources to address needs such as physical health, mental health, addictions and/or sexual exploitation
- Youth have improved connections to positive community supports including family/extended family, peers, education, employment, and/or housing
- Youth acquire skills and knowledge necessary to keep themselves safe, achieve identified goals, and successfully transition to adulthood

Youth Day Program

TARGET POPULATION:	Youth who have been unsuccessful in mainstream or alternative school-based programs due to social, behavioural, and / or cognitive difficulties.
OUTCOME:	Youth are able to engage or re-engage in school, training, or work.

CYSN Day Program (Youth Day Program)

SERVICE: INTERVENTION - GENERAL — **Total Amount** $149,869.00

Definitions	Activities provided to maintain or prompt a planned change in the behaviour, condition or functioning of children, youth, and/or families/caregivers.		
Project Code	18CN289		
Input	Qualified Staff		
Output Indicators	# Recipients	**Quantity**	22
	# Direct Group Hours		1254
Reporting Frequency	Monthly		

Core Business Area	ECD, Child Care and Children and Youth with Special Needs				
Business Area	Children and Youth with Special Needs				
Communities Served					
Vancouver North	**Recipient(s)**	13 to 18 years	**Amount**	$117,807.50	
Vancouver South	**Recipient(s)**	13 to 18 years	**Amount**	$32,061.50	

This allocation is provided as an estimate.

BUSINESS AREA OUTCOMES

- Children and youth with special needs experience optimal growth and development.
- Children and youth with special needs are healthy and safe in their families and communities.
- Children and youth with special needs actively participate in their home and community.
- Parents and families of children and youth with special needs have the knowledge, skills and supports they need to advance their child or youth's growth, development and functioning.
- Communities support the development and growth of children and youth with special needs.

Youth Transition Program

TARGET POPULATION:	Youth, who may or may not be involved with the Ministry, who require additional support or skill building to move from adolescence to responsible adulthood.
OUTCOME:	Youth develop adult competencies to enable them to achieve independent living with confidence and success.

SERVICE: INTERVENTION - GENERAL **Total Amount** $276,885.11

Definitions	Activities provided to maintain or prompt a planned change in the behaviour, condition or functioning of children, youth, and/or families/caregivers.				
Project Code	18CN289				
Input	Qualified Staff				
Output Indicators	# Direct Group Hours		**Quantity**	217	
	# Direct One to One Hours			1968	
Reporting Frequency	Monthly				
Core Business Area	Child and Family Development				
Business Area	Youth Services				
Communities Served					
Vancouver North	**Recipient(s)**	13 to 18 years	**Amount**	$217,651.03	
Vancouver South	**Recipient(s)**	13 to 18 years	**Amount**	$59,234.08	

This allocation is provided as an estimate.

BUSINESS AREA OUTCOMES

- Youth participate in identifying their short and longer term needs and in developing plans to address them
- Youth experiencing high levels of risk to their health and safety have the levels of risk reduced
- Youth have immediate basic needs met including shelter, food and clothing
- Youth establish connections with community resources to address needs such as physical health, mental health, addictions and/or sexual exploitation
- Youth have improved connections to positive community supports including family/extended family, peers, education, employment, and/or housing
- Youth acquire skills and knowledge necessary to keep themselves safe, achieve identified goals, and successfully transition to adulthood

Housing

SERVICE: INTERVENTION - GENERAL — **Total Amount** $191,990.43

Definitions	Activities provided to maintain or prompt a planned change in the behaviour, condition or functioning of children, youth, and/or families/caregivers.		
Project Code	18CN289		
Input	Qualified Staff		
Output Indicators	# Direct One to One Hours	**Quantity**	3542
	# Direct Group Hours		78
Reporting Frequency	Monthly		
Core Business Area	Child and Family Development		
Business Area	Youth Services		
Communities Served			
Vancouver North	**Recipient(s)** 13 to 18 years	**Amount**	$150,917.88
Vancouver South	**Recipient(s)** 13 to 18 years	**Amount**	$41,072.55

This allocation is provided as an estimate.

BUSINESS AREA OUTCOMES

- Youth participate in identifying their short and longer term needs and in developing plans to address them
- Youth experiencing high levels of risk to their health and safety have the levels of risk reduced
- Youth have immediate basic needs met including shelter, food and clothing
- Youth establish connections with community resources to address needs such as physical health, mental health, addictions and/or sexual exploitation
- Youth have improved connections to positive community supports including family/extended family, peers, education, employment, and/or housing
- Youth acquire skills and knowledge necessary to keep themselves safe, achieve identified goals, and successfully transition to adulthood

Resource Room

SERVICE: SELF-HELP - GENERAL — **Total Amount** $239,065.45

Definitions	Provision of means whereby children, youth and families use tools such as the internet, videos or books to enhance their skills.		
Project Code	18CN505		
Input	Qualified Staff		
Output Indicators	# Hours	**Quantity**	1440
Reporting Frequency	Monthly		
Core Business Area	Child and Family Development		
Business Area	Youth Services		
Communities Served			
Vancouver North	**Recipient(s)** 13 to 18 years	**Amount**	$187,922.14
Vancouver South	**Recipient(s)** 13 to 18 years	**Amount**	$51,143.31

This allocation is provided as an estimate.

BUSINESS AREA OUTCOMES

- Youth participate in identifying their short and longer term needs and in developing plans to address them
- Youth experiencing high levels of risk to their health and safety have the levels of risk reduced
- Youth have immediate basic needs met including shelter, food and clothing
- Youth establish connections with community resources to address needs such as physical health, mental health, addictions and/or sexual exploitation

- Youth have improved connections to positive community supports including family/extended family, peers, education, employment, and/or housing
- Youth acquire skills and knowledge necessary to keep themselves safe, achieve identified goals, and successfully transition to adulthood

Attachments

Name	Attachment 1.1 Service Overview 2012	*Attachment 1.1 Service Overview 2012.docx*
Name	Attachment 1.2 Output Indicators	*Attachment 1.2 Output Indicators.docx*

SCHEDULE B – PAYMENT & FINANCIAL REPORTING

Aggregate Maximum

1.1 Subject to the provisions of the Third Party Service Agreement and this Subsidiary Component Agreement, we will pay you an amount not exceeding $1,226,868.65, including HST, in the aggregate, for providing the Services set out in Schedule A, during the term of this Subsidiary Component Agreement.

Payments

2.1 **Monthly Recurring**

We will pay you on or about the 15th day of the month commencing on the 1st day of April, 2012 as provided in the following payment schedule:

From	To	Amount	HST	Total
April 1, 2012	April 30, 2012	$102,239.10	$0.00	$102,239.10
May 1, 2012	March 31, 2013	$102,239.05	$0.00	$1,124,629.55
				$1,226,868.65

2.2 **Payment Address**

201-2830 GRANDVIEW HWY VANCOUVER, BC V5M 2C9

Harmonized Sales Tax (HST)

Financial Reports

2.3 In addition to the financial statements referred to in the Audit and Service Evaluation section of FT08140000 any financial reports should, at a minimum, relate costs to service outputs. The following additional financial reports are required:

Name	Description
Semi-annual Service Cost Report	Report that outlines the semi-annual costs associated with a service.
9-Month Service Cost Report	Report that outlines the costs associated with a service every 9 months.

2.4 Not applicable

Attachments

Name	Attachment 2.1 Financial Report	*Attachment 2.1 Financial Report.docx*

SCHEDULE C -- APPROVED SUBCONTRACTOR(S)

Subcontractors

1.1 The following persons or organizations, are specified as Subcontractors under section 12 of the Third Party Service Agreement, for purposes of this Subsidiary Component Agreement:

None

SCHEDULE D – RISK MANAGEMENT & CONFLICT RESOLUTION

Criminal Record Check

1.1 In accordance with the Criminal Records Review Act, you must undertake a criminal record check of each staff member or other person who has, or potentially has, unsupervised access to children, or who has access to their records.

1.2 In addition to any criminal record checks required under the Criminal Records Review Act, you must undertake a criminal record check on volunteers or other individuals who have, or potentially have, unsupervised access to children or their records.

1.3 Upon our written request you must provide us written confirmation that:

(a) criminal record checks have been initiated;
(b) you have acted on instructions from the adjudicator or us; and
(c) all other related procedures have been followed.

Conflict Resolution Officials

2.1 The designated "Officials" of the parties for the purposes of the Conflict Resolution Protocol are:

	Province	Contractor
Stage One:	Contract Manager	Manager
Stage Two:	Executive Director of Service	Director or Designate
Stage Three:	Deputy Minister or Designate	Executive Director or Designate

Permits and Licenses

3.1 You must obtain all the permits and licenses required to perform the Services, including, but not limited to:

(a) any permits or licenses required by municipal or health authorities for the operation of the Services delineated in Schedule A.

(b) any municipal, provincial, federal permits and licenses required to provide the Services including motor vehicle licenses of the appropriate class to provide transportation to clients.

Insurance and Indemnity

A. For all Contractor's activities under this Agreement to which the Master Insurance Program applies, as determined by the Province in its sole discretion:

4.1 The Province will purchase and maintain Comprehensive General Liability insurance in the amount of $2,000,000 inclusive per occurrence against bodily injury and property damage arising out of the Contractor's performance of the Services on behalf of the Province as outlined in this Agreement.

4.2 The Contractor shall be responsible for and pay any deductible under the policy.

4.3 The Contractor will be provided with a Certificate of Insurance and a copy of the insurance policy wording.

4.4 The Province will take reasonable steps to ensure the coverage specified in section 1 is continuous for the duration of this Agreement but the Province does not accept responsibility for providing coverage in the event the insurance is cancelled or reduced by the insurer.

4.5 The Province does not represent or warrant that the policy contains insurance for any and all losses. It is the Contractor's responsibility to ascertain the exact nature and extent of coverage of the policy as well as any and all terms and conditions of the policy.

4.6 The Contractor shall provide, maintain, and pay for, any additional insurance which the Contractor is required by law to carry, or which the Contractor considers necessary to cover risks not otherwise covered by insurance specified in section 1.

B. For all Contractor's activities to which the Master Insurance Program does not apply, the Contractor shall:

5.1 The Contractor must, without limiting its obligation or liabilities and at its own expense, purchase and maintain throughout the term of this Agreement the following insurances with insurers licensed in Canada in forms and amounts acceptable to the Province:

(a) Commercial General Liability in an amount not less than $2,000,000.00 inclusive per occurrence against bodily injury, personal injury and property damage and including liability assumed under this Agreement and this insurance must:

(i) include the Province as an additional insured;

(ii) be endorsed to provide the Province with 30 days advance written notice of cancellation or material change; and

(iii) include a cross liability clause.

5.2 All insurance described in paragraph 1 of this Schedule must:

(a) be primary; and

(b) not require the sharing of any loss by any insurer of the Province.

5.3 The Contractor must provide the Province with evidence of all required insurance:

(a) Within 10 working days of commencement of the Services, the Contractor must provide to the Province evidence of all required insurance in the form of a completed Province of British Columbia Certificate of Insurance.

(b) If the insurance policy(ies) expire before the end of the term of this Agreement, the Contractor must provide within 10 working days of expiration, evidence of new or renewal policy(ies) of all expired insurance in the form of a completed Province of British Columbia Certificate of Insurance.

(c) Notwithstanding paragraph 3(a) or (b) above, if requested by the Province at any time, the Contractor must provide to the Province certified copies of the required insurance policies.

5.4 The Contractor shall provide, maintain, and pay for, any additional insurance which it is required by law to carry, or which it considers necessary to cover risks not otherwise covered by insurance specified in this schedule in its sole discretion.

C. Whether A or B applies to the Services, for all Contractor activities under this Agreement:

6.1 The Contractor shall maintain Automobile Liability insurance on all vehicles owned, operated or licensed by the Contractor in an amount not less than $2,000,000 per occurrence, and where applicable the Contractor may show evidence of this insurance using an ICBC Confirmation of Insurance Coverage (APV-47) form in place of the requirement for the BC Certificate of Insurance.

6.2 Additional Insurance: Not applicable

SCHEDULE E – AUTHORIZED PERSONS (FOR THE SUBSIDIARY COMPONENT AGREEMENT)

Authorized Persons

1.1 The Contractor designates any of the following persons, (identified by name and/or position) to act for you in relation to this Subsidiary Component Agreement:

None

1.2 The Ministry designates any of the following persons (identify by name and/or position) to act for us in relation to this Subsidiary Component Agreement:

Teresa Goodman, Contract Manager or Designate

SCHEDULE H – ADDITIONAL TERMS

Other

1. Notwithstanding Clause 55 (b) of the Third Party Service Agreement, the termination notice period for this Subsidiary Component Agreement is 90 days.

PAYMENT AND FINANCIAL INFORMATION

Aggregate Maximum

Subject to the provisions of this Agreement, the Province will pay to the Contractor an amount not exceeding **$1,226,868.65** in the aggregate for providing the Component Services during the Funding Period.

Annual baseline funding is **$1.266.868.65**.

STATEMENTS AND REPORTS

The Contractor will submit to the Province reports, in form and content acceptable to the Province, relating to the services and programs outlined in this Agreement. The required reports include, but are not limited to, the following:

(a) Monthly Indicator Reports – Indicators and Definitions are outlined in Attachment 1.2 to this Agreement

(b) Annual Report on Outcomes

(c) Other information as may be requested by the Province

The parties agree to work collaboratively in the development and implementation of outcome measurement tools that may be considered during the Funding Period.

Required reports will be submitted within 15 business days of the end of the period specified, commencing with a first report for the period ending April 30, 2012. For the purpose of this section and section 1.3, a "business day" is any day that is not a Saturday, a Sunday or a statutory holiday in British Columbia.

Financial Reports

Whether or not an annual financial statement (or review or audit of the same) is required and submitted under section 40 of the Third Party Service Agreement, the Contractor will, for the purposes of negotiation of any future agreement, submit to the Province, within 30 business days of the end of the 2nd and 3rd quarters of the Funding Period, a Financial Report (unaudited) showing revenues and expenditures for each service area. A sample of the Financial Report (unaudited) is included as Attachment 2.1 to this Agreement.

Attachment 1.1 to Subsidiary Component Agreement FT08140004
Pacific Community Resource Society – Integrated Youth Services - Service Overview

Integrated Youth Services – Service Overview and Description

Pacific Community Resources (PCRS) will deliver non-residential services to at-risk and high-risk youth between the ages of 12 and 18 years and their families who live in, or identify with, Mid-Town Vancouver. At-risk youth demonstrate increased vulnerability to involvement in high risk activity. High risk youth include specialized populations such as runaway youth, homeless and street-involved youth, youth who are suicidal or substance-misusing, sexually exploited youth, and sexual minority youth.

To co-ordinate and deliver services, PCRS will establish a Mid-Town Vancouver Integrated Youth Service Centre. This will be one of four Vancouver Integrated Youth Service Centres whose establishment the Ministry will be funding: Downtown Vancouver, Mid-Town, South Vancouver and an Aboriginal centre. The PCRS staff of the Mid-Town Vancouver Integrated Youth Service Centre will be required to work collaboratively with the agencies who will be establishing the other Youth Service Centres on behalf of the Ministry.

The Mid-Town Vancouver Centre will be located temporarily at 2780 E. Broadway and will return to 691 East Broadway when the new building is complete. The Day Program component of Mid-Town will be located at 2830 Grandview Highway until the new building is complete.

All staff of Mid-Town Vancouver Integrated Youth Services Centre will receive annual performance appraisals as per accreditation standards. Staff supervision shall include individual supervision (scheduled and spontaneous), as well as group supervision through regular staff meetings.

The Centre will operate from 8:30 a.m. to 7:00 p.m. (open access to resource room is 1:00 p.m. to 7:00 p.m.), Monday to Friday. Hours of operation for each service area are included in detailed service descriptions below. In addition to the Services to be provided from the Centre, Centre staff will facilitate youth access to necessary services delivered by the other Youth Service Centres, as well as a broad range of community and government resources. Service Areas included in this agreement are:

A. **Resource Room**
B. **Housing Support and Assistance**
C. **Services to Transition Youth to Adulthood**
D. **Eagle High Day Program**
E. **West Coast Alternate Day Program**

This agreement for services does not preclude PCRS from seeking other funding opportunities/partnerships to offer additional services or to offer services to individuals outside the Ministry's mandate. However, any additional services/target groups must not infringe upon service availability funded through this agreement, or negatively impact client safety or security.

Following are expected outputs and annualized funding, and a detailed description of service to be provided:

	Annual Minimum Individual Hours	Annual Minimum Group Hours	Total Hours	No. of Youth Served Annually	Direct FTE's	Annual Funding
Resource Room	1,440		1,440	1000-1200		$239,065.45
Housing Support and Assistance	1,182	78	1,260	70	1.5 FTEs	$191,990.43
Services to Transition Youth to Adulthood	1,968	217	2,185	100	3.0 FTEs	$276,885.11
Eagle High Day Program		3,143	3,143	60	3.0 FTEs	$369,058.66

West Coast Alternate Day Program		1,254	1,254	22	1.0 FTEs	$149,869.00
Total	**4,590**	**4,692**	**9,282**		**8.5**	**$1,226,868.65**

A. **Resource Room**

The Mid-Town Centre will provide a youth-friendly walk-in Resource Room, the focus of which shall be to engage youth in dialogue that will support youth in moving toward safer and healthier lifestyles, and becoming contributing members of their families and communities. Staff will be available to welcome and orient youth to the Resource Room during all hours of operation. The Resource Room will offer information about, and referral to, a range of services relevant to the attending youth population (ie, health, addictions counselling, anger management, Aboriginal and multi-cultural services, youth justice and gay and lesbian support services, etc).

Additionally, a range of services designed to engage youth shall be offered, including, but not limited to:

- information bulletin boards (i.e. Queer Information Board)
- computer access, including a printer and a scanner
- fax machine
- free youth telephone
- TV and DVD player
- access to kitchen/food *NOTE: kitchen and food are not funded through this contract
- recreation/pro-social activities are planned for open access depending on partner availability and other funding sources.

The Resource Room shall also offer screening, intake and basic assessment services provided by the Resource Room Child and Youth Care worker. Initial screening shall be limited to age (12 – 18 years) and the youths' self-identified immediate needs. As youth participate in Centre services and become known to Centre staff, the youths' needs may more fully be understood. Youth may then be directed to appropriate services or workers within the centre, at which time an in-depth assessment, as required, may be completed by the assigned Worker. Following assessment, youth may be referred to a variety of services, including other Ministry funded services or ancillary services (i.e. health clinic, addictions counsellors, etc.)

Depending on the needs a youth presents, Integrated Case Management (ICM) may be appropriate. If such need is indicated, an integrated plan will be developed and implemented with the youth and their family/caregiver as appropriate, in collaboration with Ministry staff, and other community professionals and service providers as needed. It shall be the responsibility of the Centre Worker to manage the ICM process, including calling case conferences and review meetings, and provide quarterly feedback to the Ministry Worker.

The Centre shall establish a Youth Advisory which will offer input into the direction of the Centre and initiate ideas for pro-social, recreational and cultural activities intended to engage youth in Centre services.

Target Population:
At-risk and high-risk youth between 12 and 18 years of age residing in, or identifying with, Mid-Town Vancouver may access services.

Referral Process:
Open access service will be provided to each youth and their family and/or caregiver (if appropriate) who attend or are referred to the Centre.

Hours of Service:
Intake, Assessment and Integrated Case Management will be available 1:00 p.m. to 7:00 p.m., Monday to Friday.

Staffing:
Funding provided by this agreement does not directly fund resource room staff. Funding provided by this agreement contributes to the operation of the centre and supervision of resource room staff.

The Resource Room is continuously staffed by youth worker on a rotational basis. Transition Youth to Adulthood and Housing Support Workers are scheduled to staff the resource room with each worker staffing the resource room for 3.5 hours per week. The remaining hours are staffed by workers from other programs not funded by this agreement.

The resource room workers will possess either a Child and Youth Care Diploma plus one year relevant experience, or an equivalent combination of education and experience, plus Standard First Aid.

Supervision:
The resource room Supervisor shall supervise the day to day activities of the Resource Room and will be in the centre when the Resource Room is open. The Centre Supervisor shall report to the Centre Manager.

The Supervisor will possess a Bachelor of Child and Youth Care or a Bachelor of Social Work plus one year relevant experience, or an equivalent combination of education and experience, plus Standard First Aid.

B. Housing Support and Assistance

The Housing Support program offers one-to-one and group support to youth who are seeking or looking to maintain housing in Vancouver. Referral information and housing support services will be available through the Resource Room or scheduled appointments. Services include providing and maintaining affordable housing listings, use of telephone and computer, local newspapers, advocacy, outreach, referrals, support completing applications for subsidized housing and support in getting to appointments, moving and storage information and help finding funding, housing information on tenant legal rights, household and furniture start-up kits and referrals, emergency shelter listings and support.

A Housing Support worker will be attached to each youth (maximum 10-12 clients). An assessment, service plan, review and discharge will be done in collaboration with the assigned Social Worker/Transition Worker or other relevant professionals in the youth person's life. The focus in the program is identifying and building life skills required for young people to maintain housing.

Appropriate transportation shall be available to assist youth in moving residence.

Group support will also be provided. To encourage financially struggling youth to attend groups, nutrition (ie, pizza and juice) will be offered at each session. In addition, the Cooking and Nutrition on a Shoestring workshop shall be a hands-on workshop that includes sharing a meal. The workshop shall be offered the week prior to Ministry of Social Development cheque issue day.

In addition to the above noted Workshops, interactive, fun-oriented activities and games such as RENT (based on the game LIFE, simulates the process of finding and securing rental accommodation, in the process teaching youth the rights and responsibilities of renters and landlords) shall be used to engage youth in housing skills acquisition.

The activities of the service will include, but are not limited to:

- Liaison with landlords to facilitate successful housing placements of youth,
- Landlord/tenant dispute resolution,
- Co-ordination and facilitation of moving arrangements for youth
- Liaison and collaborative planning with other Centre programs providing direct service to youth,
- Housing skill development and education, including the following Workshops:
    - How to Find/Maintain a Suite
    - How to Fill Out a BC Housing Application Form
    - How to Choose/Life With a Roommate
    - Rights and Responsibilities of Tenants/Landlords
    - Communication/Dispute Resolution
    - Budgeting and Nutrition on a Shoestring
    - Cooking and Nutrition on a Shoestring.

Target Population:
At-risk or high-risk youth, between the ages of 12 and 18 who are homeless and/or in need of housing.

Referral Process:
Open access with priority given to Ministry and Centre youth.

Hours of Service:
Hours of Service will be flexible in order to meet the needs of landlords and youth.

Staffing:
1.5 FTEs are allocated to Housing Support and Assistance.

Workers shall possess a Bachelor of Child and Youth Care or a Bachelor of Social Work degree, plus one year relevant experience; or a Child and Youth Care Diploma, plus two years directly relevant experience; or an equivalent combination of education and experience.

Supervision:
The Housing Support Workers will be under the supervision of the Supervisor of Housing Programs.

C. Services to Transition Youth to Adulthood

Services to Transition Youth to Adulthood provide interventions that promote the development of adult competencies so that youth may achieve independent living with confidence and success. Plans for service are individualized on a one-to-one basis, and are appropriate to developmental differences in reference to age groups or challenges the young person may have (e.g. FAS, ADHD, developmentally challenged).

Interventions for youth aged 12 to 15 will include activities that promote the attainment of age-appropriate life skills, educational programming and age-appropriate recreational and pro-social activities. This shall be accomplished through a number of activities:

F. providing foster parents with training incorporating best practices on how to capture windows of opportunity to teach life skills to 12 to 15 year olds
G. offering interactive life skills workshops,
H. offering theatre/role playing, arts, contests and games.

Interventions for youth aged 16 to 18, who are or are about to be living independently, will promote achieving life skills necessary for independent living and include attaining employment and vocational skills. Services shall include individual and group approaches conducted in the Centre, in-home or in-community. In community work may include, but is not limited to:

- practice grocery shopping trips to teach nutrition and budgeting
- furniture shopping to teach budgeting and cost-effective shopping
- housing or employment searches
- teaching youth how to clean their suites or do laundry on-site.

Individualized services and goals shall be contracted and reviewed on a quarterly basis with the youth, the Transition Worker, and the Ministry Worker. Service may be renewed, based on new goals, for up to one year, although the average length of service will be 6 to 8 months.

Natural advocates and the potential inclusion of a youth mentor shall be explored with all youth receiving service. Youth requiring longer-term support will be encouraged to connect with natural advocates. In addition, youth requiring longer supports will be encouraged to participate in ongoing group components, Self-Help/Mutual Aid Groups (see description following), as well as other Centre services or community-based services.

Group Components: Groups will include the full range of topics listed as workshops under the *Housing Support and Assistance* service area described above. In addition, the following group components will be offered:

- Exploring educational goals/options/getting back into school
- Exploring vocational goals/options
- Pre-employment/employment skills
- Preparing a resume
- The value of volunteering
- How to find/secure/maintain a job
- Community services & activities. What they are and where to find them (this component includes "out trips" to affordable community facilities and activities)
- Proper health and dental care and services
- Household safety
- Anger management skills
- Legal rights & responsibilities (e.g., Tenancy, Employment Standards, Human Rights, BC Employment Assistance, etc.).

Ministry-referred youth shall be the priority for all group components. However, space permitting, other youth in need may be included in the group components.

Target Population:
Youth involved with the Ministry who require assistance in moving towards independence. Includes youth in Continuing Custody of the Ministry between the ages of 12 and 18; youth receiving service through Youth Agreements, between the ages of 16 and 18; and youth receiving Ministry support services between the ages of 12 and 18. Priority will be given to the older youth in this population.

Referral Process:
Access to service will be limited to Ministry-involved youth. Referrals will be received and screened by ministry liaison. Prioritization of referrals will be a Ministry responsibility and may be given to 16 to 18 year olds.

Hours of Service:
Hours will be flexible to meet the needs of the youth. Provision of service on some evenings and weekends may be required depending on need.

Staffing:
Three FTEs shall be allocated to Youth Transition Worker positions. Workers shall possess a Bachelors of Child and Youth Care or a Bachelors of Social Work degree, plus one year relevant experience; or a Child and Youth Care Diploma, plus two years directly relevant experience; or an equivalent combination of education and experience.

Supervision:
Youth Transition Workers shall be under the supervision of the Transition Youth to Adulthood Program Supervisor.

D. Eagle High Day Program

Youth receiving Day Programming will present with social, behavioural and cognitive difficulties. Participants will have been unsuccessful in mainstream and alternative school-based programs but continue to identify improvement in their academics as important goals to attain.

The facility shall have fully equipped classrooms. In addition participants may have access to computers, a fully equipped kitchen, lunchroom, art room, student lounge and counselling space.

Full school year programming shall be provided. Individualized plans shall be developed for each youth in the program, and involvement from parents and/or caregivers shall be encouraged if indicated. Plans and progress shall be monitored regularly. Discharges from the program shall be with the approval of Ministry staff.

Regular educational programming shall begin on the first VSB scheduled day in September of the academic year. As a key partner, the Vancouver School Board (VSB) will provide academic programming. Centre staff will collaborate with the VSB and other educational, vocational, and skills enhancement services to meet the range of services required.

Target Population:
The population of students will be comprised of "younger academic" students who are between 12 and 16 years old and behind in their grade attainment in relation to their chronological age.

Placement priority will be given to those youth under 16 years.

Referral Process:
Referrals from the Ministry or Aboriginal delegated agency Social Worker or Probation Officer are sent to the Ministry Youth Services Community Liaison. Referrals are accepted on an ongoing basis and reviewed by an Ministry/VSB screening committee to determine eligibility, placement, and priority.

Staffing:
Teachers shall be supplied by the Vancouver Board of Education.

3 FTE Youth and Family Worker positions – these workers may possess a Bachelor of Child and Youth Care or Bachelor of Social Work degree, plus one year relevant experience; or a Child and Youth Care diploma plus two years directly relevant experience; or an equivalent combination of education and experience; plus Standard First Aid; plus a Class 5 Driver's licence.

.25 FTE Cook – the Cook shall possess Food Safe certification and one year group food preparation experience.

As a 3 party partnership, changes in FTE Youth and Family Worker, teacher, or other staffing allocation would involve collaborative negotiation with all three parties (MCFD, VSB and PCRS).

Supervision:
Supervision will be provided by the Coordinator of Development for Education Programs.

Hours of Service:
The hours of operation will reflect normal school hours.

E. West Coast Alternate Day Program

West Coast Alternate Program is an integrated approach in a year round comprehensive program for students diagnosed with FASD. The program will include an education component, a social and life skills component, cultural programming and family support services that are targeted to the critical transition into high school and sustaining school attachment through graduation in order to prevent the breakdown and downward spiral that tend to occur at this juncture.

The program will offer a supportive educational and behavioural environment for youth whose needs cannot be met in a regular school program, even with necessary modifications. Supports will also be available to the parents/caregivers of the students.

Services include:
- Administration and coordination of the program
- Outreach support and education for parents and caregivers of students in the program
- Enhancement of family's awareness of and abilities to access additional community supports when they are experiencing challenges
- Daily behavioural supports to students attending the program

- Organize and deliver a range of activities from music, art, aboriginal cultural activities, and drama to physical recreation and school focused field trips during afternoon, evening, school holiday and summer programs
- Additional family counselling and support including when student is not attending the program

Target Population: youth aged 12 to 19 diagnosed under the FASD umbrella and who are not eligible or appropriate for special needs classes and for whom there are no existing resources.

Staffing:
Program Coordinator/Youth and Family Counsellor (1 FTE).

Cook/Life Skills Counsellor (.22 FTE) to provide a breakfast and lunch program

The Contractor agrees as funding from other sources becomes available the Contractor will commit to maximizing funds in this agreement towards this service.

Supervision:
Supervision will be provided by the Coordinator of Development for Education Programs.

Attachment 1.2 to Subsidiary Component Agreement FT08140004
Pacific Community Resource Society – Integrated Youth Services

Program Indicators

YSE Youth Services

No	Service	Indicator	Definition
101	GENERAL	GEN: # intakes to DAY PROGRAM	Number of youth accessing the DAY PROGRAM this month for the first time in this fiscal year. For most Day Programs, the majority of intakes will occur in September.
102	INTERVENTION	INT: # sessions of Day Program	Number of times this month that the Day Program staff offered the program. For Day Programs that run all day, the number of sessions will equal the number of days they were open. For Day Programs that offer the program to different youth in the morning/ afternoon/ evening, the number of sessions will be more than the number of days.
103	INTERVENTION	INT: # hours of Day Program sessions	Number of hours this month that the Day Progam was open to youth. The number of hours should be reported to the nearest quarter hour e.g. 0.25, 0.5, 0.75,1, 1.25 etc.
104	INTERVENTION	INT: # attendances at Day Program sessions	Total number of attendances at all Day Program sessions this month. A youth must be present for at least 75% of the duration of the session to be considered as having attended. Excludes youth who are on a monitored home study program, as well as youth absent for other reasons.
105	**INTERVENTION**	**INT: Average # attendances per Day Program session**	**# attendances / # sessions**
106	INTERVENTION	INT: # hours individual intervention	Number of hours this month that staff provided one-to-one intervention within the context of a Day Program. Time spent with a youth's family/ caregiver counts as time with the youth for the purposes of this indicator. Hours should be reported to the nearest quarter hour e.g. 0.25, 0.5, 0.75,1, 1.25 etc.
107	INTERVENTION	INT: # youth receiving individual intervention	Number of youth to whom staff provided one-to-one intervention this month. Intervention may be provided in person or over the phone.
108	**INTERVENTION**	**INT: Average # hours individual intervention per youth**	**# hours / youth**
109	INTERVENTION	INT: # sessions of group training and education	Number of times this month that staff provided group activity within the context of a Day Program i.e. provided service to 2 or more unrelated youth at the same time.
110	INTERVENTION	INT: # hours of group training and education sessions	Number of hours this month that Day Program staff provided group activity. The number of hours should be reported to the nearest quarter hour e.g. 0.25, 0.5, 0.75,1, 1.25 etc.
111	INTERVENTION	INT: # attendances at training and education sessions	Total number of attendances at all training and education sessions provided by Day Program staff this month.
112	**INTERVENTION**	**INT: Average # attendances per training and education session**	**# attendances / # sessions**
201	GENERAL	GEN: # intakes to HOUSING SUPPORT AND ASSISTANCE	Number of youth accessing HOUSING SUPPORT AND ASSISTANCE this month for the first time. 'Accessing' means the youth asked staff for help with housing, and provided staff with their name. Excludes youth in the Transition Youth to Adulthood program.

Program Indicators

YSE Youth Services

No	Service	Indicator	Definition
202	GENERAL	GEN: # intakes who are re-intakes	Number of youth accessing Housing Support and Assistance who have found housing with MCFD support and assistance within the past 12 months. This number is a sub-set of the total number of intakes and therefore cannot exceed that number.
203	GENERAL	**GEN: % intakes are re-intakes**	**# intakes who are re-intakes / # intakes**
204	INTERVENTION	INT: # hours of individual housing support	Number of hours this month that staff provided one-to-one Housing Support and Assistance services to youth. Individual housing support and assistance may be provided in person or by phone and should be reported to the nearest quarter hour e.g. 0.25, 0.5, 0.75,1, 1.25 etc.
205	TRAINING & EDUCATION	TRE: # sessions of group housing support	Number of times this month that staff provided housing support and assistance in a group setting i.e. provided service to 2 or more unrelated youth at the same time.
206	TRAINING & EDUCATION	TRE: # hours of group housing support	Number of hours this month that staff provided housing support and assistance in a group setting. The number of hours should be reported to the nearest quarter hour e.g. 0.25, 0.5, 0.75,1, 1.25 etc.
207	TRAINING & EDUCATION	TRE: # attendances at housing support sessions	Total number of attendances at all group housing support and assistance sessions provided by Housing Support and Assistance staff this month.
208	**TRAINING & EDUCATION**	**TRE: Average # attendances per housing support session**	**# attendances / # sessions**
209	OUTCOME	TRE: # youth receiving housing support who moved into accommodation	Number of youth accessing Housing Support and Assistance who reported moving into accommodation this month. Does not include youth who have 'found' accommodation but have not yet moved into it.
218	INFORMATION & REFERRAL	IFR: # units of housing registered this month	Number of units of housing available to youth that were added to the Housing Registry this month.
219	INFORMATION & REFERRAL	IFR: Total # units registered at month end	Total number of units of housing that were available to youth through the Housing Registry at the end of this month.
301	GENERAL	GEN: # intakes to FAMILY AND YOUTH MEDIATION AND REUNIFICATION	Number of youth accessing FAMILY AND YOUTH MEDIATION AND REUNIFICATION this month for the first time. Includes youth who have been previously discharged from Mediation and Reunification but are returning to address a new or changed situation. Excludes extensions of referals.
302	INTERVENTION	INT: # hours of individual intervention	Number of hours this month that staff provided one-to-one Mediation and Reunification services to youth and/or their families/ caregivers. Individual service may be provided in person or by phone and should be reported to the nearest quarter hour e.g. 0.25, 0.5, 0.75,1, 1.25 etc.
303	INTERVENTION	INT: # youth/caregivers receiving individual intervention	Number of different youth to whom staff provided one-to-one Mediation and Reunification services this month. A youth and their families/ caregivers count as a single unit for the purposes of this indicator.
304	**INTERVENTION**	**INT: Average # hours individual intervention per youth**	**# hours / youth**

Program Indicators

YSE Youth Services

No	Service	Indicator	Definition
305	INTERVENTION	INT: # sessions of group intervention	Number of times this month that staff provided Mediation and Reunification services in a group setting, i.e. provided service to 2 or more unrelated youth and/or their families/ caregivers at the same time
306	INTERVENTION	INT: # hours of group intervention sessions	Number of hours this month that staff provided Mediation and Reunification services in a group setting. The number of hours should be reported to the nearest quarter hour e.g. 0.25, 0.5, 0.75,1, 1.25 etc.
307	INTERVENTION	INT: # attendances at group intervention sessions	Total number of attendances at all group intervention sessions provided by Family and Youth Mediation staff this month. Each youth, family member/ caregiver is counted separately for the purposes of this indicator.
308	**INTERVENTION**	**INT: Average # attendances per group intervention session**	**# attendances / # sessions**
309	OUTCOME	INT: # discharges from Mediation/ Reunification (1a)	Number of youth for whom staff wrote a closing report this month (1a).
310	OUTCOME	INT: # of 1a who achieved their primary goal in relationship to their family	Number of youth for whom staff wrote a closing report this month who achieved their primary goal in relationship to their family
311	**OUTCOME**	**INT: % of 1a who achieved their primary goal in relationship to their family**	**# achieving goal / # discharged this month [310 / 309]**
312	OUTCOME	INT: # successful discharges 3 months ago (2a)	Number of youth who successfully completed Mediation and Reunification Services three months ago
313	OUTCOME	INT: # of 2a contacted this month (2b)	Number of youth who successfully completed Mediation and Reunification Services three months ago with whom contact was made this month.
314	OUTCOME	INT: % of 2a contacted this month (2b)	[313 / 312]
315	OUTCOME	INT: # of 2b with maintained or improved relationship with family	Number of youth who successfully completed Mediation and Reunification Services three months ago with whom contact was made this month who reported that their relationship with their family has improved or been maintained over the past three months.
316	OUTCOME	INT: % of 2b with maintained or improved relationship with family	[315 / 314]
317	OUTCOME	INT: # successful discharges 6 months ago (3a)	Number of youth who successfully completed Mediation and Reunification Services six months ago
318	OUTCOME	INT: # of 3a contacted this month (3b)	Number of youth who successfully completed Mediation and Reunification Services six months ago with whom contact was made this month
319	OUTCOME	INT: % of 3a contacted this month (3b)	[318 / 317]

Program Indicators

YSE Youth Services

No	Service	Indicator	Definition
320	OUTCOME	INT: # of 3b with maintained or improved relationship with family	Number of youth who successfully completed Mediation and Reunification Services six months ago with whom contact was made this month who reported that their relationship with their family has improved or been maintained over the past six months.
321	OUTCOME	**INT: % of 3b with maintained or improved relationship with family**	**[320 / 319]**
401	GENERAL	GEN: # intakes to SAFE CARE	Number of youth determined to be eligible to receive SAFE CARE services this month for the first time. Includes youth that have been previously discharged but are returning to address a new or changed situation.
402	GENERAL	GEN: # intakes who identify as Aboriginal	Number of youth contacted by Safe Care staff this month for the first time who consider themselves to be of Aboriginal heritage. This number is a sub-set of the total number of intakes and therefore cannot exceed that number
403	GENERAL	**GEN: % intakes that identify as Aboriginal**	**# intakes who identify as Aboriginal / # intakes**
421	LINKING & BROKERAGE	LNK: # hours linking and brokerage	Number of hours this month that Safe Care staff provided inking and brokerage for youth and/or their caregivers. Linking and brokerage refers to activities to connect the youth and/or their caregiver(s) to a formal support/ resource, or to facilitate the formal support's direct connection to the youth. Hours should be reported to the nearest quarter hour, e.g. 0.25, 0.5, 0.75,1, 1.25 etc.
422	LINKING & BROKERAGE	LNK: # youth receiving linking and brokerage	Number of youth for whom staff provided linking and brokerage this month. A youth and their caregivers count as a single unit for the purposes of this indicator.
423	LINKING & BROKERAGE	**LNK: Average # hours linking and brokerage per youth**	**# hours / # youth**
431	TRAINING & EDUCATION	TRE: # sessions of community training/ education provided	Number of times this month that staff provided training and/or education to other service providers and/or members of the public in a group setting.
432	TRAINING & EDUCATION	TRE: # hours of community training/ education	Number of hours this month that staff provided community training/ education in a group setting. The number of hours should be reported to the nearest quarter hour e.g. 0.25, 0.5, 0.75,1, 1.25 etc.
433	TRAINING & EDUCATION	TRE: # attendances at community training/ education sessions	Total number of attendances by other service providers and/or members of the public at all group training and education sessions provided by Safe Care staff this month.
434	TRAINING & EDUCATION	**TRE: Average # attendances per community training/ education session**	**# attendances / # sessions**
501	GENERAL	GEN: # intakes to TRANSITION YOUTH TO ADULTHOOD	Number of youth accessing services to TRANSITION YOUTH TO ADULTHOOD this month for the first time. Also includes youth who have been discharged from Transition Services before but are returning to address a new or changed situation

Program Indicators

YSE Youth Services

No	Service	Indicator	Definition
502	GENERAL	GEN: # intakes who identify as Aboriginal	Number of youth accessing services to Transition Youth to Adulthood this month for the first time who consider themselves to be of Aboriginal heritage. This number is a sub-set of the total number of intakes and therefore cannot exceed that number
503	**GENERAL**	**GEN: % intakes that identify as Aboriginal**	**# intakes who identify as Aboriginal / # intakes**
504	INTERVENTION	INT: # hours of individual transition services with youth/caregiver	Number of hours this month that staff provided one-to-one Transition Service to youth and/or their caregivers. Individual service may be provided in person or by phone and should be reported to the nearest quarter hour e.g. 0.25, 0.5, 0.75,1, 1.25 etc.
505	INTERVENTION	INT: # youth receiving individual transition services	Number of different youth to whom staff provided one-to-one Transition Services this month. A youth and his/her caregiver(s) count as a single unit for the purposes of this indicator.
506	**INTERVENTION**	**INT: Average # hours individual transition services per youth**	**# hours / # youth**
507	INTERVENTION	INT: # sessions of group transition services provided	Number of times this month that staff provided Transition Services in a group setting i.e. provided service to 2 or more unrelated youth at the same time
508	INTERVENTION	INT: # hours of group transition services	Number of hours this month that staff provided Transition Services in a group setting. The number of hours should be reported to the nearest quarter hour e.g. 0.25, 0.5, 0.75,1, 1.25 etc.
509	INTERVENTION	INT: # attendances at transition sessions	Total number of attendances by youth and/or their caregivers at Transition sessions this month. Each youth and/or caregiver counts as a separate individual for the purposes of this indicator.
510	**INTERVENTION**	**INT: Average # attendances per transition session**	**# attendances / # sessions**
511	TRAINING & EDUCATION	TRE: # sessions of community training/ education	Number of times this month that Transition staff provided general community training and/or education in a group setting i.e. provided service to 2 or more other service providers or members of the public
512	TRAINING & EDUCATION	TRE: # hours of community training/ education sessions	Number of hours this month that Transition staff provided general community training and/or education in a group setting. The number of hours should be reported to the nearest quarter hour e.g. 0.25, 0.5, 0.75,1, 1.25 etc.
513	TRAINING & EDUCATION	TRE: # attendances at community training/ education sessions	Total number of attendances this month at general community training and/or education sessions provided by Transition staff
514	**TRAINING & EDUCATION**	**TRE: Average # attendances per community training/ education session**	**# attendances / # sessions**
515	OUTCOME	INT: # of youth completing Transition program (1a)	Number of youth discharged from Transition services this month having completed the program
516	OUTCOME	INT: # of 1a with improved functioning	Number of youth completing Transition services this month with improved functioning.
517	**OUTCOME**	**INT: % of 1a with improved functioning**	**[516 / 515]**

Program Indicators

YSE Youth Services

No	Service	Indicator	Definition
518	OUTCOME	INT: # of 1a attending school, training or work at discharge	Number of youth completing Transition services this month who were attending school, training or work at time of discharge.
519	**OUTCOME**	**INT: % of 1a attending school, training or work at discharge**	**[518 / 515]**
520	OUTCOME	INT: # of 1a who have accommodation at discharge	Number of youth completing Transition services this month who reported having accommodation at time of discharge.
521	**OUTCOME**	**INT: % of 1a who have accommodation at discharge**	**[520 / 515]**
522	OUTCOME	INT: # of youth aging out (1a)	Number of youth discharged from Transition services this month having reached the age of 19 or older, i.e. having 'aged out.'
523	OUTCOME	INT: # of 1a with improved functioning	Number of youth aging out of Transition services this month with improved functioning.
524	**OUTCOME**	**INT: % of 1a with improved functioning**	**[523 / 522]**
525	OUTCOME	INT: # of 1a attending school, training or work at discharge	Number of youth aging out of Transition services this month who were attending school, training or work at time of discharge.
526	**OUTCOME**	**INT: % of 1a attending school, training or work at discharge**	**[525 / 522]**
527	OUTCOME	INT: # of 1a who have accommodation at discharge	Number of youth completing Transition services this month who reported having accommodation at time of discharge.
528	**OUTCOME**	**INT: % of 1a who have accommodation at discharge**	**[527 / 522]**
529	OUTCOME	INT: # of youth refusing service	Number of youth discharged from Transition services this month either because they refused service or because, despite the efforts of Transition and MCFD staff, there was no contact with them for six weeks.
530	OUTCOME	INT: # of youth referred on	Number of youth discharged from Transition services this month because they required services not provided by the Transition program.
541	BEDS	BDS: # occupied bed days	Number of bed days occupied by eligible youth this month.
542	BEDS	BDS: # funded bed days	Number of bed days funded by MCFD this month.
543	**BEDS**	**BDS: % bed days occupied**	**# bed days occupied by eligible youth / MCFD funded bed days**
601	GENERAL	VME: # intakes to VOLUNTEER MENTORING	Number of youth accessing VOLUNTEER MENTORING this month for the first time. Includes youth who have been previously discharged from Volunteer Mentoring but who are returning to address a new or changed situation.
602	GENERAL	VME: # intakes who identify as Aboriginal	Number of youth deemed eligible to receive volunteer mentoring this month for the first time who consider themselves to be of Aboriginal heritage. This number is a sub-set of the total number of intakes and therefore cannot exceed that number.
603	GENERAL	**VME: % intakes who identify as Aboriginal**	**# intakes who identify as Aboriginal / # intakes**
604	MENTORING	VME: # hours recruiting, monitoring volunteer mentors	Number of hours staff spent recruiting, training, linking, monitoring, etc. potential or actual volunteer mentors. Service may be provided in person or over the phone and should be reported to the nearest quarter hour e.g. 0.25, 0.5, 0.75, 1, 1.25 etc.

Program Indicators

YSE Youth Services

No	Service	Indicator	Definition
605	MENTORING	VME: # volunteer mentor matches made	Number of volunteer mentor matches that met for the first time this month
606	MENTORING	VME: # matches that met this month	Total number of Volunteer Mentor matches that met this month, including matches that met for the first time.
607	MENTORING	VME: # hours that matches met	Number of hours this month that Volunteer Mentor matches met. Meetings must take place in person and should be reported to the nearest quarter hour e.g. 0.25, 0.5, 0.75,1, 1.25 etc.
608	**MENTORING**	**VME: Average # hours each volunteer mentor match met**	**# hours / # matches that met**
701	GENERAL	OTR: # intakes to OUTREACH TO YOUTH	Number of youth contacted through OUTREACH TO YOUTH this month for the first time. Contact must be sufficient to allow staff to believe they have learned the youth's real name. Includes youth that were thought to have been repatriated/ engaged in services over 30 days ago, but who have reappeared.
702	OUTREACH	OTR: # hours outreach to youth/caregiver	Number of hours this month that staff provided outreach to youth and/or their caregivers. Outreach is defined as direct contact, either in person or by phone, initiated by staff for the purpose of engaging the youth in one or more services. Hours should be reported to the nearest quarter hour e.g. 0.25, 0.5, 0.75,1, 1.25 etc.
703	OUTREACH	OTR: # youth receiving outreach	Number of youth to whom staff provided outreach this month. A youth and his/her caregiver(s) count as a single unit for the purposes of this indicator.
705	OUTCOME	OTR: # youth first contacted 3 months ago (1a)	Number of youth contacted through Outreach Services for the first time 3 months ago this month
706	OUTCOME	OTR: # of 1a who are repatriated/ engaged outside of outreach program	Number of youth contacted through Outreach Services for the first time 3 months ago this month who have beenrepatirated and/or are engaged in appropriate services outside of the Outreach program.
707	**OUTCOME**	**OTR: % of 1a who are repatriated/ engaged outside of outreach program**	**[706 / 705]**
801	SELF-HELP	SHP: # days RESOURCES CENTRE open	Number of days this month that the RESOURCES CENTRE was open for self-help to youth age 18 and under or their caregivers.
802	SELF-HELP	SHP: # hours Resources Centre open	Number of hours this month that the Resources Centre was open for self-help to youth age 18 and under or their caregivers.
803	SELF-HELP	SHP: # attendances at Resources Centre	Number of times youth age 18 and under or their caretakers attended the Resources Centre for self-help this month.
804	**SELF-HELP**	**SHP: Average # attendances per day Resources Centre open**	**# attendances / # days**
999	**GENERAL**	**GEN: # unique clients YTD**	**# active client units as of April 1, plus # intakes May - March**

Attachment 2.1 to Subsidiary Component Agreement FT08140004
Pacific Community Resource Society – Integrated Youth Services – Financial Report

Semi-Annual Financial Report Sample Report

Name of Organization: **Pacific Community Resources Society**

Contract #: **FT08140004**

Month:

Subsidiary Component Agreement Detail	CYSN Day Program	Resource Room	Housing Support & Assistance	Service to Transition Youth to Adulthood	Eagle High Day Program	TOTAL
Total Operational revenue						
Operational Expenses:						
Total Wages and Benefits						
Total Client Support Costs						
Total Transportation						
Total Family payments						
Total Program Support						
Total Program Admin. Support						
Total Facilities Expenses						
Total Operational Pre. Admin						
Total Admin. & Gen. Exp.						
Total Operational Expenses						
Number of Units						
Unit Cost						
Total surplus/(deficit)	$ (0)	$ (0)	$ (0)	$ (0)	$ (0)	$ (0)

* Definitions from the Specified Audit Procedures, Chapter 6, General Management Operating Policy.

Comments regarding variances:

This report has been prepared from the books and records of the Contractor for the funding period ended _____. I hereby confirm to the best of my knowledge and belief, that the information contained herein, was compiled in accordance with generally accepted accounting principles and in compliance with the Province's General Management Operating Policy. There is nothing to my knowledge that has not been disclosed in this report which would affect the accuracy and completeness of the financial information.

Signature Date

Print Name Print Title

SUBSIDIARY COMPONENT AGREEMENT (SCA)

BRITISH COLUMBIA

Ministry of Children and Family Development

BRITISH COLUMBIA | Ministry of Children and Family Development

SUBSIDIARY COMPONENT AGREEMENT: FT08140004

Agreement Name: Services to Youth and their Families

HER MAJESTY THE QUEEN IN RIGHT OF THE PROVINCE OF BRITISH COLUMBIA, represented by The Minister of Children and Family Development (the "Province", "we", "us", or "our" as applicable) at the following address:	AND PACIFIC COMMUNITY RESOURCES SOCIETY (Legal Name) (the "Contractor", "you", or "your" as applicable) at the following address:
900 - 865 Hornby Street Vancouver, British Columbia Canada V6Z 2G3 Authorized Email: Teresa.Goodman@gov.bc.ca Fax Number: (604)660-4005	201-2830 GRANDVIEW HWY VANCOUVER, BC V5M 2C9 Authorized Email: ikastens@pcrs.ca Fax Number: (604)412-7951

The term for the Subsidiary Component Agreement begins on: 01/04/2013 (Day/Month/Year) and ends on 31/03/2014 (Day/Month/Year)

THE PARTIES AGREE TO THE TERMS ON THE ATTACHED PAGES OF THIS DOCUMENT AND OUTLINED BELOW. THIS SUBSIDIARY COMPONENT AGREEMENT IS PART OF THE THIRD PARTY SERVICE AGREEMENT FT08140000:

APPLICABLE SCHEDULES:

- **SCHEDULE A** - **SERVICES**
- **SCHEDULE B** - **PAYMENT & FINANCIAL REPORTING**
- **SCHEDULE C** - **APPROVED SUBCONTRACTOR(S)**
- **SCHEDULE D** - **RISK MANAGEMENT & CONFLICT RESOLUTION**
- **SCHEDULE E** - **AUTHORIZED PERSONS (FOR THE SUBSIDIARY COMPONENT AGREEMENT)**
- **SCHEDULE H** - **ADDITIONAL TERMS**

SIGNED AND DELIVERED on the 30th day of March, 2013 on behalf of the Province by its duly authorized representative

Signature: [signature]

Print Name: Teresa Goodman

Position: Contract Manager or Designate

Responsibility Centre: CONTRACT MGMT OFFICE

SIGNED AND DELIVERED on the 28 day of MARCH, 2013 by or on behalf of the Contractor (or by its authorized signatory or signatories if the Contractor is a corporation)

Signature: [signature]

Print Name: Ingrid Kastens Position: Executive Director or Designate

Signature:

Print Name: Position:

Signature:

Print Name: Position:

READ TERMS ON THE ATTACHED PAGES OF THIS DOCUMENT

SCHEDULE A – SERVICES

General

The Contractor will provide all necessary components for delivery of the programs delineated below, including sufficient qualified program staff, administrative support, premises, materials and equipment.

The Province will appoint a contract supervisor for the Contractor's services funded under this Agreement. The Parties agree to conduct contract reviews during the Funding Period to review the ***Service Deliverables*** and any other issues of mutual concern, including the following:

- statements and reports;
- program elements, including hours of operation;
- access and admission criteria;
- intake and referral processes;
- numbers of clients to be served;
- hours of direct client service;
- frequency, content and format of progress and Court Ready reports;
- wait list management;
- exceptions to normal practice;
- critical incident reporting procedures;
- issue management;
- program liaison.

Services have been restructured based on a comprehensive system of care model, supported by accreditation and enhanced reporting requirements. The Province and the Contractor are using a collaborative approach to the continuing development of output-based contracts and measurable client outcomes. Both parties agree to work together to achieve these objectives. Data collected during the term of this agreement will be reviewed by both parties and then used to establish baseline targets for future contracts.

SUMMARY

Term **01/04/2013 to 31/03/2014** ***Total Amount of Component Agreement*** **$1,226,868.65**

Allocation by Programs and Services

Programs			
Youth Day Program			
	Intervention - General		$518,927.66
		Sub-Total	**$518,927.66**
Youth Transition Program			
	Intervention - General		$276,885.11
		Sub-Total	**$276,885.11**

Grouped Services			
Housing Support and Assistance			
	Intervention - General		$191,990.43
		Sub-Total	**$191,990.43**
Resource Room			
	Self-Help - General		$239,065.45
Non-Program Services			
		Sub-Total	**$0.00**
		Total	**$1,226,868.65**

Allocation by Community

Communities Served		
Vancouver North		$964,404.42
Vancouver South		$262,464.23
	Total	**$1,226,868.65**

Allocation by Business Area

Core Business Area	**Business Area - Sub Business Area**		
Child and Family Development			
	Youth Services		$1,076,999.65
		Sub-Total	**$1,076,999.65**
ECD, Child Care and Children and Youth with Special Needs			
	Children and Youth with Special Needs		$149,869.00
		Sub-Total	**$149,869.00**
		Total	**$1,226,868.65**

PROGRAMS

Youth Day Program

TARGET POPULATION: Youth who have been unsuccessful in mainstream or alternative school-based programs due to social, behavioural, and / or cognitive difficulties.

OUTCOME: Youth are able to engage or re-engage in school, training, or work.

Eagle High Day Program (Youth Day Program)

SERVICE: INTERVENTION - GENERAL **Total Amount** $369,058.66

Definitions	Activities provided to maintain or prompt a planned change in the behaviour, condition or functioning of children, youth, and/or families/caregivers.		
Project Code	18CN289		
Input	Qualified Staff		
Output Indicators	# Recipients of Group Services	**Quantity**	60
	# Direct Group Hours		3143
Reporting Frequency	Monthly		
Core Business Area	Child and Family Development		
Business Area	Youth Services		
Communities Served			
Vancouver North	**Recipient(s)** 13 to 18 years	**Amount**	$290,105.87
Vancouver South	**Recipient(s)** 13 to 18 years	**Amount**	$78,952.79

This allocation is provided as an estimate.

BUSINESS AREA OUTCOMES

- Youth participate in identifying their short and longer term needs and in developing plans to address them
- Youth experiencing high levels of risk to their health and safety have the levels of risk reduced
- Youth have immediate basic needs met including shelter, food and clothing
- Youth establish connections with community resources to address needs such as physical health, mental health, addictions and/or sexual exploitation
- Youth have improved connections to positive community supports including family/extended family, peers, education, employment, and/or housing
- Youth acquire skills and knowledge necessary to keep themselves safe, achieve identified goals, and successfully transition to adulthood

Youth Day Program

TARGET POPULATION: Youth who have been unsuccessful in mainstream or alternative school-based programs due to social, behavioural, and / or cognitive difficulties.

OUTCOME: Youth are able to engage or re-engage in school, training, or work.

West Coast Day Program (Youth Day Program)

SERVICE: INTERVENTION - GENERAL **Total Amount** $149,869.00

Definitions	Activities provided to maintain or prompt a planned change in the behaviour, condition or functioning of children, youth, and/or families/caregivers.
Project Code	18CN289
Input	Qualified Staff

Output Indicators	# Recipients		**Quantity**	22	
	# Direct Group Hours			1254	
Reporting Frequency	Monthly				
Core Business Area	ECD, Child Care and Children and Youth with Special Needs				
Business Area	Children and Youth with Special Needs				
Communities Served					
Vancouver North	**Recipient(s)**	13 to 18 years	**Amount**	$117,807.50	
Vancouver South	**Recipient(s)**	13 to 18 years	**Amount**	$32,061.50	

This allocation is provided as an estimate.

BUSINESS AREA OUTCOMES

- Children and youth with special needs experience optimal growth and development.
- Children and youth with special needs are healthy and safe in their families and communities.
- Children and youth with special needs actively participate in their home and community.
- Parents and families of children and youth with special needs have the knowledge, skills and supports they need to advance their child or youth's growth, development and functioning.
- Communities support the development and growth of children and youth with special needs.

Youth Transition Program

TARGET POPULATION:	Youth, who may or may not be involved with the Ministry, who require additional support or skill building to move from adolescence to responsible adulthood.
OUTCOME:	Youth develop adult competencies to enable them to achieve independent living with confidence and success.

Services to Transition Youth (Youth Transition Program)

SERVICE: INTERVENTION - GENERAL **Total Amount** $276,885.11

Definitions	Activities provided to maintain or prompt a planned change in the behaviour, condition or functioning of children, youth, and/or families/caregivers.				
Project Code	18CN289				
Input	Qualified Staff				
Output Indicators	# Direct Group Hours		**Quantity**	217	
	# Direct One to One Hours			1968	
Reporting Frequency	Monthly				
Core Business Area	Child and Family Development				
Business Area	Youth Services				
Communities Served					
Vancouver North	**Recipient(s)**	13 to 18 years	**Amount**	$217,651.03	
Vancouver South	**Recipient(s)**	13 to 18 years	**Amount**	$59,234.08	

This allocation is provided as an estimate.

BUSINESS AREA OUTCOMES

- Youth participate in identifying their short and longer term needs and in developing plans to address them
- Youth experiencing high levels of risk to their health and safety have the levels of risk reduced
- Youth have immediate basic needs met including shelter, food and clothing
- Youth establish connections with community resources to address needs such as physical health, mental health, addictions and/or sexual exploitation
- Youth have improved connections to positive community supports including family/extended

family, peers, education, employment, and/or housing

- Youth acquire skills and knowledge necessary to keep themselves safe, achieve identified goals, and successfully transition to adulthood

Housing Support and Assistance

SERVICE: INTERVENTION - GENERAL **Total Amount** $191,990.43

Definitions	Activities provided to maintain or prompt a planned change in the behaviour, condition or functioning of children, youth, and/or families/caregivers.			
Project Code	18CN289			
Input	Qualified Staff			
Output Indicators	# Direct One to One Hours	**Quantity**	1182	
	# Direct Group Hours		78	
Reporting Frequency	Monthly			
Core Business Area	Child and Family Development			
Business Area	Youth Services			
Communities Served				
Vancouver North	**Recipient(s)**	13 to 18 years	**Amount**	$150,917.88
Vancouver South	**Recipient(s)**	13 to 18 years	**Amount**	$41,072.55

This allocation is provided as an estimate.

BUSINESS AREA OUTCOMES

- Youth participate in identifying their short and longer term needs and in developing plans to address them
- Youth experiencing high levels of risk to their health and safety have the levels of risk reduced
- Youth have immediate basic needs met including shelter, food and clothing
- Youth establish connections with community resources to address needs such as physical health, mental health, addictions and/or sexual exploitation
- Youth have improved connections to positive community supports including family/extended family, peers, education, employment, and/or housing
- Youth acquire skills and knowledge necessary to keep themselves safe, achieve identified goals, and successfully transition to adulthood

Resource Room

SERVICE: SELF-HELP - GENERAL **Total Amount** $239,065.45

Definitions	Provision of means whereby children, youth and families use tools such as the internet, videos or books to enhance their skills.			
Project Code	18CN505			
Input	Qualified Staff			
Output Indicators	# Hours	**Quantity**	1440	
Reporting Frequency	Monthly			
Core Business Area	Child and Family Development			
Business Area	Youth Services			
Communities Served				
Vancouver North	**Recipient(s)**	13 to 18 years	**Amount**	$187,922.14
Vancouver South	**Recipient(s)**	13 to 18 years	**Amount**	$51,143.31

This allocation is provided as an estimate.

BUSINESS AREA OUTCOMES

- Youth participate in identifying their short and longer term needs and in developing plans to address them
- Youth experiencing high levels of risk to their health and safety have the levels of risk reduced
- Youth have immediate basic needs met including shelter, food and clothing
- Youth establish connections with community resources to address needs such as physical health, mental health, addictions and/or sexual exploitation

- Youth have improved connections to positive community supports including family/extended family, peers, education, employment, and/or housing
- Youth acquire skills and knowledge necessary to keep themselves safe, achieve identified goals, and successfully transition to adulthood

Attachments

Name	Attachment 1.1 Service Overview	*Attachment 1.1 Service Overview.docx*
Name	Attachment 1.2 Output Indicators	*Attachment 1.2 Output Indicators.docx*

SCHEDULE B – PAYMENT & FINANCIAL REPORTING

Aggregate Maximum

1.1 Subject to the provisions of the Third Party Service Agreement and this Subsidiary Component Agreement, we will pay you an amount not exceeding $1,226,868.65, including GST, in the aggregate, for providing the Services set out in Schedule A, during the term of this Subsidiary Component Agreement.

Payments

2.1 **Monthly Recurring**

We will pay you on or about the 15th day of the month commencing on the 1st day of April, 2013 as provided in the following payment schedule:

From	To	Amount	GST	Total
April 1, 2013	April 30, 2013	$102,239.10	$0.00	$102,239.10
May 1, 2013	March 31, 2014	$102,239.05	$0.00	$1,124,629.55
				$1,226,868.65

2.2 **Payment Address**

201-2830 GRANDVIEW HWY VANCOUVER, BC V5M 2C9

Goods and Services Tax (GST)

Financial Reports

2.3 In addition to the financial statements referred to in the Audit and Service Evaluation section of FT08140000 any financial reports should, at a minimum, relate costs to service outputs. The following additional financial reports are required:

Name	Description
Semi-annual Service Cost Report	Report that outlines the semi-annual costs associated with a service.
9-Month Service Cost Report	Report that outlines the costs associated with a service every 9 months.

2.4 Not applicable

Attachments

Name	Attachment 2.1 Financial Report	*Attachment 2.1 Financial Report.docx*

SCHEDULE C – APPROVED SUBCONTRACTOR(S)

Subcontractors

1.1 The following persons or organizations, are specified as Subcontractors under section 12 of the Third Party Service Agreement, for purposes of this Subsidiary Component Agreement:

None

SCHEDULE D – RISK MANAGEMENT & CONFLICT RESOLUTION

Criminal Record Check

1.1 In accordance with the Criminal Records Review Act, you must undertake a criminal record check of each staff member or other person who has, or potentially has, unsupervised access to children, or who has access to their records.

1.2 In addition to any criminal record checks required under the Criminal Records Review Act, you must undertake a criminal record check on volunteers or other individuals who have, or potentially have, unsupervised access to children or their records.

1.3 Upon our written request you must provide us written confirmation that:

(a) criminal record checks have been initiated;
(b) you have acted on instructions from the adjudicator or us; and
(c) all other related procedures have been followed.

Conflict Resolution Officials

2.1 The designated "Officials" of the parties for the purposes of the Conflict Resolution Protocol are:

	Province	**Contractor**
Stage One:	Contract Manager	Manager
Stage Two:	Executive Director of Service	Director or Designate
Stage Three:	Deputy Minister or Designate	Executive Director or Designate

Permits and Licenses

3.1 You must obtain all the permits and licenses required to perform the Services, including, but not limited to:

(a) any permits or licenses required by municipal or health authorities for the operation of the Services delineated in Schedule A.

(b) any municipal, provincial, federal permits and licenses required to provide the Services including motor vehicle licenses of the appropriate class to provide transportation to clients.

Insurance and Indemnity

A. For all Contractor's activities under this Agreement to which the Master Insurance Program applies, as determined by the Province in its sole discretion:

4.1 The Province will purchase and maintain Comprehensive General Liability insurance in the amount of $2,000,000 inclusive per occurrence against bodily injury and property damage arising out of the Contractor's performance of the Services on behalf of the Province as outlined in this Agreement.

4.2 The Contractor shall be responsible for and pay any deductible under the policy.

4.3 The Contractor will be provided with a Certificate of Insurance and a copy of the insurance policy wording.

4.4 The Province will take reasonable steps to ensure the coverage specified in section 1 is continuous for the duration of this Agreement but the Province does not accept responsibility for providing coverage in the event the insurance is cancelled or reduced by the insurer.

4.5 The Province does not represent or warrant that the policy contains insurance for any and all losses. It is the Contractor's responsibility to ascertain the exact nature and extent of coverage of the policy as well as any and all terms and conditions of the policy.

4.6 The Contractor shall provide, maintain, and pay for, any additional insurance which the Contractor is required by law to carry, or which the Contractor considers necessary to cover risks not otherwise covered by insurance specified in section 1.

B. For all Contractor's activities to which the Master Insurance Program does not apply, the Contractor shall:

5.1 The Contractor must, without limiting its obligation or liabilities and at its own expense, purchase and maintain throughout the term of this Agreement the following insurances with insurers licensed in Canada in forms and amounts acceptable to the Province:

(a) Commercial General Liability in an amount not less than $2,000,000.00 inclusive per occurrence against bodily injury, personal injury and property damage and including liability assumed under this Agreement and this insurance must:

(i) include the Province as an additional insured;

(ii) be endorsed to provide the Province with 30 days advance written notice of cancellation or material change; and

(iii) include a cross liability clause.

5.2 All insurance described in paragraph 1 of this Schedule must:

(a) be primary; and

(b) not require the sharing of any loss by any insurer of the Province.

5.3 The Contractor must provide the Province with evidence of all required insurance:

(a) Within 10 working days of commencement of the Services, the Contractor must provide to the Province evidence of all required insurance in the form of a completed Province of British Columbia Certificate of Insurance.

(b) If the insurance policy(ies) expire before the end of the term of this Agreement, the Contractor must provide within 10 working days of expiration, evidence of new or renewal policy(ies) of all expired insurance in the form of a completed Province of British Columbia Certificate of Insurance.

(c) Notwithstanding paragraph 3(a) or (b) above, if requested by the Province at any time, the Contractor must provide to the Province certified copies of the required insurance policies.

5.4 The Contractor shall provide, maintain, and pay for, any additional insurance which it is required by law to carry, or which it considers necessary to cover risks not otherwise covered by insurance specified in this schedule in its sole discretion.

C. Whether A or B applies to the Services, for all Contractor activities under this Agreement:

6.1 The Contractor shall maintain Automobile Liability insurance on all vehicles owned, operated or licensed by the Contractor in an amount not less than $2,000,000 per occurrence, and where applicable the Contractor may show evidence of this insurance using an ICBC Confirmation of Insurance Coverage (APV-47) form in place of the requirement for the BC Certificate of Insurance.

6.2 Additional Insurance: Not applicable

SCHEDULE E – AUTHORIZED PERSONS (FOR THE SUBSIDIARY COMPONENT AGREEMENT)

Authorized Persons

1.1 The Contractor designates any of the following persons, (identified by name and/or position) to act for you in relation to this Subsidiary Component Agreement:

Ingrid Kastens, Executive Director or Designate

1.2 The Ministry designates any of the following persons (identify by name and/or position) to act for us in relation to this Subsidiary Component Agreement:

Teresa Goodman, Contract Manager or Designate

SCHEDULE H – ADDITIONAL TERMS

Other

1. Notwithstanding Clause 55 (b) of the Third Party Service Agreement, the termination notice period for this Subsidiary Component Agreement is 90 days.

PAYMENT AND FINANCIAL INFORMATION

Aggregate Maximum

Subject to the provisions of this Agreement, the Province will pay to the Contractor an amount not exceeding **$1,226,868.65** in the aggregate for providing the Component Services during the Funding Period.

Annual baseline funding is **$1,226,868.65**.

STATEMENTS AND REPORTS

The Contractor will submit to the Province reports, in form and content acceptable to the Province, relating to the services and programs outlined in this Agreement. The required reports include, but are not limited to, the following:

(a) Monthly Indicator Reports – Indicators and Definitions are outlined in Attachment 1.2 to this Agreement

(b) Annual Report on Outcomes

(c) Other information as may be requested by the Province

The parties agree to work collaboratively in the development and implementation of outcome measurement tools that may be considered during the Funding Period.

Required reports will be submitted within 15 business days of the end of the period specified, commencing with a first report for the period ending April 30, 2013. For the purpose of this section and section 1.3, a "business day" is any day that is not a Saturday, a Sunday or a statutory holiday in British Columbia.

Financial Reports

Whether or not an annual financial statement (or review or audit of the same) is required and submitted under section 40 of the Third Party Service Agreement, the Contractor will, for the purposes of negotiation of any future agreement, submit to the Province, within 30 business days of the end of the 2nd and 3rd quarters of the Funding Period, a Financial Report (unaudited) showing revenues and expenditures for each service area. A sample of the Financial Report (unaudited) is included as Attachment 2.1 to this Agreement.

Attachment 1.1 to Subsidiary Component Agreement FT08140004
Pacific Community Resource Society – Integrated Youth Services - Service Overview

Integrated Youth Services – Service Overview and Description

Pacific Community Resources (PCRS) will deliver non-residential services to at-risk and high-risk youth between the ages of 12 and 18 years and their families who live in, or identify with, Mid-Town Vancouver. At-risk youth demonstrate increased vulnerability to involvement in high risk activity. High risk youth include specialized populations such as runaway youth, homeless and street-involved youth, youth who are suicidal or substance-misusing, sexually exploited youth, and sexual minority youth.

To co-ordinate and deliver services, PCRS will establish a Mid-Town Vancouver Integrated Youth Service Centre. This will be one of four Vancouver Integrated Youth Service Centres whose establishment the Ministry will be funding: Downtown Vancouver, Mid-Town, South Vancouver and an Aboriginal centre. The PCRS staff of the Mid-Town Vancouver Integrated Youth Service Centre will be required to work collaboratively with the agencies who will be establishing the other Youth Service Centres on behalf of the Ministry.

The Mid-Town Vancouver Centre will be located temporarily at 2780 E. Broadway and will return to 691 East Broadway when the new building is complete. The Day Program component of Mid-Town will be located at 2830 Grandview Highway until the new building is complete.

All staff of Mid-Town Vancouver Integrated Youth Services Centre will receive annual performance appraisals as per accreditation standards. Staff supervision shall include individual supervision (scheduled and spontaneous), as well as group supervision through regular staff meetings.

The Centre will operate from 8:30 a.m. to 7:00 p.m. (open access to resource room is 1:00 p.m. to 7:00 p.m.), Monday to Friday. Hours of operation for each service area are included in detailed service descriptions below. In addition to the Services to be provided from the Centre, Centre staff will facilitate youth access to necessary services delivered by the other Youth Service Centres, as well as a broad range of community and government resources. Service Areas included in this agreement are:

A. **Resource Room**
B. **Housing Support and Assistance**
C. **Services to Transition Youth to Adulthood**
D. **Eagle High Day Program**
E. **West Coast Alternate Day Program**

This agreement for services does not preclude PCRS from seeking other funding opportunities/partnerships to offer additional services or to offer services to individuals outside the Ministry's mandate. However, any additional services/target groups must not infringe upon service availability funded through this agreement, or negatively impact client safety or security.

Following are expected outputs and annualized funding, and a detailed description of service to be provided:

	Annual Minimum Individual Hours	Annual Minimum Group Hours	Total Hours	No. of Youth Served Annually	Direct FTE's	Annual Funding
Resource Room	1,440		1,440	1000-1200		$239,065.45
Housing Support and Assistance	1,182	78	1,260	70	1.5 FTEs	$191,990.43
Services to Transition Youth to Adulthood	1,968	217	2,185	100	3.0 FTEs	$276,885.11
Eagle High Day Program		3,143	3,143	60	3.0 FTEs	$369,058.66

West Coast Alternate Day Program		1,254	1,254	22	1.0 FTEs	$149,869.00
Total	**4,590**	**4,692**	**9,282**		**8.5**	**$1,226,868.65**

A. Resource Room

The Mid-Town Centre will provide a youth-friendly walk-in Resource Room, the focus of which shall be to engage youth in dialogue that will support youth in moving toward safer and healthier lifestyles, and becoming contributing members of their families and communities. Staff will be available to welcome and orient youth to the Resource Room during all hours of operation. The Resource Room will offer information about, and referral to, a range of services relevant to the attending youth population (ie, health, addictions counselling, anger management, Aboriginal and multi-cultural services, youth justice and gay and lesbian support services, etc).

Additionally, a range of services designed to engage youth shall be offered, including, but not limited to:

- information bulletin boards (i.e. Queer Information Board)
- computer access, including a printer and a scanner
- fax machine
- free youth telephone
- TV and DVD player
- access to kitchen/food *NOTE: kitchen and food are not funded through this contract
- recreation/pro-social activities are planned for open access depending on partner availability and other funding sources.

The Resource Room shall also offer screening, intake and basic assessment services provided by the Resource Room Child and Youth Care worker. Initial screening shall be limited to age (12 – 18 years) and the youths' self-identified immediate needs. As youth participate in Centre services and become known to Centre staff, the youths' needs may more fully be understood. Youth may then be directed to appropriate services or workers within the centre, at which time an in-depth assessment, as required, may be completed by the assigned Worker. Following assessment, youth may be referred to a variety of services, including other Ministry funded services or ancillary services (i.e. health clinic, addictions counsellors, etc.)

Depending on the needs a youth presents, Integrated Case Management (ICM) may be appropriate. If such need is indicated, an integrated plan will be developed and implemented with the youth and their family/caregiver as appropriate, in collaboration with Ministry staff, and other community professionals and service providers as needed. It shall be the responsibility of the Centre Worker to manage the ICM process, including calling case conferences and review meetings, and provide quarterly feedback to the Ministry Worker.

The Centre shall establish a Youth Advisory which will offer input into the direction of the Centre and initiate ideas for pro-social, recreational and cultural activities intended to engage youth in Centre services.

Target Population:
At-risk and high-risk youth between 12 and 18 years of age residing in, or identifying with, Mid-Town Vancouver may access services.

Referral Process:
Open access service will be provided to each youth and their family and/or caregiver (if appropriate) who attend or are referred to the Centre.

Hours of Service:
Intake, Assessment and Integrated Case Management will be available 1:00 p.m. to 7:00 p.m., Monday to Friday.

Staffing:
Funding provided by this agreement does not directly fund resource room staff. Funding provided by this agreement contributes to the operation of the centre and supervision of resource room staff.

The Resource Room is continuously staffed by youth worker on a rotational basis. Transition Youth to Adulthood and Housing Support Workers are scheduled to staff the resource room with each worker staffing the resource room for 3.5 hours per week. The remaining hours are staffed by workers from other programs not funded by this agreement.

The resource room workers will possess either a Child and Youth Care Diploma plus one year relevant experience, or an equivalent combination of education and experience, plus Standard First Aid.

Supervision:
The resource room Supervisor shall supervise the day to day activities of the Resource Room and will be in the centre when the Resource Room is open. The Centre Supervisor shall report to the Centre Manager.

The Supervisor will possess a Bachelor of Child and Youth Care or a Bachelor of Social Work plus one year relevant experience, or an equivalent combination of education and experience, plus Standard First Aid.

B. Housing Support and Assistance

The Housing Support program offers one-to-one and group support to youth who are seeking or looking to maintain housing in Vancouver. Referral information and housing support services will be available through the Resource Room or scheduled appointments. Services include providing and maintaining affordable housing listings, use of telephone and computer, local newspapers, advocacy, outreach, referrals, support completing applications for subsidized housing and support in getting to appointments, moving and storage information and help finding funding, housing information on tenant legal rights, household and furniture start-up kits and referrals, emergency shelter listings and support.

A Housing Support worker will be attached to each youth (maximum 10-12 clients). An assessment, service plan, review and discharge will be done in collaboration with the assigned Social Worker/Transition Worker or other relevant professionals in the youth person's life. The focus in the program is identifying and building life skills required for young people to maintain housing.

Appropriate transportation shall be available to assist youth in moving residence.

Group support will also be provided. To encourage financially struggling youth to attend groups, nutrition (ie, pizza and juice) will be offered at each session. In addition, the Cooking and Nutrition on a Shoestring workshop shall be a hands-on workshop that includes sharing a meal. The workshop shall be offered the week prior to Ministry of Social Development cheque issue day.

In addition to the above noted Workshops, interactive, fun-oriented activities and games such as RENT (based on the game LIFE, simulates the process of finding and securing rental accommodation, in the process teaching youth the rights and responsibilities of renters and landlords) shall be used to engage youth in housing skills acquisition.

The activities of the service will include, but are not limited to:

- Liaison with landlords to facilitate successful housing placements of youth,
- Landlord/tenant dispute resolution,
- Co-ordination and facilitation of moving arrangements for youth
- Liaison and collaborative planning with other Centre programs providing direct service to youth,
- Housing skill development and education, including the following Workshops:
    - How to Find/Maintain a Suite
    - How to Fill Out a BC Housing Application Form
    - How to Choose/Life With a Roommate
    - Rights and Responsibilities of Tenants/Landlords
    - Communication/Dispute Resolution
    - Budgeting and Nutrition on a Shoestring
    - Cooking and Nutrition on a Shoestring.

Target Population:
At-risk or high-risk youth, between the ages of 12 and 18 who are homeless and/or in need of housing.

Referral Process:
Open access with priority given to Ministry and Centre youth.

Hours of Service:
Hours of Service will be flexible in order to meet the needs of landlords and youth.

Staffing:
1.5 FTEs are allocated to Housing Support and Assistance.

Workers shall possess a Bachelor of Child and Youth Care or a Bachelor of Social Work degree, plus one year relevant experience; or a Child and Youth Care Diploma, plus two years directly relevant experience; or an equivalent combination of education and experience.

Supervision:
The Housing Support Workers will be under the supervision of the Supervisor of Housing Programs.

C. Services to Transition Youth to Adulthood

Services to Transition Youth to Adulthood provide interventions that promote the development of adult competencies so that youth may achieve independent living with confidence and success. Plans for service are individualized on a one-to-one basis, and are appropriate to developmental differences in reference to age groups or challenges the young person may have (e.g. FAS, ADHD, developmentally challenged).

Interventions for youth aged 12 to 15 will include activities that promote the attainment of age-appropriate life skills, educational programming and age-appropriate recreational and pro-social activities. This shall be accomplished through a number of activities:

F. providing foster parents with training incorporating best practices on how to capture windows of opportunity to teach life skills to 12 to 15 year olds
G. offering interactive life skills workshops,
H. offering theatre/role playing, arts, contests and games.

Interventions for youth aged 16 to 18, who are or are about to be living independently, will promote achieving life skills necessary for independent living and include attaining employment and vocational skills. Services shall include individual and group approaches conducted in the Centre, in-home or in-community. In community work may include, but is not limited to:

- practice grocery shopping trips to teach nutrition and budgeting
- furniture shopping to teach budgeting and cost-effective shopping
- housing or employment searches
- teaching youth how to clean their suites or do laundry on-site.

Individualized services and goals shall be contracted and reviewed on a quarterly basis with the youth, the Transition Worker, and the Ministry Worker. Service may be renewed, based on new goals, for up to one year, although the average length of service will be 6 to 8 months.

Natural advocates and the potential inclusion of a youth mentor shall be explored with all youth receiving service. Youth requiring longer-term support will be encouraged to connect with natural advocates. In addition, youth requiring longer supports will be encouraged to participate in ongoing group components, Self-Help/Mutual Aid Groups (see description following), as well as other Centre services or community-based services.

Group Components: Groups will include the full range of topics listed as workshops under the *Housing Support and Assistance* service area described above. In addition, the following group components will be offered:

- Exploring educational goals/options/getting back into school
- Exploring vocational goals/options
- Pre-employment/employment skills
- Preparing a resume
- The value of volunteering
- How to find/secure/maintain a job
- Community services & activities. What they are and where to find them (this component includes "out trips" to affordable community facilities and activities)
- Proper health and dental care and services
- Household safety
- Anger management skills
- Legal rights & responsibilities (e.g., Tenancy, Employment Standards, Human Rights, BC Employment Assistance, etc.).

Ministry-referred youth shall be the priority for all group components. However, space permitting, other youth in need may be included in the group components.

Target Population:
Youth involved with the Ministry who require assistance in moving towards independence. Includes youth in Continuing Custody of the Ministry between the ages of 12 and 18; youth receiving service through Youth Agreements, between the ages of 16 and 18; and youth receiving Ministry support services between the ages of 12 and 18. Priority will be given to the older youth in this population.

Referral Process:
Access to service will be limited to Ministry-involved youth. Referrals will be received and screened by ministry liaison. Prioritization of referrals will be a Ministry responsibility and may be given to 16 to 18 year olds.

Hours of Service:
Hours will be flexible to meet the needs of the youth. Provision of service on some evenings and weekends may be required depending on need.

Staffing:
Three FTEs shall be allocated to Youth Transition Worker positions. Workers shall possess a Bachelors of Child and Youth Care or a Bachelors of Social Work degree, plus one year relevant experience; or a Child and Youth Care Diploma, plus two years directly relevant experience; or an equivalent combination of education and experience.

Supervision:
Youth Transition Workers shall be under the supervision of the Transition Youth to Adulthood Program Supervisor.

D. Eagle High Day Program

Youth receiving Day Programming will present with social, behavioural and cognitive difficulties. Participants will have been unsuccessful in mainstream and alternative school-based programs but continue to identify improvement in their academics as important goals to attain.

The facility shall have fully equipped classrooms. In addition participants may have access to computers, a fully equipped kitchen, lunchroom, art room, student lounge and counselling space.

Full school year programming shall be provided. Individualized plans shall be developed for each youth in the program, and involvement from parents and/or caregivers shall be encouraged if indicated. Plans and progress shall be monitored regularly. Discharges from the program shall be with the approval of Ministry staff.

Regular educational programming shall begin on the first VSB scheduled day in September of the academic year. As a key partner, the Vancouver School Board (VSB) will provide academic programming. Centre staff will collaborate with the VSB and other educational, vocational, and skills enhancement services to meet the range of services required.

Target Population:
The population of students will be comprised of "younger academic" students who are between 12 and 16 years old and behind in their grade attainment in relation to their chronological age.

Placement priority will be given to those youth under 16 years.

Referral Process:
Referrals from the Ministry or Aboriginal delegated agency Social Worker or Probation Officer are sent to the Ministry Youth Services Community Liaison. Referrals are accepted on an ongoing basis and reviewed by an Ministry/VSB screening committee to determine eligibility, placement, and priority.

Staffing:
Teachers shall be supplied by the Vancouver Board of Education.

3 FTE Youth and Family Worker positions – these workers may possess a Bachelor of Child and Youth Care or Bachelor of Social Work degree, plus one year relevant experience; or a Child and Youth Care diploma plus two years directly relevant experience; or an equivalent combination of education and experience; plus Standard First Aid; plus a Class 5 Driver's licence.

.25 FTE Cook – the Cook shall possess Food Safe certification and one year group food preparation experience.

As a 3 party partnership, changes in FTE Youth and Family Worker, teacher, or other staffing allocation would involve collaborative negotiation with all three parties (MCFD, VSB and PCRS).

Supervision:
Supervision will be provided by the Coordinator of Development for Education Programs.

Hours of Service:
The hours of operation will reflect normal school hours.

E. West Coast Alternate Day Program

West Coast Alternate Program is an integrated approach in a year round comprehensive program for students diagnosed with FASD. The program will include an education component, a social and life skills component, cultural programming and family support services that are targeted to the critical transition into high school and sustaining school attachment through graduation in order to prevent the breakdown and downward spiral that tend to occur at this juncture.

The program will offer a supportive educational and behavioural environment for youth whose needs cannot be met in a regular school program, even with necessary modifications. Supports will also be available to the parents/caregivers of the students.

Services include:
- Administration and coordination of the program
- Outreach support and education for parents and caregivers of students in the program
- Enhancement of family's awareness of and abilities to access additional community supports when they are experiencing challenges
- Daily behavioural supports to students attending the program

- Organize and deliver a range of activities from music, art, aboriginal cultural activities, and drama to physical recreation and school focused field trips during afternoon, evening, school holiday and summer programs
- Additional family counselling and support including when student is not attending the program

Target Population: youth aged 12 to 19 diagnosed under the FASD umbrella and who are not eligible or appropriate for special needs classes and for whom there are no existing resources.

Staffing:
Program Coordinator/Youth and Family Counsellor (1 FTE).

Cook/Life Skills Counsellor (.22 FTE) to provide a breakfast and lunch program

The Contractor agrees as funding from other sources becomes available the Contractor will commit to maximizing funds in this agreement towards this service.

Supervision:
Supervision will be provided by the Coordinator of Development for Education Programs.

Attachment 1.2 to Subsidiary Component Agreement FT08140004
Pacific Community Resource Society – Integrated Youth Services

Program Indicators

YSE Youth Services

No	Service	Indicator	Definition
101	GENERAL	GEN: # intakes to DAY PROGRAM	Number of youth accessing the DAY PROGRAM this month for the first time in this fiscal year. For most Day Programs, the majority of intakes will occur in September.
102	INTERVENTION	INT: # sessions of Day Program	Number of times this month that the Day Program staff offered the program. For Day Programs that run all day, the number of sessions will equal the number of days they were open. For Day Programs that offer the program to different youth in the morning/ afternoon/ evening, the number of sessions will be more than the number of days.
103	INTERVENTION	INT: # hours of Day Program sessions	Number of hours this month that the Day Progam was open to youth. The number of hours should be reported to the nearest quarter hour e.g. 0.25, 0.5, 0.75,1, 1.25 etc.
104	INTERVENTION	INT: # attendances at Day Program sessions	Total number of attendances at all Day Program sessions this month. A youth must be present for at least 75% of the duration of the session to be considered as having attended. Excludes youth who are on a monitored home study program, as well as youth absent for other reasons.
105	**INTERVENTION**	**INT: Average # attendances per Day Program session**	**# attendances / # sessions**
106	INTERVENTION	INT: # hours individual intervention	Number of hours this month that staff provided one-to-one intervention within the context of a Day Program. Time spent with a youth's family/ caregiver counts as time with the youth for the purposes of this indicator. Hours should be reported to the nearest quarter hour e.g. 0.25, 0.5, 0.75,1, 1.25 etc.
107	INTERVENTION	INT: # youth receiving individual intervention	Number of youth to whom staff provided one-to-one intervention this month. Intervention may be provided in person or over the phone.
108	**INTERVENTION**	**INT: Average # hours individual intervention per youth**	**# hours / youth**
109	INTERVENTION	INT: # sessions of group training and education	Number of times this month that staff provided group activity within the context of a Day Program i.e. provided service to 2 or more unrelated youth at the same time.
110	INTERVENTION	INT: # hours of group training and education sessions	Number of hours this month that Day Program staff provided group activity. The number of hours should be reported to the nearest quarter hour e.g. 0.25, 0.5, 0.75,1, 1.25 etc.
111	INTERVENTION	INT: # attendances at training and education sessions	Total number of attendances at all training and education sessions provided by Day Program staff this month.
112	**INTERVENTION**	**INT: Average # attendances per training and education session**	**# attendances / # sessions**
201	GENERAL	GEN: # intakes to HOUSING SUPPORT AND ASSISTANCE	Number of youth accessing HOUSING SUPPORT AND ASSISTANCE this month for the first time. 'Accessing' means the youth asked staff for help with housing, and provided staff with their name. Excludes youth in the Transition Youth to Adulthood program.

Program Indicators

YSE Youth Services

No	Service	Indicator	Definition
202	GENERAL	GEN: # intakes who are re-intakes	Number of youth accessing Housing Support and Assistance who have found housing with MCFD support and assistance within the past 12 months. This number is a sub-set of the total number of intakes and therefore cannot exceed that number
203	**GENERAL**	**GEN: % intakes are re-intakes**	**# intakes who are re-intakes / # intakes**
204	INTERVENTION	INT: # hours of individual housing support	Number of hours this month that staff provided one-to-one Housing Support and Assistance services to youth. Individual housing support and assistance may be provided in person or by phone and should be reported to the nearest quarter hour e.g. 0.25, 0.5, 0.75,1, 1.25 etc.
205	TRAINING & EDUCATION	TRE: # sessions of group housing support	Number of times this month that staff provided housing support and assistance in a group setting i.e. provided service to 2 or more unrelated youth at the same time.
206	TRAINING & EDUCATION	TRE: # hours of group housing support	Number of hours this month that staff provided housing support and assistance in a group setting. The number of hours should be reported to the nearest quarter hour e.g. 0.25, 0.5, 0.75,1, 1.25 etc.
207	TRAINING & EDUCATION	TRE: # attendances at housing support sessions	Total number of attendances at all group housing support and assistance sessions provided by Housing Support and Assistance staff this month.
208	**TRAINING & EDUCATION**	**TRE: Average # attendances per housing support session**	**# attendances / # sessions**
209	OUTCOME	TRE: # youth receiving housing support who moved into accommodation	Number of youth accessing Housing Support and Assistance who reported moving into accommodation this month. Does not include youth who have 'found' accommodation but have not yet moved into it.
218	INFORMATION & REFERRAL	IFR: # units of housing registered this month	Number of units of housing available to youth that were added to the Housing Registry this month.
219	INFORMATION & REFERRAL	IFR: Total # units registered at month end	Total number of units of housing that were available to youth through the Housing Registry at the end of this month
301	GENERAL	GEN: # intakes to FAMILY AND YOUTH MEDIATION AND REUNIFICATION	Number of youth accessing FAMILY AND YOUTH MEDIATION AND REUNIFICATION this month for the first time. Includes youth who have been previously discharged from Mediation and Reunification but are returning to address a new or changed situation. Excludes extensions of referals.
302	INTERVENTION	INT: # hours of individual intervention	Number of hours this month that staff provided one-to-one Mediation and Reunification services to youth and/or their families/ caregivers. Individual service may be provided in person or by phone and should be reported to the nearest quarter hour e.g. 0.25, 0.5, 0.75,1, 1.25 etc.
303	INTERVENTION	INT: # youth/caregivers receiving individual intervention	Number of different youth to whom staff provided one-to-one Mediation and Reunification services this month. A youth and their families/ caregivers count as a single unit for the purposes of this indicator.
304	**INTERVENTION**	**INT: Average # hours individual intervention per youth**	**# hours / youth**

Program Indicators

YSE Youth Services

No	Service	Indicator	Definition
305	INTERVENTION	INT: # sessions of group intervention	Number of times this month that staff provided Mediation and Reunification services in a group setting, i.e. provided service to 2 or more unrelated youth and/or their families/ caregivers at the same time
306	INTERVENTION	INT: # hours of group intervention sessions	Number of hours this month that staff provided Mediation and Reunification services in a group setting. The number of hours should be reported to the nearest quarter hour e.g. 0.25, 0.5, 0.75,1, 1.25 etc.
307	INTERVENTION	INT: # attendances at group intervention sessions	Total number of attendances at all group intervention sessions provided by Family and Youth Mediation staff this month. Each youth, family member/ caregiver is counted separately for the purposes of this indicator.
308	**INTERVENTION**	**INT: Average # attendances per group intervention session**	**# attendances / # sessions**
309	OUTCOME	INT: # discharges from Mediation/ Reunification (1a)	Number of youth for whom staff wrote a closing report this month (1a).
310	OUTCOME	INT: # of 1a who achieved their primary goal in relationship to their family	Number of youth for whom staff wrote a closing report this month who achieved their primary goal in relationship to their family
311	**OUTCOME**	**INT: % of 1a who achieved their primary goal in relationship to their family**	**# achieving goal / # discharged this month [310 / 309]**
312	OUTCOME	INT: # successful discharges 3 months ago (2a)	Number of youth who successfully completed Mediation and Reunification Services three months ago
313	OUTCOME	INT: # of 2a contacted this month (2b)	Number of youth who successfully completed Mediation and Reunification Services three months ago with whom contact was made this month.
314	**OUTCOME**	**INT: % of 2a contacted this month (2b)**	**[313 / 312]**
315	OUTCOME	INT: # of 2b with maintained or improved relationship with family	Number of youth who successfully completed Mediation and Reunification Services three months ago with whom contact was made this month who reported that their relationship with their family has improved or been maintained over the past three months.
316	**OUTCOME**	**INT: % of 2b with maintained or improved relationship with family**	**[315 / 314]**
317	OUTCOME	INT: # successful discharges 6 months ago (3a)	Number of youth who successfully completed Mediation and Reunification Services six months ago
318	OUTCOME	INT: # of 3a contacted this month (3b)	Number of youth who successfully completed Mediation and Reunification Services six months ago with whom contact was made this month
319	**OUTCOME**	**INT: % of 3a contacted this month (3b)**	**[318 / 317]**

Program Indicators

YSE Youth Services

No	Service	Indicator	Definition
320	OUTCOME	INT: # of 3b with maintained or improved relationship with family	Number of youth who successfully completed Mediation and Reunification Services six months ago with whom contact was made this month who reported that their relationship with their family has improved or been maintained over the past six months.
321	**OUTCOME**	**INT: % of 3b with maintained or improved relationship with family**	**[320 / 319]**
401	GENERAL	GEN: # intakes to SAFE CARE	Number of youth determined to be eligible to receive SAFE CARE services this month for the first time. Includes youth that have been previously discharged but are returning to address a new or changed situation
402	GENERAL	GEN: # intakes who identify as Aboriginal	Number of youth contacted by Safe Care staff this month for the first time who consider themselves to be of Aboriginal heritage. This number is a sub-set of the total number of intakes and therefore cannot exceed that number
403	**GENERAL**	**GEN: % intakes that identify as Aboriginal**	**# intakes who identify as Aboriginal / # intakes**
421	LINKING & BROKERAGE	LNK: # hours linking and brokerage	Number of hours this month that Safe Care staff provided inking and brokerage for youth and/or their caregivers. Linking and brokerage refers to activities to connect the youth and/or their caregiver(s) to a formal support/ resource, or to facilitate the formal support's direct connection to the youth. Hours should be reported to the nearest quarter hour, e.g. 0.25, 0.5, 0.75,1, 1.25 etc.
422	LINKING & BROKERAGE	LNK: # youth receiving linking and brokerage	Number of youth for whom staff provided linking and brokerage this month. A youth and their caregivers count as a single unit for the purposes of this indicator.
423	**LINKING & BROKERAGE**	**LNK: Average # hours linking and brokerage per youth**	**# hours / # youth**
431	TRAINING & EDUCATION	TRE: # sessions of community training/ education provided	Number of times this month that staff provided training and/or education to other service providers and/or members of the public in a group setting.
432	TRAINING & EDUCATION	TRE: # hours of community training/ education	Number of hours this month that staff provided community training/ education in a group setting. The number of hours should be reported to the nearest quarter hour e.g. 0.25, 0.5, 0.75,1, 1.25 etc.
433	TRAINING & EDUCATION	TRE: # attendances at community training/ education sessions	Total number of attendances by other service providers and/or members of the public at all group training and education sessions provided by Safe Care staff this month.
434	**TRAINING & EDUCATION**	**TRE: Average # attendances per community training/ education session**	**# attendances / # sessions**
501	GENERAL	GEN: # intakes to TRANSITION YOUTH TO ADULTHOOD	Number of youth accessing services to TRANSITION YOUTH TO ADULTHOOD this month for the first time. Also includes youth who have been discharged from Transition Services before but are returning to address a new or changed situation

Program Indicators

YSE Youth Services

No	Service	Indicator	Definition
502	GENERAL	GEN: # intakes who identify as Aboriginal	Number of youth accessing services to Transition Youth to Adulthood this month for the first time who consider themselves to be of Aboriginal heritage. This number is a sub-set of the total number of intakes and therefore cannot exceed that number
503	**GENERAL**	**GEN: % intakes that identify as Aboriginal**	**# intakes who identify as Aboriginal / # intakes**
504	INTERVENTION	INT: # hours of individual transition services with youth/caregiver	Number of hours this month that staff provided one-to-one Transition Service to youth and/or their caregivers. Individual service may be provided in person or by phone and should be reported to the nearest quarter hour e.g 0 25, 0.5, 0.75,1, 1.25 etc.
505	INTERVENTION	INT: # youth receiving individual transition services	Number of different youth to whom staff provided one-to-one Transition Services this month. A youth and his/her caregiver(s) count as a single unit for the purposes of this indicator.
506	**INTERVENTION**	**INT: Average # hours individual transition services per youth**	**# hours / # youth**
507	INTERVENTION	INT: # sessions of group transition services provided	Number of times this month that staff provided Transition Services in a group setting i.e provided service to 2 or more unrelated youth at the same time
508	INTERVENTION	INT: # hours of group transition services	Number of hours this month that staff provided Transition Services in a group setting. The number of hours should be reported to the nearest quarter hour e.g. 0.25, 0.5, 0.75,1, 1.25 etc.
509	INTERVENTION	INT: # attendances at transition sessions	Total number of attendances by youth and/or their caregivers at Transition sessions this month Each youth and/or caregiver counts as a separate individual for the purposes of this indicator.
510	**INTERVENTION**	**INT: Average # attendances per transition session**	**# attendances / # sessions**
511	TRAINING & EDUCATION	TRE: # sessions of community training/ education	Number of times this month that Transition staff provided general community training and/or education in a group setting i.e. provided service to 2 or more other service providers or members of the public
512	TRAINING & EDUCATION	TRE: # hours of community training/ education sessions	Number of hours this month that Transition staff provided general community training and/or education in a group setting. The number of hours should be reported to the nearest quarter hour e.g. 0 25, 0.5, 0.75,1, 1.25 etc.
513	TRAINING & EDUCATION	TRE: # attendances at community training/ education sessions	Total number of attendances this month at general community training and/or education sessions provided by Transition staff
514	**TRAINING & EDUCATION**	**TRE: Average # attendances per community training/ education session**	**# attendances / # sessions**
515	OUTCOME	INT: # of youth completing Transition program (1a)	Number of youth discharged from Transition services this month having completed the program
516	OUTCOME	INT: # of 1a with improved functioning	Number of youth completing Transition services this month with improved functioning.
517	**OUTCOME**	**INT: % of 1a with improved functioning**	**[516 / 515]**

Program Indicators

YSE Youth Services

No	Service	Indicator	Definition
518	OUTCOME	INT: # of 1a attending school, training or work at discharge	Number of youth completing Transition services this month who were attending school, training or work at time of discharge.
519	**OUTCOME**	**INT: % of 1a attending school, training or work at discharge**	**[518 / 515]**
520	OUTCOME	INT: # of 1a who have accommodation at discharge	Number of youth completing Transition services this month who reported having accommodation at time of discharge.
521	**OUTCOME**	**INT: % of 1a who have accommodation at discharge**	**[520 / 515]**
522	OUTCOME	INT: # of youth aging out (1a)	Number of youth discharged from Transition services this month having reached the age of 19 or older, i.e. having 'aged out.'
523	OUTCOME	INT: # of 1a with improved functioning	Number of youth aging out of Transition services this month with improved functioning
524	**OUTCOME**	**INT: % of 1a with improved functioning**	**[523 / 522]**
525	OUTCOME	INT: # of 1a attending school, training or work at discharge	Number of youth aging out of Transition services this month who were attending school, training or work at time of discharge.
526	**OUTCOME**	**INT: % of 1a attending school, training or work at discharge**	**[525 / 522]**
527	OUTCOME	INT: # of 1a who have accommodation at discharge	Number of youth completing Transition services this month who reported having accommodation at time of discharge.
528	**OUTCOME**	**INT: % of 1a who have accommodation at discharge**	**[527 / 522]**
529	OUTCOME	INT: # of youth refusing service	Number of youth discharged from Transition services this month either because they refused service or because, despite the efforts of Transition and MCFD staff, there was no contact with them for six weeks.
530	OUTCOME	INT: # of youth referred on	Number of youth discharged from Transition services this month because they required services not provided by the Transition program.
541	BEDS	BDS: # occupied bed days	Number of bed days occupied by eligible youth this month.
542	BEDS	BDS: # funded bed days	Number of bed days funded by MCFD this month.
543	**BEDS**	**BDS: % bed days occupied**	**# bed days occupied by eligible youth / MCFD funded bed days**
601	GENERAL	VME: # intakes to VOLUNTEER MENTORING	Number of youth accessing VOLUNTEER MENTORING this month for the first time. Includes youth who have been previously discharged from Volunteer Mentoring but who are returning to address a new or changed situation.
602	GENERAL	VME: # intakes who identify as Aboriginal	Number of youth deemed eligible to receive volunteer mentoring this month for the first time who consider themselves to be of Aboriginal heritage. This number is a sub-set of the total number of intakes and therefore cannot exceed that number.
603	**GENERAL**	**VME: % intakes who identify as Aboriginal**	**# intakes who identify as Aboriginal / # intakes**
604	MENTORING	VME: # hours recruiting, monitoring volunteer mentors	Number of hours staff spent recruiting, training, linking, monitoring, etc. potential or actual volunteer mentors. Service may be provided in person or over the phone and should be reported to the nearest quarter hour e g. 0.25, 0.5, 0.75, 1, 1.25 etc.

Program Indicators

YSE Youth Services

No	Service	Indicator	Definition
605	MENTORING	VME: # volunteer mentor matches made	Number of volunteer mentor matches that met for the first time this month
606	MENTORING	VME: # matches that met this month	Total number of Volunteer Mentor matches that met this month, including matches that met for the first time.
607	MENTORING	VME: # hours that matches met	Number of hours this month that Volunteer Mentor matches met. Meetings must take place in person and should be reported to the nearest quarter hour e g. 0.25, 0.5, 0.75,1, 1.25 etc.
608	**MENTORING**	**VME: Average # hours each volunteer mentor match met**	**# hours / # matches that met**
701	GENERAL	OTR: # intakes to OUTREACH TO YOUTH	Number of youth contacted through OUTREACH TO YOUTH this month for the first time. Contact must be sufficient to allow staff to believe they have learned the youth's real name. Includes youth that were thought to have been repatriated/ engaged in services over 30 days ago, but who have reappeared.
702	OUTREACH	OTR: # hours outreach to youth/caregiver	Number of hours this month that staff provided outreach to youth and/or their caregivers. Outreach is defined as direct contact, either in person or by phone, initiated by staff for the purpose of engaging the youth in one or more services. Hours should be reported to the nearest quarter hour e.g. 0 25, 0.5, 0.75,1, 1 25 etc.
703	OUTREACH	OTR: # youth receiving outreach	Number of youth to whom staff provided outreach this month. A youth and his/her caregiver(s) count as a single unit for the purposes of this indicator
705	OUTCOME	OTR: # youth first contacted 3 months ago (1a)	Number of youth contacted through Outreach Services for the first time 3 months ago this month
706	OUTCOME	OTR: # of 1a who are repatriated/ engaged outside of outreach program	Number of youth contacted through Outreach Services for the first time 3 months ago this month who have beenrepatirated and/or are engaged in appropriate services outside of the Outreach program.
707	**OUTCOME**	**OTR: % of 1a who are repatriated/ engaged outside of outreach program**	**[706 / 705]**
801	SELF-HELP	SHP: # days RESOURCES CENTRE open	Number of days this month that the RESOURCES CENTRE was open for self-help to youth age 18 and under or their caregivers.
802	SELF-HELP	SHP: # hours Resources Centre open	Number of hours this month that the Resources Centre was open for self-help to youth age 18 and under or their caregivers.
803	SELF-HELP	SHP. # attendances at Resources Centre	Number of times youth age 18 and under or their caretakers attended the Resources Centre for self-help this month.
804	**SELF-HELP**	**SHP: Average # attendances per day Resources Centre open**	**# attendances / # days**
999	**GENERAL**	**GEN: # unique clients YTD**	**# active client units as of April 1, plus # intakes May - March**

Attachment 2.1 to Subsidiary Component Agreement FT08140004
Pacific Community Resource Society – Integrated Youth Services – Financial Report

Semi-Annual Financial Report Sample Report

Name of Organization: **Pacific Community Resources Society**
Contract #: **FT08140004**
Month:

Subsidiary Component Agreement Detail	CYSN Day Program	Resource Room	Housing Support & Assistance	Service to Transition Youth to Adulthood	Eagle High Day Program	TOTAL
Total Operational revenue						
Operational Expenses:						
Total Wages and Benefits						
Total Client Support Costs						
Total Transportation						
Total Family payments						
Total Program Support						
Total Program Admin. Support						
Total Facilities Expenses						
Total Operational Pre. Admin						
Total Admin. & Gen. Exp.						
Total Operational Expenses						
Number of Units						
Unit Cost						
Total surplus/(deficit)	$ (0)	$ (0)	$ (0)	$ (0)	$ (0)	$ (0)

* Definitions from the Specified Audit Procedures, Chapter 6, General Management Operating Policy.

Comments regarding variances:

This report has been prepared from the books and records of the Contractor for the funding period ended _____. I hereby confirm to the best of my knowledge and belief, that the information contained herein, was compiled in accordance with generally accepted accounting principles and in compliance with the Province's General Management Operating Policy. There is nothing to my knowledge that has not been disclosed in this report which would affect the accuracy and completeness of the financial information.

Signature Date

Print Name Print Title

SUBSIDIARY COMPONENT AGREEMENT (SCA)

BRITISH COLUMBIA

Ministry of Children and Family Development

BRITISH COLUMBIA | Ministry of Children and Family Development

SUBSIDIARY COMPONENT AGREEMENT: FT08140004

Agreement Name: Services to Youth and their Families

HER MAJESTY THE QUEEN IN RIGHT OF THE PROVINCE OF BRITISH COLUMBIA, represented by The Minister of Children and Family Development (the "Province", "we", "us", or "our" as applicable) at the following address:	AND PACIFIC COMMUNITY RESOURCES SOCIETY (Legal Name) (the "Contractor", "you", or "your" as applicable) at the following address:
105 5550 FRASER ST VANCOUVER, B.C. CANADA V5W 2Z4 Fax Number: (604)660-4005	201-2830 GRANDVIEW HWY VANCOUVER, BC V5M 2C9 Authorized Email: ikastens@pcrs.ca Fax Number: (604)412-7951

The term for the Subsidiary Component Agreement begins on: 01/04/2014 (Day/Month/Year) and ends on 31/03/2016 (Day/Month/Year)

THE PARTIES AGREE TO THE TERMS ON THE ATTACHED PAGES OF THIS DOCUMENT AND OUTLINED BELOW. THIS SUBSIDIARY COMPONENT AGREEMENT IS PART OF THE THIRD PARTY SERVICE AGREEMENT FT08140000:

APPLICABLE SCHEDULES:

- **SCHEDULE A - SERVICES**
- **SCHEDULE B - PAYMENT & FINANCIAL REPORTING**
- **SCHEDULE C - APPROVED SUBCONTRACTOR(S)**
- **SCHEDULE D - RISK MANAGEMENT & CONFLICT RESOLUTION**
- **SCHEDULE E - AUTHORIZED PERSONS (FOR THE SUBSIDIARY COMPONENT AGREEMENT)**
- **SCHEDULE H - ADDITIONAL TERMS**

SIGNED AND DELIVERED on the 3RD day of APRIL, 2014 on behalf of the Province by its duly authorized representative

Signature: [signature]

Print Name: Michael White

Position: Community Services Manager or Designate

Responsibility Centre: CSM - YOUTH SERVICES

SIGNED AND DELIVERED on the 26 day of MARCH, 2014 by or on behalf of the Contractor (or by its authorized signatory or signatories if the Contractor is a corporation)

Signature: [signature]

Print Name: Ingrid Kastens Position: Executive Director or Designate

Signature:

Print Name: Position:

Signature:

Print Name: Position:

READ TERMS ON THE ATTACHED PAGES OF THIS DOCUMENT

SCHEDULE A – SERVICES

General

The Contractor will provide all necessary components for delivery of the programs delineated below, including sufficient qualified program staff, administrative support, premises, materials and equipment.

Family, child or youth specific progress reports and reports suitable for presentation in Court proceedings will be provided where required and in a mutually agreed upon format.

The Province will appoint a contract supervisor for the Contractor's services funded under this Agreement. The parties agree to conduct contract reviews during the Funding Period to review the ***Service Deliverables*** and any other issues of mutual concern, including the following:

- statements and reports required in Schedule H, *Statements and Reports*;
- program elements, including hours of operation;
- access and admission criteria;
- intake and referral processes;
- frequency, content and format of progress and Court ready reports
- wait list management;
- exceptions to normal practice;
- critical incident reporting procedures;
- issue management;
- program liaison.

Services have been restructured based on a comprehensive system of care model, supported by accreditation and enhanced reporting requirements. The Province and the Contractor are using a collaborative approach to the continuing development of output-based contracts and measurable client outcomes. Both parties agree to work together to achieve these objectives. Data collected during the term of this agreement will be reviewed by both parties and then used to establish baseline targets for future contracts.

As part of a multiyear contracting initiative, this Agreement is subject to a two year term and will be in effect from April 1, 2014 to March 31, 2016 subject to Sections 55 to 58 of the Third Party Service Agreement. The Agreement may, from time to time and as necessary, be modified to represent changes in service deliverables, or in financial or other clauses.

As per the Financial Administration Act, our obligation to provide payments on this two year Agreement is subject to an appropriation being available in the fiscal year of the Province in which payment becomes due.

SUMMARY

Term **01/04/2014 to 31/03/2016** ***Total Amount of Component Agreement*** **$2,453,737.44**

Allocation by Programs and Services

Programs	
Youth Day Program	
Intervention - General	$1,037,855.52

Programs			
		Sub-Total	**$1,037,855.52**
Youth Transition Program			
	Intervention - General		$553,770.24
		Sub-Total	**$553,770.24**

Grouped Services			
Housing Support and Assistance			
	Intervention - General		$383,980.80
		Sub-Total	**$383,980.80**
Resource Room			
	Self-Help - General		$478,130.88
Non-Program Services			
		Sub-Total	**$0.00**
		Total	**$2,453,737.44**

Allocation by Community

Communities Served		
Vancouver North		$1,928,808.94
Vancouver South		$524,928.50
	Total	**$2,453,737.44**

Allocation by Business Area

Core Business Area	Business Area - Sub Business Area		
Child and Family Development			
	Youth Services		$2,153,999.28
		Sub-Total	**$2,153,999.28**
ECD, Child Care and Children and Youth with Special Needs			
	Children and Youth with Special Needs		$299,738.16
		Sub-Total	**$299,738.16**
		Total	**$2,453,737.44**

PROGRAMS

Youth Day Program

TARGET POPULATION: Youth who have been unsuccessful in mainstream or alternative school-based programs due to social, behavioural, and / or cognitive difficulties.

OUTCOME: Youth are able to engage or re-engage in school, training, or work.

Eagle High Day Program (Youth Day Program)

SERVICE: INTERVENTION - GENERAL **Total Amount** $738,117.36

Definitions	Activities provided to maintain or prompt a planned change in the behaviour, condition or functioning of children, youth, and/or families/caregivers.			
Project Code	18CN289			
Input	Qualified Staff			
Output Indicators	# Recipients of Group Services	**Quantity**	120	
	# Direct Group Hours		6286	
Reporting Frequency	Monthly			
Core Business Area	Child and Family Development			
Business Area	Youth Services			
Communities Served				
Vancouver North	**Recipient(s)**	13 to 18 years	**Amount**	$580,211.78
Vancouver South	**Recipient(s)**	13 to 18 years	**Amount**	$157,905.58

This allocation is provided as an estimate.

BUSINESS AREA OUTCOMES

- Youth participate in identifying their short and longer term needs and in developing plans to address them
- Youth experiencing high levels of risk to their health and safety have the levels of risk reduced
- Youth have immediate basic needs met including shelter, food and clothing
- Youth establish connections with community resources to address needs such as physical health, mental health, addictions and/or sexual exploitation
- Youth have improved connections to positive community supports including family/extended family, peers, education, employment, and/or housing
- Youth acquire skills and knowledge necessary to keep themselves safe, achieve identified goals, and successfully transition to adulthood

Youth Day Program

TARGET POPULATION: Youth who have been unsuccessful in mainstream or alternative school-based programs due to social, behavioural, and / or cognitive difficulties.

OUTCOME: Youth are able to engage or re-engage in school, training, or work.

West Coast Day Program (Youth Day Program)

SERVICE: INTERVENTION - GENERAL **Total Amount** $299,738.16

Definitions	Activities provided to maintain or prompt a planned change in the behaviour, condition or functioning of children, youth, and/or families/caregivers.		
Project Code	18CN289		
Input	Qualified Staff		
Output Indicators	# Recipients	**Quantity**	44

	# Direct Group Hours			2508	
Reporting Frequency	Monthly				
Core Business Area	ECD, Child Care and Children and Youth with Special Needs				
Business Area	Children and Youth with Special Needs				
Communities Served					
Vancouver North	**Recipient(s)**	13 to 18 years	**Amount**	$235,615.12	
Vancouver South	**Recipient(s)**	13 to 18 years	**Amount**	$64,123.04	

This allocation is provided as an estimate.

BUSINESS AREA OUTCOMES

- Children and youth with special needs experience optimal growth and development.
- Children and youth with special needs are healthy and safe in their families and communities.
- Children and youth with special needs actively participate in their home and community.
- Parents and families of children and youth with special needs have the knowledge, skills and supports they need to advance their child or youth's growth, development and functioning.
- Communities support the development and growth of children and youth with special needs.

Youth Transition Program

TARGET POPULATION:	Youth, who may or may not be involved with the Ministry, who require additional support or skill building to move from adolescence to responsible adulthood.
OUTCOME:	Youth develop adult competencies to enable them to achieve independent living with confidence and success.

Services to Transition Youth (Youth Transition Program)

SERVICE: INTERVENTION - GENERAL **Total Amount** $553,770.24

Definitions	Activities provided to maintain or prompt a planned change in the behaviour, condition or functioning of children, youth, and/or families/caregivers.				
Project Code	18CN289				
Input	Qualified Staff				
Output Indicators	# Direct Group Hours		**Quantity**	434	
	# Direct One to One Hours			3936	
Reporting Frequency	Monthly				
Core Business Area	Child and Family Development				
Business Area	Youth Services				
Communities Served					
Vancouver North	**Recipient(s)**	13 to 18 years	**Amount**	$435,302.07	
Vancouver South	**Recipient(s)**	13 to 18 years	**Amount**	$118,468.17	

This allocation is provided as an estimate.

BUSINESS AREA OUTCOMES

- Youth participate in identifying their short and longer term needs and in developing plans to address them
- Youth experiencing high levels of risk to their health and safety have the levels of risk reduced
- Youth have immediate basic needs met including shelter, food and clothing
- Youth establish connections with community resources to address needs such as physical health, mental health, addictions and/or sexual exploitation
- Youth have improved connections to positive community supports including family/extended family, peers, education, employment, and/or housing
- Youth acquire skills and knowledge necessary to keep themselves safe, achieve identified goals,

and successfully transition to adulthood

Housing Support and Assistance

SERVICE: INTERVENTION - GENERAL — **Total Amount** $383,980.80

Definitions	Activities provided to maintain or prompt a planned change in the behaviour, condition or functioning of children, youth, and/or families/caregivers.			
Project Code	18CN289			
Input	Qualified Staff			
Output Indicators	# Direct One to One Hours	**Quantity**	2364	
	# Direct Group Hours		156	
Reporting Frequency	Monthly			
Core Business Area	Child and Family Development			
Business Area	Youth Services			
Communities Served				
Vancouver North	**Recipient(s)**	13 to 18 years	**Amount**	$301,835.72
Vancouver South	**Recipient(s)**	13 to 18 years	**Amount**	$82,145.08

This allocation is provided as an estimate.

BUSINESS AREA OUTCOMES

- Youth participate in identifying their short and longer term needs and in developing plans to address them
- Youth experiencing high levels of risk to their health and safety have the levels of risk reduced
- Youth have immediate basic needs met including shelter, food and clothing
- Youth establish connections with community resources to address needs such as physical health, mental health, addictions and/or sexual exploitation
- Youth have improved connections to positive community supports including family/extended family, peers, education, employment, and/or housing
- Youth acquire skills and knowledge necessary to keep themselves safe, achieve identified goals, and successfully transition to adulthood

Resource Room

SERVICE: SELF-HELP - GENERAL — **Total Amount** $478,130.88

Definitions	Provision of means whereby children, youth and families use tools such as the internet, videos or books to enhance their skills.			
Project Code	18CN505			
Input	Qualified Staff			
Output Indicators	# Hours	**Quantity**	2880	
Reporting Frequency	Monthly			
Core Business Area	Child and Family Development			
Business Area	Youth Services			
Communities Served				
Vancouver North	**Recipient(s)**	13 to 18 years	**Amount**	$375,844.25
Vancouver South	**Recipient(s)**	13 to 18 years	**Amount**	$102,286.63

This allocation is provided as an estimate.

BUSINESS AREA OUTCOMES

- Youth participate in identifying their short and longer term needs and in developing plans to address them
- Youth experiencing high levels of risk to their health and safety have the levels of risk reduced
- Youth have immediate basic needs met including shelter, food and clothing
- Youth establish connections with community resources to address needs such as physical health, mental health, addictions and/or sexual exploitation
- Youth have improved connections to positive community supports including family/extended family, peers, education, employment, and/or housing

- Youth acquire skills and knowledge necessary to keep themselves safe, achieve identified goals, and successfully transition to adulthood

Attachments

Name	Attachment 1.1 Service Overview	*Attachment 1.1 Service Overview.docx*
Name	Attachment 1.2 Output Indicators	*Attachment 1.2 Output Indicators.docx*

SCHEDULE B – PAYMENT & FINANCIAL REPORTING

Aggregate Maximum

1.1 Subject to the provisions of the Third Party Service Agreement and this Subsidiary Component Agreement, we will pay you an amount not exceeding $2,453,737.44, including GST, in the aggregate, for providing the Services set out in Schedule A, during the term of this Subsidiary Component Agreement.

Payments

2.1 **Monthly Recurring**

We will pay you on or about the 15th day of the month commencing on the 1st day of April, 2014 as provided in the following payment schedule:

From	To	Amount	GST	Total
April 1, 2014	March 31, 2016	$102,239.06	$0.00	$2,453,737.44
				$2,453,737.44

2.2 **Payment Address**

201-2830 GRANDVIEW HWY VANCOUVER, BC V5M 2C9

Goods and Services Tax (GST)

Financial Reports

2.3 In addition to the financial statements referred to in the Audit and Service Evaluation section of FT08140000 any financial reports should, at a minimum, relate costs to service outputs. The following additional financial reports are required:

Name	Description
Semi-annual Service Cost Report	Report that outlines the semi-annual costs associated with a service.
9-Month Service Cost Report	Report that outlines the costs associated with a service every 9 months.

Transition to Unit Cost Based Payments

2.4 Not applicable

Attachments

Name Attachment 2.1 Financial Report *Attachment 2.1 Financial Report.docx*

SCHEDULE C – APPROVED SUBCONTRACTOR(S)

Subcontractors

1.1 The following persons or organizations, are specified as Subcontractors under section 12 of the Third Party Service Agreement, for purposes of this Subsidiary Component Agreement:

None

SCHEDULE D – RISK MANAGEMENT & CONFLICT RESOLUTION

Criminal Record Check

1.1 In accordance with the Criminal Records Review Act, you must undertake a criminal record check of each staff member or other person who has, or potentially has, unsupervised access to children, or who has access to their records.

1.2 In addition to any criminal record checks required under the Criminal Records Review Act, you must undertake a criminal record check on volunteers or other individuals who have, or potentially have, unsupervised access to children or their records.

1.3 Upon our written request you must provide us written confirmation that:

(a) criminal record checks have been initiated;

(b) you have acted on instructions from the adjudicator or us; and

(c) all other related procedures have been followed.

Conflict Resolution Officials

2.1 The designated "Officials" of the parties for the purposes of the Conflict Resolution Protocol are:

	Province	**Contractor**
Stage One:	Community Services Manager or Designate	Manager
Stage Two:	Executive Director of Service	Director or Designate
Stage Three:	Deputy Minister or Designate	Executive Director or Designate

Permits and Licenses

3.1 You must obtain all the permits and licenses required to perform the Services, including, but not limited to:

(a) any permits or licenses required by municipal or health authorities for the operation of the Services delineated in Schedule A.

(b) any municipal, provincial, federal permits and licenses required to provide the Services including motor vehicle licenses of the appropriate class to provide transportation to clients.

Insurance and Indemnity

A. For all Contractor's activities under this Agreement to which the Master Insurance Program applies, as determined by the Province in its sole discretion:

4.1 The Province will purchase and maintain Comprehensive General Liability insurance in the amount of $2,000,000 inclusive per occurrence against bodily injury and property damage arising out of the Contractor's performance of the Services on behalf of the Province as outlined in this Agreement.

4.2 The Contractor shall be responsible for and pay any deductible under the policy.

4.3 The Contractor will be provided with a Certificate of Insurance and a copy of the insurance policy wording.

4.4 The Province will take reasonable steps to ensure the coverage specified in section 1 is continuous for the duration of this Agreement but the Province does not accept responsibility for providing coverage in the event the insurance is cancelled or reduced by the insurer.

4.5 The Province does not represent or warrant that the policy contains insurance for any and all losses. It is the Contractor's responsibility to ascertain the exact nature and extent of coverage of the policy as well as any and all terms and conditions of the policy.

4.6 The Contractor shall provide, maintain, and pay for, any additional insurance which the Contractor is required by law to carry, or which the Contractor considers necessary to cover risks not otherwise covered by insurance specified in section 1.

B. For all Contractor's activities to which the Master Insurance Program does not apply, the Contractor shall:

5.1 The Contractor must, without limiting its obligation or liabilities and at its own expense, purchase and maintain throughout the term of this Agreement the following insurances with insurers licensed in Canada in forms and amounts acceptable to the Province:

(a) Commercial General Liability in an amount not less than $2,000,000.00 inclusive per occurrence against bodily injury, personal injury and property damage and including liability assumed under this Agreement and this insurance must:

(i) include the Province as an additional insured;

(ii) be endorsed to provide the Province with 30 days advance written notice of cancellation or material change; and

(iii) include a cross liability clause.

5.2 All insurance described in paragraph 1 of this Schedule must:

(a) be primary; and

(b) not require the sharing of any loss by any insurer of the Province.

5.3 The Contractor must provide the Province with evidence of all required insurance:

(a) Within 10 working days of commencement of the Services, the Contractor must provide to the Province evidence of all required insurance in the form of a completed Province of British Columbia Certificate of Insurance.

(b) If the insurance policy(ies) expire before the end of the term of this Agreement, the Contractor must provide within 10 working days of expiration, evidence of new or renewal policy(ies) of all expired insurance in the form of a completed Province of British Columbia Certificate of Insurance.

(c) Notwithstanding paragraph 3(a) or (b) above, if requested by the Province at any time, the Contractor must provide to the Province certified copies of the required insurance policies.

5.4 The Contractor shall provide, maintain, and pay for, any additional insurance which it is required by law to carry, or which it considers necessary to cover risks not otherwise covered by insurance specified in this schedule in its sole discretion.

C. Whether A or B applies to the Services, for all Contractor activities under this Agreement:

6.1 The Contractor shall maintain Automobile Liability insurance on all vehicles owned, operated or licensed by the Contractor in an amount not less than $2,000,000 per occurrence, and where applicable the Contractor may show evidence of this insurance using an ICBC Confirmation of Insurance Coverage (APV-47) form in place of the requirement for the BC Certificate of Insurance.

6.2 Additional Insurance: Not applicable

SCHEDULE E – AUTHORIZED PERSONS (FOR THE SUBSIDIARY COMPONENT AGREEMENT)

Authorized Persons

1.1 The Contractor designates any of the following persons, (identified by name and/or position) to act for you in relation to this Subsidiary Component Agreement:

Ingrid Kastens, Executive Director or Designate

1.2 The Ministry designates any of the following persons (identify by name and/or position) to act for us in relation to this Subsidiary Component Agreement:

None

SCHEDULE F1 – PRIVACY PROTECTION SCHEDULE

This Schedule forms part of the agreement between Her Majesty the Queen in right of the Province of British Columbia represented by

The Ministry of Children and Family Development (the "Province") and PACIFIC COMMUNITY RESOURCES SOCIETY (the "Contractor")

respecting Services to Youth and their Families (the "Agreement")

Definitions

1. In this Schedule,
   (a) "access" means disclosure by the provision of access;
   (b) "Act" means the Freedom of Information and Protection of Privacy Act (British Columbia), as amended from time to time;
   (c) "contact information" means information to enable an individual at a place of business to be contacted and includes the name, position name or title, business telephone number, business address, business email or business fax number of the individual;
   (d) "personal information" means recorded information about an identifiable individual, other than contact information, collected or created by the Contractor as a result of the Agreement or any previous agreement between the Province and the Contractor dealing with the same subject matter as the Agreement but excluding any such information that, if this Schedule did not apply to it, would not be under the "control of a public body" within the meaning of the Act.

Purpose

2. The purpose of this Schedule is to:
   (a) enable the Province to comply with its statutory obligations under the Act with respect to personal information; and
   (b) ensure that, as a service provider, the Contractor is aware of and complies with its statutory obligations under the Act with respect to personal information.

Collection of personal information

3. Unless the Agreement otherwise specifies or the Province otherwise directs in writing, the Contractor may only collect or create personal information that is necessary for the performance of the Contractor's obligations, or the exercise of the Contractor's rights, under the Agreement.
4. Unless the Agreement otherwise specifies or the Province otherwise directs in writing, the Contractor must collect personal information directly from the individual the information is about.
5. Unless the Agreement otherwise specifies or the Province otherwise directs in writing, the Contractor must tell an individual from whom the Contractor collects personal information:
   (a) the purpose for collecting it;

(b) the legal authority for collecting it; and

(c) the title, business address and business telephone number of the person designated by the Province to answer questions about the Contractor's collection of personal information.

Accuracy of personal information

6. The Contractor must make every reasonable effort to ensure the accuracy and completeness of any personal information to be used by the Contractor or the Province to make a decision that directly affects the individual the information is about.

Requests for access to personal information

7. If the Contractor receives a request for access to personal information from a person other than the Province, the Contractor must promptly advise the person to make the request to the Province unless the Agreement expressly requires the Contractor to provide such access and, if the Province has advised the Contractor of the name or title and contact information of an official of the Province to whom such requests are to be made, the Contractor must also promptly provide that official's name or title and contact information to the person making the request.

Correction of personal information

8. Within 5 business days of receiving a written direction from the Province to correct or annotate any personal information, the Contractor must annotate or correct the information in accordance with the direction.

9. When issuing a written direction under section 8, the Province must advise the Contractor of the date the correction request to which the direction relates was received by the Province in order that the Contractor may comply with section 10.

10. Within 5 business days of correcting or annotating any personal information under section 8, the Contractor must provide the corrected or annotated information to any party to whom, within one year prior to the date the correction request was made to the Province, the Contractor disclosed the information being corrected or annotated.

11. If the Contractor receives a request for correction of personal information from a person other than the Province, the Contractor must promptly advise the person to make the request to the Province and, if the Province has advised the Contractor of the name or title and contact information of an official of the Province to whom such requests are to be made, the Contractor must also promptly provide that official's name or title and contact information to the person making the request.

Protection of personal information

12. The Contractor must protect personal information by making reasonable security arrangements against such risks as unauthorized access, collection, use, disclosure or disposal, including any expressly set out in the Agreement.

Storage and access to personal information

13. Unless the Province otherwise directs in writing, the Contractor must not store personal information outside Canada or permit access to personal information from outside Canada.

Retention of personal information

14. Unless the Agreement otherwise specifies, the Contractor must retain personal information until directed by the Province in writing to dispose of it or deliver it as specified in the direction.

Use of personal information

15. Unless the Province otherwise directs in writing, the Contractor may only use personal information if that use is:

(a) for the performance of the Contractor's obligations, or the exercise of the Contractor's rights, under the Agreement; and

(b) in accordance with section 13.

Disclosure of personal information

16. Unless the Province otherwise directs in writing, the Contractor may only disclose personal information inside Canada to any person other than the Province if the disclosure is for the performance of the Contractor's obligations, or the exercise of the Contractor's rights, under the Agreement.

17. Unless the Agreement otherwise specifies or the Province otherwise directs in writing, the Contractor must not disclose personal information outside Canada.

Inspection of personal information

18. In addition to any other rights of inspection the Province may have under the Agreement or under statute, the Province may, at any reasonable time and on reasonable notice to the Contractor, enter on the Contractor's premises to inspect any personal information in the possession of the Contractor or any of the Contractor's information management policies or practices relevant to its management of personal information or its compliance with this Schedule and the Contractor must permit, and provide reasonable assistance to, any such inspection.

Compliance with the Act and directions

19. The Contractor must in relation to personal information comply with:

    (a) the requirements of the Act applicable to the Contractor as a service provider, including any applicable order of the commissioner under the Act; and

    (b) any direction given by the Province under this Schedule.

20. The Contractor acknowledges that it is familiar with the requirements of the Act governing personal information that are applicable to it as a service provider.

Notice of non-compliance

21. If for any reason the Contractor does not comply, or anticipates that it will be unable to comply, with a provision in this Schedule in any respect, the Contractor must promptly notify the Province of the particulars of the non-compliance or anticipated non-compliance and what steps it proposes to take to address, or prevent recurrence of, the non-compliance or anticipated non-compliance.

Termination of Agreement

22. In addition to any other rights of termination which the Province may have under the Agreement or otherwise at law, the Province may, subject to any provisions in the Agreement establishing mandatory cure periods for defaults by the Contractor, terminate the Agreement by giving written notice of such termination to the Contractor, upon any failure of the Contractor to comply with this Schedule in a material respect.

Interpretation

23. In this Schedule, references to sections by number are to sections of this Schedule unless otherwise specified in this Schedule.

24. Any reference to the "Contractor" in this Schedule includes any subcontractor or agent retained by the Contractor to perform obligations under the Agreement and the Contractor must ensure that any such subcontractors and agents comply with this Schedule.

25. The obligations of the Contractor in this Schedule will survive the termination of the Agreement.

26. If a provision of the Agreement (including any direction given by the Province under this Schedule) conflicts with a requirement of the Act or an applicable order of the commissioner under the Act, the conflicting provision of the Agreement (or direction) will be inoperative to the extent of the conflict.

27. The Contractor must comply with the provisions of this Schedule despite any conflicting provision of this Agreement or, subject to section 28, the law of any jurisdiction outside Canada.

28. Nothing in this Schedule requires the Contractor to contravene the law of any jurisdiction outside Canada unless such contravention is required to comply with the Act.

SCHEDULE H – ADDITIONAL TERMS

Other

1. Notwithstanding Clause 55 (b) of the Third Party Service Agreement, the termination notice period for this Subsidiary Component Agreement is 90 days.

PAYMENT AND FINANCIAL INFORMATION

Aggregate Maximum

Subject to the provisions of this Agreement, the Province will pay to the Contractor an amount not exceeding **$2,453,737.44**in the aggregate for providing the Component Services during the two year Funding Period.

Annual baseline funding is **$1,226,868.72**.

STATEMENTS AND REPORTS

The Contractor will submit to the Province reports, in form and content acceptable to the Province, relating to the services and programs outlined in this Agreement. The required reports include, but are not limited to, the following:

(a) Monthly Indicator Reports – Indicators and Definitions are outlined in Attachment 1.2 to this Agreement

(b) Annual Report on Outcomes

(c) Other information as may be requested by the Province

The parties agree to work collaboratively in the development and implementation of outcome measurement tools that may be considered during the Funding Period.

Required reports will be submitted within 15 business days of the end of the period specified, commencing with a first report for the period ending April 30th. For the purpose of this section and section 1.3, a "business day" is any day that is not a Saturday, a Sunday or a statutory holiday in British Columbia.

Financial Reports

Whether or not an annual financial statement (or review or audit of the same) is required and submitted under section 40 of the Third Party Service Agreement, the Contractor will, for the purposes of negotiation of any future agreement, submit to the Province, within 30 business days of the end of the 2nd and 3rd quarters of the Funding Period, a Financial Report (unaudited) showing revenues and expenditures for each service area. A sample of the Financial Report (unaudited) is included as Attachment 2.1 to this Agreement.

Attachment 1.1 to Subsidiary Component Agreement FT08140004
Pacific Community Resource Society – Integrated Youth Services - Service Overview

Integrated Youth Services – Service Overview and Description

Pacific Community Resources (PCRS) will deliver non-residential services to at-risk and high-risk youth between the ages of 12 and 18 years and their families who live in, or identify with, Mid-Town Vancouver. At-risk youth demonstrate increased vulnerability to involvement in high risk activity. High risk youth include specialized populations such as runaway youth, homeless and street-involved youth, youth who are suicidal or substance-misusing, sexually exploited youth, and sexual minority youth.

To co-ordinate and deliver services, PCRS will establish a Mid-Town Vancouver Integrated Youth Service Centre. This will be one of four Vancouver Integrated Youth Service Centres whose establishment the Ministry will be funding: Downtown Vancouver, Mid-Town, South Vancouver and an Aboriginal centre. The PCRS staff of the Mid-Town Vancouver Integrated Youth Service Centre will be required to work collaboratively with the agencies who will be establishing the other Youth Service Centres on behalf of the Ministry.

The Mid-Town Vancouver Centre will be located temporarily at 2780 East Broadway and will locate at 2455 Fraser Street when the new building is complete. The Day Program component of Mid-Town will be located at 2830 Grandview Highway until the new building is complete.

All staff of Mid-Town Vancouver Integrated Youth Services Centre will receive annual performance appraisals as per accreditation standards. Staff supervision shall include individual supervision (scheduled and spontaneous), as well as group supervision through regular staff meetings.

The Centre will operate from 8:30 a.m. to 7:00 p.m. (open access to resource room is 1:00 p.m. to 7:00 p.m.), Monday to Friday. Hours of operation for each service area are included in detailed service descriptions below. In addition to the Services to be provided from the Centre, Centre staff will facilitate youth access to necessary services delivered by the other Youth Service Centres, as well as a broad range of community and government resources. Service Areas included in this agreement are:

A. **Resource Room**
B. **Housing Support and Assistance**
C. **Services to Transition Youth to Adulthood**
D. **Eagle High Day Program**
E. **West Coast Alternate Day Program**

This agreement for services does not preclude PCRS from seeking other funding opportunities/partnerships to offer additional services or to offer services to individuals outside the Ministry's mandate. However, any additional services/target groups must not infringe upon service availability funded through this agreement, or negatively impact client safety or security.

Following are expected outputs and annualized funding, and a detailed description of service to be provided:

	Annual Minimum Individual Hours	Annual Minimum Group Hours	Total Hours	No. of Youth Served Annually	Direct FTEs	Annual Funding
Resource Room	1,440		1,440	1000-1200		$239,065.44
Housing Support and Assistance	1,182	78	1,260	70	1.5 FTEs	$191,990.40
Services to Transition Youth to Adulthood	1,968	217	2,185	100	3.0 FTEs	$276,885.12
Eagle High Day Program (30 spaces)		3,143	3,143	30 spaces for an estimated 60 youth	3.0 FTEs	$369,058.68
West Coast Alternate Day Program (20 spaces)		1,254	1,254	20 spaces for an estimated 22 youth	1.0 FTEs	$149,869.08
Total	**4,590**	**4,692**	**9,282**		**8.5 FTEs**	**$1,226,868.72**

A. Resource Room

The Mid-Town Centre will provide a youth-friendly walk-in Resource Room, the focus of which shall be to engage youth in dialogue that will support youth in moving toward safer and healthier lifestyles, and becoming contributing members of their families and communities. Staff will be available to welcome and orient youth to the Resource Room during all hours of operation. The Resource Room will offer information about, and referral to, a range of services relevant to the attending youth population (ie, health, addictions counselling, anger management, Aboriginal and multi-cultural services, youth justice and gay and lesbian support services, etc).

Additionally, a range of services designed to engage youth shall be offered, including, but not limited to:

- information bulletin boards (i.e. Queer Information Board)
- computer access, including a printer and a scanner
- fax machine
- free youth telephone
- TV and DVD player
- access to kitchen/food *NOTE: kitchen and food are not funded through this contract
- recreation/pro-social activities are planned for open access depending on partner availability and other funding sources.

The Resource Room shall also offer screening, intake and basic assessment services provided by the Resource Room Child and Youth Care worker. Initial screening shall be limited to age (12 – 18 years) and the youths' self-identified immediate needs. As youth participate in Centre services and become known to Centre staff, the youths' needs may more fully be understood. Youth may then be directed to appropriate services or workers within the centre, at which time an in-depth assessment, as required, may be completed by the assigned Worker. Following assessment, youth may be referred to a variety of services, including other Ministry funded services or ancillary services (i.e. health clinic, addictions counsellors, etc.).

Depending on the needs a youth presents, Integrated Case Management (ICM) may be appropriate. If such need is indicated, an integrated plan will be developed and implemented with the youth and their family/caregiver as appropriate, in collaboration with Ministry staff, and other community professionals and service providers as needed. It shall be the responsibility of the Centre Worker to manage the ICM process, including calling case conferences and review meetings, and provide quarterly feedback to the Ministry Worker.

The Centre shall establish a Youth Advisory which will offer input into the direction of the Centre and initiate ideas for pro-social, recreational and cultural activities intended to engage youth in Centre services.

Target Population:
At-risk and high-risk youth between 12 and 18 years of age residing in, or identifying with, Mid-Town Vancouver may access services.

Referral Process:
Open access service will be provided to each youth and their family and/or caregiver (if appropriate) who attend or are referred to the Centre.

Hours of Service:
Intake, Assessment and Integrated Case Management will be available 1:00 p.m. to 7:00 p.m., Monday to Friday.

Staffing:
Funding provided by this agreement does not directly fund resource room staff. Funding provided by this agreement contributes to the operation of the centre and supervision of resource room staff.

The Resource Room is continuously staffed by youth worker on a rotational basis. Transition Youth to Adulthood and Housing Support Workers are scheduled to staff the resource room with each worker staffing the resource room for 3.5 hours per week. The remaining hours are staffed by workers from other programs not funded by this agreement.

The resource room workers will possess either a Child and Youth Care Diploma plus one year relevant experience, or an equivalent combination of education and experience, plus Standard First Aid.

Supervision:
The resource room Supervisor shall supervise the day to day activities of the Resource Room and will be in the centre when the Resource Room is open. The Centre Supervisor shall report to the Centre Manager.

The Supervisor will possess a Bachelor of Child and Youth Care or a Bachelor of Social Work plus one year relevant experience, or an equivalent combination of education and experience, plus Standard First Aid.

B. Housing Support and Assistance

The Housing Support program offers one-to-one and group support to youth who are seeking or looking to maintain housing in Vancouver. Referral information and housing support services will be available through the Resource Room or scheduled appointments. Services include providing and maintaining affordable housing listings, use of telephone and computer, local newspapers, advocacy, outreach, referrals, support completing applications for subsidized housing and support in getting to appointments, moving and storage information and help finding funding, housing information on tenant legal rights, household and furniture start-up kits and referrals, emergency shelter listings and support.

A Housing Support worker will be attached to each youth (maximum 10-12 clients). An assessment, service plan, review and discharge will be done in collaboration with the assigned Social Worker/Transition Worker or other relevant professionals in the youth person's life. The focus in the program is identifying and building life skills required for young people to maintain housing.

Appropriate transportation shall be available to assist youth in moving residence.

Group support will also be provided. To encourage financially struggling youth to attend groups, nutrition (ie, pizza and juice) will be offered at each session. In addition, the Cooking and Nutrition on a Shoestring workshop shall be a hands-on workshop that includes sharing a meal. The workshop shall be offered the week prior to Ministry of Social Development cheque issue day.

In addition to the above noted Workshops, interactive, fun-oriented activities and games such as RENT (based on the game LIFE, simulates the process of finding and securing rental accommodation, in the process teaching youth the rights and responsibilities of renters and landlords) shall be used to engage youth in housing skills acquisition.

The activities of the service will include, but are not limited to:

- Liaison with landlords to facilitate successful housing placements of youth,
- Landlord/tenant dispute resolution,
- Co-ordination and facilitation of moving arrangements for youth
- Liaison and collaborative planning with other Centre programs providing direct service to youth,
- Housing skill development and education, including the following Workshops:
    - How to Find/Maintain a Suite
    - How to Fill Out a BC Housing Application Form
    - How to Choose/Life With a Roommate
    - Rights and Responsibilities of Tenants/Landlords
    - Communication/Dispute Resolution
    - Budgeting and Nutrition on a Shoestring
    - Cooking and Nutrition on a Shoestring.

Target Population:
At-risk or high-risk youth, between the ages of 12 and 18 who are homeless and/or in need of housing.

Referral Process:
Open access with priority given to Ministry and Centre youth.

Hours of Service:
Hours of Service will be flexible in order to meet the needs of landlords and youth.

Staff Qualifications:
Workers shall possess a Bachelor of Child and Youth Care or a Bachelor of Social Work degree, plus one year relevant experience; or a Child and Youth Care Diploma, plus two years directly relevant experience; or an equivalent combination of education and experience.

Supervision:
The Housing Support Workers will be under the supervision of the Supervisor of Housing Programs.

C. Services to Transition Youth to Adulthood

Services to Transition Youth to Adulthood provide interventions that promote the development of adult competencies so that youth may achieve independent living with confidence and success. Plans for service are individualized on a one-to-one basis, and are appropriate to developmental differences in reference to age groups or challenges the young person may have (e.g. FAS, ADHD, developmentally challenged).

Interventions for youth aged 12 to 15 will include activities that promote the attainment of age-appropriate life skills, educational programming and age-appropriate recreational and pro-social activities. This shall be accomplished through a number of activities:

F. providing foster parents with training incorporating best practices on how to capture windows of opportunity to teach life skills to 12 to 15 year olds
G. offering interactive life skills workshops,
H. offering theatre/role playing, arts, contests and games.

Interventions for youth aged 16 to 18, who are or are about to be living independently, will promote achieving life skills necessary for independent living and include attaining employment and vocational skills. Services shall include individual and group approaches conducted in the Centre, in-home or in-community. In community work may include, but is not limited to:

- practice grocery shopping trips to teach nutrition and budgeting
- furniture shopping to teach budgeting and cost-effective shopping
- housing or employment searches
- teaching youth how to clean their suites or do laundry on-site.

Individualized services and goals shall be contracted and reviewed on a quarterly basis with the youth, the Transition Worker, and the Ministry Worker. Service may be renewed, based on new goals, for up to one year, although the average length of service will be 6 to 8 months.

Natural advocates and the potential inclusion of a youth mentor shall be explored with all youth receiving service. Youth requiring longer-term support will be encouraged to connect with natural advocates. In addition, youth requiring longer supports will be encouraged to participate in ongoing group components, Self-Help/Mutual Aid Groups (see description following), as well as other Centre services or community-based services.

Group Components: Groups will include the full range of topics listed as workshops under the *Housing Support and Assistance* service area described above. In addition, the following group components will be offered:

- Exploring educational goals/options/getting back into school
- Exploring vocational goals/options
- Pre-employment/employment skills
- Preparing a resume
- The value of volunteering
- How to find/secure/maintain a job
- Community services & activities. What they are and where to find them (this component includes "out trips" to affordable community facilities and activities)
- Proper health and dental care and services
- Household safety
- Anger management skills
- Legal rights & responsibilities (e.g., Tenancy, Employment Standards, Human Rights, BC Employment Assistance, etc.).

Ministry-referred youth shall be the priority for all group components. However, space permitting, other youth in need may be included in the group components.

Target Population:
Youth involved with the Ministry who require assistance in moving towards independence. Includes youth in Continuing Custody of the Ministry between the ages of 12 and 18; youth receiving service through Youth Agreements, between the ages of 16 and 18; and youth receiving Ministry support services between the ages of 12 and 18. Priority will be given to the older youth in this population.

Referral Process:
Access to service will be limited to Ministry-involved youth. Referrals will be received and screened by ministry liaison. Prioritization of referrals will be a Ministry responsibility and may be given to 16 to 18 year olds.

Hours of Service:
Hours will be flexible to meet the needs of the youth. Provision of service on some evenings and weekends may be required depending on need.

Staff Qualifications:
Workers shall possess a Bachelors of Child and Youth Care or a Bachelors of Social Work degree, plus one year relevant experience; or a Child and Youth Care Diploma, plus two years directly relevant experience; or an equivalent combination of education and experience.

Supervision:
Youth Transition Workers shall be under the supervision of the Transition Youth to Adulthood Program Supervisor.

D. Eagle High Day Program

Youth receiving Day Programming will present with social, behavioural and cognitive difficulties. Participants will have been unsuccessful in mainstream and alternative school-based programs but continue to identify improvement in their academics as important goals to attain.

The facility shall have fully equipped classrooms. In addition participants may have access to computers, a fully equipped kitchen, lunchroom, art room, student lounge and counselling space.

Full school year programming shall be provided. Individualized plans shall be developed for each youth in the program, and involvement from parents and/or caregivers shall be encouraged if indicated. Plans and progress shall be monitored regularly. Discharges from the program shall be with the approval of Ministry staff.

Regular educational programming shall begin on the first VSB scheduled day in September of the academic year. As a key partner, the Vancouver School Board (VSB) will provide academic programming. Centre staff will collaborate with the VSB and other educational, vocational, and skills enhancement services to meet the range of services required.

Target Population:
The population of students will be comprised of "younger academic" students who are between 12 and 16 years old and behind in their grade attainment in relation to their chronological age.

Placement priority will be given to those youth under 16 years.

Referral Process:
Referrals from the Ministry or Aboriginal delegated agency Social Worker or Probation Officer are sent to the Ministry Youth Services Community Liaison. Referrals are accepted on an ongoing basis and reviewed by an Ministry/VSB screening committee to determine eligibility, placement, and priority.

Staffing and Staff Qualifications:
Teachers shall be supplied by the Vancouver Board of Education.

Youth and Family Worker workers will possess a Bachelor of Child and Youth Care or Bachelor of Social Work degree, plus one year relevant experience; or a Child and Youth Care diploma plus two years directly relevant experience; or an equivalent combination of education and experience; plus Standard First Aid; plus a Class 5 Driver's licence.

.25 FTE Cook – the cook shall possess Food Safe certification and one year group food preparation experience.

As a 3 party partnership, changes in FTE Youth and Family Worker, teacher, or other staffing allocation would involve collaborative negotiation with all three parties (MCFD, VSB and PCRS).

Supervision:
Supervision will be provided by the Coordinator of Development for Education Programs.

Hours of Service:
The hours of operation will reflect normal school hours.

E. West Coast Alternate Day Program

West Coast Alternate Program is an integrated approach in a year round comprehensive program for students diagnosed with FASD. The program will include an education component, a social and life skills component, cultural programming and family support services that are targeted to the critical transition into high school and sustaining school attachment through graduation in order to prevent the breakdown and downward spiral that tend to occur at this juncture.

The program will offer a supportive educational and behavioural environment for youth whose needs cannot be met in a regular school program, even with necessary modifications. Supports will also be available to the parents/caregivers of the students.

Services include:

- Administration and coordination of the program
- Outreach support and education for parents and caregivers of students in the program
- Enhancement of family's awareness of and abilities to access additional community supports when they are experiencing challenges
- Daily behavioural supports to students attending the program
- Organize and deliver a range of activities from music, art, aboriginal cultural activities, and drama to physical recreation and school focused field trips during afternoon, evening, school holiday and summer programs
- Additional family counselling and support including when student is not attending the program

Target Population: youth aged 12 to 19 diagnosed under the FASD umbrella and who are not eligible or appropriate for special needs classes and for whom there are no existing resources.

Staffing:
Program Coordinator/Youth and Family Counsellor.

Cook/Life Skills Counsellor (.22 FTE) to provide a breakfast and lunch program

The Contractor agrees as funding from other sources becomes available the Contractor will commit to maximizing funds in this agreement towards this service.

Supervision:
Supervision will be provided by the Coordinator of Development for Education Programs.

Attachment 1.2 to Subsidiary Component Agreement FT08140004
Pacific Community Resource Society – Integrated Youth Services

Program Indicators

YSE Youth Services

No	Service	Indicator	Definition
101	GENERAL	GEN: # intakes to DAY PROGRAM	Number of youth accessing the DAY PROGRAM this month for the first time in this fiscal year. For most Day Programs, the majority of intakes will occur in September.
102	INTERVENTION	INT: # sessions of Day Program	Number of times this month that the Day Program staff offered the program. For Day Programs that run all day, the number of sessions will equal the number of days they were open. For Day Programs that offer the program to different youth in the morning/ afternoon/ evening, the number of sessions will be more than the number of days.
103	INTERVENTION	INT: # hours of Day Program sessions	Number of hours this month that the Day Progam was open to youth. The number of hours should be reported to the nearest quarter hour e.g. 0.25, 0.5, 0.75,1, 1.25 etc.
104	INTERVENTION	INT: # attendances at Day Program sessions	Total number of attendances at all Day Program sessions this month. A youth must be present for at least 75% of the duration of the session to be considered as having attended. Excludes youth who are on a monitored home study program, as well as youth absent for other reasons.
105	**INTERVENTION**	**INT: Average # attendances per Day Program session**	**# attendances / # sessions**
106	INTERVENTION	INT: # hours individual intervention	Number of hours this month that staff provided one-to-one intervention within the context of a Day Program. Time spent with a youth's family/ caregiver counts as time with the youth for the purposes of this indicator. Hours should be reported to the nearest quarter hour e.g. 0.25, 0.5, 0.75,1, 1.25 etc.
107	INTERVENTION	INT: # youth receiving individual intervention	Number of youth to whom staff provided one-to-one intervention this month. Intervention may be provided in person or over the phone.
108	**INTERVENTION**	**INT: Average # hours individual intervention per youth**	**# hours / youth**
109	INTERVENTION	INT: # sessions of group training and education	Number of times this month that staff provided group activity within the context of a Day Program i.e. provided service to 2 or more unrelated youth at the same time.
110	INTERVENTION	INT: # hours of group training and education sessions	Number of hours this month that Day Program staff provided group activity. The number of hours should be reported to the nearest quarter hour e.g. 0.25, 0.5, 0.75,1, 1.25 etc.
111	INTERVENTION	INT: # attendances at training and education sessions	Total number of attendances at all training and education sessions provided by Day Program staff this month.
112	**INTERVENTION**	**INT: Average # attendances per training and education session**	**# attendances / # sessions**
201	GENERAL	GEN: # intakes to HOUSING SUPPORT AND ASSISTANCE	Number of youth accessing HOUSING SUPPORT AND ASSISTANCE this month for the first time. 'Accessing' means the youth asked staff for help with housing, and provided staff with their name. Excludes youth in the Transition Youth to Adulthood program.

Program Indicators

YSE Youth Services

No	Service	Indicator	Definition
202	GENERAL	GEN: # intakes who are re-intakes	Number of youth accessing Housing Support and Assistance who have found housing with MCFD support and assistance within the past 12 months. This number is a sub-set of the total number of intakes and therefore cannot exceed that number.
203	**GENERAL**	**GEN: % intakes are re-intakes**	**# intakes who are re-intakes / # intakes**
204	INTERVENTION	INT: # hours of individual housing support	Number of hours this month that staff provided one-to-one Housing Support and Assistance services to youth. Individual housing support and assistance may be provided in person or by phone and should be reported to the nearest quarter hour e.g. 0.25, 0.5, 0.75, 1, 1.25 etc.
205	TRAINING & EDUCATION	TRE: # sessions of group housing support	Number of times this month that staff provided housing support and assistance in a group setting i.e. provided service to 2 or more unrelated youth at the same time.
206	TRAINING & EDUCATION	TRE: # hours of group housing support	Number of hours this month that staff provided housing support and assistance in a group setting. The number of hours should be reported to the nearest quarter hour e.g. 0.25, 0.5, 0.75, 1, 1.25 etc.
207	TRAINING & EDUCATION	TRE: # attendances at housing support sessions	Total number of attendances at all group housing support and assistance sessions provided by Housing Support and Assistance staff this month.
208	**TRAINING & EDUCATION**	**TRE: Average # attendances per housing support session**	**# attendances / # sessions**
209	OUTCOME	TRE: # youth receiving housing support who moved into accommodation	Number of youth accessing Housing Support and Assistance who reported moving into accommodation this month. Does not include youth who have 'found' accommodation but have not yet moved into it.
218	INFORMATION & REFERRAL	IFR: # units of housing registered this month	Number of units of housing available to youth that were added to the Housing Registry this month.
219	INFORMATION & REFERRAL	IFR: Total # units registered at month end	Total number of units of housing that were available to youth through the Housing Registry at the end of this month.
301	GENERAL	GEN: # intakes to FAMILY AND YOUTH MEDIATION AND REUNIFICATION	Number of youth accessing FAMILY AND YOUTH MEDIATION AND REUNIFICATION this month for the first time. Includes youth who have been previously discharged from Mediation and Reunification but are returning to address a new or changed situation. Excludes extensions of referals.
302	INTERVENTION	INT: # hours of individual intervention	Number of hours this month that staff provided one-to-one Mediation and Reunification services to youth and/or their families/ caregivers. Individual service may be provided in person or by phone and should be reported to the nearest quarter hour e.g. 0.25, 0.5, 0.75, 1, 1.25 etc.
303	INTERVENTION	INT: # youth/caregivers receiving individual intervention	Number of different youth to whom staff provided one-to-one Mediation and Reunification services this month. A youth and their families/ caregivers count as a single unit for the purposes of this indicator.
304	**INTERVENTION**	**INT: Average # hours individual intervention per youth**	**# hours / youth**

Program Indicators

YSE Youth Services

No	Service	Indicator	Definition
305	INTERVENTION	INT: # sessions of group intervention	Number of times this month that staff provided Mediation and Reunification services in a group setting, i.e. provided service to 2 or more unrelated youth and/or their families/ caregivers at the same time
306	INTERVENTION	INT: # hours of group intervention sessions	Number of hours this month that staff provided Mediation and Reunification services in a group setting. The number of hours should be reported to the nearest quarter hour e.g. 0.25, 0.5, 0.75,1, 1.25 etc.
307	INTERVENTION	INT: # attendances at group intervention sessions	Total number of attendances at all group intervention sessions provided by Family and Youth Mediation staff this month. Each youth, family member/ caregiver is counted separately for the purposes of this indicator.
308	**INTERVENTION**	**INT: Average # attendances per group intervention session**	**# attendances / # sessions**
309	OUTCOME	INT: # discharges from Mediation/ Reunification (1a)	Number of youth for whom staff wrote a closing report this month (1a).
310	OUTCOME	INT: # of 1a who achieved their primary goal in relationship to their family	Number of youth for whom staff wrote a closing report this month who achieved their primary goal in relationship to their family
311	**OUTCOME**	**INT: % of 1a who achieved their primary goal in relationship to their family**	**# achieving goal / # discharged this month [310 / 309]**
312	OUTCOME	INT: # successful discharges 3 months ago (2a)	Number of youth who successfully completed Mediation and Reunification Services three months ago
313	OUTCOME	INT: # of 2a contacted this month (2b)	Number of youth who successfully completed Mediation and Reunification Services three months ago with whom contact was made this month.
314	**OUTCOME**	**INT: % of 2a contacted this month (2b)**	**[313 / 312]**
315	OUTCOME	INT: # of 2b with maintained or improved relationship with family	Number of youth who successfully completed Mediation and Reunification Services three months ago with whom contact was made this month who reported that their relationship with their family has improved or been maintained over the past three months.
316	**OUTCOME**	**INT: % of 2b with maintained or improved relationship with family**	**[315 / 314]**
317	OUTCOME	INT: # successful discharges 6 months ago (3a)	Number of youth who successfully completed Mediation and Reunification Services six months ago
318	OUTCOME	INT: # of 3a contacted this month (3b)	Number of youth who successfully completed Mediation and Reunification Services six months ago with whom contact was made this month
319	**OUTCOME**	**INT: % of 3a contacted this month (3b)**	**[318 / 317]**

Program Indicators

YSE Youth Services

No	Service	Indicator	Definition
320	OUTCOME	INT: # of 3b with maintained or improved relationship with family	Number of youth who successfully completed Mediation and Reunification Services six months ago with whom contact was made this month who reported that their relationship with their family has improved or been maintained over the past six months.
321	**OUTCOME**	**INT: % of 3b with maintained or improved relationship with family**	**[320 / 319]**
401	GENERAL	GEN: # intakes to SAFE CARE	Number of youth determined to be eligible to receive SAFE CARE services this month for the first time. Includes youth that have been previously discharged but are returning to address a new or changed situation.
402	GENERAL	GEN: # intakes who identify as Aboriginal	Number of youth contacted by Safe Care staff this month for the first time who consider themselves to be of Aboriginal heritage. This number is a sub-set of the total number of intakes and therefore cannot exceed that number
403	**GENERAL**	**GEN: % intakes that identify as Aboriginal**	**# intakes who identify as Aboriginal / # intakes**
421	LINKING & BROKERAGE	LNK: # hours linking and brokerage	Number of hours this month that Safe Care staff provided inking and brokerage for youth and/or their caregivers. Linking and brokerage refers to activities to connect the youth and/or their caregiver(s) to a formal support/ resource, or to facilitate the formal support's direct connection to the youth. Hours should be reported to the nearest quarter hour, e.g. 0.25, 0.5, 0.75,1, 1.25 etc.
422	LINKING & BROKERAGE	LNK: # youth receiving linking and brokerage	Number of youth for whom staff provided linking and brokerage this month A youth and their caregivers count as a single unit for the purposes of this indicator.
423	**LINKING & BROKERAGE**	**LNK: Average # hours linking and brokerage per youth**	**# hours / # youth**
431	TRAINING & EDUCATION	TRE: # sessions of community training/ education provided	Number of times this month that staff provided training and/or education to other service providers and/or members of the public in a group setting.
432	TRAINING & EDUCATION	TRE: # hours of community training/ education	Number of hours this month that staff provided community training/ education in a group setting. The number of hours should be reported to the nearest quarter hour e.g. 0.25, 0.5, 0.75.1, 1.25 etc.
433	TRAINING & EDUCATION	TRE: # attendances at community training/ education sessions	Total number of attendances by other service providers and/or members of the public at all group training and education sessions provided by Safe Care staff this month.
434	**TRAINING & EDUCATION**	**TRE: Average # attendances per community training/ education session**	**# attendances / # sessions**
501	GENERAL	GEN: # intakes to TRANSITION YOUTH TO ADULTHOOD	Number of youth accessing services to TRANSITION YOUTH TO ADULTHOOD this month for the first time. Also includes youth who have been discharged from Transition Services before but are returning to address a new or changed situation

Program Indicators

YSE Youth Services

No	Service	Indicator	Definition
502	GENERAL	GEN: # intakes who identify as Aboriginal	Number of youth accessing services to Transition Youth to Adulthood this month for the first time who consider themselves to be of Aboriginal heritage. This number is a sub-set of the total number of intakes and therefore cannot exceed that number
503	**GENERAL**	**GEN: % intakes that identify as Aboriginal**	**# intakes who identify as Aboriginal / # intakes**
504	INTERVENTION	INT: # hours of individual transition services with youth/caregiver	Number of hours this month that staff provided one-to-one Transition Service to youth and/or their caregivers. Individual service may be provided in person or by phone and should be reported to the nearest quarter hour e.g. 0.25, 0.5, 0.75,1, 1.25 etc.
505	INTERVENTION	INT: # youth receiving individual transition services	Number of different youth to whom staff provided one-to-one Transition Services this month. A youth and his/her caregiver(s) count as a single unit for the purposes of this indicator.
506	**INTERVENTION**	**INT: Average # hours individual transition services per youth**	**# hours / # youth**
507	INTERVENTION	INT: # sessions of group transition services provided	Number of times this month that staff provided Transition Services in a group setting i.e. provided service to 2 or more unrelated youth at the same time
508	INTERVENTION	INT: # hours of group transition services	Number of hours this month that staff provided Transition Services in a group setting. The number of hours should be reported to the nearest quarter hour e.g. 0.25, 0.5, 0.75,1, 1.25 etc.
509	INTERVENTION	INT: # attendances at transition sessions	Total number of attendances by youth and/or their caregivers at Transition sessions this month. Each youth and/or caregiver counts as a separate individual for the purposes of this indicator.
510	**INTERVENTION**	**INT: Average # attendances per transition session**	**# attendances / # sessions**
511	TRAINING & EDUCATION	TRE: # sessions of community training/ education	Number of times this month that Transition staff provided general community training and/or education in a group setting i.e. provided service to 2 or more other service providers or members of the public
512	TRAINING & EDUCATION	TRE: # hours of community training/ education sessions	Number of hours this month that Transition staff provided general community training and/or education in a group setting. The number of hours should be reported to the nearest quarter hour e.g. 0.25, 0.5, 0.75,1, 1.25 etc.
513	TRAINING & EDUCATION	TRE: # attendances at community training/ education sessions	Total number of attendances this month at general community training and/or education sessions provided by Transition staff
514	**TRAINING & EDUCATION**	**TRE: Average # attendances per community training/ education session**	**# attendances / # sessions**
515	OUTCOME	INT: # of youth completing Transition program (1a)	Number of youth discharged from Transition services this month having completed the program
516	OUTCOME	INT: # of 1a with improved functioning	Number of youth completing Transition services this month with improved functioning.
517	**OUTCOME**	**INT: % of 1a with improved functioning**	**[516 / 515]**

Program Indicators

YSE Youth Services

No	Service	Indicator	Definition
518	OUTCOME	INT: # of 1a attending school, training or work at discharge	Number of youth completing Transition services this month who were attending school, training or work at time of discharge.
519	**OUTCOME**	**INT: % of 1a attending school, training or work at discharge**	**[518 / 515]**
520	OUTCOME	INT: # of 1a who have accommodation at discharge	Number of youth completing Transition services this month who reported having accommodation at time of discharge.
521	**OUTCOME**	**INT: % of 1a who have accommodation at discharge**	**[520 / 515]**
522	OUTCOME	INT: # of youth aging out (1a)	Number of youth discharged from Transition services this month having reached the age of 19 or older, i.e. having 'aged out.'
523	OUTCOME	INT: # of 1a with improved functioning	Number of youth aging out of Transition services this month with improved functioning.
524	**OUTCOME**	**INT: % of 1a with improved functioning**	**[523 / 522]**
525	OUTCOME	INT: # of 1a attending school, training or work at discharge	Number of youth aging out of Transition services this month who were attending school, training or work at time of discharge.
526	**OUTCOME**	**INT: % of 1a attending school, training or work at discharge**	**[525 / 522]**
527	OUTCOME	INT: # of 1a who have accommodation at discharge	Number of youth completing Transition services this month who reported having accommodation at time of discharge.
528	**OUTCOME**	**INT: % of 1a who have accommodation at discharge**	**[527 / 522]**
529	OUTCOME	INT: # of youth refusing service	Number of youth discharged from Transition services this month either because they refused service or because, despite the efforts of Transition and MCFD staff, there was no contact with them for six weeks.
530	OUTCOME	INT: # of youth referred on	Number of youth discharged from Transition services this month because they required services not provided by the Transition program.
541	BEDS	BDS: # occupied bed days	Number of bed days occupied by eligible youth this month.
542	BEDS	BDS: # funded bed days	Number of bed days funded by MCFD this month.
543	**BEDS**	**BDS: % bed days occupied**	**# bed days occupied by eligible youth / MCFD funded bed days**
601	GENERAL	VME: # intakes to VOLUNTEER MENTORING	Number of youth accessing VOLUNTEER MENTORING this month for the first time. Includes youth who have been previously discharged from Volunteer Mentoring but who are returning to address a new or changed situation.
602	GENERAL	VME: # intakes who identify as Aboriginal	Number of youth deemed eligible to receive volunteer mentoring this month for the first time who consider themselves to be of Aboriginal heritage. This number is a sub-set of the total number of intakes and therefore cannot exceed that number.
603	**GENERAL**	**VME: % intakes who identify as Aboriginal**	**# intakes who identify as Aboriginal / # intakes**
604	MENTORING	VME: # hours recruiting, monitoring volunteer mentors	Number of hours staff spent recruiting, training, linking, monitoring, etc. potential or actual volunteer mentors. Service may be provided in person or over the phone and should be reported to the nearest quarter hour e.g. 0.25, 0.5, 0.75, 1, 1.25 etc.

Program Indicators

YSE Youth Services

No	Service	Indicator	Definition
605	MENTORING	VME: # volunteer mentor matches made	Number of volunteer mentor matches that met for the first time this month
606	MENTORING	VME: # matches that met this month	Total number of Volunteer Mentor matches that met this month, including matches that met for the first time.
607	MENTORING	VME: # hours that matches met	Number of hours this month that Volunteer Mentor matches met. Meetings must take place in person and should be reported to the nearest quarter hour e.g. 0.25, 0.5, 0.75,1, 1.25 etc.
608	**MENTORING**	**VME: Average # hours each volunteer mentor match met**	**# hours / # matches that met**
701	GENERAL	OTR: # intakes to OUTREACH TO YOUTH	Number of youth contacted through OUTREACH TO YOUTH this month for the first time. Contact must be sufficient to allow staff to believe they have learned the youth's real name. Includes youth that were thought to have been repatriated/ engaged in services over 30 days ago, but who have reappeared.
702	OUTREACH	OTR: # hours outreach to youth/caregiver	Number of hours this month that staff provided outreach to youth and/or their caregivers. Outreach is defined as direct contact, either in person or by phone, initiated by staff for the purpose of engaging the youth in one or more services Hours should be reported to the nearest quarter hour e.g. 0.25, 0.5, 0.75,1, 1.25 etc.
703	OUTREACH	OTR: # youth receiving outreach	Number of youth to whom staff provided outreach this month. A youth and his/her caregiver(s) count as a single unit for the purposes of this indicator.
705	OUTCOME	OTR: # youth first contacted 3 months ago (1a)	Number of youth contacted through Outreach Services for the first time 3 months ago this month
706	OUTCOME	OTR: # of 1a who are repatriated/ engaged outside of outreach program	Number of youth contacted through Outreach Services for the first time 3 months ago this month who have beenrepatirated and/or are engaged in appropriate services outside of the Outreach program.
707	**OUTCOME**	**OTR: % of 1a who are repatriated/ engaged outside of outreach program**	**[706 / 705]**
801	SELF-HELP	SHP: # days RESOURCES CENTRE open	Number of days this month that the RESOURCES CENTRE was open for self-help to youth age 18 and under or their caregivers.
802	SELF-HELP	SHP: # hours Resources Centre open	Number of hours this month that the Resources Centre was open for self-help to youth age 18 and under or their caregivers.
803	SELF-HELP	SHP: # attendances at Resources Centre	Number of times youth age 18 and under or their caretakers attended the Resources Centre for self-help this month.
804	**SELF-HELP**	**SHP: Average # attendances per day Resources Centre open**	**# attendances / # days**
999	**GENERAL**	**GEN: # unique clients YTD**	**# active client units as of April 1, plus # intakes May - March**

Attachment 2.1 to Subsidiary Component Agreement FT08140004
Pacific Community Resource Society – Integrated Youth Services – Financial Report

Semi-Annual Financial Report Sample Report

Name of Organization: **Pacific Community Resources Society**

Contract #: **FT08140004**

Month:

Subsidiary Component Agreement Detail	CYSN Day Program	Resource Room	Housing Support & Assistance	Service to Transition Youth to Adulthood	Eagle High Day Program	TOTAL
Total Operational revenue						
Operational Expenses:						
Total Wages and Benefits						
Total Client Support Costs						
Total Transportation						
Total Family payments						
Total Program Support						
Total Program Admin. Support						
Total Facilities Expenses						
Total Operational Pre. Admin						
Total Admin. & Gen. Exp.						
Total Operational Expenses						
Number of Units						
Unit Cost						
Total surplus/(deficit)	$ (0)	$ (0)	$ (0)	$ (0)	$ (0)	$ (0)

* Definitions from the Specified Audit Procedures, Chapter 6, General Management Operating Policy.

Comments regarding variances:

This report has been prepared from the books and records of the Contractor for the funding period ended _____. I hereby confirm to the best of my knowledge and belief, that the information contained herein, was compiled in accordance with generally accepted accounting principles and in compliance with the Province's General Management Operating Policy. There is nothing to my knowledge that has not been disclosed in this report which would affect the accuracy and completeness of the financial information.

Signature Date

Print Name Print Title

SERVICE AGREEMENT

MINISTRY OF CHILDREN AND FAMILY DEVELOPMENT

BRITISH COLUMBIA | Ministry of Children and Family Development

MINISTRY SERVICE AGREEMENT: FT08140004

Agreement Name: Services to Youth and their Families

HER MAJESTY THE QUEEN IN RIGHT OF THE PROVINCE OF BRITISH COLUMBIA, represented by The Minister of Children and Family Development (the "Province", "we", "us", or "our" as applicable) at the following address:	AND PACIFIC COMMUNITY RESOURCES SOCIETY (Legal Name) (the "Contractor", "you", or "your" as applicable) at the following address:
105 5550 FRASER ST VANCOUVER, B.C. CANADA V5W 2Z4 Fax Number: (604)660-4005 Email: Mike.White@gov.bc.ca	201 - 2830 GRANDVIEW HWY VANCOUVER, BC V5M 2C9 Fax Number: (604)412-7951 Email: ikastens@pcrs.ca

The term for the Service Agreement begins on: 01/04/2016 (Day/Month/Year) and ends on 31/03/2018 (Day/Month/Year)

THE PARTIES AGREE TO THE TERMS AND CONDITIONS OF THE SERVICE AGREEMENT LOCATED ON THE MINISTRY OF CHILDREN AND FAMILY DEVELOPMENT'S WEBSITE. VERSION 1.1 DATED JANUARY 13, 2015, AND AGREE TO BE BOUND BY THE SCHEDULES LISTED BELOW AND ATTACHED TO THIS AGREEMENT:

SCHEDULE A	-	SERVICES
SCHEDULE B	-	PAYMENT
SCHEDULE C	-	APPROVED SUBCONTRACTOR(S)
SCHEDULE D	-	INSURANCE
SCHEDULE E	-	AUTHORIZED PERSON
SCHEDULE F	-	INFORMATION MANAGEMENT (RECORDS, PRIVACY AND SECURITY)
SCHEDULE G	-	ASSETS
SCHEDULE H	-	ADDITIONAL TERMS
SCHEDULE I	-	REPORTING REQUIREMENTS

(collectively, the "Agreement")

SIGNED AND DELIVERED on the 13th day of April, 2016 on behalf of the Province by its duly authorized representative

Signature: [signature] FI/CSM

Print Name: Michael White

Position: Community Services Manager or Designate

Responsibility Centre: CSM - YOUTH SERVICES

SIGNED AND DELIVERED on the 12TH day of APRIL, 2016 by or on behalf of the Contractor (or by its authorized signatory or signatories if the Contractor is a corporation)

Signature: [signature]

Print Name: Ingrid Kastens

Position: Executive Director or Designate

Signature:

Print Name:

Position:

Contractor: By signing above you agree that you have read, understand, and agree to be bound by, the Terms and Conditions and the Schedules for the Service Agreement

SUMMARY

Term **01/04/2016 to 31/03/2018**

Total Amount of Agreement (not including any applicable taxes) **$2,486,077.00**

Allocation by Programs and Services

Programs			
Youth Day Program			
	Intervention - General		$1,046,158.56
		Sub-Total	**$1,046,158.56**
Youth Transition Program			
	Intervention - General		$558,200.64
		Sub-Total	**$558,200.64**

Grouped Services			
Economic Stability Mandate Increases			
	Additional Cost - Service Providers		$12,709.00
		Sub-Total	**$12,709.00**
Housing Support and Assistance			
	Intervention - General		$387,052.80
		Sub-Total	**$387,052.80**
Resource Room			
	Self-Help - General		$481,956.00
Non-Program Services			
		Sub-Total	**$0.00**
		Total	**$2,486,077.00**

Allocation by Community

Communities Served		
Vancouver North		$1,954,230.10
Vancouver South		$531,846.90
	Total	**$2,486,077.00**

Allocation by Business Area

Core Business Area	**Business Area - Sub Business Area**		
Child and Family Development			
	Youth Services		$2,183,940.76
		Sub-Total	**$2,183,940.76**
ECD, Child Care and Children and Youth with Special Needs			
	Children and Youth with Special Needs		$302,136.24
		Sub-Total	**$302,136.24**
		Total	**$2,486,077.00**

SCHEDULE A - SERVICES

General

The Contractor will provide all necessary components for delivery of the programs delineated below, including sufficient qualified program staff, administrative support, premises, materials and equipment.

Family, child or youth specific progress reports and reports suitable for presentation in Court proceedings will be provided where required and in a mutually agreed upon format.

The Province will appoint a contract supervisor for the Contractor's services funded under this Agreement. The parties agree to conduct contract reviews during the Funding Period to review the ***Service Deliverables*** and any other issues of mutual concern, including the following:

- statements and reports;
- program elements, including hours of operation;
- access and admission criteria;
- intake and referral processes:
- frequency, content and format of progress and Court ready reports
- wait list management;
- exceptions to normal practice;
- critical incident reporting procedures;
- issue management;
- program liaison.

Services have been restructured based on a comprehensive system of care model, supported by accreditation and enhanced reporting requirements. The Province and the Contractor are using a collaborative approach to the continuing development of output-based contracts and measurable client outcomes. Both parties agree to work together to achieve these objectives. Data collected during the term of this agreement will be reviewed by both parties and then used to establish baseline targets for future contracts.

Program and Service Descriptions

Program and service descriptions are outlined in *Attachment 1.1 Service Overview*.

Funding and Output Summary

Annual baseline funding and aggregate increases related to the *Economic Stability Mandate* are outlined in *Schedule B – Payment*.

Following is the summary of annual funding, services and outputs related to this Agreement:

	Annual Minimum Individual Hours	Annual Minimum Group Hours	Total Direct Service Hours	No. of Youth Served Annually	Direct Service FTEs	16-17 Annual Baseline Funding	17-18 Annual Baseline Funding
Resource Room	1,440		1,440	1000-1200		$242,833.56	$244,703.40
Housing Support and Assistance	1,182	78	1,260	70	2.5 FTEs	$195,016.56	$196,518.12
Services to Transition Youth to Adulthood	1,968	217	2,185	100	3.0 FTEs	$281,249.40	$283,415.04
Eagle High Day Program		3,143	3,143	30 spaces for an estimated 60 youth	2.0 FTEs	$374,875.80	$377,762.40
West Coast Alternate Day Program		1,254	1,254	20 spaces for an estimated 22 youth	1.0 FTEs	$152,231.28	$153,403.44
Total	**4,590**	**4,692**	**9,282**		**8.5**	**$1,246,206.60**	**$ 1,255,802.40**

Note: The Housing Support and Assistance Direct Service FTE count increased from 1.5 FTEs to 2.5 FTEs. The Eagle High Day Program decreased from 3.0 FTEs to 2.0 FTEs. Funding allocations, annual minimum individual and group hours, and total hours may require adjustment. The parties agree to review these areas during the term of the Agreement.

Reporting Requirements

The Contractor will submit to the Province reports, in form and content acceptable to the Province, relating to the services and programs outlined in this Agreement. The required reports include, but are not limited to, the following:

1. Monthly Indicator Reports

2. Quarterly program reports regarding youth 19 years of age receiving Services to Transition Youth to Adulthood. Services to this target population will be reported separately from youth ages 13 to 18 years. The Contractor will provide brief written reports that will include the number of youth; the dates of service and service activities that each youth received; the number of youth that maintained housing during the six month period after their 19th birthday; and any additional identified outcomes.

3. Annual Report on Outcomes

4. Financial reporting requirements as outlined in *Schedule I – Reporting Requirements*

The parties agree to work collaboratively in the development and implementation of outcome measurement tools that may be considered during the Funding Period.

PROGRAMS

Youth Day Program

TARGET POPULATION: Youth who have been unsuccessful in mainstream or alternative school-based programs due to social, behavioural, and / or cognitive difficulties.

OUTCOME: Youth are able to engage or re-engage in school, training, or work.

Eagle High Day Program (Youth Day Program)

SERVICE: INTERVENTION - GENERAL **Total Amount** $744,022.32

Definitions	Activities provided to maintain or prompt a planned change in the behaviour, condition or functioning of children, youth, and/or families/caregivers.
Project Code	18CN289
Input	Qualified Staff
Output Indicators	# Direct Group Hours **Quantity**
	# Recipients of Group Services
Reporting Frequency	Monthly
Core Business Area	Child and Family Development
Business Area	Youth Services
Communities Served	

Vancouver North	**Recipient(s)**	13 to 18 years	**Amount**	$584,853.49
Vancouver South	**Recipient(s)**	13 to 18 years	**Amount**	$159,168.83

This allocation is provided as an estimate.

BUSINESS AREA OUTCOMES

- Youth participate in identifying their short and longer term needs and in developing plans to address them
- Youth experiencing high levels of risk to their health and safety have the levels of risk reduced
- Youth have immediate basic needs met including shelter, food and clothing
- Youth establish connections with community resources to address needs such as physical health, mental health, addictions and/or sexual exploitation
- Youth have improved connections to positive community supports including family/extended family, peers, education, employment, and/or housing
- Youth acquire skills and knowledge necessary to keep themselves safe, achieve identified goals, and successfully transition to adulthood

Youth Day Program

TARGET POPULATION: Youth who have been unsuccessful in mainstream or alternative school-based programs due to social, behavioural, and / or cognitive difficulties.

OUTCOME: Youth are able to engage or re-engage in school, training, or work.

West Coast Day Program (Youth Day Program)

SERVICE: INTERVENTION - GENERAL **Total Amount** $302,136.24

Definitions	Activities provided to maintain or prompt a planned change in the behaviour, condition or functioning of children, youth, and/or families/caregivers.
Project Code	18CN289

Input	Qualified Staff				
Output Indicators	# Direct Group Hours # Recipients	**Quantity**			
Reporting Frequency	Monthly				
Core Business Area	ECD, Child Care and Children and Youth with Special Needs				
Business Area	Children and Youth with Special Needs				
Communities Served					
Vancouver North	**Recipient(s)**	13 to 18 years	**Amount**	$237,500.18	
Vancouver South	**Recipient(s)**	13 to 18 years	**Amount**	$64,636.06	

This allocation is provided as an estimate.

BUSINESS AREA OUTCOMES

- Children and youth with special needs experience optimal growth and development.
- Children and youth with special needs are healthy and safe in their families and communities.
- Children and youth with special needs actively participate in their home and community.
- Parents and families of children and youth with special needs have the knowledge, skills and supports they need to advance their child or youth's growth, development and functioning.
- Communities support the development and growth of children and youth with special needs.

Youth Transition Program

TARGET POPULATION: Youth, who may or may not be involved with the Ministry, who require additional support or skill building to move from adolescence to responsible adulthood.

OUTCOME: Youth develop adult competencies to enable them to achieve independent living with confidence and success.

Services to Transition Youth (Youth Transition Program)

SERVICE: INTERVENTION - GENERAL **Total Amount** $558,200.64

Definitions	Activities provided to maintain or prompt a planned change in the behaviour, condition or functioning of children, youth, and/or families/caregivers.			
Project Code	18CN289			
Input	Qualified Staff			
Output Indicators	# Direct Group Hours # Direct One to One Hours	**Quantity**		
Reporting Frequency	Monthly			
Core Business Area	Child and Family Development			
Business Area	Youth Services			
Communities Served				
Vancouver North	**Recipient(s)**	13 to 18 years	**Amount**	$438,784.68
Vancouver South	**Recipient(s)**	13 to 18 years	**Amount**	$119,415.96

This allocation is provided as an estimate.

BUSINESS AREA OUTCOMES

- Youth participate in identifying their short and longer term needs and in developing plans to address them
- Youth experiencing high levels of risk to their health and safety have the levels of risk reduced
- Youth have immediate basic needs met including shelter, food and clothing
- Youth establish connections with community resources to address needs such as physical health, mental health, addictions and/or sexual exploitation
- Youth have improved connections to positive community supports including family/extended family, peers, education, employment, and/or housing

- Youth acquire skills and knowledge necessary to keep themselves safe, achieve identified goals, and successfully transition to adulthood

Housing Support and Assistance

SERVICE: INTERVENTION - GENERAL **Total Amount** $387,052.80

Definitions	Activities provided to maintain or prompt a planned change in the behaviour, condition or functioning of children, youth, and/or families/caregivers.
Project Code	18CN289
Input	Qualified Staff
Output Indicators	# Direct One to One Hours **Quantity** # Direct Group Hours
Reporting Frequency	Monthly
Core Business Area	Child and Family Development
Business Area	Youth Services
Communities Served	

Vancouver North	**Recipient(s)**	13 to 18 years	**Amount**	$304,250.52
Vancouver South	**Recipient(s)**	13 to 18 years	**Amount**	$82,802.28

This allocation is provided as an estimate.

BUSINESS AREA OUTCOMES

- Youth participate in identifying their short and longer term needs and in developing plans to address them
- Youth experiencing high levels of risk to their health and safety have the levels of risk reduced
- Youth have immediate basic needs met including shelter, food and clothing
- Youth establish connections with community resources to address needs such as physical health, mental health, addictions and/or sexual exploitation
- Youth have improved connections to positive community supports including family/extended family, peers, education, employment, and/or housing
- Youth acquire skills and knowledge necessary to keep themselves safe, achieve identified goals, and successfully transition to adulthood

Resource Room

SERVICE: SELF-HELP - GENERAL **Total Amount** $481,956.00

Definitions	Provision of means whereby children, youth and families use tools such as the internet, videos or books to enhance their skills.
Project Code	18CN505
Input	Qualified Staff
Output Indicators	# Hours **Quantity**
Reporting Frequency	Monthly
Core Business Area	Child and Family Development
Business Area	Youth Services
Communities Served	

Vancouver North	**Recipient(s)**	13 to 18 years	**Amount**	$378,851.07
Vancouver South	**Recipient(s)**	13 to 18 years	**Amount**	$103,104.93

This allocation is provided as an estimate.

BUSINESS AREA OUTCOMES

- Youth participate in identifying their short and longer term needs and in developing plans to address them
- Youth experiencing high levels of risk to their health and safety have the levels of risk reduced
- Youth have immediate basic needs met including shelter, food and clothing
- Youth establish connections with community resources to address needs such as physical health, mental health, addictions and/or sexual exploitation
- Youth have improved connections to positive community supports including family/extended family, peers, education, employment, and/or housing

- Youth acquire skills and knowledge necessary to keep themselves safe, achieve identified goals, and successfully transition to adulthood

Economic Stability Mandate Increases

	ADDITIONAL COST- SERVICE PROVIDERS			**Total Amount**	$12,709.00
	Definitions				
	Project Code	4450			
	Name	Economic Stability Mandate Increases			
	Reporting Frequency				
	Core Business Area	Child and Family Development			
	Business Area	Youth Services			
	One Time Only	Yes			
	Communities Served				
	Vancouver North	**Recipient(s)**	Service Providers	**Amount**	$9,990.16
	Vancouver South	**Recipient(s)**	Service Providers	**Amount**	$2,718.84

BUSINESS AREA OUTCOMES

- Youth participate in identifying their short and longer term needs and in developing plans to address them
- Youth experiencing high levels of risk to their health and safety have the levels of risk reduced
- Youth have immediate basic needs met including shelter, food and clothing
- Youth establish connections with community resources to address needs such as physical health, mental health, addictions and/or sexual exploitation
- Youth have improved connections to positive community supports including family/extended family, peers, education, employment, and/or housing
- Youth acquire skills and knowledge necessary to keep themselves safe, achieve identified goals, and successfully transition to adulthood

Attachments

Name	Attachment 1.1 Service Overview	*Attachment 1.1 Service Overview.docx*

SCHEDULE B – PAYMENT

Aggregate Maximum and Taxes

1.1 Subject to the provisions of the Agreement, we will pay you an amount not exceeding $2,486,077.00 (not including any applicable taxes), in the aggregate, for providing the Services set out in Schedule A, during the term of this Agreement.

1.2 In addition, we will pay you any applicable taxes payable by the Province under law or agreement with the relevant taxation authority in relation to amounts payable under this schedule.

Payments

2.1 Monthly Recurring

We will pay you on or about the 15th day of the month commencing on the 1st day of April, 2016 as provided in the following payment schedule:

From	To	Amount	Total
April 1, 2016	March 31, 2018	$103,057.00	$2,473,368.00
			$2,473,368.00

2.2 One-Time-Only Payments and Additional Costs

We will pay you the amount of $12,709.00 as specified:

Additional Cost - Service Providers	$12,709.00

Additional Costs

ADDITIONAL COSTS DESCRIPTION

From	To	Increase to Monthly Payment Amount	Total
February 1, 2017	March 31, 2018	**$793.55**	**$11,109.70**
February 1, 2018	March 31, 2018	**$799.65**	**$1,599.30**
			$12,709.00

Effective February 1, 2017, your monthly payment will increase by **$793.55**, from **$103,057.00** to **$103,850.55** as a result of a 1.0% General Wage Increase.

As a result of the Economic Stability Mandate, fiscal year 2016/2017 contract funding has increased by **$1,587.10**, and annualized baseline funding has increased by **$9,522.60**, from **$1,236,684.00** to **$1,246,206.60**.

Effective February 1, 2018, your monthly payment will increase by **$799.65**, from **$103,850.55** to **$104,650.20** as a result of a 1.0% General Wage Increase.

As a result of the Economic Stability Mandate, fiscal year 2017/2018 contract funding has increased by **$1,599.30**, and annualized baseline funding has increased by **$9,595.80**, from **$1,246,206.60** to **$1,255,802.40**.

SCHEDULE C – APPROVED SUBCONTRACTOR(S)

Subcontractors

1.1 The following persons, groups of persons, or organizations, are specified as Subcontractors under section 12 of the Service Agreement:

None

SCHEDULE D – INSURANCE

A. On behalf of the Contractor, the Province will purchase and maintain Commercial General Liability insurance (Master Insurance Program) in the amount of $2,000,000 inclusive per occurrence against personal injury (including bodily injury), third party property damage arising out of the Contractor's performance of the Services set out in this Agreement.

B. The Contractor is responsible for and will pay any deductible under the Master Insurance Program.

C. The Province will obligate the Master Insurance Program's managing broker to provide the Contractor with a Certificate of Insurance and a copy of the Master Insurance Program policy wording.

D. The Province will take reasonable steps to ensure the coverage specified in section A is continuous for the duration of this Agreement. The Province will not be responsible for providing coverage in the event the insurance is cancelled or reduced by the insurer.

E. The Province does not represent or warrant that the Master Insurance Program covers any and all losses. The Contractor is responsible for ascertaining the exact nature and extent of coverage of the Master Insurance Program as well as the terms and conditions of the Master Insurance Program policy wording. No term or condition of this Agreement amends, extends or alters the coverage afforded by the Master Insurance Program policy wordings.

F. Where the contractor uses a vehicle to perform the services as described in Schedule A the Contractor shall maintain Automobile Liability insurance on all vehicles owned, operated or licensed by the Contractor in an amount not less than $2,000,000 per occurrence, and where applicable the Contractor may show evidence of this insurance using an ICBC Confirmation of Insurance Coverage (APV-47) form.

G. The Contractor will provide, maintain, and pay for, any additional insurance which the Contractor is required by law to carry, or which the Contractor considers necessary to cover risks not otherwise covered by insurance specified in section A.

SCHEDULE E – AUTHORIZED PERSONS

Authorized Persons

1.1 The Contractor designates any of the following persons, (identified by name and/or position) to act for you in relation to this Service Agreement:

None

1.2 The Ministry designates any of the following persons (identify by name and/or position) to act for us in relation to this Service Agreement:

None

Conflict Resolution Officials

1.1 The designated "Officials" of the parties for the purposes of the Conflict Resolution Protocol are:

	Province	**Contractor**
Stage One:	Community Services Manager or Designate	Manager
Stage Two:	Executive Director of Service	Director or Designate
Stage Three:	Assistant Deputy Minister	Executive Director or Designate

SCHEDULE F – INFORMATION MANAGEMENT (RECORDS, PRIVACY AND SECURITY)

Purpose

The purpose of this Schedule is to:

(a) enable the Province to comply with the Province's obligations with respect to:
  (i) creation, maintenance, retention and final disposition of the Province's Records, and
  (ii) protection of Personal Information collected under this Agreement and pursuant to *FOIPPA*.
(b) ensure that, as a service provider, the Contractor is aware of, and complies with, the Contractor's information management and protection (records, privacy and security) obligations with respect to:
  (i) the Province's Records, and
  (ii) the Personal Information collected or created under this Agreement.

Applicability

This Schedule applies to the management of the Province's Records and to the management of Personal Information contained in the Province's Records.

The Contractor must manage the Province's Records in accordance with this Schedule and in accordance with MCFD Contractor's Information Management Guidelines, which provide directions and standards to assist the Contractor in complying with this Schedule.

Definitions

1. In this Schedule:
  a) "**access**" means the ability or opportunity of a person to view, study, or obtain a copy of records;
  b) "***FOIPPA***" means the *Freedom of Information and Protection of Privacy Act* (British Columbia);
  c) "**contact information**" means information to enable an individual at a place of business to be contacted and includes the name, position name or title, business telephone number, business address, business email or business fax number of the individual;
  d) "**control**" (of a record) means the power or authority to manage the record throughout its life cycle, including restricting, regulating and administering its use and disclosure;
  e) "**custody**" (of a record) means having physical possession of a record, regardless of the format (e.g., paper or electronic).
  f) "**Personal Information**" means recorded information about an identifiable individual, other than contact information, collected or created by the Contractor as a result of the Agreement or any previous agreement between the Province or the Contractor dealing with the same subject matter as the Agreement, but excluding any information that, if this Schedule did not apply to it, would not be under the control of a public body as interpreted under the FOIPPA;
  g) "**Services Worker**" means an individual involved in providing the Services for or on behalf of the Contractor and, for greater certainty, may include the Contractor or a subcontractor of an individual, or an employee or volunteer of the Contractor or of a subcontractor.

RECORDS MANAGEMENT

Records Retention and Disposition

2. The Contractor must return the Province's Records regardless of format to the Province within the following time frames:

   (a) within 30 calendar days of expiry or termination of the Agreement;
   (b) within 7 calendar days of the Contractor receiving a request for return from the Province;
   (c) when closed records volume is identified by the Contractor as warranting the transfer and the Province has provided written approval; or
   (d) immediately when a Contractor advises the Province that they are no longer providing services or when the Province is concerned about the management of the Province's Records following a breach of security or privacy, including an unauthorized disclosure.

PRIVACY PROTECTION

Collection of Personal Information

3. The Contractor may only collect or create Personal Information that is necessary for the performance of the Contractor's obligations, or the exercise of the Contractor's rights, under the Agreement.

4. Unless the Agreement otherwise specifies or the Province otherwise directs in writing, the Contractor must collect Personal Information directly from the individual the Personal Information is about.

5. Except as otherwise permitted by FOIPPA, the Contractor must tell an individual from whom the Contractor collects Personal Information:

   (a) the purpose for collecting it,
   (b) the legal authority for collecting it, and
   (c) the title, business address and business telephone number of the person designated by the Province to answer questions about the Contractor's collection of Personal Information.

Accuracy of Personal Information

6. The Contractor must make every reasonable effort to ensure the accuracy and completeness of any Personal Information to be used by the Contractor or the Province to make a decision that directly affects the individual the Personal Information is about.

Requests for access to Personal Information

7. If the Contractor receives a request for access to Personal Information from a person other than the Province, the Contractor must promptly advise the person to make the request to Information Access Operations with the Ministry of Technology, Innovation and Citizens' Services or successor.

Correction of Personal Information

8. Within 5 business days of receiving a written direction from the Province to correct or annotate any Personal Information, the Contractor must correct or annotate the information in accordance with the direction.

9. When issuing a written direction under section 8 of this Schedule, the Province must advise the Contractor of the date the correction request to which the direction relates was received by the Province in order that the Contractor may comply with section 10 of this Schedule.

10. Within 5 business days of correcting or annotating any Personal Information under section 8 of this Schedule, the Contractor must provide the corrected or annotated information to any party to whom, within one year prior to the date the correction request was made to the Province, the Contractor disclosed the information being corrected or annotated.

11. If the Contractor receives a request for correction of Personal Information from a person other than the Province, the Contractor must promptly advise the person to make the request to the Province and provide the Provincial official's name or title and contact information to the person making the request.

Protection of Personal Information

12. The Contractor must protect Personal Information by making reasonable security arrangements against such risks as unauthorized access, collection, use, disclosure or disposal, including any security arrangements expressly set out in the Security section of this Schedule.

Storage and access to Personal Information

13. Unless the Province otherwise directs in writing, the Contractor must not store Personal Information outside Canada or permit access to the Personal Information from outside Canada.

Retention of Personal Information

14. Unless the Agreement otherwise specifies, the Contractor must retain Personal Information until directed by the Province in writing to dispose of it or deliver it as specified in the direction.

Use of Personal Information

15. Unless the Province otherwise directs in writing, the Contractor may only use Personal Information if that use is for the performance of the Contractor's obligations, or the exercise of the Contractor's rights, under the Agreement.

Disclosure of Personal Information

16. Unless the Province otherwise directs in writing, the Contractor may only disclose Personal Information inside Canada to any person other than the Province if the disclosure is for the performance of the Contractor's obligations, or the exercise of the Contractor's rights, under the Agreement.

17. Unless the Agreement otherwise specifies or the Province otherwise directs in writing, the Contractor must not disclose Personal Information outside Canada.

SECURITY

Services Worker confidentiality agreements

18. The contractor must immediately provide notice to the contract manager of any suspected information incident that threatens privacy or information security.

19. The Contractor must not permit a Services Worker who is an employee or volunteer of the Contractor to have access to Personal Information unless the Services Worker has first entered into a confidentiality agreement with the Contractor to keep Personal Information confidential on substantially similar terms as those that apply to the Contractor under the Agreement.

Services Worker security screening

20. The Contractor may only permit a Services Worker who is an employee or a volunteer of the Contractor to collect or have access to Personal Information, or otherwise be involved in providing the Services if, after having subjected the Services Worker to personnel security screening requirements as outlined in Appendix F1 to this Schedule, the Contractor is satisfied that the Services Worker does not constitute an unreasonable security risk.

Services Worker activity logging

21. The Contractor must create and maintain detailed Contractor's Records logging the activities of all Service Workers in relation to:

    (a) their access to Personal Information; and

    (b) any other matters specified by the Province in writing for the purposes of this section.

Facilities and Equipment protection and access

22. The Contractor must create, maintain and follow a documented process to:

    (a) protect Facilities and Equipment of the Contractor required by the Contractor to provide the Services from loss, damage or any other occurrence that may result in any of those Facilities and Equipment being unavailable when required to provide the Services; and,

(b) limit access to Facilities and Equipment of the Contractor:

i. being used by the Contractor to provide the Services; or
ii. that may be used by someone to access information,

to those persons who are authorized to have that access and for the purposes for which they are authorized, which process must include measures to verify the identity of those persons.

23. If the Province makes available to the Contractor any Facilities or Equipment of the Province for the use of the Contractor in providing the Services, the Contractor must comply with any policies and procedures provided to it by the Province on acceptable use, protection of, and access to, such Facilities or Equipment.

Integrity of Information

24. The Contractor must create, maintain and follow a documented process for maintaining the integrity of information while in the custody of or accessed by the Contractor.

25. For the purposes of section 24 of this Schedule, maintaining the integrity of information means that, except to the extent expressly authorized by the Agreement or approved in writing by the Province, the information has:

(a) remained as complete as when it was acquired or accessed by the Contractor; and

(b) not been altered in any material respect.

Documentation of changes to processes

26. The Contractor must create and maintain detailed Records logging any changes it makes to the processes described in sections 21 and 22 of this Schedule.

Secure Storage

27. The Contractor must securely store the Province's Records in the Contractor's custody.

GENERAL

Notice

28. The Contractor must immediately provide notice to the Province of

(a) a possible or confirmed foreign demand or request for disclosure, including the information required by section 30.2(3) of FOIPPA or

(b) anticipated or actual non-compliance with this Schedule, unauthorized access, collection, use, disclosure, storage, alteration or disposal of information or Records containing information; or

(c) unauthorized access to Facilities or Equipment.

In this provision, "foreign demand for disclosure" and "unauthorized disclosure of personal information" bear the same meanings as in section 30.2 of FOIPPA.

29. The Contractor must immediately provide notice to the Province of any non-compliance, or anticipated inability to comply, with a provision in this Schedule in any respect.

Compliance, Audit and Review

30. The Contractor must, in relation to the Province's Records, comply with:

(a) the requirements of *FOIPPA* applicable to the Contractor as a service provider, including any applicable order of the commissioner under *FOIPPA*, and

(b) any direction given by the Province under this Schedule.

31. The Contractor acknowledges that it is familiar with the requirements of FOIPPA governing Personal Information that are applicable to it as a service provider.

32. In addition to any other rights of inspection the Province may have under the Agreement or under statute, the Province may, at any reasonable time and on reasonable notice to the Contractor, enter on the Contractor's premises to inspect, and at the Province's discretion, copy, any of the Province's Records, or any of the Contractor's information management policies or practices or Records relevant to the Contractor's management

of the Province's Records or the Contractor's compliance with this Schedule. The Contractor must permit and provide reasonable assistance to any such inspection.

33. If the Province conducts a review of a matter described in section 28 or 29 of this Schedule (whether or not the matter came to the attention of the Province as a result of a notification under section 28 or 29 of this Schedule), the Contractor must, on the request of the Province, participate in the review to the extent that it is reasonably practicable for the Contractor to do so.

Interpretation

34. Any reference to the "Contractor" in this Schedule includes any subcontractor, agent, or volunteer retained by the Contractor to perform obligations under the Agreement and the Contractor must ensure that any such subcontractors, agents, and volunteers comply with this Schedule.

35. If a direction or provision of the Agreement or any Schedule conflicts with a requirement of FOIPPA or an applicable order of the commissioner under FOIPPA, the conflicting provision of the Agreement or Schedule will be inoperative to the extent of the conflict.

    (a) If there is a conflict between a documented process required by this Schedule to be created or maintained by the Contractor and this Schedule, the provision of this Schedule will prevail to the extent of the conflict.

36. The obligations of the Contractor in this Schedule will survive the termination of the Agreement.

37. The Contractor must comply with the provisions of this Schedule despite any conflicting provision of this Agreement or, subject to section 38 of this Schedule, the law of any jurisdiction outside Canada.

38. Nothing in this Schedule requires the Contractor to contravene the law of any jurisdiction outside Canada unless such contravention is required to comply with FOIPPA.

SCHEDULE F – Appendix F1 – Security screening requirements

The personnel security screening requirements set out in this Appendix F1 are for the purpose of assisting the Contractor to determine whether or not a Services Worker constitutes an unreasonable security risk.

Verification of name, date of birth and address

1. The Contractor must verify the name, date of birth and current address of a Services Worker by viewing at least one piece of "primary identification" of the Services Worker and at least one piece of "secondary identification" of the Services Worker,* as described in the table following this section. The Contractor must obtain or create, as applicable, Records of all such verifications and retain a copy of those Records. For a Services Worker from another province or jurisdiction, reasonably equivalent identification documents are acceptable.

Primary Identification	Secondary Identification
Issued by ICBC: • B.C. driver's licence or learner's licence (must have photo) • B.C. Identification (BCID) card **Issued by provincial or territorial government:** • Canadian birth certificate **Issued by Government of Canada:** • Canadian Citizenship Card • Permanent Resident Card • Canadian Record of Landing/Canadian Immigration Identification Record	• School ID card (student card) • Bank card (only if holder's name is on card) • Credit card (only if holder's name is on card) • Passport • Foreign birth certificate (a baptismal certificate is not acceptable) • Canadian or U.S. driver's licence • Naturalization certificate • Canadian Forces identification • Police identification • Foreign Affairs Canada or consular identification • Vehicle registration (only if owner's signature is shown) • Picture employee ID card • Firearms Acquisition Certificate • Social Insurance Card (only if has signature strip) • B.C. CareCard • Native Status Card • Parole Certificate ID • Correctional Service Conditional Release Card

*It is not necessary that each piece of identification viewed by the Contractor contains the name, date of birth and current address of the Services Worker. It is sufficient that, in combination, the identification viewed contains that information.

Verification of education and professional qualifications

2. The Contractor must verify, by reasonable means, any relevant education and professional qualifications of a Services Worker, obtain or create, as applicable, Records of all such verifications, and retain a copy of those Records.

Verification of employment history and reference checks

3. The Contractor must verify, by reasonable means, any relevant employment history of a Services Worker, which will generally consist of the Contractor requesting that a Services Worker provide employment references and the Contractor contacting those references. If a Services Worker has no relevant employment history, the Contractor must seek to verify the character or other relevant personal characteristics of the Services Worker by requesting the Services Worker to provide one or more personal references and contacting those references. The Contractor must obtain or create, as applicable, Records of all such verifications and retain a copy of those Records.

Security interview

4. The Contractor must allow the Province to conduct a security-focused interview with a Services Worker if the Province identifies a reasonable security concern and notifies the Contractor it wishes to do so.

SCHEDULE G – ASSETS

Property

1.1 The following property to be acquired by you with funds to be paid by us under this Service Agreement is specified in this Service Agreement as property to be owned by us:

None

1.2 The following property provided by us to you or a subcontractor for the purposes of this Service Agreement is to be owned by you or subcontractor as indicated:

None

SCHEDULE H – ADDITIONAL TERMS

Notwithstanding section 47(b) of the Terms and Conditions of the Services Agreement, the termination notice period for this Service Agreement is 90 days.

SCHEDULE I – REPORTING REQUIREMENTS

Service Delivery Reports

1.1 The reports referred to in schedule A will be submitted within 30 days of the end of the period specified in form and content as determined by the Province.

Financial Reports

1.2 In addition to the financial statements requirements referred to in the Audit and Service Evaluation section of the Agreement, any financial reports should relate to service outputs at a minimum. The following additional financial reports are required:

i.

Name	Description
Semi-annual Service Cost Report	Report that outlines the semi-annual costs associated with a service.
Annual Service Cost Report	Report that outlines the annual costs associated with a service.

Additional Reporting Requirements

1.3 Other information as requested by the Province.

Attachment 1.1 to Service Agreement FT08140004
Pacific Community Resource Society – Integrated Youth Services – Service Overview

Integrated Youth Services – Service Overview and Description

Pacific Community Resources (PCRS) will deliver non-residential services to at-risk and high-risk youth between the ages of 12 and 18 years and their families who live in, or identify with, Mid-Town Vancouver. At-risk youth demonstrate increased vulnerability to involvement in high risk activity. High risk youth include specialized populations such as runaway youth, homeless and street-involved youth, youth who are suicidal or substance-misusing, sexually exploited youth, and sexual minority youth.

To co-ordinate and deliver services, PCRS will establish a Mid-Town Vancouver Integrated Youth Service Centre. This will be one of four Vancouver Integrated Youth Service Centres whose establishment the Ministry will be funding: Downtown Vancouver, Mid-Town, South Vancouver and an Aboriginal centre. The PCRS staff of the Mid-Town Vancouver Integrated Youth Service Centre will be required to work collaboratively with the agencies who will be establishing the other Youth Service Centres on behalf of the Ministry.

The Mid-Town Vancouver Centre is located at 2455 Fraser Street, Vancouver, British Columbia.

All staff of Mid-Town Vancouver Integrated Youth Services Centre will receive annual performance appraisals as per accreditation standards. Staff supervision shall include individual supervision (scheduled and spontaneous), as well as group supervision through regular staff meetings.

The Centre will operate from 8:30 a.m. to 6:00 p.m. (open access to resource room is 2:00 p.m. to 6:00 p.m.), Monday to Friday. Hours of operation for each service area are included in detailed service descriptions below. In addition to the Services to be provided from the Centre, Centre staff will facilitate youth access to necessary services delivered by the other Youth Service Centres, as well as a broad range of community and government resources. Service Areas included in this Agreement are:

A. Resource Room
B. Housing Support and Assistance
C. Services to Transition Youth to Adulthood
D. Eagle High Day Program
E. West Coast Alternate Day Program

This Agreement does not preclude PCRS from seeking other funding opportunities/partnerships to offer additional services or to offer services to individuals outside the Ministry's mandate. However, any additional services/target groups must not infringe upon service availability funded through this agreement, or negatively impact client safety or security.

A. Resource Room

The Mid-Town Centre will provide a youth-friendly walk-in Resource Room, the focus of which shall be to engage youth in dialogue that will support youth in moving toward safer and healthier lifestyles, and becoming contributing members of their families and communities. Staff will be available to welcome and orient youth to the Resource Room during all hours of operation. The Resource Room will offer information about, and referral to, a range of services relevant to the attending youth population (ie, health, addictions counselling, anger management, Aboriginal and multi-cultural services, youth justice and Lesbian, Gay, Bisexual, Transgender, Queer Community, Two-Spirited (LGBTQ2S) support services.

Additionally, a range of services designed to engage youth shall be offered, including, but not limited to:

- information bulletin boards (i.e. Queer Information Board)
- computer access, including a printer and a scanner
- free youth telephone

- TV and DVD player
- access to kitchen/food
- recreation/pro-social activities are planned for open access depending on partner availability and other funding sources.

The Resource Room shall also offer screening, intake and basic assessment services provided by the Resource Room Child and Youth Care worker. Initial screening shall be limited to age (12 – 18 years) and the youths' self-identified immediate needs. As youth participate in Centre services and become known to Centre staff, the youths' needs may more fully be understood. Youth may then be directed to appropriate services or workers within the centre, at which time an in-depth assessment, as required, may be completed by the assigned Worker. Following assessment, youth may be referred to a variety of services, including other Ministry funded services or ancillary services (i.e. health clinic, addictions counsellors, etc.).

Depending on the needs a youth presents, Integrated Case Management (ICM) may be appropriate. If such need is indicated, an integrated plan will be developed and implemented with the youth and their family/caregiver as appropriate, in collaboration with Ministry staff, and other community professionals and service providers as needed. It shall be the responsibility of the Centre Worker to manage the ICM process, including calling case conferences and review meetings, and provide quarterly feedback to the Ministry Worker.

The Centre shall establish a Youth Advisory which will offer input into the direction of the Centre and initiate ideas for pro-social, recreational and cultural activities intended to engage youth in Centre services.

Target Population:
At-risk and high-risk youth between 12 and 18 years of age residing in, or identifying with, Mid-Town Vancouver may access services.

Referral Process:
Open access service will be provided to each youth and their family and/or caregiver (if appropriate) who attend or are referred to the Centre.

Hours of Service:
Intake, Assessment and Integrated Case Management will be available 2:00 p.m. to 6:00 p.m., Monday to Friday.

Staffing:
Funding provided by this Agreement contributes to the operation of the centre and supervision of resource room staff.

The Resource Room is continuously staffed by youth worker on a rotational basis. Transition Youth to Adulthood and Housing Support Workers are scheduled to staff the resource room with each worker staffing the resource room for an average of 3.5 hours per week. The remaining hours are staffed by workers from other programs not funded by this agreement.

The resource room workers will possess either a Child and Youth Care Diploma plus one year relevant experience, or an equivalent combination of education and experience, plus Standard First Aid.

Supervision:
The resource room Supervisor shall supervise the day to day activities of the Resource Room and will be in the centre when the Resource Room is open. The Centre Supervisor shall report to the Centre Manager.

The Supervisor will possess a Bachelor of Child and Youth Care or a Bachelor of Social Work plus one year relevant experience, or an equivalent combination of education and experience, plus Standard First Aid.

B. Housing Support and Assistance

The Housing Support program offers one-to-one and group support to youth who are seeking or looking to maintain housing in Vancouver. Referral information and housing support services will be available through the Resource Room or scheduled appointments. Services include providing and maintaining affordable housing listings, use of telephone and computer, local newspapers, advocacy, outreach, referrals, support completing applications for subsidized housing and support in getting to appointments, moving and storage information and help finding funding, housing information on tenant legal rights, household and furniture start-up kits and referrals, emergency shelter listings and support.

A Housing Support worker will be attached to each youth (maximum 10-12 clients). An assessment, service plan, review and discharge will be done in collaboration with the assigned Social Worker/Transition Worker or other relevant professionals in the youth person's life. The focus in the program is identifying and building life skills required for young people to maintain housing.

Appropriate transportation may be made available to assist youth in moving residence.

The activities of the service will include, but are not limited to:

- Liaison with landlords to facilitate successful housing placements of youth,
- Landlord/tenant dispute resolution,
- Co-ordination and facilitation of moving arrangements for youth,
- Liaison and collaborative planning with other Centre programs providing direct service to youth,
- Housing skill development and education, including the following workshops:
    - How to Find/Maintain a Suite
    - How to Fill Out a BC Housing Application Form
    - How to Choose/Life With a Roommate
    - Rights and Responsibilities of Tenants/Landlords
    - Communication/Dispute Resolution
    - Budgeting and Nutrition
    - Cooking and Nutrition.

In discussion with the Ministry, groups provided may be developed or adapted based on evolving needs of youth served.

Target Population:
At-risk or high-risk youth, between the ages of 12 and 18 who are homeless and/or in need of housing.

Referral Process:
Open access with priority given to Ministry and Centre youth.

Hours of Service:
Hours of Service will be flexible in order to meet the needs of landlords and youth.

Staff Qualifications:
Workers shall possess a Bachelor of Child and Youth Care or a Bachelor of Social Work degree, plus one year relevant experience; or a Child and Youth Care Diploma, plus two years directly relevant experience; or an equivalent combination of education and experience.

Supervision:
The Housing Support Workers will be under the supervision of the Supervisor of Housing Programs.

C. Services to Transition Youth to Adulthood

Services to Transition Youth to Adulthood provide interventions that promote the development of adult competencies so that youth may achieve independent living with confidence and success. Plans for service are

individualized on a one-to-one basis, and are appropriate to developmental differences in reference to age groups or challenges the young person may have (e.g. FAS, ADHD, developmentally challenged).

Interventions for youth aged 12 to 15 will include activities that promote the attainment of age-appropriate life skills, educational programming and age-appropriate recreational and pro-social activities. This shall be accomplished through a number of activities:

F. providing foster parents with training incorporating best practices on how to capture windows of opportunity to teach life skills to 12 to 15 year olds
G. offering interactive life skills workshops,
H. offering theatre/role playing, arts, contests and games.

Interventions for youth aged 16 to 18, who are or are about to be living independently, will promote achieving life skills necessary for independent living and include attaining employment and vocational skills. Services shall include individual and group approaches conducted in the Centre, in-home or in-community. In community work may include, but is not limited to:

- practice grocery shopping trips to teach nutrition and budgeting
- furniture shopping to teach budgeting and cost-effective shopping
- housing or employment searches
- teaching youth how to clean their suites or do laundry on-site.

Individualized services and goals shall be contracted and reviewed on a quarterly basis with the youth, the Transition Worker, and the Ministry Worker. Service may be renewed, based on new goals, for up to one year, although the average length of service will be 6 to 8 months.

Natural advocates and the potential inclusion of a youth mentor shall be explored with all youth receiving service. Youth requiring longer-term support will be encouraged to connect with natural advocates. In addition, youth requiring longer supports will be encouraged to participate in ongoing group components, Self-Help/Mutual Aid Groups (see description following), as well as other Centre services or community-based services.

Group Components: Groups will include the full range of topics listed as workshops under the *Housing Support and Assistance* service area described above. In addition, the following group components will be offered:

- Exploring educational goals/options/getting back into school
- Exploring vocational goals/options
- Pre-employment/employment skills
- Preparing a resume
- The value of volunteering
- How to find/secure/maintain a job
- Community services & activities. What they are and where to find them (this component includes "out trips" to affordable community facilities and activities)
- Proper health and dental care and services
- Household safety
- Anger management skills
- Legal rights & responsibilities (e.g., Tenancy, Employment Standards, Human Rights, BC Employment Assistance, etc.).

Ministry-referred youth shall be the priority for all group components. However, space permitting, other youth in need may be included in the group components.

Target Population:
Youth involved with the Ministry who require assistance in moving towards independence. Includes youth in Continuing Custody of the Ministry between the ages of 12 and 18; youth receiving service through Youth Agreements, between the ages of 16 and 18; and youth receiving Ministry support services between the ages of 12 and 18. Priority will be given to the older youth in this population.

This service may be extended up to a period of six months for approved youth that are already receiving the service and have turned 19 years of age. Referrals must be from either the Ministry or Vancouver Aboriginal Child and Family Services Society (VACFSS) Youth Services Team Leaders. Program reporting requirements regarding these youth are outlined in *Schedule A – Services*.

Referral Process:
Access to service will be limited to Ministry-involved youth. Referrals will be received and screened by ministry liaison. Prioritization of referrals will be a Ministry responsibility and may be given to 16 to 18 year olds.

Hours of Service:
Hours will be flexible to meet the needs of the youth. Provision of service on some evenings and weekends may be required depending on need.

Staff Qualifications:
Workers shall possess a Bachelors of Child and Youth Care or a Bachelors of Social Work degree, plus one year relevant experience; or a Child and Youth Care Diploma, plus two years directly relevant experience; or an equivalent combination of education and experience.

Supervision:
Youth Transition Workers shall be under the supervision of the Transition Youth to Adulthood Program Supervisor.

D. Eagle High Day Program

Youth receiving Day Programming will present with social, behavioural and cognitive difficulties. Participants will have been unsuccessful in mainstream and alternative school-based programs but continue to identify improvement in their academics as important goals to attain.

The facility shall have fully equipped classrooms. In addition participants may have access to computers, a fully equipped kitchen, lunchroom, student lounge and counselling space.

Full school year programming shall be provided. Individualized plans shall be developed for each youth in the program, and involvement from parents and/or caregivers shall be encouraged if indicated. Plans and progress shall be monitored regularly. Discharges from the program shall be with the approval of Ministry staff.

Regular educational programming shall begin on the first VSB scheduled day in September of the academic year. As a key partner, the Vancouver School Board (VSB) will provide academic programming. Centre staff will collaborate with the VSB and other educational, vocational, and skills enhancement services to meet the range of services required.

Target Population:
The population of students will be comprised of "younger academic" students who are between 12 and 16 years old and behind in their grade attainment in relation to their chronological age.

Placement priority will be given to those youth under 16 years.

Referral Process:
Referrals from the Ministry or Aboriginal delegated agency Social Worker or Probation Officer are sent to the Ministry Youth Services Community Liaison. Referrals are accepted on an ongoing basis and reviewed by an Ministry/VSB screening committee to determine eligibility, placement, and priority.

Staffing and Staff Qualifications:
Teachers shall be supplied by the Vancouver Board of Education.

Youth and Family Worker workers will possess a Bachelor of Child and Youth Care or Bachelor of Social Work degree, plus one year relevant experience; or a Child and Youth Care diploma plus two years directly relevant

experience; or an equivalent combination of education and experience; plus Standard First Aid; plus a Class 5 Driver's licence if transporting clients.

The cook shall possess Food Safe certification and one year group food preparation experience.

As a three party partnership, changes in FTE Youth and Family Worker, teacher, or other staffing allocation would involve collaborative negotiation with all three parties (MCFD, VSB and PCRS).

Supervision:
Supervision will be provided by the Coordinator of Development for Education Programs.

Hours of Service:
The hours of operation will reflect normal school hours.

E. West Coast Alternate Day Program

West Coast Alternate Program is an integrated approach in a year round comprehensive program for students diagnosed with FASD. The program will include an education component, a social and life skills component, cultural programming and family support services that are targeted to the critical transition into high school and sustaining school attachment through graduation in order to prevent the breakdown and downward spiral that tend to occur at this juncture.

The program will offer a supportive educational and behavioural environment for youth whose needs cannot be met in a regular school program, even with necessary modifications. Supports will also be available to the parents/caregivers of the students.

Services include:

- Administration and coordination of the program
- Outreach support and education for parents and caregivers of students in the program
- Enhancement of family's awareness of and abilities to access additional community supports when they are experiencing challenges
- Daily behavioural supports to students attending the program
- Organize and deliver a range of activities from music, art, aboriginal cultural activities, and drama to physical recreation and school focused field trips during afternoon, evening, school holiday and summer programs
- Additional family counselling and support including when student is not attending the program

Target Population: youth aged 12 to 19 diagnosed under the FASD umbrella and who are not eligible or appropriate for special needs classes and for whom there are no existing resources.

Staffing:
Program Coordinator/Youth and Family Counsellor.

Cook/Life Skills Counsellor to provide a breakfast and lunch program.

The Contractor agrees as funding from other sources becomes available the Contractor will commit to maximizing funds in this Agreement towards this service.

Supervision:
Supervision will be provided by the Coordinator of Development for Education Programs.

SERVICE AGREEMENT

MINISTRY OF CHILDREN AND FAMILY DEVELOPMENT

BRITISH COLUMBIA | Ministry of Children and Family Development

MINISTRY SERVICE AGREEMENT: FT08140005

Agreement Name: I-RAYL-Inter-Regional At-Risk Youth Link

HER MAJESTY THE QUEEN IN RIGHT OF THE PROVINCE OF BRITISH COLUMBIA, represented by The Minister of Children and Family Development (the "Province", "we", "us", or "our" as applicable) at the following address:	AND PACIFIC COMMUNITY RESOURCES SOCIETY (Legal Name) (the "Contractor", "you", or "your" as applicable) at the following address:
201 13680 105A AVENUE SURREY, B.C. CANADA V3T 2B3 Fax Number: (604)501-3141 Email: Diane.Bruce@gov.bc.ca	201 - 2830 GRANDVIEW HWY VANCOUVER, BC V5M 2C9 Fax Number: (604)412-7951 Email: ikastens@gov.bc.ca

The term for the Service Agreement begins on: 01/04/2016 (Day/Month/Year) and ends on 31/03/2018 (Day/Month/Year)

THE PARTIES AGREE TO THE TERMS AND CONDITIONS OF THE SERVICE AGREEMENT LOCATED ON THE MINISTRY OF CHILDREN AND FAMILY DEVELOPMENT'S WEBSITE, VERSION 1.1 DATED JANUARY 13, 2015, AND AGREE TO BE BOUND BY THE SCHEDULES LISTED BELOW AND ATTACHED TO THIS AGREEMENT:

SCHEDULE A	-	SERVICES
SCHEDULE B	-	PAYMENT
SCHEDULE C	-	APPROVED SUBCONTRACTOR(S)
SCHEDULE D	-	INSURANCE
SCHEDULE E	-	AUTHORIZED PERSON
SCHEDULE F	-	INFORMATION MANAGEMENT (RECORDS, PRIVACY AND SECURITY)
SCHEDULE G	-	ASSETS
SCHEDULE H	-	ADDITIONAL TERMS
SCHEDULE I	-	REPORTING REQUIREMENTS

(collectively, the "Agreement")

SIGNED AND DELIVERED on the 23rd day of March, 2016 on behalf of the Province by its duly authorized representative

Signature: [signature]

Print Name: Diane Bruce

Position: Community Services Manager or Designate

Responsibility Centre: MGR COMM SVCE N SURREY

SIGNED AND DELIVERED on the 18 day of March, 2016 by or on behalf of the Contractor (or by its authorized signatory or signatories if the Contractor is a corporation)

Signature: [signature]

Print Name: ~~Ingrid Kastens~~ Steven Atkinson

Position: Executive Director or Designate / Director of Finance

Contractor: By signing above you agree that you have read, understand, and agree to be bound by, the Terms and Conditions and the Schedules for the Service Agreement

SUMMARY

Term **01/04/2016 to 31/03/2018**

Total Amount of Agreement (not including any applicable taxes) **$729,489.04**

Allocation by Programs and Services

Non-Program Services		
	Outreach - General	$725,760.00
	Sub-Total	**$725,760.00**
	Total	**$725,760.00**

Allocation by Community

Regions Served		
Coast Fraser Region		$729,489.04
	Total	**$729,489.04**

Allocation by Business Area

Core Business Area	**Business Area - Sub Business Area**	
Child and Family Development		
	Youth Services	$729,489.04
	Sub-Total	**$729,489.04**
	Total	**$729,489.04**

SCHEDULE A - SERVICES

Annualized Allocations

1.1 The term of the Subsidiary Component Agreement is two years, from April 1, 2016 to March 31, 2018.

1.2 The annualized amounts over the term of the contract are as follows:

(a) Effective April 1, 2016 $362,880.00

(b) Effective February 1, 2017 $365,674.08

(c) Effective February 1, 2018 $368,489.76

1.3 Subject to the provisions of the Agreement, the Province will pay to the Contractor an amount not exceeding $725,760.00 in the Aggregate for providing Services during the two year funding Period.

1.4 The parties agree:

(a) to meet annually at minimum, and as required; and

(b) all reporting will be submitted in the form and timelines specified in ***Reporting Requirements*** below..

1.5 **Service Units**

A Service Unit v. II is defined as "an hour of service provision to an identified Client, or group of Clients, and will include such activities as face to face contact, Client specific report writing, Client specific telephone calls, case management meetings, case consultation and case supervision, training where pre-approved by the MCFD as billable, and community meetings and travel directly related to contracted services. Activities that do not fall under the definition of Service Unit include program information inquiries of a general nature, statistical or data collection, team meetings, organization staff training, development and supervision."

1.6 The calculation submitted by the Contractor indicates that one (1.0) FTE converts to 1.211 service units per annum.

1.7 A total of 5.450 service units per annum will be provided, representing a conversion of 4.5 FTEs.

1.8 The Contractor is accountable for the total contract units per annum, and any allocations are forecast based on anticipated usage.

1.9 **Forecasted Allocation of Service Units and Annual Funding by Service Type**

Program	Service Type	Service Units	Annualized Funding
I-RAYL	Outreach	5450	$362,880.00

1.10 Service units have been allocated among program areas and service types, based on previous years' utilization, where available. Allocations are approximate and service units may be reallocated within the contract at the discretion of the Community Services Manager or their designate in negotiation with the Contractor. Service units may be reallocated to address issues of:

(a) seasonal fluctuations in service requests;

(b) demographic change;

(c) emergent service needs; and

(d) other influencing factors.

Any change to the contract will be affirmed in writing; a copy will be sent to the Contractor and a copy kept on the Ministry contract file.

Inputs

2.1 I-RAYL Youth Workers will possess, at minimum, a two year child and youth care diploma and two years related experience.

2.2 I-RAYL Supervisor will possess, at minimum, a two year child and youth care diploma, five years related experience, and supervisory experience.

2.3 Clinical and administrative supervision will be provided regularly and as required, as per accreditation standards.

2.4 Service Delivery Model

The current structure includes the following FTE allocations:

(a) 4.5 FTE I-RAYL Youth Workers,

(b) 0.5 FTE I-RAYL Supervisor, and

(c) 0.2 FTE Administrative Support.

Program Goals and Objectives

3.1 To lessen the negative impact of and for at-risk youth on or at the Sky Train by linking them to services.

3.2 To identify youth at risk on, and along, the SkyTrain corridor and to connect them with the various resources in their communities. The program will connect with youth utilizing best practices in a street outreach delivery model.

Intended Outcomes

4.1 Through the delivery of the Component Services the Province wishes to realize and the Contractor will use its best efforts to achieve the following desired outcomes:

(a) divert affected youth to positive group supports and activities and skill building, and in so doing, positively impact the behaviour of affected youth and address the underlying issues leading to the identified high-risk behaviour;

(b) reduce the rate of police contact for affected youth; and

(c) reduce the resources and time utilized in an exclusively enforcement response.

The parties acknowledge that the Contractor does not warrant that the desired outcomes will be achieved.

Target Population

5.1 Children and youth aged 10-15 years congregating at and near SkyTrain trains and stations, who can be described as hard to serve and "at risk," inclusive of youth who may be street entrenched, criminally entrenched, homeless, and/or vulnerable to predatory adults or gangs. Older youth may also be supported as capacity allows.

5.2 Service will be provided throughout the communities directly accessed by SkyTrain: Vancouver, Burnaby, Coquitlam, New Westminster, Surrey and Richmond. Stations and lines identified as highest need will be prioritized.

Activities

6.1 Services will be provided in keeping with the document *Inter-Regional At-Risk Youth Link Proposal*, submitted to the Ministry by PCRS in September, 2008.

6.2 Outreach: program staff will meet youth where they socialize (i.e. within or along SkyTrain) in order to engage them. The goal is to foster attachment and the development of relationships with service providers.

6.3 Responsive and immediate one to one support: in order to motivate youth to engage and participate, staff will have resources and strategies to engage youth in non-threatening ways and will provide a wide range of youth friendly and engaging activities and resources.

6.4 Community linkages: program staff will collaborate with the broad range of community partners in each identified community, inclusive of MCFD, law enforcement agencies, Greater Vancouver Transportation Authority and other service providers.

6.5 Flexible scheduling: program staff will primarily work afternoons, evenings and weekends to meet the needs of youth.

6.6 Training opportunities for law enforcement agencies: program staff may provide specialized in-service training designed to enhance law enforcement personnel's skills in working with at risk youth.

Reporting Requirements

7.1 Monitoring and Evaluation will be conducted and submitted to MCFD as per Section 7 of *Inter-Regional At-Risk Youth Link Proposal*, September 2008.

7.2 The Ministry-approved reporting template will be submitted by the last day of the month for the period of the previous complete calendar month;

7.3 Where applicable, client-specific reporting will be provided in the form and frequency required;

7.4 Reporting related to outputs, outcomes and trends will be provided as follows:

(a) By the end of the thirteenth month of the term, related to the first twelve months of service provision within the term;

(b) By the end of the twenty-first month of the term, related to months thirteen to twenty of the term;

(c) A final, cumulative report is due by the end of the month following the end of the term;

7.5 Financial reporting must include the Contractor Revenue and Expense Report, due six months and eighteen months after the contract start date.

7.6 An annual financial statement, completed in accordance with Canadian accounting standards as described in the Canadian Institute of Chartered Accountants (CICA) Handbook and on a fund accounting basis, will be submitted six months after the Contractor's fiscal year end as per the Agreement;

7.7 Other information as may be requested by the Province.

Relevant Policies and Guidelines

8.1 The Contractor will, with respect to the service deliverables herein, comply with the policies set out in the following:

(a) MCFD Accreditation Policy,

(b) MCFD Integrated Case Management Policy, and

(c) MCFD Complaint Resolution Process Policy.

NON-PROGRAM SERVICES

SERVICE: OUTREACH - GENERAL		**Total Amount**		$725,760.00
Definitions	Direct contact initiated with children, youth, families or communities for the purpose of engaging them in one or more services.			
Project Code	18CN409			
Input	Qualified Staff			
Output Indicators	# Service Units	**Quantity**	5450	
Reporting Frequency	Monthly			
Core Business Area	Child and Family Development			
Business Area	Youth Services			
Regions Served				
Coast Fraser Region	**Recipient(s)**	6 to 18 years	**Amount**	$725,760.00

BUSINESS AREA OUTCOMES

- Youth participate in identifying their short and longer term needs and in developing plans to address them
- Youth experiencing high levels of risk to their health and safety have the levels of risk reduced
- Youth have immediate basic needs met including shelter, food and clothing
- Youth establish connections with community resources to address needs such as physical health, mental health, addictions and/or sexual exploitation
- Youth have improved connections to positive community supports including family/extended family, peers, education, employment, and/or housing
- Youth acquire skills and knowledge necessary to keep themselves safe, achieve identified goals, and successfully transition to adulthood

SCHEDULE B – PAYMENT

Aggregate Maximum and Taxes

1.1 Subject to the provisions of the Agreement, we will pay you an amount not exceeding $729,489.04 (not including any applicable taxes), in the aggregate, for providing the Services set out in Schedule A, during the term of this Agreement.

1.2 In addition, we will pay you any applicable taxes payable by the Province under law or agreement with the relevant taxation authority in relation to amounts payable under this schedule.

Payments

2.1 Monthly Recurring

We will pay you on or about the 15th day of the month commencing on the 1st day of April, 2016 as provided in the following payment schedule:

From	To	Amount	Total
April 1, 2016	March 31, 2018	$30,240.00	$725,760.00
			$725,760.00

2.2 One-Time-Only Payments and Additional Costs

We will pay you the amount of $3,729.04 as specified:

Additional Cost - Service Providers	$3,729.04

Additional Costs

GWI February 2017 & March 2017

Amount $3,729.04

Total Amount $3,729.04

ADDITIONAL COSTS DESCRIPTION

From	To	Increase to Monthly Payment Amount	Total
February 1, 2017	March 31, 2017	**$232.84**	**$465.68**
			$465.68

Effective February 1, 2017, your monthly payment will increase by **$232.84**, from **$30,240.0** to **$30,472.84** as a result of a 1.0% General Wage Increase.

As a result of the Economic Stability Mandate, fiscal year 2016/2017 contract funding has increased by **$465.68**, and annualized baseline funding has increased by **$2,794.08**, from **$362,880.00** to **$365,674.08**.

SCHEDULE C – APPROVED SUBCONTRACTOR(S)

Subcontractors

1.1 The following persons, groups of persons, or organizations, are specified as Subcontractors under section 12 of the Service Agreement:

None

SCHEDULE D – INSURANCE

A. On behalf of the Contractor, the Province will purchase and maintain Commercial General Liability insurance (Master Insurance Program) in the amount of $2,000,000 inclusive per occurrence against personal injury (including bodily injury), third party property damage arising out of the Contractor's performance of the Services set out in this Agreement.

B. The Contractor is responsible for and will pay any deductible under the Master Insurance Program.

C. The Province will obligate the Master Insurance Program's managing broker to provide the Contractor with a Certificate of Insurance and a copy of the Master Insurance Program policy wording.

D. The Province will take reasonable steps to ensure the coverage specified in section A is continuous for the duration of this Agreement. The Province will not be responsible for providing coverage in the event the insurance is cancelled or reduced by the insurer.

E. The Province does not represent or warrant that the Master Insurance Program covers any and all losses. The Contractor is responsible for ascertaining the exact nature and extent of coverage of the Master Insurance Program as well as the terms and conditions of the Master Insurance Program policy wording. No term or condition of this Agreement amends, extends or alters the coverage afforded by the Master Insurance Program policy wordings.

F. Where the contractor uses a vehicle to perform the services as described in Schedule A the Contractor shall maintain Automobile Liability insurance on all vehicles owned, operated or licensed by the Contractor in an amount not less than $2,000,000 per occurrence, and where applicable the Contractor may show evidence of this insurance using an ICBC Confirmation of Insurance Coverage (APV-47) form.

G. The Contractor will provide, maintain, and pay for, any additional insurance which the Contractor is required by law to carry, or which the Contractor considers necessary to cover risks not otherwise covered by insurance specified in section A.

SCHEDULE E – AUTHORIZED PERSONS

Authorized Persons

1.1 The Contractor designates any of the following persons, (identified by name and/or position) to act for you in relation to this Service Agreement:

None

1.2 The Ministry designates any of the following persons (identify by name and/or position) to act for us in relation to this Service Agreement:

None

Conflict Resolution Officials

1.1 The designated "Officials" of the parties for the purposes of the Conflict Resolution Protocol are:

	Province	**Contractor**
Stage One:	Community Services Manager or Designate	Executive Director or Designate
Stage Two:	Executive Director of Service	Executive Director or Designate
Stage Three:	Deputy Minister or Designate	Executive Director or Designate

SCHEDULE F – INFORMATION MANAGEMENT (RECORDS, PRIVACY AND SECURITY)

Purpose

The purpose of this Schedule is to:

(a) enable the Province to comply with the Province's obligations with respect to:
  (i) creation, maintenance, retention and final disposition of the Province's Records, and
  (ii) protection of Personal Information collected under this Agreement and pursuant to *FOIPPA*.
(b) ensure that, as a service provider, the Contractor is aware of, and complies with, the Contractor's information management and protection (records, privacy and security) obligations with respect to:
  (i) the Province's Records, and
  (ii) the Personal Information collected or created under this Agreement.

Applicability

This Schedule applies to the management of the Province's Records and to the management of Personal Information contained in the Province's Records.

The Contractor must manage the Province's Records in accordance with this Schedule and in accordance with MCFD Contractor's Information Management Guidelines, which provide directions and standards to assist the Contractor in complying with this Schedule.

Definitions

1. In this Schedule:
  a) "**access**" means the ability or opportunity of a person to view, study, or obtain a copy of records;
  b) "***FOIPPA***" means the *Freedom of Information and Protection of Privacy Act* (British Columbia);
  c) "**contact information**" means information to enable an individual at a place of business to be contacted and includes the name, position name or title, business telephone number, business address, business email or business fax number of the individual;
  d) "**control**" (of a record) means the power or authority to manage the record throughout its life cycle, including restricting, regulating and administering its use and disclosure;
  e) "**custody**" (of a record) means having physical possession of a record, regardless of the format (e.g., paper or electronic).
  f) "**Personal Information**" means recorded information about an identifiable individual, other than contact information, collected or created by the Contractor as a result of the Agreement or any previous agreement between the Province or the Contractor dealing with the same subject matter as the Agreement, but excluding any information that, if this Schedule did not apply to it, would not be under the control of a public body as interpreted under the FOIPPA;
  g) "**Services Worker**" means an individual involved in providing the Services for or on behalf of the Contractor and, for greater certainty, may include the Contractor or a subcontractor of an individual, or an employee or volunteer of the Contractor or of a subcontractor.

RECORDS MANAGEMENT

Records Retention and Disposition

2. The Contractor must return the Province's Records regardless of format to the Province within the following time frames:

   (a) within 30 calendar days of expiry or termination of the Agreement;
   (b) within 7 calendar days of the Contractor receiving a request for return from the Province;
   (c) when closed records volume is identified by the Contractor as warranting the transfer and the Province has provided written approval; or
   (d) immediately when a Contractor advises the Province that they are no longer providing services or when the Province is concerned about the management of the Province's Records following a breach of security or privacy, including an unauthorized disclosure.

PRIVACY PROTECTION

Collection of Personal Information

3. The Contractor may only collect or create Personal Information that is necessary for the performance of the Contractor's obligations, or the exercise of the Contractor's rights, under the Agreement.

4. Unless the Agreement otherwise specifies or the Province otherwise directs in writing, the Contractor must collect Personal Information directly from the individual the Personal Information is about.

5. Except as otherwise permitted by FOIPPA, the Contractor must tell an individual from whom the Contractor collects Personal Information:

   (a) the purpose for collecting it,
   (b) the legal authority for collecting it, and
   (c) the title, business address and business telephone number of the person designated by the Province to answer questions about the Contractor's collection of Personal Information.

Accuracy of Personal Information

6. The Contractor must make every reasonable effort to ensure the accuracy and completeness of any Personal Information to be used by the Contractor or the Province to make a decision that directly affects the individual the Personal Information is about.

Requests for access to Personal Information

7. If the Contractor receives a request for access to Personal Information from a person other than the Province, the Contractor must promptly advise the person to make the request to Information Access Operations with the Ministry of Technology, Innovation and Citizens' Services or successor.

Correction of Personal Information

8. Within 5 business days of receiving a written direction from the Province to correct or annotate any Personal Information, the Contractor must correct or annotate the information in accordance with the direction.

9. When issuing a written direction under section 8 of this Schedule, the Province must advise the Contractor of the date the correction request to which the direction relates was received by the Province in order that the Contractor may comply with section 10 of this Schedule.

10. Within 5 business days of correcting or annotating any Personal Information under section 8 of this Schedule, the Contractor must provide the corrected or annotated information to any party to whom, within one year prior to the date the correction request was made to the Province, the Contractor disclosed the information being corrected or annotated.

11. If the Contractor receives a request for correction of Personal Information from a person other than the Province, the Contractor must promptly advise the person to make the request to the Province and provide the Provincial official's name or title and contact information to the person making the request.

Protection of Personal Information

12. The Contractor must protect Personal Information by making reasonable security arrangements against such risks as unauthorized access, collection, use, disclosure or disposal, including any security arrangements expressly set out in the Security section of this Schedule.

Storage and access to Personal Information

13. Unless the Province otherwise directs in writing, the Contractor must not store Personal Information outside Canada or permit access to the Personal Information from outside Canada.

Retention of Personal Information

14. Unless the Agreement otherwise specifies, the Contractor must retain Personal Information until directed by the Province in writing to dispose of it or deliver it as specified in the direction.

Use of Personal Information

15. Unless the Province otherwise directs in writing, the Contractor may only use Personal Information if that use is for the performance of the Contractor's obligations, or the exercise of the Contractor's rights, under the Agreement.

Disclosure of Personal Information

16. Unless the Province otherwise directs in writing, the Contractor may only disclose Personal Information inside Canada to any person other than the Province if the disclosure is for the performance of the Contractor's obligations, or the exercise of the Contractor's rights, under the Agreement.

17. Unless the Agreement otherwise specifies or the Province otherwise directs in writing, the Contractor must not disclose Personal Information outside Canada.

SECURITY

Services Worker confidentiality agreements

18. The contractor must immediately provide notice to the contract manager of any suspected information incident that threatens privacy or information security.

19. The Contractor must not permit a Services Worker who is an employee or volunteer of the Contractor to have access to Personal Information unless the Services Worker has first entered into a confidentiality agreement with the Contractor to keep Personal Information confidential on substantially similar terms as those that apply to the Contractor under the Agreement.

Services Worker security screening

20. The Contractor may only permit a Services Worker who is an employee or a volunteer of the Contractor to collect or have access to Personal Information, or otherwise be involved in providing the Services if, after having subjected the Services Worker to personnel security screening requirements as outlined in Appendix F1 to this Schedule, the Contractor is satisfied that the Services Worker does not constitute an unreasonable security risk.

Services Worker activity logging

21. The Contractor must create and maintain detailed Contractor's Records logging the activities of all Service Workers in relation to:

    (a) their access to Personal Information; and

    (b) any other matters specified by the Province in writing for the purposes of this section.

Facilities and Equipment protection and access

22. The Contractor must create, maintain and follow a documented process to:

    (a) protect Facilities and Equipment of the Contractor required by the Contractor to provide the Services from loss, damage or any other occurrence that may result in any of those Facilities and Equipment being unavailable when required to provide the Services; and,

(b) limit access to Facilities and Equipment of the Contractor:

i. being used by the Contractor to provide the Services; or
ii. that may be used by someone to access information,

to those persons who are authorized to have that access and for the purposes for which they are authorized, which process must include measures to verify the identity of those persons.

23. If the Province makes available to the Contractor any Facilities or Equipment of the Province for the use of the Contractor in providing the Services, the Contractor must comply with any policies and procedures provided to it by the Province on acceptable use, protection of, and access to, such Facilities or Equipment.

Integrity of Information

24. The Contractor must create, maintain and follow a documented process for maintaining the integrity of information while in the custody of or accessed by the Contractor.

25. For the purposes of section 24 of this Schedule, maintaining the integrity of information means that, except to the extent expressly authorized by the Agreement or approved in writing by the Province, the information has:

(a) remained as complete as when it was acquired or accessed by the Contractor; and

(b) not been altered in any material respect.

Documentation of changes to processes

26. The Contractor must create and maintain detailed Records logging any changes it makes to the processes described in sections 21 and 22of this Schedule.

Secure Storage

27. The Contractor must securely store the Province's Records in the Contractor's custody.

GENERAL

Notice

28. The Contractor must immediately provide notice to the Province of

(a) a possible or confirmed foreign demand or request for disclosure, including the information required by section 30.2(3) of FOIPPA or

(b) anticipated or actual non-compliance with this Schedule, unauthorized access, collection, use, disclosure, storage, alteration or disposal of information or Records containing information; or

(c) unauthorized access to Facilities or Equipment.

In this provision, "foreign demand for disclosure" and "unauthorized disclosure of personal information" bear the same meanings as in section 30.2 of FOIPPA.

29. The Contractor must immediately provide notice to the Province of any non-compliance, or anticipated inability to comply, with a provision in this Schedule in any respect.

Compliance, Audit and Review

30. The Contractor must, in relation to the Province's Records, comply with:

(a) the requirements of *FOIPPA* applicable to the Contractor as a service provider, including any applicable order of the commissioner under *FOIPPA*, and

(b) any direction given by the Province under this Schedule.

31. The Contractor acknowledges that it is familiar with the requirements of FOIPPA governing Personal Information that are applicable to it as a service provider.

32. In addition to any other rights of inspection the Province may have under the Agreement or under statute, the Province may, at any reasonable time and on reasonable notice to the Contractor, enter on the Contractor's premises to inspect, and at the Province's discretion, copy, any of the Province's Records, or any of the Contractor's information management policies or practices or Records relevant to the Contractor's management

of the Province's Records or the Contractor's compliance with this Schedule. The Contractor must permit and provide reasonable assistance to any such inspection.

33. If the Province conducts a review of a matter described in section 28 or 29 of this Schedule (whether or not the matter came to the attention of the Province as a result of a notification under section 28 or 29 of this Schedule), the Contractor must, on the request of the Province, participate in the review to the extent that it is reasonably practicable for the Contractor to do so.

Interpretation

34. Any reference to the "Contractor" in this Schedule includes any subcontractor, agent, or volunteer retained by the Contractor to perform obligations under the Agreement and the Contractor must ensure that any such subcontractors, agents, and volunteers comply with this Schedule.

35. If a direction or provision of the Agreement or any Schedule conflicts with a requirement of FOIPPA or an applicable order of the commissioner under FOIPPA, the conflicting provision of the Agreement or Schedule will be inoperative to the extent of the conflict.

    (a) If there is a conflict between a documented process required by this Schedule to be created or maintained by the Contractor and this Schedule, the provision of this Schedule will prevail to the extent of the conflict.

36. The obligations of the Contractor in this Schedule will survive the termination of the Agreement.

37. The Contractor must comply with the provisions of this Schedule despite any conflicting provision of this Agreement or, subject to section 38 of this Schedule, the law of any jurisdiction outside Canada.

38. Nothing in this Schedule requires the Contractor to contravene the law of any jurisdiction outside Canada unless such contravention is required to comply with FOIPPA.

SCHEDULE F – Appendix F1 – Security screening requirements

The personnel security screening requirements set out in this Appendix F1 are for the purpose of assisting the Contractor to determine whether or not a Services Worker constitutes an unreasonable security risk.

Verification of name, date of birth and address

1. The Contractor must verify the name, date of birth and current address of a Services Worker by viewing at least one piece of "primary identification" of the Services Worker and at least one piece of "secondary identification" of the Services Worker,* as described in the table following this section. The Contractor must obtain or create, as applicable, Records of all such verifications and retain a copy of those Records. For a Services Worker from another province or jurisdiction, reasonably equivalent identification documents are acceptable.

Primary Identification	Secondary Identification
Issued by ICBC: • B.C. driver's licence or learner's licence (must have photo) • B.C. Identification (BCID) card **Issued by provincial or territorial government:** • Canadian birth certificate **Issued by Government of Canada:** • Canadian Citizenship Card • Permanent Resident Card • Canadian Record of Landing/Canadian Immigration Identification Record	• School ID card (student card) • Bank card (only if holder's name is on card) • Credit card (only if holder's name is on card) • Passport • Foreign birth certificate (a baptismal certificate is not acceptable) • Canadian or U.S. driver's licence • Naturalization certificate • Canadian Forces identification • Police identification • Foreign Affairs Canada or consular identification • Vehicle registration (only if owner's signature is shown) • Picture employee ID card • Firearms Acquisition Certificate • Social Insurance Card (only if has signature strip) • B.C. CareCard • Native Status Card • Parole Certificate ID • Correctional Service Conditional Release Card

*It is not necessary that each piece of identification viewed by the Contractor contains the name, date of birth and current address of the Services Worker. It is sufficient that, in combination, the identification viewed contains that information.

Verification of education and professional qualifications

2. The Contractor must verify, by reasonable means, any relevant education and professional qualifications of a Services Worker, obtain or create, as applicable, Records of all such verifications, and retain a copy of those Records.

Verification of employment history and reference checks

3. The Contractor must verify, by reasonable means, any relevant employment history of a Services Worker, which will generally consist of the Contractor requesting that a Services Worker provide employment references and the Contractor contacting those references. If a Services Worker has no relevant employment history, the Contractor must seek to verify the character or other relevant personal characteristics of the Services Worker by requesting the Services Worker to provide one or more personal references and contacting those references. The Contractor must obtain or create, as applicable, Records of all such verifications and retain a copy of those Records.

Security interview

4. The Contractor must allow the Province to conduct a security-focused interview with a Services Worker if the Province identifies a reasonable security concern and notifies the Contractor it wishes to do so.

SCHEDULE G – ASSETS

Property

1.1 The following property to be acquired by you with funds to be paid by us under this Service Agreement is specified in this Service Agreement as property to be owned by us:

None

1.2 The following property provided by us to you or a subcontractor for the purposes of this Service Agreement is to be owned by you or subcontractor as indicated:

None

SCHEDULE H – ADDITIONAL TERMS

None

SCHEDULE I – REPORTING REQUIREMENTS

Service Delivery Reports

1.1 The reports referred to in schedule A will be submitted within 30 days of the end of the period specified in form and content as determined by the Province.

Financial Reports

1.2 In addition to the financial statements requirements referred to in the Audit and Service Evaluation section of the Agreement, any financial reports should relate to service outputs at a minimum. The following additional financial reports are required:

i.

Name	Description
Annual Service Cost Report	Report that outlines the annual costs associated with a service.

Additional Reporting Requirements

1.3 Other information as requested by the Province.

BRITISH COLUMBIA | Ministry of Children and Family Development

MODIFICATION AGREEMENT

BETWEEN

HER MAJESTY THE QUEEN IN RIGHT OF THE PROVINCE OF BRITISH COLUMBIA,
represented by the Minister of Children and Family Development

AND

PACIFIC COMMUNITY RESOURCES SOCIETY
(Legal Name)

BACKGROUND
A. The parties entered into an Agreement FT08140005, beginning November 01, 2013.
B. The parties have agreed to modify the Agreement effective November 01, 2015.

AGREEMENT

1. **Schedule B - Section 2.3 Payment** is modified to add a One-time only retroactive payment of $1,680.00 for the 2015 1% Wage increase from April 1, 2015 – October 31, 2015.

2. **Schedule B - Section 1.1 Aggregate Maximum** is increased by $152,880.00 ($30,240.00 x 5 months plus OTO of $1,680.00) from $720,000.00 to a new aggregate of $872,880.00.

3. **Funding Term** is modified to extend the term for 5 months from November 1, 2015 – March 31, 2016.

Additional Information

1. In all other respects, the Agreement is confirmed.

The parties have duly executed this modification agreement as of the 1st day of November, 2015.

SIGNED AND DELIVERED on the 5 day of Feb, 2016 on behalf of the Province by its duly authorized representative	**SIGNED AND DELIVERED** on the 2 day of Feb, 2016 by or on behalf of the Contractor (or by its authorized signatory or signatories if the Contractor is a corporation)
Signature:	Signature:
Print Name: Diane Bruce	Print Name: ~~Ingrid Kastens~~ Steven Atkinson
Position: Community Services Manager or Designate	Position: Director of Finance ~~Executive Director or Designate~~
Responsibility Centre:	Signature:
	Print Name:
	Position

SUBSIDIARY COMPONENT AGREEMENT (SCA)

BRITISH COLUMBIA

Ministry of Children and Family Development

BRITISH COLUMBIA | Ministry of Children and Family Development

SUBSIDIARY COMPONENT AGREEMENT: FT08140005

Agreement Name: I-RAYL-Inter-Regional At-Risk Youth Link

HER MAJESTY THE QUEEN IN RIGHT OF THE PROVINCE OF BRITISH COLUMBIA, represented by The Minister of Children and Family Development (the "Province", "we", "us", or "our" as applicable) at the following address:	AND PACIFIC COMMUNITY RESOURCES SOCIETY (Legal Name) (the "Contractor", "you", or "your" as applicable) at the following address:
201 13680 105A AVENUE SURREY, B.C. CANADA V3T 2B3 Fax Number: (604)586-4151	201-2830 GRANDVIEW HWY VANCOUVER, BC V5M 2C9 Fax Number: (604)412-7951

The term for the Subsidiary Component Agreement begins on: 01/11/2013 (Day/Month/Year) and ends on 31/10/2015 (Day/Month/Year)

THE PARTIES AGREE TO THE TERMS ON THE ATTACHED PAGES OF THIS DOCUMENT AND OUTLINED BELOW. THIS SUBSIDIARY COMPONENT AGREEMENT IS PART OF THE THIRD PARTY SERVICE AGREEMENT FT08140000:

APPLICABLE SCHEDULES:

- **SCHEDULE A** - **SERVICES**
- **SCHEDULE B** - **PAYMENT & FINANCIAL REPORTING**
- **SCHEDULE C** - **APPROVED SUBCONTRACTOR(S)**
- **SCHEDULE D** - **RISK MANAGEMENT & CONFLICT RESOLUTION**
- **SCHEDULE H** - **ADDITIONAL TERMS**

SIGNED AND DELIVERED on the 3 day of MAR, 2014 on behalf of the Province by its duly authorized representative

Signature:

Print Name: Walter Serraglio

Position: Community Services Manager or Designate

Responsibility Centre: MGR COMM SVCE N SURREY

SIGNED AND DELIVERED on the 24TH day of FEBRUARY 2014. by or on behalf of the Contractor (or by its authorized signatory or signatories if the Contractor is a corporation)

Signature:

Print Name: Ingrid Kastens Position: Executive Director or Designate

Signature:

Print Name: Position:

Signature:

Print Name: Position

READ TERMS ON THE ATTACHED PAGES OF THIS DOCUMENT

SCHEDULE A – SERVICES

Annualized Allocations

1.1 The base funding will be $360,000.00 per annum.

1.2 **Service Units**

A Service Unit v. II is defined as "an hour of service provision to an identified Client, or group of Clients, and will include such activities as face to face contact, Client specific report writing, Client specific telephone calls, case management meetings, case consultation and case supervision, training where pre-approved by the MCFD as billable, and community meetings and travel directly related to contracted services. Activities that do not fall under the definition of Service Unit include program information inquiries of a general nature, statistical or data collection, team meetings, organization staff training, development and supervision."

1.3 The calculation submitted by the Contractor indicates that one (1.0) FTE converts to 1,211 service units per annum.

1.4 A total of 5,450 service units per annum will be provided, representing a conversion of 4.5 FTEs.

1.5 **Forecasted Allocation of Service Units and Annual Funding by Service Type**

Program	Service Type	Service Units	Annualized Funding
I-RAYL	Outreach	4360	$287,980.00
	Linking & Brokerage	1090	$72,020.00
Contract Totals		**5,450**	**$360,000.00**

1.6 The allocations in section 1.5 are forecasted based on anticipated usage. The Contractor is accountable to the total service units per annum in section 1.4 prorated for the term of the Agreement.

1.7 Service units have been allocated among program areas and service types, based on previous years' utilization, where available. Allocations are approximate and service units may be reallocated within the contract at the discretion of the Community Services Manager or their designate in negotiation with the Contractor. Service units may be reallocated to address issues of:

(a) seasonal fluctuations in service requests;

(b) demographic change;

(c) emergent service needs; and

(d) other influencing factors.

Any change to the contract will be affirmed in writing; a copy will be sent to the Contractor and a copy kept on the Ministry contract file.

Program Goals and Objectives

2.1 To lessen the negative impact of and for at-risk youth on or at the Sky Train by linking them to services.

2.2 To identify youth at risk on, and along, the SkyTrain corridor and to connect them with the various resources in their communities. The program will connect with youth utilizing best practices in a street outreach delivery model.

Intended Outcomes

3.1 Through the delivery of the Component Services the Province wishes to realize and the Contractor will use its best efforts to achieve the following desired outcomes:

(a) divert affected youth to positive group supports and activities and skill building, and in so doing, positively impact the behaviour of affected youth and address the underlying issues leading to the identified high-risk behaviour;

(b) reduce the rate of police contact for affected youth; and

(c) reduce the resources and time utilized in an exclusively enforcement response.

The parties acknowledge that the Contractor does not warrant that the desired outcomes will be achieved.

Target Population

4.1 Children and youth aged 10-15 years congregating at and near SkyTrain trains and stations, who can be described as hard to serve and "at risk," inclusive of youth who may be street entrenched, criminally entrenched, homeless, and/or vulnerable to predatory adults or gangs. Older youth may also be supported as capacity allows.

4.2 Service will be provided throughout the communities directly accessed by SkyTrain: Vancouver, Burnaby, Coquitlam, New Westminster, Surrey and Richmond. Stations and lines identified as highest need will be prioritized.

Activities

5.1 Services will be provided in keeping with the document *Inter-Regional At-Risk Youth Link Proposal*, submitted to the Ministry by PCRS in September, 2008.

5.2 Outreach: program staff will meet youth where they socialize (i.e. within or along SkyTrain) in order to engage them. The goal is to foster attachment and the development of relationships with service providers.

5.3 Responsive and immediate one to one support: in order to motivate youth to engage and participate, staff will have resources and strategies to engage youth in non-threatening ways and will provide a wide range of youth friendly and engaging activities and resources.

5.4 Community linkages: program staff will collaborate with the broad range of community partners in each identified community, inclusive of MCFD, law enforcement agencies, Greater Vancouver Transportation Authority and other service providers.

5.5 Flexible scheduling: program staff will primarily work afternoons, evenings and weekends to meet the needs of youth.

5.6 Training opportunities for law enforcement agencies: program staff may provide specialized in-service training designed to enhance law enforcement personnel's skills in working with at risk youth.

Inputs

6.1 I-RAYL Youth Workers will possess, at minimum, a two year child and youth care diploma and two years related experience.

6.2 I-RAYL Supervisor will possess, at minimum, a two year child and youth care diploma, five years related experience, and supervisory experience.

6.3 Clinical and administrative supervision will be provided regularly and as required, as per accreditation standards.

6.4 Service Delivery Model

The current structure includes the following FTE allocations:

(a) 4.5 FTE I-RAYL Youth Workers,

(b) 0.5 FTE I-RAYL Supervisor, and

(c) 0.2 FTE Administrative Support.

Reporting Requirements

7.1 Monitoring and Evaluation will be conducted and submitted to MCFD as per Section 7 of *Inter-Regional At-Risk Youth Link Proposal*, September 2008.

7.2 Service unit reporting will be submitted on a monthly basis, within 10 business days of month end for the complete previous calendar month. Service unit reporting is required in the format outlined by the Ministry.

7.3 The Contract Revenue and Expense Report will be submitted annually, within 3 months of the Contractor's fiscal year end for the complete previous fiscal year.

7.4 Additional output reporting may be negotiated between the Contractor and the Program Liaison.

Relevant Policies and Guidelines

8.1 The Contractor will, with respect to the service deliverables herein, comply with the policies set out in the following:

(a) MCFD Accreditation Policy,

(b) MCFD Integrated Case Management Policy, and

(c) MCFD Fraser Region Complaint Resolution Process Policy.

SUMMARY

Term **01/11/2013 to 31/10/2015** ***Total Amount of Component Agreement*** **$720,000.00**

Allocation by Programs and Services

Grouped Services			
I-RAYL			
	Linking and Brokerage - General		$144,000.00
	Outreach - General		$576,000.00
Non-Program Services			
		Sub-Total	**$0.00**
		Total	**$720,000.00**

Allocation by Community

Regions Served		
Coast Fraser Region		$720,000.00
	Total	**$720,000.00**

Allocation by Business Area

Core Business Area	Business Area - Sub Business Area		
Child and Family Development			
	Youth Services		$720,000.00
		Sub-Total	**$720,000.00**
		Total	**$720,000.00**

I-RAYL

SERVICE: OUTREACH - GENERAL — **Total Amount** $576,000.00

Definitions	Direct contact initiated with children, youth, families or communities for the purpose of engaging them in one or more services.			
Project Code	18CN409			
Input	Qualified Staff			
Output Indicators	# Service Units	**Quantity**	8720	
Reporting Frequency	Monthly			
Core Business Area	Child and Family Development			
Business Area	Youth Services			
Regions Served				
Coast Fraser Region	**Recipient(s)**	6 to 18 years	**Amount**	$576,000.00

SERVICE: LINKING AND BROKERAGE - GENERAL — **Total Amount** $144,000.00

Definitions	Activities to connect a family, child or youth to a formal support/resource, or to facilitate the formal support's direct connection to a child, youth or family.			
Project Code	18CN313			
Input	Qualified Staff			
Output Indicators	# Service Units	**Quantity**	2180	
Reporting Frequency	Monthly			
Core Business Area	Child and Family Development			
Business Area	Youth Services			
Regions Served				
Coast Fraser Region	**Recipient(s)**	6 to 18 years	**Amount**	$144,000.00

BUSINESS AREA OUTCOMES

- Youth participate in identifying their short and longer term needs and in developing plans to address them
- Youth experiencing high levels of risk to their health and safety have the levels of risk reduced
- Youth have immediate basic needs met including shelter, food and clothing
- Youth establish connections with community resources to address needs such as physical health, mental health, addictions and/or sexual exploitation
- Youth have improved connections to positive community supports including family/extended family, peers, education, employment, and/or housing
- Youth acquire skills and knowledge necessary to keep themselves safe, achieve identified goals, and successfully transition to adulthood

SCHEDULE B – PAYMENT & FINANCIAL REPORTING

Aggregate Maximum

1.1 Subject to the provisions of the Third Party Service Agreement and this Subsidiary Component Agreement, we will pay you an amount not exceeding $720,000.00, including GST, in the aggregate, for providing the Services set out in Schedule A, during the term of this Subsidiary Component Agreement.

Payments

2.1 **Monthly Recurring**

We will pay you on or about the 15th day of the month commencing on the 1st day of November, 2013 as provided in the following payment schedule:

From	To	Amount	GST	Total
November 1, 2013	October 31, 2015	$30,000.00	$0.00	$720,000.00
				$720,000.00

2.2 **Payment Address**

201-2830 GRANDVIEW HWY VANCOUVER, BC V5M 2C9

Goods and Services Tax (GST)

Financial Reports

2.3 In addition to the financial statements referred to in the Audit and Service Evaluation section of FT08140000 any financial reports should, at a minimum, relate costs to service outputs. The following additional financial reports are required:

Name	Description
Annual Service Cost Report	Report that outlines the annual costs associated with a service.

Transition to Unit Cost Based Payments

2.4 Not applicable

SCHEDULE C – APPROVED SUBCONTRACTOR(S)

Subcontractors

1.1 The following persons or organizations, are specified as Subcontractors under section 12 of the Third Party Service Agreement, for purposes of this Subsidiary Component Agreement:

None

SCHEDULE D – RISK MANAGEMENT & CONFLICT RESOLUTION

Criminal Record Check

1.1 In accordance with the Criminal Records Review Act, you must undertake a criminal record check of each staff member or other person who has, or potentially has, unsupervised access to children, or who has access to their records.

1.2 In addition to any criminal record checks required under the Criminal Records Review Act, you must undertake a criminal record check on volunteers or other individuals who have, or potentially have, unsupervised access to children or their records.

1.3 Upon our written request you must provide us written confirmation that:

(a) criminal record checks have been initiated;
(b) you have acted on instructions from the adjudicator or us; and
(c) all other related procedures have been followed.

Conflict Resolution Officials

2.1 The designated "Officials" of the parties for the purposes of the Conflict Resolution Protocol are:

	Province	**Contractor**
Stage One:	Community Services Manager or Designate	Executive Director or Designate
Stage Two:	Executive Director of Service	Executive Director or Designate
Stage Three:	Deputy Minister or Designate	Executive Director or Designate

Permits and Licenses

3.1 You must obtain all the permits and licenses required to perform the Services, including, but not limited to:

(a) any permits or licenses required by municipal or health authorities for the operation of the Services delineated in Schedule A.

(b) any municipal, provincial, federal permits and licenses required to provide the Services including motor vehicle licenses of the appropriate class to provide transportation to clients.

Insurance and Indemnity

A. For all Contractor's activities under this Agreement to which the Master Insurance Program applies, as determined by the Province in its sole discretion:

4.1 The Province will purchase and maintain Comprehensive General Liability insurance in the amount of $2,000,000 inclusive per occurrence against bodily injury and property damage arising out of the Contractor's performance of the Services on behalf of the Province as outlined in this Agreement.

4.2 The Contractor shall be responsible for and pay any deductible under the policy.

4.3 The Contractor will be provided with a Certificate of Insurance and a copy of the insurance policy wording.

4.4 The Province will take reasonable steps to ensure the coverage specified in section 1 is continuous for the duration of this Agreement but the Province does not accept responsibility for providing coverage in the event the insurance is cancelled or reduced by the insurer.

4.5 The Province does not represent or warrant that the policy contains insurance for any and all losses. It is the Contractor's responsibility to ascertain the exact nature and extent of coverage of the policy as well as any and all terms and conditions of the policy.

4.6 The Contractor shall provide, maintain, and pay for, any additional insurance which the Contractor is required by law to carry, or which the Contractor considers necessary to cover risks not otherwise covered by insurance specified in section 1.

B. For all Contractor's activities to which the Master Insurance Program does not apply, the Contractor shall:

5.1 The Contractor must, without limiting its obligation or liabilities and at its own expense, purchase and maintain throughout the term of this Agreement the following insurances with insurers licensed in Canada in forms and amounts acceptable to the Province:

(a) Commercial General Liability in an amount not less than $2,000,000.00 inclusive per occurrence against bodily injury, personal injury and property damage and including liability assumed under this Agreement and this insurance must:

(i) include the Province as an additional insured;

(ii) be endorsed to provide the Province with 30 days advance written notice of cancellation or material change; and

(iii) include a cross liability clause.

5.2 All insurance described in paragraph 1 of this Schedule must:

(a) be primary; and

(b) not require the sharing of any loss by any insurer of the Province.

5.3 The Contractor must provide the Province with evidence of all required insurance:

(a) Within 10 working days of commencement of the Services, the Contractor must provide to the Province evidence of all required insurance in the form of a completed Province of British Columbia Certificate of Insurance.

(b) If the insurance policy(ies) expire before the end of the term of this Agreement, the Contractor must provide within 10 working days of expiration, evidence of new or renewal policy(ies) of all expired insurance in the form of a completed Province of British Columbia Certificate of Insurance.

(c) Notwithstanding paragraph 3(a) or (b) above, if requested by the Province at any time, the Contractor must provide to the Province certified copies of the required insurance policies.

5.4 The Contractor shall provide, maintain, and pay for, any additional insurance which it is required by law to carry, or which it considers necessary to cover risks not otherwise covered by insurance specified in this schedule in its sole discretion.

C. Whether A or B applies to the Services, for all Contractor activities under this Agreement:

6.1 The Contractor shall maintain Automobile Liability insurance on all vehicles owned, operated or licensed by the Contractor in an amount not less than $2,000,000 per occurrence, and where applicable the Contractor may show evidence of this insurance using an ICBC Confirmation of Insurance Coverage (APV-47) form in place of the requirement for the BC Certificate of Insurance.

6.2 Additional Insurance: Not applicable

SCHEDULE H – ADDITIONAL TERMS

Other

1. Notwithstanding Clause 55 (b) of the Third Party Service Agreement, the termination notice period for this Subsidiary Component Agreement is 60 days.

SUBSIDIARY COMPONENT AGREEMENT (SCA)

BRITISH COLUMBIA

Ministry of Children and Family Development

BRITISH COLUMBIA — Ministry of Children and Family Development	**SUBSIDIARY COMPONENT AGREEMENT: FT08140005** **Agreement Name:** I-RAYL-Inter-Regional At-Risk Youth Link

HER MAJESTY THE QUEEN IN RIGHT OF THE PROVINCE OF BRITISH COLUMBIA, represented by The Minister of Children and Family Development (the "Province", "we", "us", or "our" as applicable) at the following address:	AND PACIFIC COMMUNITY RESOURCES SOCIETY (Legal Name) (the "Contractor", "you", or "your" as applicable) at the following address:
201 13680 105A AVENUE SURREY, B.C. CANADA V3T 2B3 Fax Number: (604)501-3141	3-10318 EAST WHALLEY RING ROAD FRASER REGION ADMINISTRATION OFFICE SURREY, British Columbia Canada V3T 4H4 Fax Number: (604)412-7951

The term for the Subsidiary Component Agreement begins on: 01/11/2012 (Day/Month/Year) and ends on 31/10/2013 (Day/Month/Year)

THE PARTIES AGREE TO THE TERMS ON THE ATTACHED PAGES OF THIS DOCUMENT AND OUTLINED BELOW. THIS SUBSIDIARY COMPONENT AGREEMENT IS PART OF THE THIRD PARTY SERVICE AGREEMENT FT08140000:

APPLICABLE SCHEDULES:

- **SCHEDULE A** - **SERVICES**
- **SCHEDULE B** - **PAYMENT & FINANCIAL REPORTING**
- **SCHEDULE C** - **APPROVED SUBCONTRACTOR(S)**
- **SCHEDULE D** - **RISK MANAGEMENT & CONFLICT RESOLUTION**
- **SCHEDULE H** - **ADDITIONAL TERMS**

SIGNED AND DELIVERED on the 8 day of May, 2013 on behalf of the Province by its duly authorized representative	**SIGNED AND DELIVERED** on the ____ day of ____, ____ by or on behalf of the Contractor (or by its authorized signatory or signatories if the Contractor is a corporation)
Signature:	Signature:
Print Name: Walter Serraglio	Print Name: Laurie Birdsall Position: Executive Director or Designate
Position: Community Services Manager or Designate	Signature:
Responsibility Centre: MGR COMM SVCE N SURREY	Print Name: ____ Position: ____
	Signature:
	Print Name: ____ Position: ____

READ TERMS ON THE ATTACHED PAGES OF THIS DOCUMENT

SCHEDULE A – SERVICES

Annualized Allocations

1.1 The base funding will be $360,000.00 per annum.

1.2 **Service Units**

A Service Unit v. II is defined as "an hour of service provision to an identified Client, or group of Clients, and will include such activities as face to face contact, Client specific report writing, Client specific telephone calls, case management meetings, case consultation and case supervision, training where pre-approved by the MCFD as billable, and community meetings and travel directly related to contracted services. Activities that do not fall under the definition of Service Unit include program information inquiries of a general nature, statistical or data collection, team meetings, organization staff training, development and supervision."

1.3 The calculation submitted by the Contractor indicates that one (1.0) FTE converts to 1,211 service units per annum.

1.4 A total of 5,450 service units per annum will be provided, representing a conversion of 4.5 FTEs.

1.5 **Forecasted Allocation of Service Units and Annual Funding by Service Type**

Program	Service Type	Service Units	Annualized Funding
I-RAYL	Outreach	4360	$288,000.00
	Linking & Brokerage	1090	$72,000.00
Contract Totals		**5,450**	**$360,000.00**

1.6 The allocations in section 1.5 are forecasted based on anticipated usage. The Contractor is accountable to the total service units per annum in section 1.4 prorated for the term of the Agreement.

1.7 Service units have been allocated among program areas and service types, based on previous years' utilization, where available. Allocations are approximate and service units may be reallocated within the contract at the discretion of the Community Services Manager or their designate in negotiation with the Contractor. Service units may be reallocated to address issues of:

(a) seasonal fluctuations in service requests;

(b) demographic change;

(c) emergent service needs; and

(d) other influencing factors.

Any change to the contract will be affirmed in writing; a copy will be sent to the Contractor and a copy kept on the Ministry contract file.

Program Goals and Objectives

2.1 To lessen the negative impact of and for at-risk youth on or at the SkyTrain by linking them to services.

2.2 To identify youth at risk on, and along, the SkyTrain corridor and to connect them with the various resources in their communities. The program will connect with youth utilizing best practices in a street outreach delivery model.

Intended Outcomes

3.1 Through the delivery of the Component Services the Province wishes to realize and the Contractor will use its best efforts to achieve the following desired outcomes:

(a) divert affected youth to positive group supports and activities and skill building, and in so doing, positively impact the behaviour of affected youth and address the underlying issues leading to the identified high-risk behaviour;

(b) reduce the rate of police contact for affected youth; and

(c) reduce the resources and time utilized in an exclusively enforcement response.

The parties acknowledge that the Contractor does not warrant that the desired outcomes will be achieved.

Target Population

4.1 Children and youth aged 10-18 years congregating at and near SkyTrain trains and stations, who can be described as hard to serve and "at risk," inclusive of youth who may be street entrenched, criminally entrenched, homeless, and/or vulnerable to predatory adults or gangs. Older youth may also be supported as capacity allows.

4.2 Service will be provided throughout the communities directly accessed by SkyTrain: Vancouver, Burnaby, Coquitlam, New Westminster, Surrey and Richmond. Stations and lines identified as highest need will be prioritized.

Activities

5.1 Services will be provided in keeping with the document *Inter-Regional At-Risk Youth Link Proposal*, submitted to the Ministry by PCRS in September, 2008.

5.2 Outreach: program staff will meet youth where they socialize (i.e. within or along SkyTrain) in order to engage them. The goal is to foster attachment and the development of relationships with service providers.

5.3 Responsive and immediate one to one support: in order to motivate youth to engage and participate, staff will have resources and strategies to engage youth in non-threatening ways and will provide a wide range of youth friendly and engaging activities and resources.

5.4 Community linkages: program staff will collaborate with the broad range of community partners in each identified community, inclusive of MCFD, law enforcement agencies, Greater Vancouver Transportation Authority and other service providers.

5.5 Flexible scheduling: program staff will primarily work afternoons, evenings and weekends to meet the needs of youth.

5.6 Training opportunities for law enforcement agencies: program staff may provide specialized in-service training designed to enhance law enforcement personnel's skills in working with at risk youth.

Inputs

6.1 I-RAYL Youth Workers will possess, at minimum, a two year child and youth care diploma and two years related experience.

6.2 I-RAYL Supervisor will possess, at minimum, a two year child and youth care diploma, five years related experience, and supervisory experience.

6.3 Clinical and administrative supervision will be provided regularly and as required, as per accreditation standards.

6.4 Service Delivery Model

The current structure includes the following FTE allocations:

(a) 4.5 FTE I-RAYL Youth Workers,

(b) 0.5 FTE I-RAYL Supervisor, and

(c) 0.2 FTE Administrative Support.

Reporting Requirements

7.1 Monitoring and Evaluation will be conducted and submitted to MCFD as per Section 7 of *Inter-Regional At-Risk Youth Link Proposal*, September 2008.

7.2 Service unit reporting will be submitted on a monthly basis, within 10 business days of month end for the complete previous calendar month. Service unit reporting is required in the format outlined by the Ministry.

7.3 The Contract Revenue and Expense Report will be submitted annually, within 3 months of the Contractor's fiscal year end for the complete previous fiscal year.

7.4 Additional output reporting may be negotiated between the Contractor and the Program Liaison.

Relevant Policies and Guidelines

8.1 The Contractor will, with respect to the service deliverables herein, comply with the policies set out in the following:

(a) MCFD Accreditation Policy,

(b) MCFD Integrated Case Management Policy, and

(c) MCFD Fraser Region Complaint Resolution Process Policy.

SUMMARY

Term **01/11/2012 to 31/10/2013** ***Total Amount of Component Agreement*** **$360,000.00**

Allocation by Programs and Services

Grouped Services			
I-RAYL			
	Linking and Brokerage - General		$36,000.00
	Outreach - General		$144,000.00
		Sub-Total	**$180,000.00**
		Sub-Total	**$180,000.00**
Non-Program Services			
	Linking and Brokerage - General		$36,000.00

Grouped Services			
	Outreach - General		$144,000.00
		Sub-Total	**$180,000.00**
		Total	**$360,000.00**

Allocation by Community

Regions Served		
Coast Fraser Region		$360,000.00
	Total	**$360,000.00**

Allocation by Business Area

Core Business Area	Business Area - Sub Business Area		
Child and Family Development			
	Youth Services		$360,000.00
		Sub-Total	**$360,000.00**
		Total	**$360,000.00**

I-RAYL

SERVICE: OUTREACH - GENERAL — **Total Amount** $144,000.00

Definitions	Direct contact initiated with children, youth, families or communities for the purpose of engaging them in one or more services.
Project Code	18CN409
Input	Qualified Staff
Output Indicators	# Service Units — **Quantity** 2180
Reporting Frequency	Monthly
Core Business Area	Child and Family Development
Business Area	Youth Services
Regions Served	
Coast Fraser Region	**Recipient(s)** 6 to 18 years — **Amount** $144,000.00

SERVICE: LINKING AND BROKERAGE - GENERAL — **Total Amount** $36,000.00

Definitions	Activities to connect a family, child or youth to a formal support/resource, or to facilitate the formal support's direct connection to a child, youth or family.
Project Code	18CN313
Input	Qualified Staff
Output Indicators	# Service Units — **Quantity** 545
Reporting Frequency	Monthly
Core Business Area	Child and Family Development
Business Area	Youth Services
Regions Served	
Coast Fraser Region	**Recipient(s)** 6 to 18 years — **Amount** $36,000.00

BUSINESS AREA OUTCOMES

- Youth participate in identifying their short and longer term needs and in developing plans to address them
- Youth experiencing high levels of risk to their health and safety have the levels of risk reduced
- Youth have immediate basic needs met including shelter, food and clothing
- Youth establish connections with community resources to address needs such as physical health, mental health, addictions and/or sexual exploitation
- Youth have improved connections to positive community supports including family/extended family, peers, education, employment, and/or housing
- Youth acquire skills and knowledge necessary to keep themselves safe, achieve identified goals, and successfully transition to adulthood

NON-PROGRAM SERVICES

SERVICE: OUTREACH - GENERAL			**Total Amount**	$144,000.00
Definitions	Direct contact initiated with children, youth, families or communities for the purpose of engaging them in one or more services.			
Project Code	18CN409			
Input	Qualified Staff			
Output Indicators	# Service Units	**Quantity**	2180	
Reporting Frequency	Monthly			
Core Business Area	Child and Family Development			
Business Area	Youth Services			
Regions Served				
Coast Fraser Region	**Recipient(s)**	6 to 18 years	**Amount**	$144,000.00
SERVICE: LINKING AND BROKERAGE - GENERAL			**Total Amount**	$36,000.00
Definitions	Activities to connect a family, child or youth to a formal support/resource, or to facilitate the formal support's direct connection to a child, youth or family.			
Project Code	18CN313			
Input	Qualified Staff			
Output Indicators	# Service Units	**Quantity**	545	
Reporting Frequency	Monthly			
Core Business Area	Child and Family Development			
Business Area	Youth Services			
Regions Served				
Coast Fraser Region	**Recipient(s)**	6 to 18 years	**Amount**	$36,000.00

BUSINESS AREA OUTCOMES

- Youth participate in identifying their short and longer term needs and in developing plans to address them
- Youth experiencing high levels of risk to their health and safety have the levels of risk reduced
- Youth have immediate basic needs met including shelter, food and clothing
- Youth establish connections with community resources to address needs such as physical health, mental health, addictions and/or sexual exploitation
- Youth have improved connections to positive community supports including family/extended family, peers, education, employment, and/or housing
- Youth acquire skills and knowledge necessary to keep themselves safe, achieve identified goals, and successfully transition to adulthood

SCHEDULE B – PAYMENT & FINANCIAL REPORTING

Aggregate Maximum

1.1 Subject to the provisions of the Third Party Service Agreement and this Subsidiary Component Agreement, we will pay you an amount not exceeding $360,000.00, including HST, in the aggregate, for providing the Services set out in Schedule A, during the term of this Subsidiary Component Agreement.

Payments

2.1 **Monthly Recurring**

We will pay you on or about the 15th day of the month commencing on the 1st day of November, 2012 as provided in the following payment schedule:

From	To	Amount	HST	Total
November 1, 2012	October 31, 2013	$30,000.00	$0.00	$360,000.00
				$360,000.00

2.2 **Payment Address**

201-2830 GRANDVIEW HWY VANCOUVER, BC V5M 2C9

Harmonized Sales Tax (HST)

Financial Reports

2.3 In addition to the financial statements referred to in the Audit and Service Evaluation section of FT08140000 any financial reports should, at a minimum, relate costs to service outputs. The following additional financial reports are required:

Name	Description
Annual Service Cost Report	Report that outlines the annual costs associated with a service.

Transition to Unit Cost Based Payments

2.4 Not applicable

SCHEDULE C – APPROVED SUBCONTRACTOR(S)

Subcontractors

1.1 The following persons or organizations, are specified as Subcontractors under section 12 of the Third Party Service Agreement, for purposes of this Subsidiary Component Agreement:

None

SCHEDULE D – RISK MANAGEMENT & CONFLICT RESOLUTION

Criminal Record Check

1.1 In accordance with the Criminal Records Review Act, you must undertake a criminal record check of each staff member or other person who has, or potentially has, unsupervised access to children, or who has access to their records.

1.2 In addition to any criminal record checks required under the Criminal Records Review Act, you must undertake a criminal record check on volunteers or other individuals who have, or potentially have, unsupervised access to children or their records.

1.3 Upon our written request you must provide us written confirmation that:

(a) criminal record checks have been initiated;
(b) you have acted on instructions from the adjudicator or us; and
(c) all other related procedures have been followed.

Conflict Resolution Officials

2.1 The designated "Officials" of the parties for the purposes of the Conflict Resolution Protocol are:

	Province	**Contractor**
Stage One:	Community Services Manager or Designate	Executive Director or Chairperson
Stage Two:	Regional Executive Director	Executive Director or Chairperson
Stage Three:	Deputy Minister or Designate	Executive Director or Chairperson

Permits and Licenses

3.1 You must obtain all the permits and licenses required to perform the Services, including, but not limited to:

(a) any permits or licenses required by municipal or health authorities for the operation of the Services delineated in Schedule A.

(b) any municipal, provincial, federal permits and licenses required to provide the Services including motor vehicle licenses of the appropriate class to provide transportation to clients.

Insurance and Indemnity

A. For all Contractor's activities under this Agreement to which the Master Insurance Program applies, as determined by the Province in its sole discretion:

4.1 The Province will purchase and maintain Comprehensive General Liability insurance in the amount of $2,000,000 inclusive per occurrence against bodily injury and property damage arising out of the Contractor's performance of the Services on behalf of the Province as outlined in this Agreement.

4.2 The Contractor shall be responsible for and pay any deductible under the policy.

4.3 The Contractor will be provided with a Certificate of Insurance and a copy of the insurance policy wording.

4.4 The Province will take reasonable steps to ensure the coverage specified in section 1 is continuous for the duration of this Agreement but the Province does not accept responsibility for providing coverage in the event the insurance is cancelled or reduced by the insurer.

4.5 The Province does not represent or warrant that the policy contains insurance for any and all losses. It is the Contractor's responsibility to ascertain the exact nature and extent of coverage of the policy as well as any and all terms and conditions of the policy.

4.6 The Contractor shall provide, maintain, and pay for, any additional insurance which the Contractor is required by law to carry, or which the Contractor considers necessary to cover risks not otherwise covered by insurance specified in section 1.

B. For all Contractor's activities to which the Master Insurance Program does not apply, the Contractor shall:

5.1 The Contractor must, without limiting its obligation or liabilities and at its own expense, purchase and maintain throughout the term of this Agreement the following insurances with insurers licensed in Canada in forms and amounts acceptable to the Province:

(a) Commercial General Liability in an amount not less than $2,000,000.00 inclusive per occurrence against bodily injury, personal injury and property damage and including liability assumed under this Agreement and this insurance must:

(i) include the Province as an additional insured;

(ii) be endorsed to provide the Province with 30 days advance written notice of cancellation or material change; and

(iii) include a cross liability clause.

5.2 All insurance described in paragraph 1 of this Schedule must:

(a) be primary; and

(b) not require the sharing of any loss by any insurer of the Province.

5.3 The Contractor must provide the Province with evidence of all required insurance:

(a) Within 10 working days of commencement of the Services, the Contractor must provide to the Province evidence of all required insurance in the form of a completed Province of British Columbia Certificate of Insurance.

(b) If the insurance policy(ies) expire before the end of the term of this Agreement, the Contractor must provide within 10 working days of expiration, evidence of new or renewal policy(ies) of all expired insurance in the form of a completed Province of British Columbia Certificate of Insurance.

(c) Notwithstanding paragraph 3(a) or (b) above, if requested by the Province at any time, the Contractor must provide to the Province certified copies of the required insurance policies.

5.4 The Contractor shall provide, maintain, and pay for, any additional insurance which it is required by law to carry, or which it considers necessary to cover risks not otherwise covered by insurance specified in this schedule in its sole discretion.

C. Whether A or B applies to the Services, for all Contractor activities under this Agreement:

6.1 The Contractor shall maintain Automobile Liability insurance on all vehicles owned, operated or licensed by the Contractor in an amount not less than $2,000,000 per occurrence, and where applicable the Contractor may show evidence of this insurance using an ICBC Confirmation of Insurance Coverage (APV-47) form in place of the requirement for the BC Certificate of Insurance.

6.2 Additional Insurance: Not applicable

SCHEDULE H – ADDITIONAL TERMS

Other

1. Notwithstanding Clause 55 (b) of the Third Party Service Agreement, the termination notice period for this Subsidiary Component Agreement is 60 days.

SUBSIDIARY COMPONENT AGREEMENT (SCA)

BRITISH COLUMBIA

Ministry of Children and Family Development

BRITISH COLUMBIA Ministry of Children and Family Development

SUBSIDIARY COMPONENT AGREEMENT: FT08140005

Agreement Name: I-RAYL-Inter-Regional At-Risk Youth Link

HER MAJESTY THE QUEEN IN RIGHT OF THE PROVINCE OF BRITISH COLUMBIA, represented by The Minister of Children and Family Development (the "Province", "we", "us", or "our" as applicable) at the following address:	AND PACIFIC COMMUNITY RESOURCES SOCIETY (Legal Name) (the "Contractor", "you", or "your" as applicable) at the following address:
201 13680 105A AVENUE SURREY, B.C. CANADA V3T 2B3 Fax Number: (604)501-3141	3-10318 EAST WHALLEY RING ROAD FRASER REGION ADMINISTRATION OFFICE SURREY, British Columbia Canada V3T 4H4 Fax Number: (604)412-7951

The term for the Subsidiary Component Agreement begins on: 01/11/2011 (Day/Month/Year) and ends on 31/10/2012 (Day/Month/Year)

THE PARTIES AGREE TO THE TERMS ON THE ATTACHED PAGES OF THIS DOCUMENT AND OUTLINED BELOW. THIS SUBSIDIARY COMPONENT AGREEMENT IS PART OF THE THIRD PARTY SERVICE AGREEMENT FT08140000:

APPLICABLE SCHEDULES:

- **SCHEDULE A** - **SERVICES**
- **SCHEDULE B** - **PAYMENT & FINANCIAL REPORTING**
- **SCHEDULE C** - **APPROVED SUBCONTRACTOR(S)**
- **SCHEDULE D** - **RISK MANAGEMENT & CONFLICT RESOLUTION**
- **SCHEDULE H** - **ADDITIONAL TERMS**

SIGNED AND DELIVERED on the 29 day of February, 2012 on behalf of the Province by its duly authorized representative:

Signature:

Print Name: Walter Serraglio

Position: Community Services Manager or Designate

Responsibility Centre: MGR COMM SVCE N SURREY

SIGNED AND DELIVERED on the 29 day of FEB, 2012 by or on behalf of the Contractor (or by its authorized signatory or signatories if the Contractor is a corporation)

Signature:

Print Name: Laurie Birdsall Position: Regional Executive Director

Signature:

Print Name: Position:

Signature:

Print Name: Position:

READ TERMS ON THE ATTACHED PAGES OF THIS DOCUMENT

SCHEDULE A – SERVICES

1.1 The base funding will be $360,000.00 per annum.

1.2 **Service Units**

A Service Unit v. II is defined as "an hour of service provision to an identified Client, or group of Clients, and will include such activities as face to face contact, Client specific report writing, Client specific telephone calls, case management meetings, case consultation and case supervision, training where pre-approved by the MCFD as billable, and community meetings and travel directly related to contracted services. Activities that do not fall under the definition of Service Unit include program information inquiries of a general nature, statistical or data collection, team meetings, organization staff training, development and supervision."

1.3 The calculation submitted by the Contractor indicates that one (1.0) FTE converts to 1.211 service units per annum.

1.4 A total of 5.450 service units per annum will be provided, representing a conversion of 4.5 FTEs.

1.5 **Forecasted Allocation of Service Units and Annual Funding by Service Type**

Program	Service Type	Service Units	Annualized Funding
I-RAYL	Outreach	4360	$287,980.00
	Linking & Brokerage	1090	$72,020.00
Contract Totals		**5,450**	**$360,000.00**

1.6 The allocations in section 1.5 are forecasted based on anticipated usage. The Contractor is accountable to the total service units per annum in section 1.4 prorated for the term of the Agreement.

1.7 Service units have been allocated among program areas and service types, based on previous years' utilization, where available. Allocations are approximate and service units may be reallocated within the contract at the discretion of the Community Services Manager or their designate in negotiation with the Contractor. Service units may be reallocated to address issues of:

(a) seasonal fluctuations in service requests;

(b) demographic change;

(c) emergent service needs; and

(d) other influencing factors.

Any change to the contract will be affirmed in writing; a copy will be sent to the Contractor and a copy kept on the Ministry contract file.

Program Goals and Objectives

2.1 To lessen the negative impact of and for at-risk youth on or at the SkyTrain by linking them to services.

2.2 To identify youth at risk on, and along, the SkyTrain corridor and to connect them with the various resources in their communities. The program will connect with youth utilizing best practices in a street outreach delivery model.

Intended Outcomes

3.1 Through the delivery of the Component Services the Province wishes to realize and the Contractor will use its best efforts to achieve the following desired outcomes:

(a) divert affected youth to positive group supports and activities and skill building, and in so doing, positively impact the behaviour of affected youth and address the underlying issues leading to the identified high-risk behaviour;

(b) reduce the rate of police contact for affected youth; and

(c) reduce the resources and time utilized in an exclusively enforcement response.

The parties acknowledge that the Contractor does not warrant that the desired outcomes will be achieved.

Target Population

4.1 Children and youth aged 10-15 years congregating at and near SkyTrain trains and stations, who can be described as hard to serve and "at risk," inclusive of youth who may be street entrenched, criminally entrenched, homeless, and/or vulnerable to predatory adults or gangs. Older youth may also be supported as capacity allows.

4.2 Service will be provided throughout the communities directly accessed by SkyTrain: Vancouver, Burnaby, Coquitlam, New Westminster, Surrey and Richmond. Stations and lines identified as highest need will be prioritized.

Activities

5.1 Services will be provided in keeping with the document *Inter-Regional At-Risk Youth Link Proposal*, submitted to the Ministry by PCRS in September, 2008.

5.2 Outreach: program staff will meet youth where they socialize (i.e. within or along SkyTrain) in order to engage them. The goal is to foster attachment and the development of relationships with service providers.

5.3 Responsive and immediate one to one support: in order to motivate youth to engage and participate, staff will have resources and strategies to engage youth in non-threatening ways and will provide a wide range of youth friendly and engaging activities and resources.

5.4 Community linkages: program staff will collaborate with the broad range of community partners in each identified community, inclusive of MCFD, law enforcement agencies, Greater Vancouver Transportation Authority and other service providers.

5.5 Flexible scheduling: program staff will primarily work afternoons, evenings and weekends to meet the needs of youth.

5.6 Training opportunities for law enforcement agencies: program staff may provide specialized in-service training designed to enhance law enforcement personnel's skills in working with at risk youth.

Inputs

6.1 I-RAYL Youth Workers will possess, at minimum, a two year child and youth care diploma and two years related experience.

6.2 I-RAYL Supervisor will possess, at minimum, a two year child and youth care diploma, five years related experience, and supervisory experience.

6.3 Clinical and administrative supervision will be provided regularly and as required, as per accreditation standards.

6.4 Service Delivery Model

The current structure includes the following FTE allocations:

(a) 4.5 FTE I-RAYL Youth Workers,

(b) 0.5 FTE I-RAYL Supervisor, and

(c) 0.2 FTE Administrative Support.

Reporting Requirements

7.1 Monitoring and Evaluation will be conducted and submitted to MCFD as per Section 7 of *Inter-Regional At-Risk Youth Link Proposal*, September 2008.

7.2 Service unit reporting will be submitted on a monthly basis, within 10 business days of month end for the complete previous calendar month. Service unit reporting is required in the format outlined by the Ministry.

7.3 The Contract Revenue and Expense Report will be submitted annually, within 3 months of the Contractor's fiscal year end for the complete previous fiscal year.

7.4 Additional output reporting may be negotiated between the Contractor and the Program Liaison.

Relevant Policies and Guidelines

8.1 The Contractor will, with respect to the service deliverables herein, comply with the policies set out in the following:

(a) MCFD Accreditation Policy,

(b) MCFD Integrated Case Management Policy, and

(c) MCFD Fraser Region Complaint Resolution Process Policy.

SUMMARY

Term **01/11/2011 to 31/10/2012** *Total Amount of Component Agreement* **$360,000.00**

Allocation by Programs and Services

Grouped Services			
I-RAYL			
	Linking and Brokerage - General		$36,000.00
	Outreach - General		$144,000.00
		Sub-Total	**$180,000.00**
		Sub-Total	**$180,000.00**
Non-Program Services			
	Linking and Brokerage - General		$36,000.00
	Outreach - General		$144,000.00
		Sub-Total	**$180,000.00**

Grouped Services

		Total	**$360,000.00**

Allocation by Community

Regions Served

Coast Fraser Region			$360,000.00
		Total	**$360,000.00**

Allocation by Business Area

Core Business Area	**Business Area - Sub Business Area**		
Child and Family Development			
	Youth Services		$360,000.00
		Sub-Total	**$360,000.00**
		Total	**$360,000.00**

I-RAYL

SERVICE: OUTREACH - GENERAL			**Total Amount**	$144,000.00
Definitions	Direct contact initiated with children, youth, families or communities for the purpose of engaging them in one or more services.			
Project Code	18CN409			
Input	Qualified Staff			
Output Indicators	# Service Units	**Quantity**	2180	
Reporting Frequency	Monthly			
Core Business Area	Child and Family Development			
Business Area	Youth Services			
Regions Served				
Coast Fraser Region	**Recipient(s)**	6 to 18 years	**Amount**	$144,000.00

SERVICE: LINKING AND BROKERAGE - GENERAL			**Total Amount**	$36,000.00
Definitions	Activities to connect a family, child or youth to a formal support/resource, or to facilitate the formal support's direct connection to a child, youth or family.			
Project Code	18CN313			
Input	Qualified Staff			
Output Indicators	# Service Units	**Quantity**	545	
Reporting Frequency	Monthly			
Core Business Area	Child and Family Development			
Business Area	Youth Services			
Regions Served				
Coast Fraser Region	**Recipient(s)**	6 to 18 years	**Amount**	$36,000.00

BUSINESS AREA OUTCOMES

- Youth participate in identifying their short and longer term needs and in developing plans to address them
- Youth experiencing high levels of risk to their health and safety have the levels of risk reduced
- Youth have immediate basic needs met including shelter, food and clothing
- Youth establish connections with community resources to address needs such as physical health, mental health, addictions and/or sexual exploitation
- Youth have improved connections to positive community supports including family/extended family, peers, education, employment, and/or housing
- Youth acquire skills and knowledge necessary to keep themselves safe, achieve identified goals, and successfully transition to adulthood

NON-PROGRAM SERVICES

SERVICE: OUTREACH - GENERAL			**Total Amount**	$144,000.00
Definitions	Direct contact initiated with children, youth, families or communities for the purpose of engaging them in one or more services.			
Project Code	18CN409			
Input	Qualified Staff			
Output Indicators	# Service Units	**Quantity**	2180	
Reporting Frequency	Monthly			
Core Business Area	Child and Family Development			
Business Area	Youth Services			
Regions Served				
Coast Fraser Region	**Recipient(s)**	6 to 18 years	**Amount**	$144,000.00
SERVICE: LINKING AND BROKERAGE - GENERAL			**Total Amount**	$36,000.00
Definitions	Activities to connect a family, child or youth to a formal support/resource, or to facilitate the formal support's direct connection to a child, youth or family.			
Project Code	18CN313			
Input	Qualified Staff			
Output Indicators	# Service Units	**Quantity**	545	
Reporting Frequency	Monthly			
Core Business Area	Child and Family Development			
Business Area	Youth Services			
Regions Served				
Coast Fraser Region	**Recipient(s)**	6 to 18 years	**Amount**	$36,000.00

BUSINESS AREA OUTCOMES

- Youth participate in identifying their short and longer term needs and in developing plans to address them
- Youth experiencing high levels of risk to their health and safety have the levels of risk reduced
- Youth have immediate basic needs met including shelter, food and clothing
- Youth establish connections with community resources to address needs such as physical health, mental health, addictions and/or sexual exploitation
- Youth have improved connections to positive community supports including family/extended family, peers, education, employment, and/or housing
- Youth acquire skills and knowledge necessary to keep themselves safe, achieve identified goals, and successfully transition to adulthood

SCHEDULE B – PAYMENT & FINANCIAL REPORTING

Aggregate Maximum

1.1 Subject to the provisions of the Third Party Service Agreement and this Subsidiary Component Agreement, we will pay you an amount not exceeding $360,000.00, including HST, in the aggregate, for providing the Services set out in Schedule A, during the term of this Subsidiary Component Agreement.

Payments

2.1 **Monthly Recurring**

We will pay you on or about the 15th day of the month commencing on the 1st day of November, 2011 as provided in the following payment schedule:

From	To	Amount	HST	Total
November 1, 2011	October 31, 2012	$30,000.00	$0.00	$360,000.00
				$360,000.00

2.2 **Payment Address**

201-2830 GRANDVIEW HWY VANCOUVER, BC V5M 2C9

Harmonized Sales Tax (HST)

Financial Reports

2.3 In addition to the financial statements referred to in the Audit and Service Evaluation section of FT08140000 any financial reports should, at a minimum, relate costs to service outputs. The following additional financial reports are required:

Not applicable

Transition to Unit Cost Based Payments

2.4 Not applicable

SCHEDULE C – APPROVED SUBCONTRACTOR(S)

Subcontractors

1.1 The following persons or organizations, are specified as Subcontractors under section 12 of the Third Party Service Agreement, for purposes of this Subsidiary Component Agreement:

None

SCHEDULE D – RISK MANAGEMENT & CONFLICT RESOLUTION

Criminal Record Check

1.1 In accordance with the Criminal Records Review Act, you must undertake a criminal record check of each staff member or other person who has, or potentially has, unsupervised access to children, or who has access to their records.

1.2 In addition to any criminal record checks required under the Criminal Records Review Act, you must undertake a criminal record check on volunteers or other individuals who have, or potentially have, unsupervised access to children or their records.

1.3 Upon our written request you must provide us written confirmation that:

(a) criminal record checks have been initiated;
(b) you have acted on instructions from the adjudicator or us; and
(c) all other related procedures have been followed.

Conflict Resolution Officials

2.1 The designated "Officials" of the parties for the purposes of the Conflict Resolution Protocol are:

	Province	Contractor
Stage One:	Community Services Manager or Designate	Executive Director or Chairperson
Stage Two:	Regional Executive Director	Executive Director or Chairperson
Stage Three:	Deputy Minister or Designate	Executive Director or Chairperson

Permits and Licenses

3.1 You must obtain all the permits and licenses required to perform the Services, including, but not limited to:

(a) any permits or licenses required by municipal or health authorities for the operation of the Services delineated in Schedule A.

(b) any municipal, provincial, federal permits and licenses required to provide the Services including motor vehicle licenses of the appropriate class to provide transportation to clients.

Insurance and Indemnity

A. For all Contractor's activities under this Agreement to which the Master Insurance Program applies, as determined by the Province in its sole discretion:

4.1 The Province will purchase and maintain Comprehensive General Liability insurance in the amount of $2,000,000 inclusive per occurrence against bodily injury and property damage arising out of the Contractor's performance of the Services on behalf of the Province as outlined in this Agreement.

4.2 The Contractor shall be responsible for and pay any deductible under the policy.

4.3 The Contractor will be provided with a Certificate of Insurance and a copy of the insurance policy wording.

4.4 The Province will take reasonable steps to ensure the coverage specified in section 1 is continuous for the duration of this Agreement but the Province does not accept responsibility for providing coverage in the event the insurance is cancelled or reduced by the insurer.

4.5 The Province does not represent or warrant that the policy contains insurance for any and all losses. It is the Contractor's responsibility to ascertain the exact nature and extent of coverage of the policy as well as any and all terms and conditions of the policy.

4.6 The Contractor shall provide, maintain, and pay for, any additional insurance which the Contractor is required by law to carry, or which the Contractor considers necessary to cover risks not otherwise covered by insurance specified in section 1.

B. For all Contractor's activities to which the Master Insurance Program does not apply, the Contractor shall:

5.1 The Contractor must, without limiting its obligation or liabilities and at its own expense, purchase and maintain throughout the term of this Agreement the following insurances with insurers licensed in Canada in forms and amounts acceptable to the Province:

(a) Commercial General Liability in an amount not less than $2,000,000.00 inclusive per occurrence against bodily injury, personal injury and property damage and including liability assumed under this Agreement and this insurance must:

(i) include the Province as an additional insured;

(ii) be endorsed to provide the Province with 30 days advance written notice of cancellation or material change; and

(iii) include a cross liability clause.

5.2 All insurance described in paragraph 1 of this Schedule must:

(a) be primary; and

(b) not require the sharing of any loss by any insurer of the Province.

5.3 The Contractor must provide the Province with evidence of all required insurance:

(a) Within 10 working days of commencement of the Services, the Contractor must provide to the Province evidence of all required insurance in the form of a completed Province of British Columbia Certificate of Insurance.

(b) If the insurance policy(ies) expire before the end of the term of this Agreement, the Contractor must provide within 10 working days of expiration, evidence of new or renewal policy(ies) of all expired insurance in the form of a completed Province of British Columbia Certificate of Insurance.

(c) Notwithstanding paragraph 3(a) or (b) above, if requested by the Province at any time, the Contractor must provide to the Province certified copies of the required insurance policies.

5.4 The Contractor shall provide, maintain, and pay for, any additional insurance which it is required by law to carry, or which it considers necessary to cover risks not otherwise covered by insurance specified in this schedule in its sole discretion.

C. Whether A or B applies to the Services, for all Contractor activities under this Agreement:

6.1 The Contractor shall maintain Automobile Liability insurance on all vehicles owned, operated or licensed by the Contractor in an amount not less than $2,000,000 per occurrence, and where applicable the Contractor may show evidence of this insurance using an ICBC Confirmation of Insurance Coverage (APV-47) form in place of the requirement for the BC Certificate of Insurance.

6.2 Additional Insurance: Not applicable

SCHEDULE H – ADDITIONAL TERMS

Other

1. Notwithstanding Clause 55 (b) of the Third Party Service Agreement, the termination notice period for this Subsidiary Component Agreement is 60 days.

SERVICE AGREEMENT

MINISTRY OF CHILDREN AND FAMILY DEVELOPMENT

BRITISH COLUMBIA — Ministry of Children and Family Development	**MINISTRY SERVICE AGREEMENT: FT08140006** **Agreement Name:** FASD 12+ and CDBC 12+ Surrey

HER MAJESTY THE QUEEN IN RIGHT OF THE PROVINCE OF BRITISH COLUMBIA, represented by The Minister of Children and Family Development (the "Province", "we", "us", or "our" as applicable) at the following address:	AND PACIFIC COMMUNITY RESOURCES SOCIETY (Legal Name) (the "Contractor", "you", or "your" as applicable) at the following address:
201 13680 105A AVENUE SURREY, B.C. CANADA V3T 2B3 Fax Number: (604)501-3141 Email: Diane.Bruce@gov.bc.ca	201 - 2830 GRANDVIEW HWY VANCOUVER, BC V5M 2C9 Fax Number: (604)412-7951 Email: ikastens@gov.bc.ca

The term for the Service Agreement begins on: 01/04/2016 (Day/Month/Year) and ends on 31/03/2018 (Day/Month/Year)

THE PARTIES AGREE TO THE TERMS AND CONDITIONS OF THE SERVICE AGREEMENT LOCATED ON THE MINISTRY OF CHILDREN AND FAMILY DEVELOPMENT'S WEBSITE, VERSION 1.1 DATED JANUARY 13, 2015, AND AGREE TO BE BOUND BY THE SCHEDULES LISTED BELOW AND ATTACHED TO THIS AGREEMENT:

SCHEDULE A	-	SERVICES
SCHEDULE B	-	PAYMENT
SCHEDULE C	-	APPROVED SUBCONTRACTOR(S)
SCHEDULE D	-	INSURANCE
SCHEDULE E	-	AUTHORIZED PERSON
SCHEDULE F	-	INFORMATION MANAGEMENT (RECORDS, PRIVACY AND SECURITY)
SCHEDULE G	-	ASSETS
SCHEDULE H	-	ADDITIONAL TERMS
SCHEDULE I	-	REPORTING REQUIREMENTS

(collectively, the "Agreement")

SIGNED AND DELIVERED on the 23rd day of March, 2016 on behalf of the Province by its duly authorized representative

Signature: [signature]

Print Name: Diane Bruce [signature]

Position: Community Services Manager or Designate

Responsibility Centre: MGR COMM SVCE N SURREY

SIGNED AND DELIVERED on the 18 day of March, 2016 by or on behalf of the Contractor (or by its authorized signatory or signatories if the Contractor is a corporation)

Signature: [signature]

Print Name: Ingrid Kastens

Position: Executive Director or Designate

Signature: [signature]

Print Name: S. Atkinson

Position: Director of Finance

Contractor: By signing above you agree that you have read, understand, and agree to be bound by, the Terms and Conditions and the Schedules for the Service Agreement

SUMMARY

Term **01/04/2016 to 31/03/2018**

Total Amount of Agreement (not including any applicable taxes) **$187,169.40**

Allocation by Programs and Services

Programs		
Complex Behavior Program		
Intervention - General		$139,659.36
Mutual Aid - General		$27,931.92
Training and Education - General		$18,621.36
	Sub-Total	**$186,212.64**
	Total	**$186,212.64**

Allocation by Community

Communities Served		
Surrey		$187,169.40
	Total	**$187,169.40**

Allocation by Business Area

Core Business Area	**Business Area - Sub Business Area**		
ECD, Child Care and Children and Youth with Special Needs			
	Children and Youth with Special Needs		$187,169.40
		Sub-Total	**$187,169.40**
		Total	**$187,169.40**

SCHEDULE A - SERVICES

Surrey FYI Program - Fetal Alcohol Spectrum Disorder / Complex Developmental Behavioural Conditions (FASD/CDBC) Key Worker Program 12+ Annual Allocation Summary

1.1 The term of the Subsidiary Component Agreement is two years, from April 1, 2016 to March 31, 2018.

1.2 The annualized amounts over the term of the contract are as follows:

(a) Effective April 1, 2016 $93,106.32

(b) Effective February 1, 2017 $93,823.20

(c) Effective February 1, 2018 $94,545.60

1.3 Subject to the provisions of the Agreement, the Province will pay to the Contractor an amount not exceeding $187,169.40 in the Aggregate for providing Services during the two year funding Period.

1.4 The parties agree:

(a) to meet annually at minimum, and as required; and

(b) all reporting will be submitted in the form and timelines specified in Reporting Requirements below

1.5 **Service Units**

A Service Unit v. II is defined as "an hour of service provision to an identified Client, or group of Clients, and will include such activities as face to face contact, Client specific report writing, Client specific telephone calls, case management meetings, case consultation and case supervision, training where pre-approved by the MCFD as billable, and community meetings and travel directly related to contracted services. Activities that do not fall under the definition of Service Unit include program information inquiries of a general nature, statistical or data collection, team meetings, organization staff training, development and supervision."

1.6 The calculation submitted by the Contractor indicates that one (1.0) FTE converts to 1211 service units per annum.

1.7 A total of 1211 service units per annum will be provided.

1.8 The Contractor is accountable for the total contract units per annum, and any allocations are forecast based on anticipated usage.

1.9 **Forecasted Allocation of Service Units and Annual Funding by Service Type**

Program	Service Type	Service Units	Annualized Funding
Fetal Alcohol Spectrum Disorder / Complex Developmental Behavioural Conditions (FASD/CDBC)	Intervention	908	$69,829.68
	Mutual Aid	182	$13,965.96
	Training and Education	121	$9,310.68
Total		1211	$93,106.32

1.10 Service units have been allocated among program areas and service types, based on previous years' utilization where available. Allocations are approximate and service units may be reallocated within the contract at the discretion of the Community Services Manager or their designate in negotiation with the Contractor. Service units may be reallocated to address issues of:

(a) seasonal fluctuations in service requests;

(b) demographic change;

(c) emergent service needs; and,

(d) other influencing factors.

Any change to the contract will be affirmed in writing; a copy will be sent to the Contractor and a copy kept on the Ministry contract file.

1.11 Each Key Worker will maintain an individual caseload of 12-15 participants.

Inputs

2.1 **Service Delivery Model**

The current structure includes the following FTE allocations:

(a) 1.0 FTE Key Worker,

(b) Direct Supervision is provided by one of the Integrated Youth Services Managers, funded under the IYS contract.

2.2 Key Workers will possess a Bachelor's degree in Social Work, Counselling Psychology, Education (Special Education) or Nursing from a post-secondary institution of recognized standing , and five years related experience, or equivalent education and experience. Associated Clinical Consultants will possess a graduate degree in health or human services with affiliation and good standing with a professional association, and clinical experience in FASD and family support.

2.3 Clinical and administrative supervision will be provided regularly and as required, as per accreditation standards.

Desired Outcomes

3.1 Through the delivery of the Program, the Ministry of Children and Family Development wishes to realize and the Contractor will use its best efforts to achieve the following desired outcomes:

Research has shown that early diagnosis and stable family environments are predictive of better outcomes for children with FASD and other complex developmental-behavioral conditions. The service is intended to:

(a) To maintain and enhance the stability of families with children and youth with FASD and similar neurodevelopmental conditions.

(b) To enhance the understanding of families, professionals and other service providers about the neurodevelopmental nature of conditions such as FASD so that the affected children and youth experience less frustration and more success.

(c) To ensure that families of children with FASD have an ongoing network of support through various parent support mechanisms and the assignment of a Key Worker.

The parties acknowledge that the Contractor does not warrant that the desired outcomes will be achieved.

Service Description

4.1 The Key Worker and Parent Support program provides support to families of children and youth under age 19 with Fetal Alcohol Spectrum Disorder (FASD) and similar neurodevelopmental conditions.

Key Workers assist families in understanding FASD by providing education and information specific to the needs of the child and family. They are familiar with community resources, assist families in accessing support, health and education services and are involved in the development of local support services. Key Workers are a resource to communities on FASD. They also provide emotional and practical support to families. Key Workers recognize that each family is unique and understand their role as one that builds on a family's strengths. A Key Worker works with parents, caregivers, family members and service providers in identifying ways to adapt the child's environment in response to the child's needs. The Key Worker also strives to empower the family to become their own best advocates for their child. Key Workers supplement and enhance, but do not replace, existing community resources.

Parent support offers support and FASD education opportunities for parents, grandparents and caregivers of children and youth with FASD. Approaches to parent support vary, but may include support groups, information sessions, and parent mentoring. Parent support may be delivered by Key Workers or by specialized Parent Support staff

Services will be provided to families with youth 12-18 years of age, who have confirmed or suspected FASD or who have a similar neurodevelopmental condition, and who reside in the community of Surrey, north of 48 Avenue.

Referral and Intake Process

5.1 The program will receive referrals from the Fraser Health Region Diagnostic team, parents and others, in keeping with the program standards.

5.2 The intake process will be mutually agreed upon. The goal is an intake process with a single point of entry that meets the needs of the community.

5.3 The Contractor will be responsible for waitlist management with an emphasis on the management of risk. The Ministry, at its discretion, may determine the prioritization of referral types.

5.4 Referrals will be accepted from the Fraser Health Assessment Team for FASD/CDBC that have completed the assessment or are on the waitlist for assessment. Referrals will also be accepted in situations where a youth has recently received an inpatient psychiatric assessment such as at BCCH or Adolescent Psychiatric Unit and part of recommendation from that assessment is for further assessment for FASD/CDBC. Third, the Key Worker may accept a referral from a service provider, (social worker, CYMH clinician, school counsellor), when during the process of providing a consultation it becomes apparent that the youth meets criteria for the service.

5.5 If referrals are below anticipated levels, the Ministry and Contractor may elect to:

(a) change eligibility criteria;

(b) shift service unit allocations within the contract;

(c) advertise program details, start dates, etc. with Ministry staff and others as appropriate; or

(d) some other remedial action negotiated between the Contractor and the Ministry.

The action chosen will be negotiated between the Contractor and the Community Services Manager or Associate Community Service Manager or their designate. Any change to the contract will be affirmed in writing; a copy will be sent to the Contractor and a copy kept on the Ministry contract file.

5.6 Where the Ministry is the sole or primary referral source, the Contractor will advise the appointed Ministry representative with details of referral volumes within 10 working days of month end. The Contractor and Community Services Manager or designate will then negotiate a resolution.

Activities

6.1 A "Key Worker" is a specialized worker highly knowledgeable in the area of FASD and family support. The Key Worker:
(a) liaises with the FHA multidisciplinary FASD diagnostic team;
(b) begins supporting parents at the time of first diagnosis or referral;
(c) assists families in following through with diagnostic recommendations;
(d) provides advocacy skills training; and
(e) assists families in accessing existing family support, health and education services.

6.2 The Key Worker does not provide therapy but will work under supervision of a skilled professional. A Clinical Supervisor must be attached to Key Workers. No Key Worker may practice independently of clinical supervision unless they are a member in good standing of an appropriate professional body.

6.3 Parent-to-Parent Support Mechanisms will be provided through the provision of parent-directed support groups. Two monthly meetings are provided, one which meets during the day and another that meets in the evening.

Reporting Requirements

7.1 The Ministry-approved reporting template will be submitted by the 15th day of the month for the period of the previous complete calendar month, including:

(a) CYSN Service Indicator Reporting Framework (SIRF) reporting;

(b) Evaluation Data for Services for Families with Children with FASD and Other Complex Development Behaviour Disorders reporting;

(c) The number of:

1. appropriate referrals received
2. intakes who identify as Aboriginal
3. hours individual intervention
4. families receiving individual intervention (families are counted as any number of adults related to a child with a diagnosis of FASD or OCBD)
5. sessions of group interventions (group interventions are counted as any provision of service to a group of adults related to two or more children with a diagnosis of FASD or OCBD)
6. hours of group intervention sessions
7. attendance at group intervention sessions
8. waitlisted families on the last day of the month who have been deemed eligible to receive services but who have not yet received any
9. new families receiving parent to parent support this month for the first time
10. hours of parent to parent support provided (as applicable).

7.2 Where applicable, client-specific reporting will be provided in the form and frequency required;

7.3 Reporting related to outputs, outcomes and trends will be provided as follows:

(a) By the end of the thirteenth month of the term, related to the first twelve months of service provision within the term;

(b) By the end of the twenty-first month of the term, related to months thirteen to twenty of the term;

(c) A final, cumulative report is due by the end of the month following the end of the term;

7.4 Financial reporting must include the Contractor Revenue and Expense Report, due six months and eighteen months after the contract start date.

7.5 An annual financial statement, completed in accordance with Canadian accounting standards as described in the Canadian Institute of Chartered Accountants (CICA) Handbook and on a fund accounting basis, will be submitted six months after the Contractor's fiscal year end as per the Agreement;

7.6 Other information as may be requested by the Province.

Relevant Legislation, Policies and Guidelines

8.1 The Contractor will, with respect to the service deliverables herein, comply with the policies set out in the following:

(a) *Key Worker and Parent Support Program Standards*, November 2009;

(b) MCFD Accreditation Policy;

(c) MCFD Integrated Case Management Policy;

(d) MCFD Fraser Region Complaint Resolution Process Policy.

PROGRAMS

Complex Behavior Program

TARGET POPULATION:	Families that are parenting children or youth with Fetal Alcohol Spectrum Disorder (FASD) and other Complex Developmental Behavioural Disorders (CDBC)
OUTCOME:	Families are able to parent in such a way that the affected child and youth experience less frustration and more success

Fetal Alcohol Spectrum Disorder/Complex Developm (Complex Behavior Program)

SERVICE: INTERVENTION - GENERAL — **Total Amount** $139,659.36

Definitions	Activities provided to maintain or prompt a planned change in the behaviour, condition or functioning of children, youth, and/or families/caregivers.			
Project Code	18CN289			
Input	Degreed Staff			
Output Indicators	# Service Units	**Quantity**	908	
Reporting Frequency	Monthly			
Core Business Area	ECD, Child Care and Children and Youth with Special Needs			
Business Area	Children and Youth with Special Needs			
Communities Served				
Surrey	**Recipient(s)**	0 to 18 years	**Amount**	$139,659.36

SERVICE: TRAINING AND EDUCATION - GENERAL — **Total Amount** $18,621.36

Definitions	Range of strategies for imparting knowledge, improving skills and building awareness of resources.			
Project Code	18CN529			
Input	Degreed Staff			
Output Indicators	# Service Units	**Quantity**	121	
Reporting Frequency	Monthly			
Core Business Area	ECD, Child Care and Children and Youth with Special Needs			
Business Area	Children and Youth with Special Needs			
Communities Served				
Surrey	**Recipient(s)**	Parents/Caregivers	**Amount**	$18,621.36

SERVICE: MUTUAL AID - GENERAL — **Total Amount** $27,931.92

Definitions	Provision of means whereby youth or caregivers with common concerns connect for the purpose of supporting each other.			
Project Code	18CN385			
Input	Degreed Staff			
Output Indicators	# Service Units	**Quantity**	182	
Reporting Frequency	Monthly			
Core Business Area	ECD, Child Care and Children and Youth with Special Needs			
Business Area	Children and Youth with Special Needs			
Communities Served				
Surrey	**Recipient(s)**	Parents/Caregivers	**Amount**	$27,931.92

BUSINESS AREA OUTCOMES

- Children and youth with special needs experience optimal growth and development.
- Children and youth with special needs are healthy and safe in their families and communities.
- Children and youth with special needs actively participate in their home and community.
- Parents and families of children and youth with special needs have the knowledge, skills and supports they need to advance their child or youth's growth, development and functioning.
- Communities support the development and growth of children and youth with special needs.

SCHEDULE B – PAYMENT

Aggregate Maximum and Taxes

1.1 Subject to the provisions of the Agreement, we will pay you an amount not exceeding $187,169.40 (not including any applicable taxes), in the aggregate, for providing the Services set out in Schedule A, during the term of this Agreement.

1.2 In addition, we will pay you any applicable taxes payable by the Province under law or agreement with the relevant taxation authority in relation to amounts payable under this schedule.

Payments

2.1 Monthly Recurring

We will pay you on or about the 15th day of the month commencing on the 1st day of April, 2016 as provided in the following payment schedule:

From	To	Amount	Total
April 1, 2016	March 31, 2018	$7,758.86	$186,212.64
			$186,212.64

2.2 One-Time-Only Payments and Additional Costs

We will pay you the amount of $956.76 as specified:

Additional Cost - Service Providers	$956.76

Additional Costs

ESD February 2017 & March 2017 — **Amount** $956.76

Total Amount $956.76

ADDITIONAL COSTS DESCRIPTION

From	To	Increase to Monthly Payment Amount	Total
February 1, 2017	March 31, 2018	**$59.74**	**$836.36**
February 1, 2018	March 31, 2018	**$60.20**	**$120.40**
			$956.76

Effective February 1, 2017, your monthly payment will increase by **$59.74**, from **$7,758.86** to **$7,818.60** as a result of a 1.0% General Wage Increase.

As a result of the Economic Stability Mandate, fiscal year 2016/2017 contract funding has increased by **$119.48**, and annualized baseline funding has increased by **$716.88**, from **$93,106.32** to **$93,823.20**.

Effective February 1, 2018, your monthly payment will increase by **$60.20**, from **$7,818.60** to **$7,878.80** as a result of a 1.0% General Wage Increase.

As a result of the Economic Stability Mandate, fiscal year 2017/2018 contract funding has increased by **$120.40**, and annualized baseline funding has increased by **$722.40**, from **$93,823.20** to **$94,545.60**.

SCHEDULE C – APPROVED SUBCONTRACTOR(S)

Subcontractors

1.1 The following persons, groups of persons, or organizations, are specified as Subcontractors under section 12 of the Service Agreement:

None

SCHEDULE D – INSURANCE

A. On behalf of the Contractor, the Province will purchase and maintain Commercial General Liability insurance (Master Insurance Program) in the amount of $2,000,000 inclusive per occurrence against personal injury (including bodily injury), third party property damage arising out of the Contractor's performance of the Services set out in this Agreement.

B. The Contractor is responsible for and will pay any deductible under the Master Insurance Program.

C. The Province will obligate the Master Insurance Program's managing broker to provide the Contractor with a Certificate of Insurance and a copy of the Master Insurance Program policy wording.

D. The Province will take reasonable steps to ensure the coverage specified in section A is continuous for the duration of this Agreement. The Province will not be responsible for providing coverage in the event the insurance is cancelled or reduced by the insurer.

E. The Province does not represent or warrant that the Master Insurance Program covers any and all losses. The Contractor is responsible for ascertaining the exact nature and extent of coverage of the Master Insurance Program as well as the terms and conditions of the Master Insurance Program policy wording. No term or condition of this Agreement amends, extends or alters the coverage afforded by the Master Insurance Program policy wordings.

F. Where the contractor uses a vehicle to perform the services as described in Schedule A the Contractor shall maintain Automobile Liability insurance on all vehicles owned, operated or licensed by the Contractor in an amount not less than $2,000,000 per occurrence, and where applicable the Contractor may show evidence of this insurance using an ICBC Confirmation of Insurance Coverage (APV-47) form.

G. The Contractor will provide, maintain, and pay for, any additional insurance which the Contractor is required by law to carry, or which the Contractor considers necessary to cover risks not otherwise covered by insurance specified in section A.

SCHEDULE E – AUTHORIZED PERSONS

Authorized Persons

1.1 The Contractor designates any of the following persons, (identified by name and/or position) to act for you in relation to this Service Agreement:

None

1.2 The Ministry designates any of the following persons (identify by name and/or position) to act for us in relation to this Service Agreement:

None

Conflict Resolution Officials

1.1 The designated "Officials" of the parties for the purposes of the Conflict Resolution Protocol are:

	Province	**Contractor**
Stage One:	Community Services Manager or Designate	Executive Director or Designate
Stage Two:	Executive Director of Service	Executive Director or Designate
Stage Three:	Deputy Minister or Designate	Executive Director or Designate

SCHEDULE F – INFORMATION MANAGEMENT (RECORDS, PRIVACY AND SECURITY)

Purpose

The purpose of this Schedule is to:

(a) enable the Province to comply with the Province's obligations with respect to:
  (i) creation, maintenance, retention and final disposition of the Province's Records, and
  (ii) protection of Personal Information collected under this Agreement and pursuant to *FOIPPA*.

(b) ensure that, as a service provider, the Contractor is aware of, and complies with, the Contractor's information management and protection (records, privacy and security) obligations with respect to:
  (i) the Province's Records, and
  (ii) the Personal Information collected or created under this Agreement.

Applicability

This Schedule applies to the management of the Province's Records and to the management of Personal Information contained in the Province's Records.

The Contractor must manage the Province's Records in accordance with this Schedule and in accordance with MCFD Contractor's Information Management Guidelines, which provide directions and standards to assist the Contractor in complying with this Schedule.

Definitions

1. In this Schedule:
  a) "**access**" means the ability or opportunity of a person to view, study, or obtain a copy of records;
  b) "***FOIPPA***" means the *Freedom of Information and Protection of Privacy Act* (British Columbia);
  c) "**contact information**" means information to enable an individual at a place of business to be contacted and includes the name, position name or title, business telephone number, business address, business email or business fax number of the individual;
  d) "**control**" (of a record) means the power or authority to manage the record throughout its life cycle, including restricting, regulating and administering its use and disclosure;
  e) "**custody**"(of a record) means having physical possession of a record, regardless of the format (e.g., paper or electronic).
  f) "**Personal Information**" means recorded information about an identifiable individual, other than contact information, collected or created by the Contractor as a result of the Agreement or any previous agreement between the Province or the Contractor dealing with the same subject matter as the Agreement, but excluding any information that, if this Schedule did not apply to it, would not be under the control of a public body as interpreted under the FOIPPA;
  g) "**Services Worker**" means an individual involved in providing the Services for or on behalf of the Contractor and, for greater certainty, may include the Contractor or a subcontractor of an individual, or an employee or volunteer of the Contractor or of a subcontractor.

RECORDS MANAGEMENT

Records Retention and Disposition

2. The Contractor must return the Province's Records regardless of format to the Province within the following time frames:

   (a) within 30 calendar days of expiry or termination of the Agreement;
   (b) within 7 calendar days of the Contractor receiving a request for return from the Province;
   (c) when closed records volume is identified by the Contractor as warranting the transfer and the Province has provided written approval; or
   (d) immediately when a Contractor advises the Province that they are no longer providing services or when the Province is concerned about the management of the Province's Records following a breach of security or privacy, including an unauthorized disclosure.

PRIVACY PROTECTION

Collection of Personal Information

3. The Contractor may only collect or create Personal Information that is necessary for the performance of the Contractor's obligations, or the exercise of the Contractor's rights, under the Agreement.

4. Unless the Agreement otherwise specifies or the Province otherwise directs in writing, the Contractor must collect Personal Information directly from the individual the Personal Information is about.

5. Except as otherwise permitted by FOIPPA, the Contractor must tell an individual from whom the Contractor collects Personal Information:

   (a) the purpose for collecting it,
   (b) the legal authority for collecting it, and
   (c) the title, business address and business telephone number of the person designated by the Province to answer questions about the Contractor's collection of Personal Information.

Accuracy of Personal Information

6. The Contractor must make every reasonable effort to ensure the accuracy and completeness of any Personal Information to be used by the Contractor or the Province to make a decision that directly affects the individual the Personal Information is about.

Requests for access to Personal Information

7. If the Contractor receives a request for access to Personal Information from a person other than the Province, the Contractor must promptly advise the person to make the request to Information Access Operations with the Ministry of Technology, Innovation and Citizens' Services or successor.

Correction of Personal Information

8. Within 5 business days of receiving a written direction from the Province to correct or annotate any Personal Information, the Contractor must correct or annotate the information in accordance with the direction.

9. When issuing a written direction under section 8 of this Schedule, the Province must advise the Contractor of the date the correction request to which the direction relates was received by the Province in order that the Contractor may comply with section 10 of this Schedule.

10. Within 5 business days of correcting or annotating any Personal Information under section 8 of this Schedule, the Contractor must provide the corrected or annotated information to any party to whom, within one year prior to the date the correction request was made to the Province, the Contractor disclosed the information being corrected or annotated.

11. If the Contractor receives a request for correction of Personal Information from a person other than the Province, the Contractor must promptly advise the person to make the request to the Province and provide the Provincial official's name or title and contact information to the person making the request.

Protection of Personal Information

12. The Contractor must protect Personal Information by making reasonable security arrangements against such risks as unauthorized access, collection, use, disclosure or disposal, including any security arrangements expressly set out in the Security section of this Schedule.

Storage and access to Personal Information

13. Unless the Province otherwise directs in writing, the Contractor must not store Personal Information outside Canada or permit access to the Personal Information from outside Canada.

Retention of Personal Information

14. Unless the Agreement otherwise specifies, the Contractor must retain Personal Information until directed by the Province in writing to dispose of it or deliver it as specified in the direction.

Use of Personal Information

15. Unless the Province otherwise directs in writing, the Contractor may only use Personal Information if that use is for the performance of the Contractor's obligations, or the exercise of the Contractor's rights, under the Agreement.

Disclosure of Personal Information

16. Unless the Province otherwise directs in writing, the Contractor may only disclose Personal Information inside Canada to any person other than the Province if the disclosure is for the performance of the Contractor's obligations, or the exercise of the Contractor's rights, under the Agreement.

17. Unless the Agreement otherwise specifies or the Province otherwise directs in writing, the Contractor must not disclose Personal Information outside Canada.

SECURITY

Services Worker confidentiality agreements

18. The contractor must immediately provide notice to the contract manager of any suspected information incident that threatens privacy or information security.

19. The Contractor must not permit a Services Worker who is an employee or volunteer of the Contractor to have access to Personal Information unless the Services Worker has first entered into a confidentiality agreement with the Contractor to keep Personal Information confidential on substantially similar terms as those that apply to the Contractor under the Agreement.

Services Worker security screening

20. The Contractor may only permit a Services Worker who is an employee or a volunteer of the Contractor to collect or have access to Personal Information, or otherwise be involved in providing the Services if, after having subjected the Services Worker to personnel security screening requirements as outlined in Appendix F1 to this Schedule, the Contractor is satisfied that the Services Worker does not constitute an unreasonable security risk.

Services Worker activity logging

21. The Contractor must create and maintain detailed Contractor's Records logging the activities of all Service Workers in relation to:

    (a) their access to Personal Information; and

    (b) any other matters specified by the Province in writing for the purposes of this section.

Facilities and Equipment protection and access

22. The Contractor must create, maintain and follow a documented process to:

    (a) protect Facilities and Equipment of the Contractor required by the Contractor to provide the Services from loss, damage or any other occurrence that may result in any of those Facilities and Equipment being unavailable when required to provide the Services; and,

(b) limit access to Facilities and Equipment of the Contractor:

i. being used by the Contractor to provide the Services; or
ii. that may be used by someone to access information,

to those persons who are authorized to have that access and for the purposes for which they are authorized, which process must include measures to verify the identity of those persons.

23. If the Province makes available to the Contractor any Facilities or Equipment of the Province for the use of the Contractor in providing the Services, the Contractor must comply with any policies and procedures provided to it by the Province on acceptable use, protection of, and access to, such Facilities or Equipment.

Integrity of Information

24. The Contractor must create, maintain and follow a documented process for maintaining the integrity of information while in the custody of or accessed by the Contractor.

25. For the purposes of section 24 of this Schedule, maintaining the integrity of information means that, except to the extent expressly authorized by the Agreement or approved in writing by the Province, the information has:

(a) remained as complete as when it was acquired or accessed by the Contractor; and

(b) not been altered in any material respect.

Documentation of changes to processes

26. The Contractor must create and maintain detailed Records logging any changes it makes to the processes described in sections 21 and 22of this Schedule.

Secure Storage

27. The Contractor must securely store the Province's Records in the Contractor's custody.

GENERAL

Notice

28. The Contractor must immediately provide notice to the Province of

(a) a possible or confirmed foreign demand or request for disclosure, including the information required by section 30.2(3) of FOIPPA or

(b) anticipated or actual non-compliance with this Schedule, unauthorized access, collection, use, disclosure, storage, alteration or disposal of information or Records containing information; or

(c) unauthorized access to Facilities or Equipment.

In this provision, "foreign demand for disclosure" and "unauthorized disclosure of personal information" bear the same meanings as in section 30.2 of FOIPPA.

29. The Contractor must immediately provide notice to the Province of any non-compliance, or anticipated inability to comply, with a provision in this Schedule in any respect.

Compliance, Audit and Review

30. The Contractor must, in relation to the Province's Records, comply with:

(a) the requirements of *FOIPPA* applicable to the Contractor as a service provider, including any applicable order of the commissioner under *FOIPPA,* and

(b) any direction given by the Province under this Schedule.

31. The Contractor acknowledges that it is familiar with the requirements of FOIPPA governing Personal Information that are applicable to it as a service provider.

32. In addition to any other rights of inspection the Province may have under the Agreement or under statute, the Province may, at any reasonable time and on reasonable notice to the Contractor, enter on the Contractor's premises to inspect, and at the Province's discretion, copy, any of the Province's Records, or any of the Contractor's information management policies or practices or Records relevant to the Contractor's management

of the Province's Records or the Contractor's compliance with this Schedule. The Contractor must permit and provide reasonable assistance to any such inspection.

33. If the Province conducts a review of a matter described in section 28 or 29 of this Schedule (whether or not the matter came to the attention of the Province as a result of a notification under section 28 or 29 of this Schedule), the Contractor must, on the request of the Province, participate in the review to the extent that it is reasonably practicable for the Contractor to do so.

Interpretation

34. Any reference to the "Contractor" in this Schedule includes any subcontractor, agent, or volunteer retained by the Contractor to perform obligations under the Agreement and the Contractor must ensure that any such subcontractors, agents, and volunteers comply with this Schedule.

35. If a direction or provision of the Agreement or any Schedule conflicts with a requirement of FOIPPA or an applicable order of the commissioner under FOIPPA, the conflicting provision of the Agreement or Schedule will be inoperative to the extent of the conflict.

    (a) If there is a conflict between a documented process required by this Schedule to be created or maintained by the Contractor and this Schedule, the provision of this Schedule will prevail to the extent of the conflict.

36. The obligations of the Contractor in this Schedule will survive the termination of the Agreement.

37. The Contractor must comply with the provisions of this Schedule despite any conflicting provision of this Agreement or, subject to section 38 of this Schedule, the law of any jurisdiction outside Canada.

38. Nothing in this Schedule requires the Contractor to contravene the law of any jurisdiction outside Canada unless such contravention is required to comply with FOIPPA.

SCHEDULE F – Appendix F1 – Security screening requirements

The personnel security screening requirements set out in this Appendix F1 are for the purpose of assisting the Contractor to determine whether or not a Services Worker constitutes an unreasonable security risk.

Verification of name, date of birth and address

1. The Contractor must verify the name, date of birth and current address of a Services Worker by viewing at least one piece of "primary identification" of the Services Worker and at least one piece of "secondary identification" of the Services Worker,* as described in the table following this section. The Contractor must obtain or create, as applicable, Records of all such verifications and retain a copy of those Records. For a Services Worker from another province or jurisdiction, reasonably equivalent identification documents are acceptable.

Primary Identification	Secondary Identification
Issued by ICBC: • B.C. driver's licence or learner's licence (must have photo) • B.C. Identification (BCID) card **Issued by provincial or territorial government:** • Canadian birth certificate **Issued by Government of Canada:** • Canadian Citizenship Card • Permanent Resident Card • Canadian Record of Landing/Canadian Immigration Identification Record	• School ID card (student card) • Bank card (only if holder's name is on card) • Credit card (only if holder's name is on card) • Passport • Foreign birth certificate (a baptismal certificate is not acceptable) • Canadian or U.S. driver's licence • Naturalization certificate • Canadian Forces identification • Police identification • Foreign Affairs Canada or consular identification • Vehicle registration (only if owner's signature is shown) • Picture employee ID card • Firearms Acquisition Certificate • Social Insurance Card (only if has signature strip) • B.C. CareCard • Native Status Card • Parole Certificate ID • Correctional Service Conditional Release Card

*It is not necessary that each piece of identification viewed by the Contractor contains the name, date of birth and current address of the Services Worker. It is sufficient that, in combination, the identification viewed contains that information.

Verification of education and professional qualifications

2. The Contractor must verify, by reasonable means, any relevant education and professional qualifications of a Services Worker, obtain or create, as applicable, Records of all such verifications, and retain a copy of those Records.

Verification of employment history and reference checks

3. The Contractor must verify, by reasonable means, any relevant employment history of a Services Worker, which will generally consist of the Contractor requesting that a Services Worker provide employment references and the Contractor contacting those references. If a Services Worker has no relevant employment history, the Contractor must seek to verify the character or other relevant personal characteristics of the Services Worker by requesting the Services Worker to provide one or more personal references and contacting those references. The Contractor must obtain or create, as applicable, Records of all such verifications and retain a copy of those Records.

Security interview

4. The Contractor must allow the Province to conduct a security-focused interview with a Services Worker if the Province identifies a reasonable security concern and notifies the Contractor it wishes to do so.

SCHEDULE G – ASSETS

Property

1.1 The following property to be acquired by you with funds to be paid by us under this Service Agreement is specified in this Service Agreement as property to be owned by us:

None

1.2 The following property provided by us to you or a subcontractor for the purposes of this Service Agreement is to be owned by you or subcontractor as indicated:

None

SCHEDULE H – ADDITIONAL TERMS

None

SCHEDULE I – REPORTING REQUIREMENTS

Service Delivery Reports

1.1 The reports referred to in schedule A will be submitted within 30 days of the end of the period specified in form and content as determined by the Province.

Financial Reports

1.2 In addition to the financial statements requirements referred to in the Audit and Service Evaluation section of the Agreement, any financial reports should relate to service outputs at a minimum. The following additional financial reports are required:

i. Not applicable

Additional Reporting Requirements

1.3 Other information as requested by the Province.

SERVICE AGREEMENT

MINISTRY OF CHILDREN AND FAMILY DEVELOPMENT

BRITISH COLUMBIA | Ministry of Children and Family Development

MINISTRY SERVICE AGREEMENT: FT08140006

Agreement Name: FASD 12+ and CDBC 12+ Surrey

HER MAJESTY THE QUEEN IN RIGHT OF THE PROVINCE OF BRITISH COLUMBIA, represented by The Minister of Children and Family Development (the "Province", "we", "us", or "our" as applicable) at the following address:	AND PACIFIC COMMUNITY RESOURCES SOCIETY (Legal Name) (the "Contractor", "you", or "your" as applicable) at the following address:
201 13680 105A AVENUE SURREY, B.C. CANADA V3T 2B3 Fax Number: (604)501-3141	201-2830 GRANDVIEW HWY VANCOUVER, BC V5M 2C9 Fax Number: (604)412-7951

The term for the Service Agreement begins on: 01/04/2015 (Day/Month/Year) and ends on 31/03/2016 (Day/Month/Year)

THE PARTIES AGREE TO THE TERMS AND CONDITIONS OF THE SERVICE AGREEMENT LOCATED ON THE MINISTRY OF CHILDREN AND FAMILY DEVELOPMENT'S WEBSITE, VERSION 1.1 DATED JANUARY 13, 2015, AND AGREE TO BE BOUND BY THE SCHEDULES LISTED BELOW AND ATTACHED TO THIS AGREEMENT:

- SCHEDULE A - SERVICES
- SCHEDULE B - PAYMENT
- SCHEDULE C - APPROVED SUBCONTRACTOR(S)
- SCHEDULE D - INSURANCE
- SCHEDULE E - AUTHORIZED PERSONS
- SCHEDULE F - INFORMATION MANAGEMENT (RECORDS, PRIVACY AND SECURITY)
- SCHEDULE H - ADDITIONAL TERMS

(collectively, the "Agreement")

SIGNED AND DELIVERED on the 2 day of April, 2015 on behalf of the Province by its duly authorized representative

Signature: D Bruce

Print Name: Diane Bruce

Position: Community Services Manager or Designate

Responsibility Centre: MGR COMM SVCE N SURREY

SIGNED AND DELIVERED on the 31st day of Mar, 2015 by or on behalf of the Contractor (or by its authorized signatory or signatories if the Contractor is a corporation)

Signature: I Kastens

Print Name: Ingrid Kastens Position: Executive Director or Designate

Signature:

Print Name: Position:

Signature:

Print Name: Position:

Contractor: By signing above you agree that you have read, understand, and agree to be bound by, the Terms and Conditions and the Schedules for the Service Agreement

SCHEDULE A – SERVICES

Surrey Fetal Alcohol Spectrum Disorder / Complex Developmental Behavioural Conditions (FASD/CDBC) Key Worker Program 12+Annual Allocation Summary

1.1 The annual funding amount is $93,106.32.

(a) The annual amount has been increased by $738.96 for a 1% wage increase under the Economic Stability Mandate.

1.2 **Service Units**

A Service Unit v. II is defined as "an hour of service provision to an identified Client, or group of Clients, and will include such activities as face to face contact, Client specific report writing, Client specific telephone calls, case management meetings, case consultation and case supervision, training where pre-approved by the MCFD as billable, and community meetings and travel directly related to contracted services. Activities that do not fall under the definition of Service Unit include program information inquiries of a general nature, statistical or data collection, team meetings, organization staff training, development and supervision."

1.3 The calculation submitted by the Contractor indicates that one (1.0) FTE converts to 1211 service units per annum.

1.4 A total of 1211 service units per annum will be provided.

1.5 **Forecasted Allocation of Service Units and Annual Funding by Service Type**

Program	Service Type	Service Units	Annualized Funding
Fetal Alcohol Spectrum Disorder / Complex Developmental Behavioural Conditions (FASD/CDBC)	Intervention	908	$69,829.68
	Mutual Aid	182	$13,965.96
	Training and Education	121	$9,310.68
Total		1211	$93,106.32

1.6 The allocations in section 1.5 are forecasted based on anticipated usage. The Contractor is accountable to the total service units per annum in section 1.4.

1.7 Service units have been allocated among program areas and service types, based on previous years' utilization where available. Allocations are approximate and service units may be reallocated within the contract at the discretion of the Community Services Manager or their designate in negotiation with the Contractor. Service units may be reallocated to address issues of:

(a) seasonal fluctuations in service requests;

(b) demographic change;

(c) emergent service needs; and,

(d) other influencing factors.

Any change to the contract will be affirmed in writing; a copy will be sent to the Contractor and a copy kept on the Ministry contract file.

1.8 Each Key Worker will maintain an individual caseload of 12-15 participants.

Inputs

2.1 **Service Delivery Model**

The current structure includes the following FTE allocations:

(a) 1.0 FTE Key Worker,

(b) Direct Supervision is provided by one of the Integrated Youth Services Managers, funded under the IYS contract.

2.2 Key Workers will possess a Bachelor's degree in Social Work, Counselling Psychology, Education (Special Education) or Nursing from a post-secondary institution of recognized standing , and five years related experience, or equivalent education and experience. Associated Clinical Consultants will possess a graduate degree in health or human services with affiliation and good standing with a professional association, and clinical experience in FASD and family support.

2.3 Clinical and administrative supervision will be provided regularly and as required, as per accreditation standards.

Desired Outcomes

3.1 Through the delivery of the Program, the Ministry of Children and Family Development wishes to realize and the Contractor will use its best efforts to achieve the following desired outcomes:

Research has shown that early diagnosis and stable family environments are predictive of better outcomes for children with FASD and other complex developmental-behavioral conditions. The service is intended to:

(a) To maintain and enhance the stability of families with children and youth with FASD and similar neurodevelopmental conditions.

(b) To enhance the understanding of families, professionals and other service providers about the neurodevelopmental nature of conditions such as FASD so that the affected children and youth experience less frustration and more success.

(c) To ensure that families of children with FASD have an ongoing network of support through various parent support mechanisms and the assignment of a Key Worker.

The parties acknowledge that the Contractor does not warrant that the desired outcomes will be achieved.

Service Description

4.1 The Key Worker and Parent Support program provides support to families of children and youth under age 19 with Fetal Alcohol Spectrum Disorder (FASD) and similar neurodevelopmental conditions.

Key Workers assist families in understanding FASD by providing education and information specific to the needs of the child and family. They are familiar with community resources, assist families in accessing support, health and education services and are involved in the development of local support services. Key Workers are a resource to communities on FASD. They also provide emotional and practical support to families. Key Workers recognize that each family is unique and understand their role as one that builds on a family's strengths. A Key Worker works with parents, caregivers, family members and service providers in identifying ways to adapt the child's environment in response to the child's needs. The Key Worker also strives to empower the family to become their own best advocates for their child. Key Workers supplement and enhance, but do not replace, existing community resources.

Parent support offers support and FASD education opportunities for parents, grandparents and caregivers of children and youth with FASD. Approaches to parent support vary, but may include support groups, information sessions, and parent mentoring. Parent support may be delivered by Key Workers or by specialized Parent Support staff

Services will be provided to families with youth 12-18 years of age, who have confirmed or suspected FASD or who have a similar neurodevelopmental condition, and who reside in the community of Surrey, north of 48 Avenue.

Referral and Intake Process

5.1 The program will receive referrals from the Fraser Health Region Diagnostic team, parents and others, in keeping with the program standards.

5.2 The intake process will be mutually agreed upon. The goal is an intake process with a single point of entry that meets the needs of the community.

5.3 The Contractor will be responsible for waitlist management with an emphasis on the management of risk. The Ministry, at its discretion, may determine the prioritization of referral types.

5.4 Referrals will be accepted from the Fraser Health Assessment Team for FASD/CDBC that have completed the assessment or are on the waitlist for assessment. Referrals will also be accepted in situations where a youth has recently received an inpatient psychiatric assessment such as at BCCH or Adolescent Psychiatric Unit and part of recommendation from that assessment is for further assessment for FASD/CDBC. Third, the Key Worker may accept a referral from a service provider, (social worker, CYMH clinician, school counsellor), when during the process of providing a consultation it becomes apparent that the youth meets criteria for the service.

5.5 If referrals are below anticipated levels, the Ministry and Contractor may elect to:

(a) change eligibility criteria;

(b) shift service unit allocations within the contract;

(c) advertise program details, start dates, etc. with Ministry staff and others as appropriate; or

(d) some other remedial action negotiated between the Contractor and the Ministry.

The action chosen will be negotiated between the Contractor and the Community Services Manager or Associate Community Service Manager or their designate. Any change to the contract will be affirmed in writing; a copy will be sent to the Contractor and a copy kept on the Ministry contract file.

5.6 Where the Ministry is the sole or primary referral source, the Contractor will advise the appointed Ministry representative with details of referral volumes within 10 working days of month end. The Contractor and Community Services Manager or designate will then negotiate a resolution.

Activities

6.1 A "Key Worker" is a specialized worker highly knowledgeable in the area of FASD and family support. The Key Worker:

- liaises with the FHA multidisciplinary FASD diagnostic team;
- begins supporting parents at the time of first diagnosis or referral;
- assists families in following through with diagnostic recommendations;
- provides advocacy skills training; and
- assists families in accessing existing family support, health and education services.

6.2 The Key Worker does not provide therapy but will work under supervision of a skilled professional. A Clinical Supervisor must be attached to Key Workers. No Key Worker may practice independently of clinical supervision unless they are a member in good standing of an appropriate professional body.

6.3 Parent-to-Parent Support Mechanisms will be provided through the provision of parent-directed support groups. Two monthly meetings are provided, one which meets during the day and another that meets in the evening.

Reporting Requirements

7.1 The Ministry-approved output reporting templates will be submitted by the 15th of the month for the period of the previous complete calendar month, including:

(a) CYSN Service Indicator Reporting Framework (SIRF) reporting;

(b) Evaluation Data for Services for Families with Children with FASD and Other Complex Development Behaviour Disorders reporting;

7.2 On a quarterly basis, the agency will provide information on the following, for the quarter and cumulatively from the start of the term of this component schedule. The number of:

(a) appropriate referrals received

(b) intakes who identify as Aboriginal

(c) hours individual intervention

(d) families receiving individual intervention (families are counted as any number of adults related to a child with a diagnosis of FASD or OCBD)

(e) sessions of group interventions (group interventions are counted as any provision of service to a group of adults related to two or more children with a diagnosis of FASD or OCBD)

(f) hours of group intervention sessions

(g) attendance at group intervention sessions

(h) waitlisted families on the last day of the month who have been deemed eligible to receive services but who have not yet received any

(i) new families receiving parent to parent support this month for the first time

(j) hours of parent to parent support provided (as applicable)

(k) case consultations

7.3 Where applicable, client-specific reporting will be provided in the form and frequency required.

7.4 Reporting related to outputs, outcomes and trends will be provided as follows:

(a) A brief summary report relating to outputs, outcomes and trends will be provided three months prior to the end date of the term of this contract;
(b) An annual summary report on outputs and outcomes will be provided.

7.5 Financial reporting must include the Contractor Revenue and Expense Report for the six months directly following the contract start date. This report is to be submitted within 15 business days of the end of the period.

7.6 An annual financial statement, completed in accordance with Canadian accounting standards as described in the Canadian Institute of Chartered Accountants (CICA) Handbook and on a fund accounting basis, will be submitted six months after the Contractor's fiscal year end as per the Agreement.

7.7 Other information as may be requested by the Province.

Relevant Legislation, Policies and Guidelines

8.1 The Contractor will, with respect to the service deliverables herein, comply with the policies set out in the following:

(a) *Key Worker and Parent Support Program Standards*, November 2009;

(b) MCFD Accreditation Policy;

(c) MCFD Integrated Case Management Policy;

(d) MCFD Fraser Region Complaint Resolution Process Policy.

SUMMARY

Term **01/04/2015 to 31/03/2016** ***Total Amount of Agreement*** **$93,106.32**

Allocation by Programs and Services

Programs

Programs			
Complex Behavior Program			
	Intervention - General		$69,829.68
	Mutual Aid - General		$13,965.96
	Training and Education - General		$9,310.68
		Sub-Total	**$93,106.32**
		Total	**$93,106.32**

Allocation by Community

Communities Served		
Surrey		$93,106.32
	Total	**$93,106.32**

Allocation by Business Area

Core Business Area	Business Area - Sub Business Area		
ECD, Child Care and Children and Youth with Special Needs			
	Children and Youth with Special Needs		$93,106.32
		Sub-Total	**$93,106.32**
		Total	**$93,106.32**

PROGRAMS

Complex Behavior Program

TARGET POPULATION: Families that are parenting children or youth with Fetal Alcohol Spectrum Disorder (FASD) and other Complex Developmental Behavioural Disorders (CDBC)

OUTCOME: Families are able to parent in such a way that the affected child and youth experience less frustration and more success

Fetal Alcohol Spectrum Disorder/Complex Developm (Complex Behavior Program)

SERVICE: INTERVENTION - GENERAL — **Total Amount** $69,829.68

Definitions	Activities provided to maintain or prompt a planned change in the behaviour, condition or functioning of children, youth, and/or families/caregivers.			
Project Code	18CN289			
Input	Degreed Staff			
Output Indicators	# Service Units	**Quantity**	908	
Reporting Frequency	Monthly			
Core Business Area	ECD, Child Care and Children and Youth with Special Needs			
Business Area	Children and Youth with Special Needs			
Communities Served				
Surrey	**Recipient(s)**	0 to 18 years	**Amount**	$69,829.68

SERVICE: TRAINING AND EDUCATION - GENERAL — **Total Amount** $9,310.68

Definitions	Range of strategies for imparting knowledge, improving skills and building awareness of resources.			
Project Code	18CN529			
Input	Degreed Staff			
Output Indicators	# Service Units	**Quantity**	121	
Reporting Frequency	Monthly			
Core Business Area	ECD, Child Care and Children and Youth with Special Needs			
Business Area	Children and Youth with Special Needs			
Communities Served				
Surrey	**Recipient(s)**	Parents/Caregivers	**Amount**	$9,310.68

SERVICE: MUTUAL AID - GENERAL — **Total Amount** $13,965.96

Definitions	Provision of means whereby youth or caregivers with common concerns connect for the purpose of supporting each other.			
Project Code	18CN385			
Input	Degreed Staff			
Output Indicators	# Service Units	**Quantity**	182	
Reporting Frequency	Monthly			
Core Business Area	ECD, Child Care and Children and Youth with Special Needs			
Business Area	Children and Youth with Special Needs			
Communities Served				
Surrey	**Recipient(s)**	Parents/Caregivers	**Amount**	$13,965.96

BUSINESS AREA OUTCOMES

- Children and youth with special needs experience optimal growth and development.
- Children and youth with special needs are healthy and safe in their families and communities.
- Children and youth with special needs actively participate in their home and community.
- Parents and families of children and youth with special needs have the knowledge, skills and supports they need to advance their child or youth's growth, development and functioning.

- Communities support the development and growth of children and youth with special needs.

SCHEDULE B – PAYMENT

Aggregate Maximum

1.1 Subject to the provisions of this Agreement, we will pay you an amount not exceeding $93,106.32, including GST, in the aggregate, for providing the Services set out in Schedule A, during the term of this Agreement.

Payments

2.1 Monthly Recurring

We will pay you on or about the 15th day of the month commencing on the 1st day of April, 2015 as provided in the following payment schedule:

From	To	Amount	GST	Total
April 1, 2015	March 31, 2016	$7,758.86	$0.00	$93,106.32
				$93,106.32

2.2 Payment Address

201-2830 GRANDVIEW HWY VANCOUVER, BC V5M 2C9

Goods and Services Tax (GST)

Financial Reports

2.3 In addition to the financial statements referred to in the Audit and Service Evaluation section of FT08140000 any financial reports should, at a minimum, relate costs to service outputs. The following additional financial reports are required:

Not applicable

Transition to Unit Cost Based Payments

2.4 Not applicable

SCHEDULE C – APPROVED SUBCONTRACTOR(S)

Subcontractors

1.1 The following persons, groups of persons, or organizations, are specified as Subcontractors under section 12 of the Agreement:

None

SCHEDULE D – INSURANCE

Conflict Resolution Officials

1.1 The designated "Officials" of the parties for the purposes of the Conflict Resolution Protocol are:

	Province	**Contractor**
Stage One:	Community Services Manager or Designate	Executive Director or Designate
Stage Two:	Executive Director of Service	Executive Director or Designate
Stage Three:	Deputy Minister or Designate	Executive Director or Designate

Insurance and Indemnity

A. For all Contractor's activities under this Agreement to which the Master Insurance Program applies, as determined by the Province in its sole discretion:

2.1 The Province will purchase and maintain Comprehensive General Liability insurance in the amount of $2,000,000 inclusive per occurrence against bodily injury and property damage arising out of the Contractor's performance of the Services on behalf of the Province as outlined in this Agreement.

2.2 The Contractor shall be responsible for and pay any deductible under the policy.

2.3 The Contractor will be provided with a Certificate of Insurance and a copy of the insurance policy wording.

2.4 The Province will take reasonable steps to ensure the coverage specified in section 1 is continuous for the duration of this Agreement but the Province does not accept responsibility for providing coverage in the event the insurance is cancelled or reduced by the insurer.

2.5 The Province does not represent or warrant that the policy contains insurance for any and all losses. It is the Contractor's responsibility to ascertain the exact nature and extent of coverage of the policy as well as any and all terms and conditions of the policy.

2.6 The Contractor shall provide, maintain, and pay for, any additional insurance which the Contractor is required by law to carry, or which the Contractor considers necessary to cover risks not otherwise covered by insurance specified in section 1.

B. For all Contractor's activities to which the Master Insurance Program does not apply, the Contractor shall:

3.1 The Contractor must, without limiting its obligation or liabilities and at its own expense, purchase and maintain throughout the term of this Agreement the following insurances with insurers licensed in Canada in forms and amounts acceptable to the Province:

(a) Commercial General Liability in an amount not less than $2,000,000.00 inclusive per occurrence against bodily injury, personal injury and property damage and including liability assumed under this Agreement and this insurance must:

(i) include the Province as an additional insured;

(ii) be endorsed to provide the Province with 30 days advance written notice of cancellation or material change; and

(iii) include a cross liability clause.

3.2 All insurance described in paragraph 1 of this Schedule must:

(a) be primary; and

(b) not require the sharing of any loss by any insurer of the Province.

3.3 The Contractor must provide the Province with evidence of all required insurance:

(a) Within 10 working days of commencement of the Services, the Contractor must provide to the Province evidence of all required insurance in the form of a completed Province of British Columbia Certificate of Insurance.

(b) If the insurance policy(ies) expire before the end of the term of this Agreement, the Contractor must provide within 10 working days of expiration, evidence of new or renewal policy(ies) of all expired insurance in the form of a completed Province of British Columbia Certificate of Insurance.

(c) Notwithstanding paragraph 3(a) or (b) above, if requested by the Province at any time, the Contractor must provide to the Province certified copies of the required insurance policies.

3.4 The Contractor shall provide, maintain, and pay for, any additional insurance which it is required by law to carry, or which it considers necessary to cover risks not otherwise covered by insurance specified in this schedule in its sole discretion.

C. Whether A or B applies to the Services, for all Contractor activities under this Agreement:

4.1 The Contractor shall maintain Automobile Liability insurance on all vehicles owned, operated or licensed by the Contractor in an amount not less than $2,000,000 per occurrence, and where applicable the Contractor may show evidence of this insurance using an ICBC Confirmation of Insurance Coverage (APV-47) form in place of the requirement for the BC Certificate of Insurance.

4.2 Additional Insurance: Not applicable

SCHEDULE E – AUTHORIZED PERSONS

Authorized Persons

1.1 The Contractor designates any of the following persons, (identified by name and/or position) to act for you in relation to this Agreement:

None

1.2 The Ministry designates any of the following persons (identify by name and/or position) to act for us in relation to this Agreement:

None

SCHEDULE F – INFORMATION MANAGEMENT (RECORDS, PRIVACY AND SECURITY)

Purpose

The purpose of this Schedule is to:

(a) enable the Province to comply with the Province's obligations with respect to:
  (i) creation, maintenance, retention and final disposition of the Province's Records, and
  (ii) protection of Personal Information collected under this Agreement and pursuant to *FOIPPA*.

(b) ensure that, as a service provider, the Contractor is aware of, and complies with, the Contractor's information management and protection (records, privacy and security) obligations with respect to:
  (i) the Province's Records, and
  (ii) the Personal Information collected or created under this Agreement.

Applicability

This Schedule applies to the management of the Province's Records and to the management of Personal Information contained in the Province's Records.

The Contractor must manage the Province's Records in accordance with this Schedule and in accordance with MCFD Contractor's Information Management Guidelines, which provide directions and standards to assist the Contractor in complying with this Schedule.

Definitions

1. In this Schedule:
  a) "**access**" means the ability or opportunity of a person to view, study, or obtain a copy of records;
  b) "***FOIPPA***" means the *Freedom of Information and Protection of Privacy Act* (British Columbia);
  c) "**contact information**" means information to enable an individual at a place of business to be contacted and includes the name, position name or title, business telephone number, business address, business email or business fax number of the individual;
  d) "**control**" (of a record) means the power or authority to manage the record throughout its life cycle, including restricting, regulating and administering its use and disclosure;
  e) **"custody"**(of a record) means having physical possession of a record, regardless of the format (e.g.. paper or electronic).
  f) "**Personal Information**" means recorded information about an identifiable individual, other than contact information, collected or created by the Contractor as a result of the Agreement or any previous agreement between the Province or the Contractor dealing with the same subject matter as the Agreement, but excluding any information that, if this Schedule did not apply to it, would not be under the control of a public body as interpreted under the FOIPPA;
  g) "**Services Worker**" means an individual involved in providing the Services for or on behalf of the Contractor and, for greater certainty, may include the Contractor or a subcontractor of an individual, or an employee or volunteer of the Contractor or of a subcontractor.

RECORDS MANAGEMENT

Records Retention and Disposition

2. The Contractor must return the Province's Records regardless of format to the Province within the following time frames:

   (a) within 30 calendar days of expiry or termination of the Agreement;
   (b) within 7 calendar days of the Contractor receiving a request for return from the Province;
   (c) when closed records volume is identified by the Contractor as warranting the transfer and the Province has provided written approval; or
   (d) immediately when a Contractor advises the Province that they are no longer providing services or when the Province is concerned about the management of the Province's Records following a breach of security or privacy, including an unauthorized disclosure.

PRIVACY PROTECTION

Collection of Personal Information

3. The Contractor may only collect or create Personal Information that is necessary for the performance of the Contractor's obligations, or the exercise of the Contractor's rights, under the Agreement.

4. Unless the Agreement otherwise specifies or the Province otherwise directs in writing, the Contractor must collect Personal Information directly from the individual the Personal Information is about.

5. Except as otherwise permitted by FOIPPA, the Contractor must tell an individual from whom the Contractor collects Personal Information:

   (a) the purpose for collecting it,

   (b) the legal authority for collecting it, and

   (c) the title, business address and business telephone number of the person designated by the Province to answer questions about the Contractor's collection of Personal Information.

Accuracy of Personal Information

6. The Contractor must make every reasonable effort to ensure the accuracy and completeness of any Personal Information to be used by the Contractor or the Province to make a decision that directly affects the individual the Personal Information is about.

Requests for access to Personal Information

7. If the Contractor receives a request for access to Personal Information from a person other than the Province, the Contractor must promptly advise the person to make the request to Information Access Operations with the Ministry of Technology, Innovation and Citizens' Services or successor.

Correction of Personal Information

8. Within 5 business days of receiving a written direction from the Province to correct or annotate any Personal Information, the Contractor must correct or annotate the information in accordance with the direction.

9. When issuing a written direction under section 8 of this Schedule, the Province must advise the Contractor of the date the correction request to which the direction relates was received by the Province in order that the Contractor may comply with section 10 of this Schedule.

10. Within 5 business days of correcting or annotating any Personal Information under section 8 of this Schedule, the Contractor must provide the corrected or annotated information to any party to

whom, within one year prior to the date the correction request was made to the Province, the Contractor disclosed the information being corrected or annotated.

11. If the Contractor receives a request for correction of Personal Information from a person other than the Province, the Contractor must promptly advise the person to make the request to the Province and provide the Provincial official's name or title and contact information to the person making the request.

Protection of Personal Information

12. The Contractor must protect Personal Information by making reasonable security arrangements against such risks as unauthorized access, collection, use, disclosure or disposal, including any security arrangements expressly set out in the Security section of this Schedule.

Storage and access to Personal Information

13. Unless the Province otherwise directs in writing, the Contractor must not store Personal Information outside Canada or permit access to the Personal Information from outside Canada.

Retention of Personal Information

14. Unless the Agreement otherwise specifies, the Contractor must retain Personal Information until directed by the Province in writing to dispose of it or deliver it as specified in the direction.

Use of Personal Information

15. Unless the Province otherwise directs in writing, the Contractor may only use Personal Information if that use is for the performance of the Contractor's obligations, or the exercise of the Contractor's rights, under the Agreement.

Disclosure of Personal Information

16. Unless the Province otherwise directs in writing, the Contractor may only disclose Personal Information inside Canada to any person other than the Province if the disclosure is for the performance of the Contractor's obligations, or the exercise of the Contractor's rights, under the Agreement.

17. Unless the Agreement otherwise specifies or the Province otherwise directs in writing, the Contractor must not disclose Personal Information outside Canada.

SECURITY

Services Worker confidentiality agreements

18. The contractor must immediately provide notice to the contract manager of any suspected information incident that threatens privacy or information security.

19. The Contractor must not permit a Services Worker who is an employee or volunteer of the Contractor to have access to Personal Information unless the Services Worker has first entered into a confidentiality agreement with the Contractor to keep Personal Information confidential on substantially similar terms as those that apply to the Contractor under the Agreement.

Services Worker security screening

20. The Contractor may only permit a Services Worker who is an employee or a volunteer of the Contractor to collect or have access to Personal Information, or otherwise be involved in providing the Services if, after having subjected the Services Worker to personnel security screening requirements as outlined in Appendix F1 to this Schedule, the Contractor is satisfied that the Services Worker does not constitute an unreasonable security risk.

Services Worker activity logging

21. The Contractor must create and maintain detailed Contractor's Records logging the activities of all Service Workers in relation to:

(a) their access to Personal Information; and

(b) any other matters specified by the Province in writing for the purposes of this section.

Facilities and Equipment protection and access

22. The Contractor must create, maintain and follow a documented process to:

(a) protect Facilities and Equipment of the Contractor required by the Contractor to provide the Services from loss, damage or any other occurrence that may result in any of those Facilities and Equipment being unavailable when required to provide the Services; and,

(b) limit access to Facilities and Equipment of the Contractor:

i. being used by the Contractor to provide the Services; or
ii. that may be used by someone to access information,

to those persons who are authorized to have that access and for the purposes for which they are authorized, which process must include measures to verify the identity of those persons.

23. If the Province makes available to the Contractor any Facilities or Equipment of the Province for the use of the Contractor in providing the Services, the Contractor must comply with any policies and procedures provided to it by the Province on acceptable use, protection of, and access to, such Facilities or Equipment.

Integrity of Information

24. The Contractor must create, maintain and follow a documented process for maintaining the integrity of information while in the custody of or accessed by the Contractor.

25. For the purposes of section 24 of this Schedule, maintaining the integrity of information means that, except to the extent expressly authorized by the Agreement or approved in writing by the Province, the information has:

(a) remained as complete as when it was acquired or accessed by the Contractor; and

(b) not been altered in any material respect.

Documentation of changes to processes

26. The Contractor must create and maintain detailed Records logging any changes it makes to the processes described in sections 21 and 22of this Schedule.

Secure Storage

27. The Contractor must securely store the Province's Records in the Contractor's custody.

GENERAL

Notice

28. The Contractor must immediately provide notice to the Province of

(a) a possible or confirmed foreign demand or request for disclosure, including the information required by section 30.2(3) of FOIPPA or

(b) anticipated or actual non-compliance with this Schedule, unauthorized access, collection, use, disclosure, storage, alteration or disposal of information or Records containing information; or

(c) unauthorized access to Facilities or Equipment.

In this provision, "foreign demand for disclosure" and "unauthorized disclosure of personal information" bear the same meanings as in section 30.2 of FOIPPA.

29. The Contractor must immediately provide notice to the Province of any non-compliance, or anticipated inability to comply, with a provision in this Schedule in any respect.

Compliance, Audit and Review

30. The Contractor must, in relation to the Province's Records, comply with:

    (a) the requirements of *FOIPPA* applicable to the Contractor as a service provider, including any applicable order of the commissioner under *FOIPPA,* and

    (b) any direction given by the Province under this Schedule.

31. The Contractor acknowledges that it is familiar with the requirements of FOIPPA governing Personal Information that are applicable to it as a service provider.

32. In addition to any other rights of inspection the Province may have under the Agreement or under statute, the Province may, at any reasonable time and on reasonable notice to the Contractor, enter on the Contractor's premises to inspect, and at the Province's discretion, copy, any of the Province's Records, or any of the Contractor's information management policies or practices or Records relevant to the Contractor's management of the Province's Records or the Contractor's compliance with this Schedule. The Contractor must permit and provide reasonable assistance to any such inspection.

33. If the Province conducts a review of a matter described in section 28 or 29 of this Schedule (whether or not the matter came to the attention of the Province as a result of a notification under section 28 or 29 of this Schedule), the Contractor must, on the request of the Province, participate in the review to the extent that it is reasonably practicable for the Contractor to do so.

Interpretation

34. Any reference to the "Contractor" in this Schedule includes any subcontractor, agent, or volunteer retained by the Contractor to perform obligations under the Agreement and the Contractor must ensure that any such subcontractors, agents, and volunteers comply with this Schedule.

35. If a direction or provision of the Agreement or any Schedule conflicts with a requirement of FOIPPA or an applicable order of the commissioner under FOIPPA, the conflicting provision of the Agreement or Schedule will be inoperative to the extent of the conflict.

    (a) If there is a conflict between a documented process required by this Schedule to be created or maintained by the Contractor and this Schedule, the provision of this Schedule will prevail to the extent of the conflict.

36. The obligations of the Contractor in this Schedule will survive the termination of the Agreement.

37. The Contractor must comply with the provisions of this Schedule despite any conflicting provision of this Agreement or, subject to section 38 of this Schedule, the law of any jurisdiction outside Canada.

38. Nothing in this Schedule requires the Contractor to contravene the law of any jurisdiction outside Canada unless such contravention is required to comply with FOIPPA.

SCHEDULE F – Appendix F1 – Security screening requirements

The personnel security screening requirements set out in this Appendix F1 are for the purpose of assisting the Contractor to determine whether or not a Services Worker constitutes an unreasonable security risk.

Verification of name, date of birth and address

1. The Contractor must verify the name, date of birth and current address of a Services Worker by viewing at least one piece of "primary identification" of the Services Worker and at least one piece of "secondary identification" of the Services Worker,* as described in the table following this section. The Contractor must obtain or create, as applicable, Records of all such verifications and retain a copy of those Records. For a Services Worker from another province or jurisdiction, reasonably equivalent identification documents are acceptable.

Primary Identification	Secondary Identification
Issued by ICBC: • B.C. driver's licence or learner's licence (must have photo) • B.C. Identification (BCID) card **Issued by provincial or territorial government:** • Canadian birth certificate **Issued by Government of Canada:** • Canadian Citizenship Card • Permanent Resident Card • Canadian Record of Landing/Canadian Immigration Identification Record	• School ID card (student card) • Bank card (only if holder's name is on card) • Credit card (only if holder's name is on card) • Passport • Foreign birth certificate (a baptismal certificate is not acceptable) • Canadian or U.S. driver's licence • Naturalization certificate • Canadian Forces identification • Police identification • Foreign Affairs Canada or consular identification • Vehicle registration (only if owner's signature is shown) • Picture employee ID card • Firearms Acquisition Certificate • Social Insurance Card (only if has signature strip) • B.C. CareCard • Native Status Card • Parole Certificate ID • Correctional Service Conditional Release Card

*It is not necessary that each piece of identification viewed by the Contractor contains the name, date of birth and current address of the Services Worker. It is sufficient that, in combination, the identification viewed contains that information.

Verification of education and professional qualifications

2. The Contractor must verify, by reasonable means, any relevant education and professional qualifications of a Services Worker, obtain or create, as applicable, Records of all such verifications, and retain a copy of those Records.

Verification of employment history and reference checks

3. The Contractor must verify, by reasonable means, any relevant employment history of a Services Worker, which will generally consist of the Contractor requesting that a Services Worker provide employment references and the Contractor contacting those references. If a Services Worker has no relevant employment history, the Contractor must seek to verify the character or other relevant personal characteristics of the Services Worker by requesting the Services Worker to provide one or more personal references and contacting those references. The Contractor must obtain or create, as applicable, Records of all such verifications and retain a copy of those Records.

Security interview

4. The Contractor must allow the Province to conduct a security-focused interview with a Services Worker if the Province identifies a reasonable security concern and notifies the Contractor it wishes to do so.

SCHEDULE H – ADDITIONAL TERMS

Notwithstanding section 47(b) of the Terms and Conditions of the Services Agreement, the termination notice period for this Service Agreement is 60 days.

SUBSIDIARY COMPONENT AGREEMENT (SCA)

BRITISH COLUMBIA

Ministry of Children and Family Development

BRITISH COLUMBIA — Ministry of Children and Family Development	**SUBSIDIARY COMPONENT AGREEMENT: FT08140006** **Agreement Name:** FASD 12+ and CDBC 12+ Surrey

HER MAJESTY THE QUEEN IN RIGHT OF THE PROVINCE OF BRITISH COLUMBIA, represented by The Minister of Children and Family Development (the "Province", "we", "us", or "our" as applicable) at the following address:	AND PACIFIC COMMUNITY RESOURCES SOCIETY (Legal Name) (the "Contractor", "you", or "your" as applicable) at the following address:
201 13680 105A AVENUE SURREY, B.C. CANADA V3T 2B3 Fax Number: (604)501-3141	201-2830 GRANDVIEW HWY VANCOUVER, BC V5M 2C9 Fax Number: (604)412-7951

The term for the Subsidiary Component Agreement begins on: 01/04/2014 (Day/Month/Year) and ends on 31/03/2015 (Day/Month/Year)

THE PARTIES AGREE TO THE TERMS ON THE ATTACHED PAGES OF THIS DOCUMENT AND OUTLINED BELOW.
THIS SUBSIDIARY COMPONENT AGREEMENT IS PART OF THE THIRD PARTY SERVICE AGREEMENT FT08140000:

APPLICABLE SCHEDULES:

- **SCHEDULE A - SERVICES**
- **SCHEDULE B - PAYMENT & FINANCIAL REPORTING**
- **SCHEDULE C - APPROVED SUBCONTRACTOR(S)**
- **SCHEDULE D - RISK MANAGEMENT & CONFLICT RESOLUTION**
- **SCHEDULE H - ADDITIONAL TERMS**

SIGNED AND DELIVERED on the 4th day of April, 2014 on behalf of the Province by its duly authorized representative	**SIGNED AND DELIVERED** on the 1 day of April, 2014 by or on behalf of the Contractor (or by its authorized signatory or signatories if the Contractor is a corporation)
Signature:	Signature:
Print Name: Diane Bruce	Print Name: Ingrid Kastens Position: Executive Director or Designate
Position: Community Services Manager or Designate	Signature:
Responsibility Centre: MGR COMM SVCE N SURREY	Print Name: Gordon Cao Position: Director of Finance
	Signature:
	Print Name: Position:

READ TERMS ON THE ATTACHED PAGES OF THIS DOCUMENT

SCHEDULE A – SERVICES

1.1 The base funding will be $92,367.36 per annum.

1.2 **Service Units**

A Service Unit v. II is defined as "an hour of service provision to an identified Client, or group of Clients, and will include such activities as face to face contact, Client specific report writing, Client specific telephone calls, case management meetings, case consultation and case supervision, training where pre-approved by the MCFD as billable, and community meetings and travel directly related to contracted services. Activities that do not fall under the definition of Service Unit include program information inquiries of a general nature, statistical or data collection, team meetings, organization staff training, development and supervision."

1.3 The calculation submitted by the Contractor indicates that one (1.0) FTE converts to 1211 service units per annum.

1.4 A total of 1211 service units per annum will be provided.

1.5 **Forecasted Allocation of Service Units and Annual Funding by Service Type**

Program	Service Type	Service Units	Annualized Funding
Fetal Alcohol Spectrum Disorder / Complex Developmental Behavioural Conditions (FASD/CDBC)	Intervention	908	$69,275.52
	Mutual Aid	182	$13,855.08
	Training and Education	121	$9,236.76
Total		1211	$92,367.36

1.6 The allocations in section 1.5 are forecasted based on anticipated usage. The Contractor is accountable to the total service units per annum in section 1.4.

1.7 Service units have been allocated among program areas and service types, based on previous years' utilization where available. Allocations are approximate and service units may be reallocated within the contract at the discretion of the Community Services Manager or their designate in negotiation with the Contractor. Service units may be reallocated to address issues of:

(a) seasonal fluctuations in service requests;

(b) demographic change;

(c) emergent service needs; and,

(d) other influencing factors.

Any change to the contract will be affirmed in writing; a copy will be sent to the Contractor and a copy kept on the Ministry contract file.

1.8 Each Key Worker will maintain an individual caseload of 12-15 participants.

Inputs

2.1 **Service Delivery Model**

The current structure includes the following FTE allocations:

(a) 1.0 FTE Key Worker,

(b) Direct Supervision is provided by one of the Integrated Youth Services Managers, funded under the IYS contract.

2.2 Key Workers will possess a Bachelor's degree in Social Work, Counselling Psychology, Education (Special Education) or Nursing from a post-secondary institution of recognized standing , and five years related experience, or equivalent education and experience. Associated Clinical Consultants will possess a graduate degree in health or human services with affiliation and good standing with a professional association, and clinical experience in FASD and family support.

2.3 Clinical and administrative supervision will be provided regularly and as required, as per accreditation standards.

Desired Outcomes

3.1 Through the delivery of the Program, the Ministry of Children and Family Development wishes to realize and the Contractor will use its best efforts to achieve the following desired outcomes:

Research has shown that early diagnosis and stable family environments are predictive of better outcomes for children with FASD and other complex developmental-behavioral conditions. The service is intended to:

(a) To maintain and enhance the stability of families with children and youth with FASD and similar neurodevelopmental conditions.

(b) To enhance the understanding of families, professionals and other service providers about the neurodevelopmental nature of conditions such as FASD so that the affected children and youth experience less frustration and more success.

(c) To ensure that families of children with FASD have an ongoing network of support through various parent support mechanisms and the assignment of a Key Worker.

The parties acknowledge that the Contractor does not warrant that the desired outcomes will be achieved.

Service Description

4.1 The Key Worker and Parent Support program provides support to families of children and youth under age 19 with Fetal Alcohol Spectrum Disorder (FASD) and similar neurodevelopmental conditions.

Key Workers assist families in understanding FASD by providing education and information specific to the needs of the child and family. They are familiar with community resources, assist families in accessing support, health and education services and are involved in the development of local support services. Key Workers are a resource to communities on FASD. They also provide emotional and practical support to families. Key Workers recognize that each family is unique and understand their role as one that builds on a family's strengths. A Key Worker works with parents, caregivers, family members and service providers in identifying ways to adapt the child's environment in response to the child's needs. The Key Worker also strives to empower the family to become their own best advocates for their child. Key Workers supplement and enhance, but do not replace, existing community resources.

Parent support offers support and FASD education opportunities for parents, grandparents and caregivers of children and youth with FASD. Approaches to parent support vary, but may include support groups, information sessions, and parent mentoring. Parent support may be delivered by Key Workers or by specialized Parent Support staff

Services will be provided to families with youth 12-18 years of age, who have confirmed or suspected FASD or who have a similar neurodevelopmental condition, and who reside in the community of Surrey, north of 48 Avenue.

Referral and Intake Process

5.1 The program will receive referrals from the Fraser Health Region Diagnostic team, parents and others, in keeping with the program standards.

5.2 The intake process will be mutually agreed upon. The goal is an intake process with a single point of entry that meets the needs of the community.

5.3 The Contractor will be responsible for waitlist management with an emphasis on the management of risk. The Ministry, at its discretion, may determine the prioritization of referral types.

5.4 Referrals will be accepted from the Fraser Health Assessment Team for FASD/CDBC that have completed the assessment or are on the waitlist for assessment. Referrals will also be accepted in situations where a youth has recently received an inpatient psychiatric assessment such as at BCCH or Adolescent Psychiatric Unit and part of recommendation from that assessment is for further assessment for FASD/CDBC. Third, the Key Worker may accept a referral from a service provider, (social worker, CYMH clinician, school counsellor), when during the process of providing a consultation it becomes apparent that the youth meets criteria for the service.

5.5 If referrals are below anticipated levels, the Ministry and Contractor may elect to;

(a) change eligibility criteria;

(b) shift service unit allocations within the contract;

(c) advertise program details, start dates, etc. with Ministry staff and others as appropriate; or

(d) some other remedial action negotiated between the Contractor and the Ministry.

The action chosen will be negotiated between the Contractor and the Community Services Manager or Associate Community Service Manager or their designate. Any change to the contract will be affirmed in writing; a copy will be sent to the Contractor and a copy kept on the Ministry contract file.

5.6 Where the Ministry is the sole or primary referral source, the Contractor will advise the appointed Ministry representative with details of referral volumes within 10 working days of month end. The Contractor and Community Services Manager or designate will then negotiate a resolution.

Activities

6.1 A "Key Worker" is a specialized worker highly knowledgeable in the area of FASD and family support. The Key Worker:

- liaises with the FHA multidisciplinary FASD diagnostic team;
- begins supporting parents at the time of first diagnosis or referral;
- assists families in following through with diagnostic recommendations;
- provides advocacy skills training; and
- assists families in accessing existing family support, health and education services.

6.2 The Key Worker does not provide therapy but will work under supervision of a skilled professional. A Clinical Supervisor must be attached to Key Workers. No Key Worker may practice independently of clinical supervision unless they are a member in good standing of an appropriate professional body.

6.3 Parent-to-Parent Support Mechanisms will be provided through the provision of parent-directed support groups. Two monthly meetings are provided, one which meets during the day and another that meets in the evening.

Reporting Requirements

7.1 The Contractor agrees to provide the following:

(a) CYSN Service Indicator Reporting Framework (SIRF) reporting on a monthly basis.

(b) Evaluation Data for Services for Families with Children with FASD and Other Complex Development Behaviour Disorders reporting on a monthly basis.

(c) On a quarterly basis, the agency will provide information on the following, for the quarter and cumulatively from the start of the term of this component schedule. The number of:

- appropriate referrals received
- intakes who identify as Aboriginal
- hours individual intervention
- families receiving individual intervention (families are counted as any number of adults related to a child with a diagnosis of FASD or OCBD)
- sessions of group interventions (group interventions are counted as any provision of service to a group of adults related to two or more children with a diagnosis of FASD or OCBD)
- hours of group intervention sessions
- attendance at group intervention sessions
- waitlisted families on the last day of the month who have been deemed eligible to receive services but who have not yet received any
- new families receiving parent to parent support this month for the first time
- hours of parent to parent support provided (as applicable)
- case consultations

(d) A summary report is due 3 months prior to the end date of the term of this contract. The summary report will include outputs, outcomes and financial reporting. The financial reporting must include the Contractor Revenue and Expense Report. Further contracts will require a meeting between the Ministry and Contractor to discuss the content of this summary report.

(e) An annual financial statement, completed in accordance with Generally Accepted Accounting principles and on a fund accounting basis will be submitted six months after the Contractor's fiscal year end as per the Agreement.

(f) Other information as may be requested by the Province.

Relevant Legislation, Policies and Guidelines

8.1 The Contractor will, with respect to the service deliverables herein, comply with the policies set out in the following:

(a) *Key Worker and Parent Support Program Standards*, November 2009;

(b) MCFD Accreditation Policy;

(c) MCFD Integrated Case Management Policy;

(d) MCFD Fraser Region Complaint Resolution Process Policy.

SUMMARY

Term **01/04/2014 to 31/03/2015** ***Total Amount of Component Agreement*** **$92,367.36**

Allocation by Programs and Services

Programs			
Complex Behavior Program			
	Intervention - General		$69,275.52
	Mutual Aid - General		$13,855.08
	Training and Education - General		$9,236.76
		Sub-Total	**$92,367.36**
		Total	**$92,367.36**

Allocation by Community

Communities Served		
Surrey		$92,367.36
	Total	**$92,367.36**

Allocation by Business Area

Core Business Area	Business Area - Sub Business Area	
ECD, Child Care and Children and Youth with Special Needs		
	Children and Youth with Special Needs	$92,367.36
	Sub-Total	**$92,367.36**
	Total	**$92,367.36**

PROGRAMS

Complex Behavior Program

TARGET POPULATION:	Families that are parenting children or youth with Fetal Alcohol Spectrum Disorder (FASD) and other Complex Developmental Behavioural Disorders (CDBC)
OUTCOME:	Families are able to parent in such a way that the affected child and youth experience less frustration and more success

Fetal Alcohol Spectrum Disorder/Complex Developm (Complex Behavior Program)

SERVICE: INTERVENTION - GENERAL — **Total Amount** $69,275.52

Definitions	Activities provided to maintain or prompt a planned change in the behaviour, condition or functioning of children, youth, and/or families/caregivers.			
Project Code	18CN289			
Input	Degreed Staff			
Output Indicators	# Service Units	**Quantity**	908	
Reporting Frequency	Monthly			
Core Business Area	ECD, Child Care and Children and Youth with Special Needs			
Business Area	Children and Youth with Special Needs			
Communities Served				
Surrey	**Recipient(s)**	0 to 18 years	**Amount**	$69,275.52

SERVICE: TRAINING AND EDUCATION - GENERAL — **Total Amount** $9,236.76

Definitions	Range of strategies for imparting knowledge, improving skills and building awareness of resources.			
Project Code	18CN529			
Input	Degreed Staff			
Output Indicators	# Service Units	**Quantity**	121	
Reporting Frequency	Monthly			
Core Business Area	ECD, Child Care and Children and Youth with Special Needs			
Business Area	Children and Youth with Special Needs			
Communities Served				
Surrey	**Recipient(s)**	Parents/Caregivers	**Amount**	$9,236.76

SERVICE: MUTUAL AID - GENERAL — **Total Amount** $13,855.08

Definitions	Provision of means whereby youth or caregivers with common concerns connect for the purpose of supporting each other.			
Project Code	18CN385			
Input	Degreed Staff			
Output Indicators	# Service Units	**Quantity**	182	
Reporting Frequency	Monthly			
Core Business Area	ECD, Child Care and Children and Youth with Special Needs			
Business Area	Children and Youth with Special Needs			
Communities Served				
Surrey	**Recipient(s)**	Parents/Caregivers	**Amount**	$13,855.08

BUSINESS AREA OUTCOMES

- Children and youth with special needs experience optimal growth and development.
- Children and youth with special needs are healthy and safe in their families and communities.
- Children and youth with special needs actively participate in their home and community.
- Parents and families of children and youth with special needs have the knowledge, skills and supports they need to advance their child or youth's growth, development and functioning.

- Communities support the development and growth of children and youth with special needs.

SCHEDULE B – PAYMENT & FINANCIAL REPORTING

Aggregate Maximum

1.1 Subject to the provisions of the Third Party Service Agreement and this Subsidiary Component Agreement, we will pay you an amount not exceeding $92,367.36, including GST, in the aggregate, for providing the Services set out in Schedule A, during the term of this Subsidiary Component Agreement.

Payments

2.1 **Monthly Recurring**

We will pay you on or about the 15th day of the month commencing on the 1st day of April, 2014 as provided in the following payment schedule:

From	To	Amount	GST	Total
April 1, 2014	March 31, 2015	$7,697.28	$0.00	$92,367.36
				$92,367.36

2.2 **Payment Address**

201-2830 GRANDVIEW HWY VANCOUVER, BC V5M 2C9

Goods and Services Tax (GST)

Financial Reports

2.3 In addition to the financial statements referred to in the Audit and Service Evaluation section of FT08140000 any financial reports should, at a minimum, relate costs to service outputs. The following additional financial reports are required:

Not applicable

Transition to Unit Cost Based Payments

2.4 Not applicable

SCHEDULE C – APPROVED SUBCONTRACTOR(S)

Subcontractors

1.1 The following persons or organizations, are specified as Subcontractors under section 12 of the Third Party Service Agreement, for purposes of this Subsidiary Component Agreement:

None

SCHEDULE D – RISK MANAGEMENT & CONFLICT RESOLUTION

Criminal Record Check

1.1 In accordance with the Criminal Records Review Act, you must undertake a criminal record check of each staff member or other person who has, or potentially has, unsupervised access to children, or who has access to their records.

1.2 In addition to any criminal record checks required under the Criminal Records Review Act, you must undertake a criminal record check on volunteers or other individuals who have, or potentially have, unsupervised access to children or their records.

1.3 Upon our written request you must provide us written confirmation that:

(a) criminal record checks have been initiated;

(b) you have acted on instructions from the adjudicator or us; and

(c) all other related procedures have been followed.

Conflict Resolution Officials

2.1 The designated "Officials" of the parties for the purposes of the Conflict Resolution Protocol are:

	Province	**Contractor**
Stage One:	Community Services Manager or Designate	Executive Director or Designate
Stage Two:	Executive Director of Service	Executive Director or Designate
Stage Three:	Deputy Minister or Designate	Executive Director or Designate

Permits and Licenses

3.1 You must obtain all the permits and licenses required to perform the Services, including, but not limited to:

(a) any permits or licenses required by municipal or health authorities for the operation of the Services delineated in Schedule A.

(b) any municipal, provincial, federal permits and licenses required to provide the Services including motor vehicle licenses of the appropriate class to provide transportation to clients.

Insurance and Indemnity

A. For all Contractor's activities under this Agreement to which the Master Insurance Program applies, as determined by the Province in its sole discretion:

4.1 The Province will purchase and maintain Comprehensive General Liability insurance in the amount of $2,000,000 inclusive per occurrence against bodily injury and property damage arising out of the Contractor's performance of the Services on behalf of the Province as outlined in this Agreement.

4.2 The Contractor shall be responsible for and pay any deductible under the policy.

4.3 The Contractor will be provided with a Certificate of Insurance and a copy of the insurance policy wording.

4.4 The Province will take reasonable steps to ensure the coverage specified in section 1 is continuous for the duration of this Agreement but the Province does not accept responsibility for providing coverage in the event the insurance is cancelled or reduced by the insurer.

4.5 The Province does not represent or warrant that the policy contains insurance for any and all losses. It is the Contractor's responsibility to ascertain the exact nature and extent of coverage of the policy as well as any and all terms and conditions of the policy.

4.6 The Contractor shall provide, maintain, and pay for, any additional insurance which the Contractor is required by law to carry, or which the Contractor considers necessary to cover risks not otherwise covered by insurance specified in section 1.

B. For all Contractor's activities to which the Master Insurance Program does not apply, the Contractor shall:

5.1 The Contractor must, without limiting its obligation or liabilities and at its own expense, purchase and maintain throughout the term of this Agreement the following insurances with insurers licensed in Canada in forms and amounts acceptable to the Province:

(a) Commercial General Liability in an amount not less than $2,000,000.00 inclusive per occurrence against bodily injury, personal injury and property damage and including liability assumed under this Agreement and this insurance must:

(i) include the Province as an additional insured;

(ii) be endorsed to provide the Province with 30 days advance written notice of cancellation or material change; and

(iii) include a cross liability clause.

5.2 All insurance described in paragraph 1 of this Schedule must:

(a) be primary; and

(b) not require the sharing of any loss by any insurer of the Province.

5.3 The Contractor must provide the Province with evidence of all required insurance:

(a) Within 10 working days of commencement of the Services, the Contractor must provide to the Province evidence of all required insurance in the form of a completed Province of British Columbia Certificate of Insurance.

(b) If the insurance policy(ies) expire before the end of the term of this Agreement, the Contractor must provide within 10 working days of expiration, evidence of new or renewal policy(ies) of all expired insurance in the form of a completed Province of British Columbia Certificate of Insurance.

(c) Notwithstanding paragraph 3(a) or (b) above, if requested by the Province at any time, the Contractor must provide to the Province certified copies of the required insurance policies.

5.4 The Contractor shall provide, maintain, and pay for, any additional insurance which it is required by law to carry, or which it considers necessary to cover risks not otherwise covered by insurance specified in this schedule in its sole discretion.

C. Whether A or B applies to the Services, for all Contractor activities under this Agreement:

6.1 The Contractor shall maintain Automobile Liability insurance on all vehicles owned, operated or licensed by the Contractor in an amount not less than $2,000,000 per occurrence, and where applicable the Contractor may show evidence of this insurance using an ICBC Confirmation of Insurance Coverage (APV-47) form in place of the requirement for the BC Certificate of Insurance.

6.2 Additional Insurance: Not applicable

SCHEDULE F1 – PRIVACY PROTECTION SCHEDULE

This Schedule forms part of the agreement between Her Majesty the Queen in right of the Province of British Columbia represented by

The Ministry of Children and Family Development (the "Province") and PACIFIC COMMUNITY RESOURCES SOCIETY (the "Contractor")

respecting FASD 12+ and CDBC 12+ Surrey (the "Agreement")

Definitions

1. In this Schedule,

   (a) "access" means disclosure by the provision of access;

   (b) "Act" means the Freedom of Information and Protection of Privacy Act (British Columbia), as amended from time to time;

   (c) "contact information" means information to enable an individual at a place of business to be contacted and includes the name, position name or title, business telephone number, business address, business email or business fax number of the individual;

   (d) "personal information" means recorded information about an identifiable individual, other than contact information, collected or created by the Contractor as a result of the Agreement or any previous agreement between the Province and the Contractor dealing with the same subject matter as the Agreement but excluding any such information that, if this Schedule did not apply to it, would not be under the "control of a public body" within the meaning of the Act.

Purpose

2. The purpose of this Schedule is to:

   (a) enable the Province to comply with its statutory obligations under the Act with respect to personal information; and

   (b) ensure that, as a service provider, the Contractor is aware of and complies with its statutory obligations under the Act with respect to personal information.

Collection of personal information

3. Unless the Agreement otherwise specifies or the Province otherwise directs in writing, the Contractor may only collect or create personal information that is necessary for the performance of the Contractor's obligations, or the exercise of the Contractor's rights, under the Agreement.

4. Unless the Agreement otherwise specifies or the Province otherwise directs in writing, the Contractor must collect personal information directly from the individual the information is about.

5. Unless the Agreement otherwise specifies or the Province otherwise directs in writing, the Contractor must tell an individual from whom the Contractor collects personal information:

   (a) the purpose for collecting it;

(b) the legal authority for collecting it; and

(c) the title, business address and business telephone number of the person designated by the Province to answer questions about the Contractor's collection of personal information.

Accuracy of personal information

6. The Contractor must make every reasonable effort to ensure the accuracy and completeness of any personal information to be used by the Contractor or the Province to make a decision that directly affects the individual the information is about.

Requests for access to personal information

7. If the Contractor receives a request for access to personal information from a person other than the Province, the Contractor must promptly advise the person to make the request to the Province unless the Agreement expressly requires the Contractor to provide such access and, if the Province has advised the Contractor of the name or title and contact information of an official of the Province to whom such requests are to be made, the Contractor must also promptly provide that official's name or title and contact information to the person making the request.

Correction of personal information

8. Within 5 business days of receiving a written direction from the Province to correct or annotate any personal information, the Contractor must annotate or correct the information in accordance with the direction.

9. When issuing a written direction under section 8, the Province must advise the Contractor of the date the correction request to which the direction relates was received by the Province in order that the Contractor may comply with section 10.

10. Within 5 business days of correcting or annotating any personal information under section 8, the Contractor must provide the corrected or annotated information to any party to whom, within one year prior to the date the correction request was made to the Province, the Contractor disclosed the information being corrected or annotated.

11. If the Contractor receives a request for correction of personal information from a person other than the Province, the Contractor must promptly advise the person to make the request to the Province and, if the Province has advised the Contractor of the name or title and contact information of an official of the Province to whom such requests are to be made, the Contractor must also promptly provide that official's name or title and contact information to the person making the request.

Protection of personal information

12. The Contractor must protect personal information by making reasonable security arrangements against such risks as unauthorized access, collection, use, disclosure or disposal, including any expressly set out in the Agreement.

Storage and access to personal information

13. Unless the Province otherwise directs in writing, the Contractor must not store personal information outside Canada or permit access to personal information from outside Canada.

Retention of personal information

14. Unless the Agreement otherwise specifies, the Contractor must retain personal information until directed by the Province in writing to dispose of it or deliver it as specified in the direction.

Use of personal information

15. Unless the Province otherwise directs in writing, the Contractor may only use personal information if that use is:

(a) for the performance of the Contractor's obligations, or the exercise of the Contractor's rights, under the Agreement; and

(b) in accordance with section 13.

Disclosure of personal information

16. Unless the Province otherwise directs in writing, the Contractor may only disclose personal information inside Canada to any person other than the Province if the disclosure is for the performance of the Contractor's obligations, or the exercise of the Contractor's rights, under the Agreement.

17. Unless the Agreement otherwise specifies or the Province otherwise directs in writing, the Contractor must not disclose personal information outside Canada.

Inspection of personal information

18. In addition to any other rights of inspection the Province may have under the Agreement or under statute, the Province may, at any reasonable time and on reasonable notice to the Contractor, enter on the Contractor's premises to inspect any personal information in the possession of the Contractor or any of the Contractor's information management policies or practices relevant to its management of personal information or its compliance with this Schedule and the Contractor must permit, and provide reasonable assistance to, any such inspection.

Compliance with the Act and directions

19. The Contractor must in relation to personal information comply with:

    (a) the requirements of the Act applicable to the Contractor as a service provider, including any applicable order of the commissioner under the Act; and

    (b) any direction given by the Province under this Schedule.

20. The Contractor acknowledges that it is familiar with the requirements of the Act governing personal information that are applicable to it as a service provider.

Notice of non-compliance

21. If for any reason the Contractor does not comply, or anticipates that it will be unable to comply, with a provision in this Schedule in any respect, the Contractor must promptly notify the Province of the particulars of the non-compliance or anticipated non-compliance and what steps it proposes to take to address, or prevent recurrence of, the non-compliance or anticipated non-compliance.

Termination of Agreement

22. In addition to any other rights of termination which the Province may have under the Agreement or otherwise at law, the Province may, subject to any provisions in the Agreement establishing mandatory cure periods for defaults by the Contractor, terminate the Agreement by giving written notice of such termination to the Contractor, upon any failure of the Contractor to comply with this Schedule in a material respect.

Interpretation

23. In this Schedule, references to sections by number are to sections of this Schedule unless otherwise specified in this Schedule.

24. Any reference to the "Contractor" in this Schedule includes any subcontractor or agent retained by the Contractor to perform obligations under the Agreement and the Contractor must ensure that any such subcontractors and agents comply with this Schedule.

25. The obligations of the Contractor in this Schedule will survive the termination of the Agreement.

26. If a provision of the Agreement (including any direction given by the Province under this Schedule) conflicts with a requirement of the Act or an applicable order of the commissioner under the Act, the conflicting provision of the Agreement (or direction) will be inoperative to the extent of the conflict.

27. The Contractor must comply with the provisions of this Schedule despite any conflicting provision of this Agreement or, subject to section 28, the law of any jurisdiction outside Canada.

28. Nothing in this Schedule requires the Contractor to contravene the law of any jurisdiction outside Canada unless such contravention is required to comply with the Act.

SCHEDULE H – ADDITIONAL TERMS

Other

1. Notwithstanding Clause 55 (b) of the Third Party Service Agreement, the termination notice period for this Subsidiary Component Agreement is 60 days.

SUBSIDIARY COMPONENT AGREEMENT (SCA)

BRITISH COLUMBIA

Ministry of Children and Family Development

BRITISH COLUMBIA | Ministry of Children and Family Development

SUBSIDIARY COMPONENT AGREEMENT: FT08140006

Agreement Name: FASD 12+ and CDBC 12+ Surrey

HER MAJESTY THE QUEEN IN RIGHT OF THE PROVINCE OF BRITISH COLUMBIA, represented by The Minister of Children and Family Development (the "Province", "we", "us", or "our" as applicable) at the following address:	AND PACIFIC COMMUNITY RESOURCES SOCIETY (Legal Name) (the "Contractor", "you", or "your" as applicable) at the following address:
201 13680 105A AVENUE SURREY, B.C. CANADA V3T 2B3 Fax Number: (604)501-3141	201-2830 GRANDVIEW HWY VANCOUVER, BC V5M 2C9 Fax Number: (604)412-7951

The term for the Subsidiary Component Agreement begins on: 01/04/2013 (Day/Month/Year) and ends on 31/03/2014 (Day/Month/Year)

THE PARTIES AGREE TO THE TERMS ON THE ATTACHED PAGES OF THIS DOCUMENT AND OUTLINED BELOW.
THIS SUBSIDIARY COMPONENT AGREEMENT IS PART OF THE THIRD PARTY SERVICE AGREEMENT FT08140000:

APPLICABLE SCHEDULES:

- **SCHEDULE A - SERVICES**
- **SCHEDULE B - PAYMENT & FINANCIAL REPORTING**
- **SCHEDULE C - APPROVED SUBCONTRACTOR(S)**
- **SCHEDULE D - RISK MANAGEMENT & CONFLICT RESOLUTION**
- **SCHEDULE H - ADDITIONAL TERMS**

SIGNED AND DELIVERED on the 20 day of MAR, 2013 on behalf of the Province by its duly authorized representative

Signature:

Print Name: Walter Serraglio

Position: Community Services Manager or Designate

Responsibility Centre: MGR COMM SVCE N SURREY

SIGNED AND DELIVERED on the 20 day of MAR, 2013 by or on behalf of the Contractor (or by its authorized signatory or signatories if the Contractor is a corporation)

Signature:

Print Name: Ingrid Kastens Position: Executive Director or Designate

Signature:

Print Name: Position:

Signature:

Print Name: Position:

READ TERMS ON THE ATTACHED PAGES OF THIS DOCUMENT

SCHEDULE A – SERVICES

Surrey Fetal Alcohol Spectrum Disorder / Complex Developmental Behavioural Conditions (FASD/CDBC) Key Worker Program 12+Annual Allocation Summary

1.1 The base funding will be $92,367.36 per annum.

1.2 **Service Units**

A Service Unit v. II is defined as "an hour of service provision to an identified Client, or group of Clients, and will include such activities as face to face contact, Client specific report writing, Client specific telephone calls, case management meetings, case consultation and case supervision, training where pre-approved by the MCFD as billable, and community meetings and travel directly related to contracted services. Activities that do not fall under the definition of Service Unit include program information inquiries of a general nature, statistical or data collection, team meetings, organization staff training, development and supervision."

1.3 The calculation submitted by the Contractor indicates that one (1.0) FTE converts to 1211 service units per annum.

1.4 A total of 1211 service units per annum will be provided.

1.5 **Forecasted Allocation of Service Units and Annual Funding by Service Type**

Program	Service Type	Service Units	Annualized Funding
Fetal Alcohol Spectrum Disorder / Complex Developmental Behavioural Conditions (FASD/CDBC)	Intervention	908	$69,275.52
	Mutual Aid	182	$13,855.08
	Training and Education	121	$9,236.76
Total		1211	$92,367.36

1.6 The allocations in section 1.5 are forecasted based on anticipated usage. The Contractor is accountable to the total service units per annum in section 1.4.

1.7 Service units have been allocated among program areas and service types, based on previous years' utilization where available. Allocations are approximate and service units may be reallocated within the contract at the discretion of the Community Services Manager or their designate in negotiation with the Contractor. Service units may be reallocated to address issues of:

(a) seasonal fluctuations in service requests;

(b) demographic change;

(c) emergent service needs; and,

(d) other influencing factors.

Any change to the contract will be affirmed in writing; a copy will be sent to the Contractor and a copy kept on the Ministry contract file.

1.8 Each Key Worker will maintain an individual caseload of 12-15 participants.

Inputs

2.1 **Service Delivery Model**

The current structure includes the following FTE allocations:

(a) 1.0 FTE Key Worker,

(b) Direct Supervision is provided by one of the Integrated Youth Services Managers, funded under the IYS contract.

2.2 Key Workers will possess a Bachelor's degree in Social Work, Counselling Psychology, Education (Special Education) or Nursing from a post-secondary institution of recognized standing , and five years related experience, or equivalent education and experience. Associated Clinical Consultants will possess a graduate degree in health or human services with affiliation and good standing with a professional association, and clinical experience in FASD and family support.

2.3 Clinical and administrative supervision will be provided regularly and as required, as per accreditation standards.

Desired Outcomes

3.1 Through the delivery of the Program, the Ministry of Children and Family Development wishes to realize and the Contractor will use its best efforts to achieve the following desired outcomes:

Research has shown that early diagnosis and stable family environments are predictive of better outcomes for children with FASD and other complex developmental-behavioral conditions. The service is intended to:

(a) To maintain and enhance the stability of families with children and youth with FASD and similar neurodevelopmental conditions.

(b) To enhance the understanding of families, professionals and other service providers about the neurodevelopmental nature of conditions such as FASD so that the affected children and youth experience less frustration and more success.

(c) To ensure that families of children with FASD have an ongoing network of support through various parent support mechanisms and the assignment of a Key Worker.

The parties acknowledge that the Contractor does not warrant that the desired outcomes will be achieved.

Service Description

4.1 The Key Worker and Parent Support program provides support to families of children and youth under age 19 with Fetal Alcohol Spectrum Disorder (FASD) and similar neurodevelopmental conditions.

Key Workers assist families in understanding FASD by providing education and information specific to the needs of the child and family. They are familiar with community resources, assist families in accessing support, health and education services and are involved in the development of local support services. Key Workers are a resource to communities on FASD. They also provide emotional and practical support to families. Key Workers recognize that each family is unique and understand their role as one that builds on a family's strengths. A Key Worker works with parents, caregivers, family members and service providers in identifying ways to adapt the child's environment in response to the child's needs. The Key Worker also strives to empower the family to become their own best advocates for their child. Key Workers supplement and enhance, but do not replace, existing community resources.

Parent support offers support and FASD education opportunities for parents, grandparents and caregivers of children and youth with FASD. Approaches to parent support vary, but may include support groups, information sessions, and parent mentoring. Parent support may be delivered by Key Workers or by specialized Parent Support staff

Services will be provided to families with youth 12-18 years of age, who have confirmed or suspected FASD or who have a similar neurodevelopmental condition, and who reside in the community of Surrey, north of 48 Avenue.

Referral and Intake Process

5.1 The program will receive referrals from the Fraser Health Region Diagnostic team, parents and others, in keeping with the program standards.

5.2 The intake process will be mutually agreed upon. The goal is an intake process with a single point of entry that meets the needs of the community.

5.3 The Contractor will be responsible for waitlist management with an emphasis on the management of risk. The Ministry, at its discretion, may determine the prioritization of referral types.

5.4 Referrals will be accepted from the Fraser Health Assessment Team for FASD/CDBC that have completed the assessment or are on the waitlist for assessment. Referrals will also be accepted in situations where a youth has recently received an inpatient psychiatric assessment such as at BCCH or Adolescent Psychiatric Unit and part of recommendation from that assessment is for further assessment for FASD/CDBC. Third, the Key Worker may accept a referral from a service provider, (social worker, CYMH clinician, school counsellor), when during the process of providing a consultation it becomes apparent that the youth meets criteria for the service.

5.5 If referrals are below anticipated levels, the Ministry and Contractor may elect to:

(a) change eligibility criteria;

(b) shift service unit allocations within the contract;

(c) advertise program details, start dates, etc. with Ministry staff and others as appropriate; or

(d) some other remedial action negotiated between the Contractor and the Ministry.

The action chosen will be negotiated between the Contractor and the Community Services Manager or Associate Community Service Manager or their designate. Any change to the contract will be affirmed in writing; a copy will be sent to the Contractor and a copy kept on the Ministry contract file.

5.6 Where the Ministry is the sole or primary referral source, the Contractor will advise the appointed Ministry representative with details of referral volumes within 10 working days of month end. The Contractor and Community Services Manager or designate will then negotiate a resolution.

Activities

6.1 A "Key Worker" is a specialized worker highly knowledgeable in the area of FASD and family support. The Key Worker:

- liaises with the FHA multidisciplinary FASD diagnostic team;
- begins supporting parents at the time of first diagnosis or referral;
- assists families in following through with diagnostic recommendations;
- provides advocacy skills training; and
- assists families in accessing existing family support, health and education services.

6.2 The Key Worker does not provide therapy but will work under supervision of a skilled professional. A Clinical Supervisor must be attached to Key Workers. No Key Worker may practice independently of clinical supervision unless they are a member in good standing of an appropriate professional body.

6.3 Parent-to-Parent Support Mechanisms will be provided through the provision of parent-directed support groups. Two monthly meetings are provided, one which meets during the day and another that meets in the evening.

Reporting Requirements

7.1 The Contractor agrees to provide the following:

(a) CYSN Service Indicator Reporting Framework (SIRF) reporting on a monthly basis.

(b) Evaluation Data for Services for Families with Children with FASD and Other Complex Development Behaviour Disorders reporting on a monthly basis.

(c) On a quarterly basis, the agency will provide information on the following, for the quarter and cumulatively from the start of the term of this component schedule. The number of:

- appropriate referrals received
- intakes who identify as Aboriginal
- hours individual intervention
- families receiving individual intervention (families are counted as any number of adults related to a child with a diagnosis of FASD or OCBD)
- sessions of group interventions (group interventions are counted as any provision of service to a group of adults related to two or more children with a diagnosis of FASD or OCBD)
- hours of group intervention sessions
- attendance at group intervention sessions
- waitlisted families on the last day of the month who have been deemed eligible to receive services but who have not yet received any
- new families receiving parent to parent support this month for the first time
- hours of parent to parent support provided (as applicable)
- case consultations

(d) A summary report is due 3 months prior to the end date of the term of this contract. The summary report will include outputs, outcomes and financial reporting. The financial reporting must include the Contractor Revenue and Expense Report. Further contracts will require a meeting between the Ministry and Contractor to discuss the content of this summary report.

(e) An annual financial statement, completed in accordance with Generally Accepted Accounting principles and on a fund accounting basis will be submitted six months after the Contractor's fiscal year end as per the Agreement.

(f) Other information as may be requested by the Province.

Relevant Legislation, Policies and Guidelines

8.1 The Contractor will, with respect to the service deliverables herein, comply with the policies set out in the following:

(a) *Key Worker and Parent Support Program Standards*, November 2009;

(b) MCFD Accreditation Policy;

(c) MCFD Integrated Case Management Policy;

(d) MCFD Fraser Region Complaint Resolution Process Policy.

SUMMARY

Term **01/04/2013 to 31/03/2014** ***Total Amount of Component Agreement*** **$92,367.36**

Allocation by Programs and Services

Programs		
Complex Behavior Program		
	Intervention - General	$69,275.52
	Mutual Aid - General	$13,855.08
	Training and Education - General	$9,236.76

Programs		
	Sub-Total	**$92,367.36**
	Total	**$92,367.36**

Allocation by Community

Communities Served		
Surrey		$92,367.36
	Total	**$92,367.36**

Allocation by Business Area

Core Business Area	Business Area - Sub Business Area	
ECD, Child Care and Children and Youth with Special Needs		
	Children and Youth with Special Needs	$92,367.36
	Sub-Total	**$92,367.36**
	Total	**$92,367.36**

PROGRAMS

Complex Behavior Program

TARGET POPULATION:	Families that are parenting children or youth with Fetal Alcohol Spectrum Disorder (FASD) and other Complex Developmental Behavioural Disorders (CDBC)
OUTCOME:	Families are able to parent in such a way that the affected child and youth experience less frustration and more success

Fetal Alcohol Spectrum Disorder/Complex Developm (Complex Behavior Program)

SERVICE: INTERVENTION - GENERAL — **Total Amount** $69,275.52

Definitions	Activities provided to maintain or prompt a planned change in the behaviour, condition or functioning of children, youth, and/or families/caregivers.			
Project Code	18CN289			
Input	Degreed Staff			
Output Indicators	# Service Units	**Quantity**	908	
Reporting Frequency	Monthly			
Core Business Area	ECD, Child Care and Children and Youth with Special Needs			
Business Area	Children and Youth with Special Needs			
Communities Served				
Surrey	**Recipient(s)**	0 to 18 years	**Amount**	$69,275.52

SERVICE: TRAINING AND EDUCATION - GENERAL — **Total Amount** $9,236.76

Definitions	Range of strategies for imparting knowledge, improving skills and building awareness of resources.			
Project Code	18CN529			
Input	Degreed Staff			
Output Indicators	# Service Units	**Quantity**	121	
Reporting Frequency	Monthly			
Core Business Area	ECD, Child Care and Children and Youth with Special Needs			
Business Area	Children and Youth with Special Needs			
Communities Served				
Surrey	**Recipient(s)**	Parents/Caregivers	**Amount**	$9,236.76

SERVICE: MUTUAL AID - GENERAL — **Total Amount** $13,855.08

Definitions	Provision of means whereby youth or caregivers with common concerns connect for the purpose of supporting each other.			
Project Code	18CN385			
Input	Degreed Staff			
Output Indicators	# Service Units	**Quantity**	182	
Reporting Frequency	Monthly			
Core Business Area	ECD, Child Care and Children and Youth with Special Needs			
Business Area	Children and Youth with Special Needs			
Communities Served				
Surrey	**Recipient(s)**	Parents/Caregivers	**Amount**	$13,855.08

BUSINESS AREA OUTCOMES

- Children and youth with special needs experience optimal growth and development.
- Children and youth with special needs are healthy and safe in their families and communities.
- Children and youth with special needs actively participate in their home and community.
- Parents and families of children and youth with special needs have the knowledge, skills and supports they need to advance their child or youth's growth, development and functioning.

- Communities support the development and growth of children and youth with special needs.

SCHEDULE B – PAYMENT & FINANCIAL REPORTING

Aggregate Maximum

1.1 Subject to the provisions of the Third Party Service Agreement and this Subsidiary Component Agreement, we will pay you an amount not exceeding $92,367.36, including GST, in the aggregate, for providing the Services set out in Schedule A, during the term of this Subsidiary Component Agreement.

Payments

2.1 **Monthly Recurring**

We will pay you on or about the 15th day of the month commencing on the 1st day of April, 2013 as provided in the following payment schedule:

From	To	Amount	GST	Total
April 1, 2013	March 31, 2014	$7,697.28	$0.00	$92,367.36
				$92,367.36

2.2 **Payment Address**

201-2830 GRANDVIEW HWY VANCOUVER, BC V5M 2C9

Goods and Services Tax (GST)

Financial Reports

2.3 In addition to the financial statements referred to in the Audit and Service Evaluation section of FT08140000 any financial reports should, at a minimum, relate costs to service outputs. The following additional financial reports are required:

Not applicable

Transition to Unit Cost Based Payments

2.4 Not applicable

SCHEDULE C – APPROVED SUBCONTRACTOR(S)

Subcontractors

1.1 The following persons or organizations, are specified as Subcontractors under section 12 of the Third Party Service Agreement, for purposes of this Subsidiary Component Agreement:

None

SCHEDULE D – RISK MANAGEMENT & CONFLICT RESOLUTION

Criminal Record Check

1.1 In accordance with the Criminal Records Review Act, you must undertake a criminal record check of each staff member or other person who has, or potentially has, unsupervised access to children, or who has access to their records.

1.2 In addition to any criminal record checks required under the Criminal Records Review Act, you must undertake a criminal record check on volunteers or other individuals who have, or potentially have, unsupervised access to children or their records.

1.3 Upon our written request you must provide us written confirmation that:

(a) criminal record checks have been initiated;
(b) you have acted on instructions from the adjudicator or us; and
(c) all other related procedures have been followed.

Conflict Resolution Officials

2.1 The designated "Officials" of the parties for the purposes of the Conflict Resolution Protocol are:

	Province	Contractor
Stage One:	Community Services Manager or Designate	Executive Director or Designate
Stage Two:	Executive Director of Service	Executive Director or Designate
Stage Three:	Deputy Minister or Designate	Executive Director or Designate

Permits and Licenses

3.1 You must obtain all the permits and licenses required to perform the Services, including, but not limited to:

(a) any permits or licenses required by municipal or health authorities for the operation of the Services delineated in Schedule A.

(b) any municipal, provincial, federal permits and licenses required to provide the Services including motor vehicle licenses of the appropriate class to provide transportation to clients.

Insurance and Indemnity

A. For all Contractor's activities under this Agreement to which the Master Insurance Program applies, as determined by the Province in its sole discretion:

4.1 The Province will purchase and maintain Comprehensive General Liability insurance in the amount of $2,000,000 inclusive per occurrence against bodily injury and property damage arising out of the Contractor's performance of the Services on behalf of the Province as outlined in this Agreement.

4.2 The Contractor shall be responsible for and pay any deductible under the policy.

4.3 The Contractor will be provided with a Certificate of Insurance and a copy of the insurance policy wording.

4.4 The Province will take reasonable steps to ensure the coverage specified in section 1 is continuous for the duration of this Agreement but the Province does not accept responsibility for providing coverage in the event the insurance is cancelled or reduced by the insurer.

4.5 The Province does not represent or warrant that the policy contains insurance for any and all losses. It is the Contractor's responsibility to ascertain the exact nature and extent of coverage of the policy as well as any and all terms and conditions of the policy.

4.6 The Contractor shall provide, maintain, and pay for, any additional insurance which the Contractor is required by law to carry, or which the Contractor considers necessary to cover risks not otherwise covered by insurance specified in section 1.

B. For all Contractor's activities to which the Master Insurance Program does not apply, the Contractor shall:

5.1 The Contractor must, without limiting its obligation or liabilities and at its own expense, purchase and maintain throughout the term of this Agreement the following insurances with insurers licensed in Canada in forms and amounts acceptable to the Province:

(a) Commercial General Liability in an amount not less than $2,000,000.00 inclusive per occurrence against bodily injury, personal injury and property damage and including liability assumed under this Agreement and this insurance must:

(i) include the Province as an additional insured;

(ii) be endorsed to provide the Province with 30 days advance written notice of cancellation or material change; and

(iii) include a cross liability clause.

5.2 All insurance described in paragraph 1 of this Schedule must:

(a) be primary; and

(b) not require the sharing of any loss by any insurer of the Province.

5.3 The Contractor must provide the Province with evidence of all required insurance:

(a) Within 10 working days of commencement of the Services, the Contractor must provide to the Province evidence of all required insurance in the form of a completed Province of British Columbia Certificate of Insurance.

(b) If the insurance policy(ies) expire before the end of the term of this Agreement, the Contractor must provide within 10 working days of expiration, evidence of new or renewal policy(ies) of all expired insurance in the form of a completed Province of British Columbia Certificate of Insurance.

(c) Notwithstanding paragraph 3(a) or (b) above, if requested by the Province at any time, the Contractor must provide to the Province certified copies of the required insurance policies.

5.4 The Contractor shall provide, maintain, and pay for, any additional insurance which it is required by law to carry, or which it considers necessary to cover risks not otherwise covered by insurance specified in this schedule in its sole discretion.

C. Whether A or B applies to the Services, for all Contractor activities under this Agreement:

6.1 The Contractor shall maintain Automobile Liability insurance on all vehicles owned, operated or licensed by the Contractor in an amount not less than $2,000,000 per occurrence, and where applicable the Contractor may show evidence of this insurance using an ICBC Confirmation of Insurance Coverage (APV-47) form in place of the requirement for the BC Certificate of Insurance.

6.2 Additional Insurance: Not applicable

SCHEDULE H – ADDITIONAL TERMS

Other

1. Notwithstanding Clause 55 (b) of the Third Party Service Agreement, the termination notice period for this Subsidiary Component Agreement is 60 days.

SUBSIDIARY COMPONENT AGREEMENT (SCA)

BRITISH COLUMBIA

Ministry of Children and Family Development

BRITISH COLUMBIA — Ministry of Children and Family Development	**SUBSIDIARY COMPONENT AGREEMENT: FT08140006** **Agreement Name:** FASD 12+ and CDBC 12+ Surrey

HER MAJESTY THE QUEEN IN RIGHT OF THE PROVINCE OF BRITISH COLUMBIA, represented by The Minister of Children and Family Development (the "Province", "we", "us", or "our" as applicable) at the following address:	AND PACIFIC COMMUNITY RESOURCES SOCIETY (Legal Name) (the "Contractor", "you", or "your" as applicable) at the following address:
201 13680 105A AVENUE SURREY, B.C. CANADA V3T 2B3 Fax Number: (604)501-3141	201-2830 GRANDVIEW HWY VANCOUVER, BC V5M 2C9 Fax Number: (604)412-7951

The term for the Subsidiary Component Agreement begins on: 01/04/2013 (Day/Month/Year) and ends on 31/03/2014 (Day/Month/Year)

THE PARTIES AGREE TO THE TERMS ON THE ATTACHED PAGES OF THIS DOCUMENT AND OUTLINED BELOW.
THIS SUBSIDIARY COMPONENT AGREEMENT IS PART OF THE THIRD PARTY SERVICE AGREEMENT FT08140000:

APPLICABLE SCHEDULES:

- **SCHEDULE A - SERVICES**
- **SCHEDULE B - PAYMENT & FINANCIAL REPORTING**
- **SCHEDULE C - APPROVED SUBCONTRACTOR(S)**
- **SCHEDULE D - RISK MANAGEMENT & CONFLICT RESOLUTION**
- **SCHEDULE H - ADDITIONAL TERMS**

SIGNED AND DELIVERED on the 20 day of Mar, 2013 on behalf of the Province by its duly authorized representative	**SIGNED AND DELIVERED** on the _____ day of _____, _____ by or on behalf of the Contractor (or by its authorized signatory or signatories if the Contractor is a corporation)
Signature:	Signature:
Print Name: Walter Serraglio	Print Name: Ingrid Kastens Position: Executive Director or Designate
Position: Community Services Manager or Designate	Signature:
Responsibility Centre: MGR COMM SVCE N SURREY	Print Name: _____ Position: _____
	Signature:
	Print Name: _____ Position: _____

READ TERMS ON THE ATTACHED PAGES OF THIS DOCUMENT

SCHEDULE A – SERVICES

Surrey Fetal Alcohol Spectrum Disorder / Complex Developmental Behavioural Conditions (FASD/CDBC) Key Worker Program 12+Annual Allocation Summary

1.1 The base funding will be $92,367.36 per annum.

1.2 **Service Units**

A Service Unit v. II is defined as "an hour of service provision to an identified Client, or group of Clients, and will include such activities as face to face contact, Client specific report writing, Client specific telephone calls, case management meetings, case consultation and case supervision, training where pre-approved by the MCFD as billable, and community meetings and travel directly related to contracted services. Activities that do not fall under the definition of Service Unit include program information inquiries of a general nature, statistical or data collection, team meetings, organization staff training, development and supervision."

1.3 The calculation submitted by the Contractor indicates that one (1.0) FTE converts to 1211 service units per annum.

1.4 A total of 1211 service units per annum will be provided.

1.5 **Forecasted Allocation of Service Units and Annual Funding by Service Type**

Program	Service Type	Service Units	Annualized Funding
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	Mutual Aid	182	$13,855.08
	Training and Education	121	$9,236.76
Total		1211	$92,367.36

1.6 The allocations in section 1.5 are forecasted based on anticipated usage. The Contractor is accountable to the total service units per annum in section 1.4.

1.7 Service units have been allocated among program areas and service types, based on previous years' utilization where available. Allocations are approximate and service units may be reallocated within the contract at the discretion of the Community Services Manager or their designate in negotiation with the Contractor. Service units may be reallocated to address issues of:

(a) seasonal fluctuations in service requests;

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Any change to the contract will be affirmed in writing; a copy will be sent to the Contractor and a copy kept on the Ministry contract file.

1.8 Each Key Worker will maintain an individual caseload of 12-15 participants.

Inputs

2.1 **Service Delivery Model**

The current structure includes the following FTE allocations:

(a) 1.0 FTE Key Worker,

(b) Direct Supervision is provided by one of the Integrated Youth Services Managers, funded under the IYS contract.

2.2 Key Workers will possess a Bachelor's degree in Social Work, Counselling Psychology, Education (Special Education) or Nursing from a post-secondary institution of recognized standing , and five years related experience, or equivalent education and experience. Associated Clinical Consultants will possess a graduate degree in health or human services with affiliation and good standing with a professional association, and clinical experience in FASD and family support.

2.3 Clinical and administrative supervision will be provided regularly and as required, as per accreditation standards.

Desired Outcomes

3.1 Through the delivery of the Program, the Ministry of Children and Family Development wishes to realize and the Contractor will use its best efforts to achieve the following desired outcomes:

Research has shown that early diagnosis and stable family environments are predictive of better outcomes for children with FASD and other complex developmental-behavioral conditions. The service is intended to:

(a) To maintain and enhance the stability of families with children and youth with FASD and similar neurodevelopmental conditions.

(b) To enhance the understanding of families, professionals and other service providers about the neurodevelopmental nature of conditions such as FASD so that the affected children and youth experience less frustration and more success.

(c) To ensure that families of children with FASD have an ongoing network of support through various parent support mechanisms and the assignment of a Key Worker.

The parties acknowledge that the Contractor does not warrant that the desired outcomes will be achieved.

Service Description

4.1 The Key Worker and Parent Support program provides support to families of children and youth under age 19 with Fetal Alcohol Spectrum Disorder (FASD) and similar neurodevelopmental conditions.

Key Workers assist families in understanding FASD by providing education and information specific to the needs of the child and family. They are familiar with community resources, assist families in accessing support, health and education services and are involved in the development of local support services. Key Workers are a resource to communities on FASD. They also provide emotional and practical support to families. Key Workers recognize that each family is unique and understand their role as one that builds on a family's strengths. A Key Worker works with parents, caregivers, family members and service providers in identifying ways to adapt the child's environment in response to the child's needs. The Key Worker also strives to empower the family to become their own best advocates for their child. Key Workers supplement and enhance, but do not replace, existing community resources.

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Services will be provided to families with youth 12-18 years of age, who have confirmed or suspected FASD or who have a similar neurodevelopmental condition, and who reside in the community of Surrey, north of 48 Avenue.

Referral and Intake Process

5.1 The program will receive referrals from the Fraser Health Region Diagnostic team, parents and others, in keeping with the program standards.

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The action chosen will be negotiated between the Contractor and the Community Services Manager or Associate Community Service Manager or their designate. Any change to the contract will be affirmed in writing; a copy will be sent to the Contractor and a copy kept on the Ministry contract file.

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6.1 A "Key Worker" is a specialized worker highly knowledgeable in the area of FASD and family support. The Key Worker:

- liaises with the FHA multidisciplinary FASD diagnostic team;
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- assists families in following through with diagnostic recommendations;
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8.1 The Contractor will, with respect to the service deliverables herein, comply with the policies set out in the following:

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	Sub-Total	**$92,367.36**
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Communities Served		
Surrey		$92,367.36
	Total	**$92,367.36**

Allocation by Business Area

Core Business Area	Business Area - Sub Business Area	
ECD, Child Care and Children and Youth with Special Needs		
	Children and Youth with Special Needs	$92,367.36
	Sub-Total	**$92,367.36**
	Total	**$92,367.36**

PROGRAMS

Complex Behavior Program

TARGET POPULATION:	Families that are parenting children or youth with Fetal Alcohol Spectrum Disorder (FASD) and other Complex Developmental Behavioural Disorders (CDBC)
OUTCOME:	Families are able to parent in such a way that the affected child and youth experience less frustration and more success

Fetal Alcohol Spectrum Disorder/Complex Developm (Complex Behavior Program)

SERVICE: INTERVENTION - GENERAL — **Total Amount** $69,275.52

Definitions	Activities provided to maintain or prompt a planned change in the behaviour, condition or functioning of children, youth, and/or families/caregivers.			
Project Code	18CN289			
Input	Degreed Staff			
Output Indicators	# Service Units	**Quantity**	908	
Reporting Frequency	Monthly			
Core Business Area	ECD, Child Care and Children and Youth with Special Needs			
Business Area	Children and Youth with Special Needs			
Communities Served				
Surrey	**Recipient(s)**	0 to 18 years	**Amount**	$69,275.52

SERVICE: TRAINING AND EDUCATION - GENERAL — **Total Amount** $9,236.76

Definitions	Range of strategies for imparting knowledge, improving skills and building awareness of resources.			
Project Code	18CN529			
Input	Degreed Staff			
Output Indicators	# Service Units	**Quantity**	121	
Reporting Frequency	Monthly			
Core Business Area	ECD, Child Care and Children and Youth with Special Needs			
Business Area	Children and Youth with Special Needs			
Communities Served				
Surrey	**Recipient(s)**	Parents/Caregivers	**Amount**	$9,236.76

SERVICE: MUTUAL AID - GENERAL — **Total Amount** $13,855.08

Definitions	Provision of means whereby youth or caregivers with common concerns connect for the purpose of supporting each other.			
Project Code	18CN385			
Input	Degreed Staff			
Output Indicators	# Service Units	**Quantity**	182	
Reporting Frequency	Monthly			
Core Business Area	ECD, Child Care and Children and Youth with Special Needs			
Business Area	Children and Youth with Special Needs			
Communities Served				
Surrey	**Recipient(s)**	Parents/Caregivers	**Amount**	$13,855.08

BUSINESS AREA OUTCOMES

- Children and youth with special needs experience optimal growth and development.
- Children and youth with special needs are healthy and safe in their families and communities.
- Children and youth with special needs actively participate in their home and community.
- Parents and families of children and youth with special needs have the knowledge, skills and supports they need to advance their child or youth's growth, development and functioning.

- Communities support the development and growth of children and youth with special needs.

SCHEDULE B – PAYMENT & FINANCIAL REPORTING

Aggregate Maximum

1.1 Subject to the provisions of the Third Party Service Agreement and this Subsidiary Component Agreement, we will pay you an amount not exceeding $92,367.36, including GST, in the aggregate, for providing the Services set out in Schedule A, during the term of this Subsidiary Component Agreement.

Payments

2.1 **Monthly Recurring**

We will pay you on or about the 15th day of the month commencing on the 1st day of April, 2013 as provided in the following payment schedule:

From	To	Amount	GST	Total
April 1, 2013	March 31, 2014	$7,697.28	$0.00	$92,367.36
				$92,367.36

2.2 **Payment Address**

201-2830 GRANDVIEW HWY VANCOUVER, BC V5M 2C9

Goods and Services Tax (GST)

Financial Reports

2.3 In addition to the financial statements referred to in the Audit and Service Evaluation section of FT08140000 any financial reports should, at a minimum, relate costs to service outputs. The following additional financial reports are required:

Not applicable

Transition to Unit Cost Based Payments

2.4 Not applicable

SCHEDULE C – APPROVED SUBCONTRACTOR(S)

Subcontractors

1.1 The following persons or organizations, are specified as Subcontractors under section 12 of the Third Party Service Agreement, for purposes of this Subsidiary Component Agreement:

None

SCHEDULE D – RISK MANAGEMENT & CONFLICT RESOLUTION

Criminal Record Check

1.1 In accordance with the Criminal Records Review Act, you must undertake a criminal record check of each staff member or other person who has, or potentially has, unsupervised access to children, or who has access to their records.

1.2 In addition to any criminal record checks required under the Criminal Records Review Act, you must undertake a criminal record check on volunteers or other individuals who have, or potentially have, unsupervised access to children or their records.

1.3 Upon our written request you must provide us written confirmation that:

(a) criminal record checks have been initiated;
(b) you have acted on instructions from the adjudicator or us; and
(c) all other related procedures have been followed.

Conflict Resolution Officials

2.1 The designated "Officials" of the parties for the purposes of the Conflict Resolution Protocol are:

	Province	**Contractor**
Stage One:	Community Services Manager or Designate	Executive Director or Designate
Stage Two:	Executive Director of Service	Executive Director or Designate
Stage Three:	Deputy Minister or Designate	Executive Director or Designate

Permits and Licenses

3.1 You must obtain all the permits and licenses required to perform the Services, including, but not limited to:

(a) any permits or licenses required by municipal or health authorities for the operation of the Services delineated in Schedule A.

(b) any municipal, provincial, federal permits and licenses required to provide the Services including motor vehicle licenses of the appropriate class to provide transportation to clients.

Insurance and Indemnity

A. For all Contractor's activities under this Agreement to which the Master Insurance Program applies, as determined by the Province in its sole discretion:

4.1 The Province will purchase and maintain Comprehensive General Liability insurance in the amount of $2,000,000 inclusive per occurrence against bodily injury and property damage arising out of the Contractor's performance of the Services on behalf of the Province as outlined in this Agreement.

4.2 The Contractor shall be responsible for and pay any deductible under the policy.

4.3 The Contractor will be provided with a Certificate of Insurance and a copy of the insurance policy wording.

4.4 The Province will take reasonable steps to ensure the coverage specified in section 1 is continuous for the duration of this Agreement but the Province does not accept responsibility for providing coverage in the event the insurance is cancelled or reduced by the insurer.

4.5 The Province does not represent or warrant that the policy contains insurance for any and all losses. It is the Contractor's responsibility to ascertain the exact nature and extent of coverage of the policy as well as any and all terms and conditions of the policy.

4.6 The Contractor shall provide, maintain, and pay for, any additional insurance which the Contractor is required by law to carry, or which the Contractor considers necessary to cover risks not otherwise covered by insurance specified in section 1.

B. For all Contractor's activities to which the Master Insurance Program does not apply, the Contractor shall:

5.1 The Contractor must, without limiting its obligation or liabilities and at its own expense, purchase and maintain throughout the term of this Agreement the following insurances with insurers licensed in Canada in forms and amounts acceptable to the Province:

(a) Commercial General Liability in an amount not less than $2,000,000.00 inclusive per occurrence against bodily injury, personal injury and property damage and including liability assumed under this Agreement and this insurance must:

(i) include the Province as an additional insured;

(ii) be endorsed to provide the Province with 30 days advance written notice of cancellation or material change; and

(iii) include a cross liability clause.

5.2 All insurance described in paragraph 1 of this Schedule must:

(a) be primary; and

(b) not require the sharing of any loss by any insurer of the Province.

5.3 The Contractor must provide the Province with evidence of all required insurance:

(a) Within 10 working days of commencement of the Services, the Contractor must provide to the Province evidence of all required insurance in the form of a completed Province of British Columbia Certificate of Insurance.

(b) If the insurance policy(ies) expire before the end of the term of this Agreement, the Contractor must provide within 10 working days of expiration, evidence of new or renewal policy(ies) of all expired insurance in the form of a completed Province of British Columbia Certificate of Insurance.

(c) Notwithstanding paragraph 3(a) or (b) above, if requested by the Province at any time, the Contractor must provide to the Province certified copies of the required insurance policies.

5.4 The Contractor shall provide, maintain, and pay for, any additional insurance which it is required by law to carry, or which it considers necessary to cover risks not otherwise covered by insurance specified in this schedule in its sole discretion.

C. Whether A or B applies to the Services, for all Contractor activities under this Agreement:

6.1 The Contractor shall maintain Automobile Liability insurance on all vehicles owned, operated or licensed by the Contractor in an amount not less than $2,000,000 per occurrence, and where applicable the Contractor may show evidence of this insurance using an ICBC Confirmation of Insurance Coverage (APV-47) form in place of the requirement for the BC Certificate of Insurance.

6.2 Additional Insurance: Not applicable

SCHEDULE H – ADDITIONAL TERMS

Other

1. Notwithstanding Clause 55 (b) of the Third Party Service Agreement, the termination notice period for this Subsidiary Component Agreement is 60 days.

SUBSIDIARY COMPONENT AGREEMENT (SCA)

BRITISH COLUMBIA

Ministry of Children and Family Development

BRITISH COLUMBIA | Ministry of Children and Family Development

SUBSIDIARY COMPONENT AGREEMENT: FT08140006

Agreement Name: FASD 12+ and CDBC 12+ Surrey

HER MAJESTY THE QUEEN IN RIGHT OF THE PROVINCE OF BRITISH COLUMBIA, represented by The Minister of Children and Family Development (the "Province", "we", "us", or "our" as applicable) at the following address:	AND PACIFIC COMMUNITY RESOURCES SOCIETY (Legal Name) (the "Contractor", "you", or "your" as applicable) at the following address:
201 13680 105A AVENUE SURREY, B.C. CANADA V3T 2B3 Fax Number: (604)501-3141	201-2830 GRANDVIEW HWY VANCOUVER, BC V5M 2C9 Fax Number: (604)412-7951

The term for the Subsidiary Component Agreement begins on: 01/04/2012 (Day/Month/Year) and ends on 31/03/2013 (Day/Month/Year)

THE PARTIES AGREE TO THE TERMS ON THE ATTACHED PAGES OF THIS DOCUMENT AND OUTLINED BELOW. THIS SUBSIDIARY COMPONENT AGREEMENT IS PART OF THE THIRD PARTY SERVICE AGREEMENT FT08140000.

APPLICABLE SCHEDULES:

- **SCHEDULE A - SERVICES**
- **SCHEDULE B - PAYMENT & FINANCIAL REPORTING**
- **SCHEDULE C - APPROVED SUBCONTRACTOR(S)**
- **SCHEDULE D - RISK MANAGEMENT & CONFLICT RESOLUTION**
- **SCHEDULE H - ADDITIONAL TERMS**

SIGNED AND DELIVERED on the 11 day of APRIL, 2012 on behalf of the Province by its duly authorized representative

Signature:

Print Name: Walter Serraglio

Position: Community Services Manager or Designate

Responsibility Centre: MGR COMM SVCE N SURREY

SIGNED AND DELIVERED on the 29TH day of MARCH, 2012 by or on behalf of the Contractor (or by its authorized signatory or signatories if the Contractor is a corporation)

Signature:

Print Name: INGRID KASTENS. Position: Executive Director or Designate

Signature:

Print Name: _____ Position: _____

Signature:

Print Name: _____ Position: _____

READ TERMS ON THE ATTACHED PAGES OF THIS DOCUMENT

SCHEDULE A – SERVICES

Surrey Fetal Alcohol Spectrum Disorder / Complex Developmental Behavioural Conditions (FASD/CDBC) Key Worker Program 12+Annual Allocation Summary

1.1 The base funding will be $92,367.36 per annum.

1.2 **Service Units**

A Service Unit v. II is defined as "an hour of service provision to an identified Client, or group of Clients, and will include such activities as face to face contact, Client specific report writing, Client specific telephone calls, case management meetings, case consultation and case supervision, training where pre-approved by the MCFD as billable, and community meetings and travel directly related to contracted services. Activities that do not fall under the definition of Service Unit include program information inquiries of a general nature, statistical or data collection, team meetings, organization staff training, development and supervision."

1.3 The calculation submitted by the Contractor indicates that one (1.0) FTE converts to 1211 service units per annum.

1.4 A total of 1211 service units per annum will be provided.

1.5 **Forecasted Allocation of Service Units and Annual Funding by Service Type**

Program	Service Type	Service Units	Annualized Funding
Fetal Alcohol Spectrum Disorder / Complex Developmental Behavioural Conditions (FASD/CDBC)	Intervention	908	$69,275.52
	Mutual Aid	182	$13,855.08
	Training and Education	121	$9,236.76
Total		1211	$92,367.36

1.6 The allocations in section 1.5 are forecasted based on anticipated usage. The Contractor is accountable to the total service units per annum in section 1.4.

1.7 Service units have been allocated among program areas and service types, based on previous years' utilization where available. Allocations are approximate and service units may be reallocated within the contract at the discretion of the Community Services Manager or their designate in negotiation with the Contractor. Service units may be reallocated to address issues of:

(a) seasonal fluctuations in service requests;

(b) demographic change;

(c) emergent service needs; and,

(d) other influencing factors.

Any change to the contract will be affirmed in writing; a copy will be sent to the Contractor and a copy kept on the Ministry contract file.

1.8 Each Key Worker will maintain an individual caseload of 12-15 participants.

Inputs

2.1 **Service Delivery Model**

The current structure includes the following FTE allocations:

(a) 1.0 FTE Key Worker,

(b) Direct Supervision is provided by one of the Integrated Youth Services Managers, funded under the IYS contract.

2.2 Key Workers will possess a Bachelor's degree in Social Work, Counselling Psychology, Education (Special Education) or Nursing from a post-secondary institution of recognized standing , and five years related experience, or equivalent education and experience. Associated Clinical Consultants will possess a graduate degree in health or human services with affiliation and good standing with a professional association, and clinical experience in FASD and family support.

2.3 Clinical supervision will be facilitated through regular meetings among Key Workers in other programs, and through regular contact with the MCFD CYMH Liaison Team Leader.

2.4 Clinical and administrative supervision will be provided regularly and as required, as per accreditation standards.

Desired Outcomes

3.1 Through the delivery of the Program, the Ministry of Children and Family Development wishes to realize and the Contractor will use its best efforts to achieve the following desired outcomes:

Research has shown that early diagnosis and stable family environments are predictive of better outcomes for children with FASD and other complex developmental-behavioral conditions. The service is intended to:

(a) To maintain and enhance the stability of families with children and youth with FASD and similar neurodevelopmental conditions.

(b) To enhance the understanding of families, professionals and other service providers about the neurodevelopmental nature of conditions such as FASD so that the affected children and youth experience less frustration and more success.

(c) To ensure that families of children with FASD have an ongoing network of support through various parent support mechanisms and the assignment of a Key Worker.

The parties acknowledge that the Contractor does not warrant that the desired outcomes will be achieved.

Service Description

4.1 The Key Worker and Parent Support program provides support to families of children and youth under age 19 with Fetal Alcohol Spectrum Disorder (FASD) and similar neurodevelopmental conditions.

Key Workers assist families in understanding FASD by providing education and information specific to the needs of the child and family. They are familiar with community resources, assist families in accessing support, health and education services and are involved in the development of local support services. Key Workers are a resource to communities on FASD. They also provide emotional and practical support to families. Key Workers recognize that each family is unique and understand their role as one that builds on a family's strengths. A Key Worker works with parents, caregivers, family members and service providers in identifying ways to adapt the child's environment in response to the child's needs. The Key Worker also strives to empower the family to become their own best advocates for their child. Key Workers supplement and enhance, but do not replace, existing community resources.

Parent support offers support and FASD education opportunities for parents, grandparents and caregivers of children and youth with FASD. Approaches to parent support vary, but may include support groups,

information sessions, and parent mentoring. Parent support may be delivered by Key Workers or by specialized Parent Support staff

Services will be provided to families with youth 12-18 years of age, who have confirmed or suspected FASD or who have a similar neurodevelopmental condition, and who reside in the community of Surrey, north of 48 Avenue.

Referral and Intake Process

5.1 The program will receive referrals from the Fraser Health Region Diagnostic team, parents and others, in keeping with the program standards.

5.2 The intake process will be mutually agreed upon. The goal is an intake process with a single point of entry that meets the needs of the community.

5.3 The Contractor will be responsible for waitlist management with an emphasis on the management of risk. The Ministry, at its discretion, may determine the prioritization of referral types.

5.4 Referrals will be accepted from the Fraser Health Assessment Team for FASD/CDBC that have completed the assessment or are on the waitlist for assessment. Referrals will also be accepted in situations where a youth has recently received an inpatient psychiatric assessment such as at BCCH or Adolescent Psychiatric Unit and part of recommendation from that assessment is for further assessment for FASD/CDBC. Third, the Key Worker may accept a referral from a service provider, (social worker, CYMH clinician, school counsellor), when during the process of providing a consultation it becomes apparent that the youth meets criteria for the service.

5.5 If referrals are below anticipated levels, the Ministry and Contractor may elect to:

(a) change eligibility criteria;

(b) shift service unit allocations within the contract;

(c) advertise program details, start dates, etc. with Ministry staff and others as appropriate; or

(d) some other remedial action negotiated between the Contractor and the Ministry.

The action chosen will be negotiated between the Contractor and the Community Services Manager or Associate Community Service Manager or their designate. Any change to the contract will be affirmed in writing; a copy will be sent to the Contractor and a copy kept on the Ministry contract file.

5.6 Where the Ministry is the sole or primary referral source, the Contractor will advise the appointed Ministry representative with details of referral volumes within 10 working days of month end. The Contractor and Community Services Manager or designate will then negotiate a resolution.

Activities

6.1 A "Key Worker" is a specialized worker highly knowledgeable in the area of FASD and family support. The Key Worker:

- liaises with the FHA multidisciplinary FASD diagnostic team;
- begins supporting parents at the time of first diagnosis or referral;
- assists families in following through with diagnostic recommendations;
- provides advocacy skills training; and
- assists families in accessing existing family support, health and education services.

6.2 The Key Worker does not provide therapy but will work under supervision of a skilled professional. A Clinical Supervisor must be attached to Key Workers. No Key Worker may practice independently of clinical supervision unless they are a member in good standing of an appropriate professional body.

6.3 Parent-to-Parent Support Mechanisms will be provided through the provision of parent-directed support groups. Two monthly meetings are provided, one which meets during the day and another that meets in the evening.

Reporting Requirements

7.1 The Contractor agrees to provide the following:

(a) CYSN Service Indicator Reporting Framework (SIRF) reporting on a monthly basis.

(b) Evaluation Data for Services for Families with Children with FASD and Other Complex Development Behaviour Disorders reporting on a monthly basis.

(c) On a quarterly basis, the agency will provide information on the following, for the quarter and cumulatively from the start of the term of this component schedule. The number of:

- appropriate referrals received
- intakes who identify as Aboriginal
- hours individual intervention
- families receiving individual intervention (families are counted as any number of adults related to a child with a diagnosis of FASD or OCBD)
- sessions of group interventions (group interventions are counted as any provision of service to a group of adults related to two or more children with a diagnosis of FASD or OCBD)
- hours of group intervention sessions
- attendance at group intervention sessions
- waitlisted families on the last day of the month who have been deemed eligible to receive services but who have not yet received any
- new families receiving parent to parent support this month for the first time
- hours of parent to parent support provided (as applicable)
- case consultations

(d) A summary report is due 3 months prior to the end date of the term of this contract. The summary report will include outputs, outcomes and financial reporting. The financial reporting must include the Contractor Revenue and Expense Report. Further contracts will require a meeting between the Ministry and Contractor to discuss the content of this summary report.

(e) An annual financial statement, completed in accordance with Generally Accepted Accounting principles and on a fund accounting basis will be submitted six months after the Contractor's fiscal year end as per the Agreement.

(f) Other information as may be requested by the Province.

Relevant Legislation, Policies and Guidelines

8.1 The Contractor will, with respect to the service deliverables herein, comply with the policies set out in the following:

(a) *Key Worker and Parent Support Program Standards*, November 2009;

(b) MCFD Accreditation Policy;

(c) MCFD Integrated Case Management Policy;

(d) MCFD Fraser Region Complaint Resolution Process Policy.

SUMMARY

Term **01/04/2012 to 31/03/2013** ***Total Amount of Component Agreement*** **$92,367.36**

Allocation by Programs and Services

Programs			
Complex Behavior Program			
	Intervention - General		$69,275.52
	Mutual Aid - General		$13,855.08
	Training and Education - General		$9,236.76
		Sub-Total	**$92,367.36**
		Total	**$92,367.36**

Allocation by Community

Communities Served		
Surrey		$92,367.36
	Total	**$92,367.36**

Allocation by Business Area

Core Business Area	Business Area - Sub Business Area		
ECD, Child Care and Children and Youth with Special Needs			
	Children and Youth with Special Needs		$92,367.36
		Sub-Total	**$92,367.36**
		Total	**$92,367.36**

PROGRAMS

Complex Behavior Program

TARGET POPULATION: Families that are parenting children or youth with Fetal Alcohol Spectrum Disorder (FASD) and other Complex Developmental Behavioural Disorders (CDBC)

OUTCOME: Families are able to parent in such a way that the affected child and youth experience less frustration and more success

Fetal Alcohol Spectrum Disorder/Complex Developm (Complex Behavior Program)

SERVICE: INTERVENTION - GENERAL — **Total Amount** $69,275.52

Definitions	Activities provided to maintain or prompt a planned change in the behaviour, condition or functioning of children, youth, and/or families/caregivers.			
Project Code	18CN289			
Input	Degreed Staff			
Output Indicators	# Service Units	**Quantity**	908	
Reporting Frequency	Monthly			
Core Business Area	ECD, Child Care and Children and Youth with Special Needs			
Business Area	Children and Youth with Special Needs			
Communities Served				
Surrey	**Recipient(s)**	0 to 18 years	**Amount**	$69,275.52

SERVICE: TRAINING AND EDUCATION - GENERAL — **Total Amount** $9,236.76

Definitions	Range of strategies for imparting knowledge, improving skills and building awareness of resources.			
Project Code	18CN529			
Input	Degreed Staff			
Output Indicators	# Service Units	**Quantity**	121	
Reporting Frequency	Monthly			
Core Business Area	ECD, Child Care and Children and Youth with Special Needs			
Business Area	Children and Youth with Special Needs			
Communities Served				
Surrey	**Recipient(s)**	Parents/Caregivers	**Amount**	$9,236.76

SERVICE: MUTUAL AID - GENERAL — **Total Amount** $13,855.08

Definitions	Provision of means whereby youth or caregivers with common concerns connect for the purpose of supporting each other.			
Project Code	18CN385			
Input	Degreed Staff			
Output Indicators	# Service Units	**Quantity**	182	
Reporting Frequency	Monthly			
Core Business Area	ECD, Child Care and Children and Youth with Special Needs			
Business Area	Children and Youth with Special Needs			
Communities Served				
Surrey	**Recipient(s)**	Parents/Caregivers	**Amount**	$13,855.08

BUSINESS AREA OUTCOMES

- Children and youth with special needs experience optimal growth and development.
- Children and youth with special needs are healthy and safe in their families and communities.
- Children and youth with special needs actively participate in their home and community.
- Parents and families of children and youth with special needs have the knowledge, skills and supports they need to advance their child or youth's growth, development and functioning.

- Communities support the development and growth of children and youth with special needs.

SCHEDULE B – PAYMENT & FINANCIAL REPORTING

Aggregate Maximum

1.1 Subject to the provisions of the Third Party Service Agreement and this Subsidiary Component Agreement, we will pay you an amount not exceeding $92,367.36, including HST, in the aggregate, for providing the Services set out in Schedule A, during the term of this Subsidiary Component Agreement.

Payments

2.1 **Monthly Recurring**

We will pay you on or about the 15th day of the month commencing on the 1st day of April, 2012 as provided in the following payment schedule:

From	To	Amount	HST	Total
April 1, 2012	March 31, 2013	$7,697.28	$0.00	$92,367.36
				$92,367.36

2.2 **Payment Address**

201-2830 GRANDVIEW HWY VANCOUVER, BC V5M 2C9

Harmonized Sales Tax (HST)

Financial Reports

2.3 In addition to the financial statements referred to in the Audit and Service Evaluation section of FT08140000 any financial reports should, at a minimum, relate costs to service outputs. The following additional financial reports are required:

Not applicable

Transition to Unit Cost Based Payments

2.4 Not applicable

SCHEDULE C – APPROVED SUBCONTRACTOR(S)

Subcontractors

1.1 The following persons or organizations, are specified as Subcontractors under section 12 of the Third Party Service Agreement, for purposes of this Subsidiary Component Agreement:

None

SCHEDULE D – RISK MANAGEMENT & CONFLICT RESOLUTION

Criminal Record Check

1.1 In accordance with the Criminal Records Review Act, you must undertake a criminal record check of each staff member or other person who has, or potentially has, unsupervised access to children, or who has access to their records.

1.2 In addition to any criminal record checks required under the Criminal Records Review Act, you must undertake a criminal record check on volunteers or other individuals who have, or potentially have, unsupervised access to children or their records.

1.3 Upon our written request you must provide us written confirmation that:

(a) criminal record checks have been initiated;
(b) you have acted on instructions from the adjudicator or us; and
(c) all other related procedures have been followed.

Conflict Resolution Officials

2.1 The designated "Officials" of the parties for the purposes of the Conflict Resolution Protocol are:

	Province	**Contractor**
Stage One:	Community Services Manager or Designate	Executive Director or Designate
Stage Two:	Executive Director of Service	Executive Director or Designate
Stage Three:	Deputy Minister or Designate	Executive Director or Designate

Permits and Licenses

3.1 You must obtain all the permits and licenses required to perform the Services, including, but not limited to:

(a) any permits or licenses required by municipal or health authorities for the operation of the Services delineated in Schedule A.

(b) any municipal, provincial, federal permits and licenses required to provide the Services including motor vehicle licenses of the appropriate class to provide transportation to clients.

Insurance and Indemnity

A. For all Contractor's activities under this Agreement to which the Master Insurance Program applies, as determined by the Province in its sole discretion:

4.1 The Province will purchase and maintain Comprehensive General Liability insurance in the amount of $2,000,000 inclusive per occurrence against bodily injury and property damage arising out of the Contractor's performance of the Services on behalf of the Province as outlined in this Agreement.

4.2 The Contractor shall be responsible for and pay any deductible under the policy.

4.3 The Contractor will be provided with a Certificate of Insurance and a copy of the insurance policy wording.

4.4 The Province will take reasonable steps to ensure the coverage specified in section 1 is continuous for the duration of this Agreement but the Province does not accept responsibility for providing coverage in the event the insurance is cancelled or reduced by the insurer.

4.5 The Province does not represent or warrant that the policy contains insurance for any and all losses. It is the Contractor's responsibility to ascertain the exact nature and extent of coverage of the policy as well as any and all terms and conditions of the policy.

4.6 The Contractor shall provide, maintain, and pay for, any additional insurance which the Contractor is required by law to carry, or which the Contractor considers necessary to cover risks not otherwise covered by insurance specified in section 1.

B. For all Contractor's activities to which the Master Insurance Program does not apply, the Contractor shall:

5.1 The Contractor must, without limiting its obligation or liabilities and at its own expense, purchase and maintain throughout the term of this Agreement the following insurances with insurers licensed in Canada in forms and amounts acceptable to the Province:

(a) Commercial General Liability in an amount not less than $2,000,000.00 inclusive per occurrence against bodily injury, personal injury and property damage and including liability assumed under this Agreement and this insurance must:

(i) include the Province as an additional insured;

(ii) be endorsed to provide the Province with 30 days advance written notice of cancellation or material change; and

(iii) include a cross liability clause.

5.2 All insurance described in paragraph 1 of this Schedule must:

(a) be primary; and

(b) not require the sharing of any loss by any insurer of the Province.

5.3 The Contractor must provide the Province with evidence of all required insurance:

(a) Within 10 working days of commencement of the Services, the Contractor must provide to the Province evidence of all required insurance in the form of a completed Province of British Columbia Certificate of Insurance.

(b) If the insurance policy(ies) expire before the end of the term of this Agreement, the Contractor must provide within 10 working days of expiration, evidence of new or renewal policy(ies) of all expired insurance in the form of a completed Province of British Columbia Certificate of Insurance.

(c) Notwithstanding paragraph 3(a) or (b) above, if requested by the Province at any time, the Contractor must provide to the Province certified copies of the required insurance policies.

5.4 The Contractor shall provide, maintain, and pay for, any additional insurance which it is required by law to carry, or which it considers necessary to cover risks not otherwise covered by insurance specified in this schedule in its sole discretion.

C. Whether A or B applies to the Services, for all Contractor activities under this Agreement:

6.1 The Contractor shall maintain Automobile Liability insurance on all vehicles owned, operated or licensed by the Contractor in an amount not less than $2,000,000 per occurrence, and where applicable the Contractor may show evidence of this insurance using an ICBC Confirmation of Insurance Coverage (APV-47) form in place of the requirement for the BC Certificate of Insurance.

6.2 Additional Insurance: Not applicable

SCHEDULE H – ADDITIONAL TERMS

Other

1. Notwithstanding Clause 55 (b) of the Third Party Service Agreement, the termination notice period for this Subsidiary Component Agreement is 60 days.

BRITISH COLUMBIA

Ministry of
Children and Family Development

MODIFICATION AGREEMENT

BETWEEN

HER MAJESTY THE QUEEN IN RIGHT OF THE PROVINCE OF BRITISH COLUMBIA,
represented by the Minister of Children and Family Development
A Director Designated Under Section 91 Of The Child, Family and Community Service Act
(the "Province", a "Director" as applicable)

AND

Pacific Community Resources Society
(the "Contractor", "you", or "your" as applicable)

BACKGROUND

A. The parties entered into an agreement number **27134;34** and dated **July 1, 2015**, (the "Agreement").

B. The parties have agreed to modify the Agreement effective **July 1, 2016**.

AGREEMENT

The parties agree as follows:

1. The Agreement End Date is: August 31, 2016
2. Additional Details: The contract is being extended by 1 month to allow additional time to collect financial information.
3. In all other respects, the Agreement is confirmed.

The parties have duly executed this modification agreement as of the 03 day of Aug, 2016.

SIGNED AND DELIVERED on behalf of the Province by its authorized representative:	**SIGNED AND DELIVERED** by or on behalf of the Contractor (or by an authorized signatory of the Contractor if a Corporation)
Authorized Representative: S Wilkins	Contractor or Authorized Signatory:
Name: Sheila Wilkins	Name: Steven Atkinson
Title: Community Service Manager	Title: Director of Finance

DISTRIBUTION: COPY 1 - FINANCIAL SERVICES BRANCH COPY 2 - CONTRACTOR COPY 3 - ORIGINATING OFFICE

COMPONENT SERVICES SCHEDULE
Residential Child Care Resource
(FUNDING PERIOD August 1, 2015 - August 31, 2016)

PART IV: FEES AND EXPENSES/PAYMENT PROVISIONS

Aggregate Maximum

4.1 Subject to the provisions of this Agreement, the Province will pay to the Contractor an amount not exceeding $128,825.10 in the aggregate for providing the Component Services during the Funding Period.

Payments

4.2 Subject to paragraph 4.1, the Province will make payments to the Contractor in the following amounts and manner:

(a) The Contractor will receive the payments described below during the term of the Agreement Funding Period. Fixed monthly rates are payable in the current month. Partial months are prorated on the basis of a 30-day month. Per diem rates are payable in arrears for each day a child is in the home.

(b) For the following Component Services the fixed monthly rate and per diem rate shall be in accordance with current Province policy as communicated to the Contractor from time to time. It is understood that any subsequent changes in the Province fixed monthly and per diem policy applicable to this Component Schedule will result in an automatic adjustment to the aggregate amount of this Component Schedule from the date the change in policy takes effect. The Province will inform the Contractor of any changes in fixed rates by general notification. No modification of the Agreement or any Component Schedules to the Agreement is required in the event of a change in the fixed rate.

Component Services	Capacity	Fixed Monthly Rate	Per Diem Monthly Rate	Total Payment
Not Applicable				

(c) For the following Component Services the fixed monthly rate and the per diem rate shall remain as listed below for the term of the Funding Period.

Component Service	Capacity	Fixed Monthly Rate	Per Diem Monthly Rate	Total Payment
Staffed/Specialized Child Care	3	$62,880.87	$510.56	$128,825.10
Total:				$128,825.10

SERVICE AGREEMENT
(Residential)

MINISTRY OF CHILDREN AND FAMILY DEVELOPMENT

Ministry of Children and Family Development

Ministry Service Agreement No. 27134;36
Pacific Community Resources Society

The Director designated *under the Child, Family and Community Service Act*

(the "Director", "we", "us", or "our" as applicable) at the following address:

110- 7350 King George Boulevard, Surrey, BC V3W 5A5

Fax Number: (604) 501-3141

Email: _____

AND Pacific Community Resources Society

(the "Contractor", "you", or "your" as applicable) at the following address:

201 2830 Grandview Hwy, Vancouver, BC V5M 2C9

Fax Number:

Email: mshaw@pcrs.ca .

The term for the Agreement begins on: **September 1, 2016** (Day/Month/Year) and ends on **August 31, 2017** (Day/Month/Year)

THE PARTIES AGREE TO THE TERMS AND CONDITIONS OF THE SERVICE AGREEMENT LOCATED ON THE MINISTRY OF CHILDREN AND FAMILY DEVELOPMENT'S WEBSITE, VERSION 1.1 DATED JANUARY 13, 2015, AND AGREE TO BE BOUND BY THE SCHEDULES LISTED BELOW AND ATTACHED TO THIS AGREEMENT AND AGREE THAT REFERENCES TO "THE PROVINCE" IN THE TERMS AND CONDITIONS AND SCHEDULES ARE TO BE READ AS REFERENCES TO THE "DIRECTOR" EXCEPT AS THE CONTEXT OTHERWISE REQUIRES.

SCHEDULE A	-	SERVICES
SCHEDULE B	-	PAYMENT
SCHEDULE C	-	APPROVED SUBCONTRACTOR(S)
SCHEDULE D	-	INSURANCE
SCHEDULE E	-	AUTHORIZED PERSONS
SCHEDULE F	-	INFORMATION MANAGEMENT (RECORDS, PRIVACY AND SECURITY)
SCHEDULE G	-	ASSETS
SCHEDULE H	-	ADDITIONAL TERMS
SCHEDULE I	-	REPORTING AND MONITORING

(collectively, the "Agreement")

SIGNED AND DELIVERED on the 30 day of Aug, 2016 on behalf of the Province by its duly authorized representative

Signature: Sheila Wilkins

Print Name: Sheila Wilkins

Position: Community Service Manager

SIGNED AND DELIVERED on the ____ day of _____, ____ or on behalf of the Contractor (or by its authorized signatory or signatories if the Contractor is a corporation)

Signature:

Print Name: Michelle Shaw

Position: of Youth & Addiction

Signature:

Print Name

Position

Contractor: By signing above you agree that you have read, understand, and agree to be bound by, the Terms and Conditions and the Schedules for the Service Agreement

SCHEDULE A – SERVICES

1.1 With the exception of the definition of Caregiver, the definitions contained in Section 1 of the *Child, Family and Community Service Act* apply to and have the same meaning when used in this Agreement.

1.2 It is acknowledged for the purpose of this Agreement, the term:

(a) Guardian means the legal guardian of the child or children.

(b) Director means a person designated by the minister under section 91 of the *Child, Family and Community Service Act* and includes a person delegated to fulfill the powers, duties or functions of a Director pursuant to s. 92 of the *Child, Family and Community Service Act.*

(c) Care Plan means a comprehensive plan of care for a particular child developed and authorized by the Director, that:

a. identifies specific developmental objectives based on continuous assessments of the child or youth's evolving needs and outcomes of previous decisions and actions;

b. continues throughout the child or youth's stay in care and is a living, working document that remains relevant as the child or youth matures and as their circumstances change; and

c. identifies the overall goal for the child or youth and includes assessments and actions across several domains including; placement, health, education, identity, family and social relationships, social presentation, emotional and behavioural development and self-care skills.

(d) Program Standards means any provincial standards relating to performance of particular Services as may be created and changed from time to time.

(e) Care Setting means Care Setting as described in section 1.4(b) of this schedule.

(f) Caregiver means an individual employed or retained by the Contractor to provide care for and supervision of a child residing in a Care Setting.

Desired Outcomes

1.3 Through delivery of the Services, the Director wishes to realize, and the Contractor will use its best efforts to achieve, the following desired outcomes:

- Emotional health is managed, maintained or increases
- Physical health is managed, maintained or improves
- Active participation in own good health is increased; decrease frequency of visits to medical professionals (is usually well)
- Frequency of high risk behaviours and critical incidences are reduced.
- Knowledge of safe and healthy sexual behaviour increases
- Ability to manage identified mental health concerns improves
- Attendance at school, vocational, work, day program or volunteer activity is established or increases

- Connection to Aboriginal or ethnic cultural, religious, spiritual heritage is supported, maintained or increases
- Relationship with family/community is developed, maintained or improves as appropriate; safely reunites with family if appropriate
- Socialization and peer relationships are developed, maintained or improved
- Increase in youth stability
- Increase in daily living skills based on developmental level and/or physical abilities
- Ability to access generic community supports and services is facilitated or improves
- Increase in emotional, behavioural, and life skills to the extent that a successful transition to a less intensive residential setting, independent living and/or other permanent options can occur

The parties acknowledge that the Contractor does not warrant that the desired outcomes will be achieved.

Service Deliverables

1.4 The Contractor will provide or deliver, or will cause to be provided or delivered, the following:

(a) Residential Services to one or more children in care are looked after under sections 25, 26 or 27 of the *Child, Family and Community Service Act.*

(b) The Contractor will provide accommodation and associated supervision for up to the specified number of children, at the following Care Setting or Care Settings:

Type of Service	Care Setting	No. of Children
Staffed/Specialized Child Care	8310 157th Street Surrey, BC V4N 0S4	3

(c) The child/children to be cared for in the Care Setting can be described as:

Information (Bed Specific) for example:

QRP is a Specialized Staffed Residential resource for a maximum of 3 youth at any given time, between the ages of twelve (12) and eighteen (18) years old, male or female, that are in the Ministry's care. The youth placed in the QRP program are at risk because of mental health, suicidal or other self-destructive behaviours, and/or whose behaviours pose a danger to others. The contractor will provide service to a referred youth within 24 hours of the referral. The purpose of service for the youth is for stabilization and/or planning assessment to support a possible return home or transition to an alternate residential placement.
The maximum length of stay is 6-8 weeks, but exception to age and length of stay may be negotiated by the Contract Liaison Social Worker and the Program Director. Referrals to this program are made through the Contract Liaison Social Worker from the youth's Social Worker by way of a referral package including referral document and any supporting reports or assessments. There will be no unplanned discharges of youth from the program by the contractor or by the youth and their families without authorization of the Ministry.

(d) The Service to be provided to the child/children in the Care Setting is:

Description of Facility:
The Quick Response Program (QRP) is located at 8310 157 Street, Surrey, BC, V4N 0S4. The facility is one (1) suitably furnished and equipped home in Surrey, BC, with a program that provides youth placed with a focused, safe, predictable, nurturing and structured living environment including supporting a Trauma Informed Practice approach. Each youth has their own bedroom. The facility and vehicles are smoke free. The home will operate 24 hours a day, 7 days a week, 365 days per year. The population of the home is restricted to youth-in-care of the Ministry referred under this agreement only and applicable to staffing levels. Placement in this home must be approved by the Contractor Liaison Social Worker.
Staffing model:

- On any given day shifts in the resource are as follows: 1 – 24 hour shift (3 days on, 4 off one week and the next 4 days on and then 3 off); day shift (7am – 5 pm); evening shift (4 pm – 2 am); Graveyard shift (2 am – either 7 or 8 am depending on the day/scheduling; this person is an awake overnight staff)

Please see attached addendum for further staffing information

Activities for example:

- Encourage required health care routines.
- Administer medications. Monitor and report side effects.
- Implement specialized health care routines as directed by medical professionals.
- Attend Care Team meetings. Implement goals.
- Facilitate regular punctual attendance at school, day program/family visits/recreational activities.
- Facilitate/provide transportation to/from appointments/school/work/day program/family visits/ recreational activities as per plan of care.
- Encourage/facilitate contact with appropriate religious and/or cultural community members.
- Facilitate involvement in rituals/practices of hereditary culture/religion.
- Facilitate appropriate contact with family members identified by child/youth's social worker, parent/guardian. Supervise contact as directed.
- Seek out recreational opportunities. Facilitate attendance. Engage in activity as required.
- Provide opportunities/activities that encourage positive peer interaction.
- Promote youth's involvement in personal care routines.
- Involve youth in life skill activities that include but are not limited to: shopping/budgeting/ meal preparation/ household chores/ use of public transportation/ work experience.
- Acquaint youth with local community services. Assist in accessing services. Attend/support as required.
- Assist youth in transition to independent living with education options/job search/ housing search/ accessing support services.
- Support/facilitate transition planning and child/youth's involvement. Assist in preparations for a move.
- Develop and maintain good relationships with the neighborhood and communities in which the youth reside.
- Engage in an ongoing process of collaboration to ensure service quality is maintained and improves over time.
- Produce/maintain a binder containing a recent photograph and all relevant information required to care for the youth.
- Provide pre-placement outreach and orientation for referred youth who are initially reluctant to accept a placement or services.

- Follow current protocol for reporting and monitoring AWOLs and/or youth involved in high risk activities.

(e) In relation to the Care Plan, the Contractor agrees to:

(i) participate in the development of the Care Plan for each child placed in the Care Setting when requested by the Director.

(ii) implement those parts of the child's Care Plan related to the child's residential placement including the child's safety and well-being in association with the residential placement.

(iii) measure achievement of goals related to the child's residential placement, as stated in each child's Care Plan.

(f) The Contractor will provide services in accordance with the rights of children in care as required by section 29 of the Agreement.

(g) The Contractor agrees to cooperate with:

(i) any valid custody or access orders or agreements relating to the child as permitted or instructed by the Director.

(ii) the parent(s)/Guardian of the child, when specified in the Care Plan or as permitted or instructed by the Director.

(h) The Contractor agrees to support and encourage the child's relationship with their parent(s), sibling(s), extended family and/or Guardian, according to the Care Plan for the child.

(i) Critical incidents must be reported:

(i) immediately when they occur to the Director, family where appropriate or emergency and after-hours telephone line; and

(ii) in writing the next business day to the Director and the contract Resource Social Worker.

(j) The Contractor will provide the Director full information and particulars concerning a child upon request of the Director.

(k) The Contractor will ensure all information, statements and documents submitted to the Director in connection with the Schedules are true and correct.

(l) The Contractor will provide timely access to the child by:

(i) the Director; and

(ii) those persons authorized by the Director.

(m) The Contractor will not permit the child to leave the province of British Columbia without the written permission of the Director.

(n) The Contractor will remain actively engaged in the Care Setting's community to support and maintain good relationships with the neighbours.

(o) The Contractor will notify the Director immediately of any complaints received by the public in relation to the Care Setting.

(p) The performance of the Agreement during its Term will be monitored in accordance with the Ministry of Children and Family Development Caregiver Support Services Standard 21: Monitoring of and Liaison with Staffed Children's Residential Services.

(q) The Director may from time to time, in writing or verbally, give reasonable instructions to the Contractor as to the performance of Services. The Contractor must comply with those instructions.

(r) If the Contractor is unable to meet their obligations for the care of one or more children under this Agreement, the Contractor must immediately notify the Director and the Director may, whether or not a notice has been received pursuant to Section 47 of the Agreement:

(i) move the child to an alternate placement;

(ii) take steps pursuant to Section 45 of the Agreement; and

(iii) terminate pursuant to Section 50 of the Agreement.

Policies and Standards

1.5 The Contractor must comply with all applicable policies and Program Standards including:

(a) Assessment and Approval of Caregivers by Contracted Agencies

(b) Criminal Record Check Procedures for Contracted Agencies

(c) Child and Family Development Service Standards

(a) Child and Family Service Standards

(b) Children in Care Service Standards

(c) Caregiver Support Service Standards

(d) Standards for Staffed Children's Residential Services.

(e) Standards for Foster Home, as required.

(f) Accreditation Standards, if applicable.

1.6 The Director must give the Contractor written notice of the new or changed Program Standard which will include a schedule for implementation of the new or changed Program Standard. On receipt of such notice the Contractor will abide by the schedule for implementation of the new or changed Program Standard. New or changed Program Standards that result in material change to the Services will require renegotiation of the Schedule(s) relating to the Services affected.

Rights and obligations of the Director

1.7 The Director will make available to the Contractor all information in the Director's custody which the Director reasonably considers to be required by the Contractor to perform the Services. In particular, the Director will make available to the Contractor all information which may be relevant to the safety and well being of a child and a Caregiver.

1.8 The Director may, at any time, in his or her sole discretion, retake care of a child who is receiving Services.

SCHEDULE B – PAYMENT

Aggregate Maximum and Taxes

1.1 Subject to the provisions of this Agreement we will pay you an amount not exceeding $797,548.08 (not including any applicable taxes), in the aggregate, for providing the Services set out in Schedule A, during the Term of this Agreement.

1.2 In addition, we will pay you any applicable taxes payable by the Province under law or agreement with the relevant taxation authority in relation to amounts payable under this schedule.

Payment

2.1 Subject to paragraph 1.1, the Province will make payments to the Contractor in the following amounts and manner:

(a) The Contractor will receive the payments described below during the term of the Agreement. Fixed monthly rates are payable in the current month. Partial months are prorated on the basis of a 30-day month. Per diem rates are payable in arrears for each day a child is in the home.

(b) The fixed monthly rate and per diem rate shall be in accordance with current provincial policy as updated from time to time. No modification of this Agreement is required in the event of a change in the fixed rates in policy. It is understood that any subsequent changes to the provincial fixed monthly and per diem applicable to this Agreement will result in an automatic adjustment to the aggregate amount of this Agreement from the date the change in policy takes effect. The Director will inform the Contractor of any changes in fixed rates.

(c) For the following Services the fixed monthly rate and the per diem rate shall remain as listed below for the Term of the Agreement.

Services	Capacity	Fixed Monthly	Per Diem Monthly	Total Payment
Staffed/Specialized Child Care	3	$64,867.27	$531.69	$797,548.08
Total:				$797,548.08

SCHEDULE C – APPROVED SUBCONTRACTOR(S)

1. The following persons, groups of persons, or organizations, are specified as subcontractors under section 12 of the Agreement:

{List subcontractors, if any, or type "not applicable"}

not applicable

SCHEDULE D – INSURANCE

1. On behalf of the Contractor, the Province will purchase and maintain Commercial General Liability insurance (Master Insurance Program) in the amount of $2,000,000 inclusive per occurrence against bodily injury, personal injury and third party property damage arising out of the Contractor's performance of the Services set out in this Agreement.

2. The Contractor is responsible for and will pay any deductible under the Master Insurance Program.

3. The Province will obligate the Master Insurance Program's managing broker to provide the Contractor with a Certificate of Insurance and a copy of the Master Insurance Program policy wording.

4. The Province will take reasonable steps to ensure the coverage specified in section 1 of this schedule is continuous for the duration of this Agreement. The Province will not be responsible for providing coverage in the event the insurance is cancelled or reduced.

5. The Province does not represent or warrant that the Master Insurance Program covers any and all losses. The Contractor is responsible for ascertaining the exact nature and extent of coverage of the Master Insurance Program as well as the terms and conditions of the Master Insurance Program policy wording. No term or condition of this Agreement amends, extends or alters the coverage afforded by the Master Insurance Program policy wordings.

6. Where the contractor uses a vehicle to perform the services as described in Schedule A the Contractor shall maintain Automobile Liability insurance on all vehicles owned, operated or licensed by the Contractor in an amount not less than $2,000,000 per occurrence, and where applicable the Contractor may show evidence of this insurance using an ICBC Confirmation of Insurance Coverage (APV-47) form.

7. The Contractor will provide, maintain, and pay for, any additional insurance which the Contractor is required by law to carry, or which the Contractor considers necessary to cover risks not otherwise covered by insurance specified in section 1 of this schedule.

SCHEDULE E – AUTHORIZED PERSONS

Authorized Persons

1.1 The Contractor authorizes any of the following persons, (identified by name and/or position) to act for you in relation to this Agreement:

(i) not applicable

1.2 The Ministry authorizes any of the following persons (identify by position) to act for us in relation to this Agreement:

(i) Resource Social Worker

(ii)

Conflict Resolution Officials

2.1 The designated "Officials" of the parties for the purposes of the Conflict Resolution Protocol are:

	Province	Contractor
Stage One:	Community Services Manager	Contractor
Stage Two:	Executive Director of Service	Contractor
Stage Three:	Deputy Minister	Contractor

SCHEDULE F - INFORMATION MANAGEMENT (RECORDS, PRIVACY AND SECURITY)

Purpose

The purpose of this Schedule is to:

(a) enable the Province to comply with the Province's obligations with respect to:
  (i) creation, maintenance, retention and final disposition of the Province's Records, and
  (ii) protection of Personal Information collected under this Agreement and pursuant to *FOIPPA* and the *Child, Family and Community Service Act.*

(b) ensure that, as a service provider, the Contractor is aware of, and complies with, the Contractor's information management and protection (records, privacy and security) obligations under *FOIPPA* with respect to:
  (i) the Province's Records and
  (ii) the Personal Information collected or created under this Agreement.

Applicability

This Schedule applies to the management of the Province's Records and to the management of Personal Information collected or created under this Agreement.

The Contractor must manage the Province's Records in accordance with this Schedule and in accordance with MCFD Contractor's Information Management Guidelines, which provide directions and standards to assist the Contractor in complying with this Schedule.

Definitions

1. In this Schedule:
  a) "**access**" means the ability or opportunity of a person to view, study, or obtain a copy of records;
  b) "***FOIPPA***" means the *Freedom of Information and Protection of Privacy Act* (British Columbia);
  c) "**contact information**" has the same meaning as in FOIPPA;
  d) "**control**" (of a record) means the power or authority to manage the record throughout its life cycle, including restricting, regulating and administering its use and disclosure;
  e) "**custody**"(of a record) means having physical possession of a record, regardless of the format (e.g., paper or electronic).
  f) "**Personal Information**" means recorded information about an identifiable individual, other than contact information, collected or created by the Contractor as a result of the Agreement or any previous agreement between the Province or the Contractor dealing with the same subject matter as the Agreement, but excluding any information that, if this Schedule did not apply to it, would not be under the control of a public body as interpreted under the *FOIPPA*;
  g) "**Privacy Training**" means the Province's online privacy and information sharing training course;
  h) "**Services Worker**" means an individual involved in providing the Services for or on behalf of the Contractor and, for greater certainty, may include the Contractor or a subcontractor of an individual, or an employee or volunteer of the Contractor or of a subcontractor.

PRIVACY PROTECTION

Collection of Personal Information

2. The Contractor may only collect or create Personal Information that is necessary for the performance of the Contractor's obligations, or the exercise of the Contractor's rights, under the Agreement.

3. The Contractor must collect Personal Information directly from the individual the information is about, unless the indirect collection is authorized under section 27 of FOIPPA.

4. Where the Contractor collects Personal Information from an individual the information is about the Contractor must tell the individual:

   (a) the purpose for collecting it,

   (b) the legal authority for collecting it, and

   (c) the title, business address and business telephone number of the person designated by the Province to answer questions about the Contractor's collection of Personal Information.

Accuracy of Personal Information

5. The Contractor must make every reasonable effort to ensure the accuracy and completeness of any Personal Information to be used by the Contractor or the Province to make a decision that directly affects the individual the Personal Information is about.

Requests for access to Personal Information

6. If the Contractor receives a request for access to Personal Information from a person other than the Province, the Contractor must promptly advise the person to make the request to Information Access Operations with the Ministry of Technology, Innovation and Citizens' Services or successor.

Correction of Personal Information

7. Within 5 business days of receiving a written direction from the Province to correct or annotate any Personal Information, the Contractor must correct or annotate the information in accordance with the direction.

8. When issuing a written direction under section 7 of this Schedule, the Province must advise the Contractor of the date the correction request to which the direction relates was received by the Province in order that the Contractor may comply with section 9 of this Schedule.

9. Within 5 business days of correcting or annotating any Personal Information under section 7 of this Schedule, the Contractor must provide the corrected or annotated information to any party to whom, within one year prior to the date the correction request was made to the Province, the Contractor disclosed the information being corrected or annotated.

10. If the Contractor receives a request for correction of Personal Information from a person other than the Province, the Contractor must promptly advise the person to make the request to the Province and provide the provincial official's name or title and contact information to the person making the request.

Protection of Personal Information

11. The Contractor must protect Personal Information by making reasonable security arrangements against such risks as unauthorized access, collection, use, disclosure or disposal, including any security arrangements expressly set out in the Security section of this Schedule.

Storage and access to Personal Information

12. Unless the Province otherwise directs in writing, the Contractor must not store Personal Information outside Canada or permit access to the Personal Information from outside Canada.

Retention of Personal Information

13. Unless the Agreement otherwise specifies, the Contractor must retain Personal Information until directed by the Province in writing to dispose of it or deliver it as specified in the direction.

14. If the Contractor receives any information which would identify a young person to whom it relates as a young person dealt with under the *Youth Criminal Justice Act*, the Contractor must:

    a. keep the information separate from any other record of the young person to whom the information relates;

    b. ensure that no other person has access to the information; and

    c. destroy the information when the information is no longer required for the purpose for which it was disclosed.

Use of Personal Information

15. Unless the Province otherwise directs in writing, the Contractor may only use Personal Information if that use is for the performance of the Contractor's obligations, or the exercise of the Contractor's rights, under the Agreement.

Disclosure of Personal Information

16. The Contractor must not disclose Personal Information relating to a child who receives or received Services under this Agreement, or that child's family, except to the Director or a person designated by the Director unless compelled to do so pursuant to court rules, a court order or subpoena. Despite this general prohibition against disclosure, the Contractor may disclose Personal Information relating to the child or the child's family, on a strictly need to know basis, to persons who are involved with supervising, teaching or caring for the child.

17. The Contractor must not disclose any information which would identify a young person to whom it relates as a young person dealt with under the *Youth Criminal Justice Act* unless the disclosure is to another person engaged in the supervision or care of the young person and the disclosure is necessary:

    a. to ensure compliance with an order of the youth justice court;

    b. to ensure the safety of staff, students or other persons; or

    c. to facilitate the rehabilitation of the young person.

18. The Contractor may only disclose Personal Information outside Canada if authorized under section 33.1 of FOIPPA.

19. The Contractor may only disclose Personal Information, whether inside or outside of Canada, to any person other than the Province if the disclosure is for the performance of the Contractors obligations, or the exercise of the Contractor's rights, under the Agreement.

SECURITY

Services Worker confidentiality agreements

20. The Contractor must immediately provide notice to the Director of any suspected information incident that threatens privacy or information security.

21. The Contractor must not permit a Services Worker who is an employee or volunteer of the Contractor to have access to Personal Information unless the Services Worker has first entered into a confidentiality agreement with the Contractor to keep Personal Information confidential on substantially similar terms as those that apply to the Contractor under the Agreement.

Services Worker security screening

22. The Contractor may only permit a Services Worker who is an employee or a volunteer of the Contractor to collect or have access to Personal Information, or otherwise be involved in providing the Services if, after having subjected the Services Worker to personnel security screening requirements as outlined in Appendix F1 to this Schedule, the Contractor is satisfied that the Services Worker does not constitute an unreasonable security risk.

Services Worker activity logging

23. The Contractor must create and maintain detailed Contractor's Records logging the activities of all Service Workers in relation to:

    (a) their access to Personal Information; and

    (b) any other matters specified by the Province in writing for the purposes of this section.

Facilities and Equipment protection and access

24. The Contractor must create, maintain and follow a documented process to:

(a) protect Facilities and Equipment of the Contractor required by the Contractor to provide the Services from loss, damage or any other occurrence that may result in any of those Facilities and Equipment being unavailable when required to provide the Services; and,

(b) limit access to Facilities and Equipment of the Contractor:

i. being used by the Contractor to provide the Services; or
ii. that may be used by someone to access information,

to those persons who are authorized to have that access and for the purposes for which they are authorized, which process must include measures to verify the identity of those persons.

25. If the Province makes available to the Contractor any Facilities or Equipment of the Province for the use of the Contractor in providing the Services, the Contractor must comply with any policies and procedures provided to it by the Province on acceptable use, protection of, and access to, such Facilities or Equipment.

Integrity of Information

26. The Contractor must create, maintain and follow a documented process for maintaining the integrity of information while in the custody of or accessed by the Contractor.

27. For the purposes of section 26 of this Schedule, maintaining the integrity of information means that, except to the extent expressly authorized by the Agreement or approved in writing by the Province, the information has:

(a) remained as complete as when it was acquired or accessed by the Contractor; and

(b) not been altered in any material respect.

Documentation of changes to processes

28. The Contractor must create and maintain detailed Records logging any changes it makes to the processes described in sections 23 and 24 of this Schedule.

Retention of Information

29. With the exception of information that the Contractor must destroy in accordance with section 13 of this Schedule, the Contractor must retain all Province Records until directed by the Province in writing to dispose of them or to deliver them as specified in the direction.

Secure Storage

30. Until disposed of or delivered in accordance with section 13, the Contractor must securely store records that contain Personal Information while in the Contractor's custody.

GENERAL

Privacy Training

31. The Ministry will pay the direct costs of the Privacy Training, the Contractor, must ensure that:

(a) all existing employees, agents, volunteers and sub-contractors who collect, create, or access Personal Information, complete Privacy Training within 3 months of this Agreement coming into force if they have not already done so;

(b) all new employees, agents, volunteers and sub-contractors engaged subsequent to the signing of this Agreement who will collect, create or access Personal Information have completed the provincially required Privacy Training prior to accessing Personal Information; and,

(c) a log is maintained with the names of all employees, agents, volunteers and sub-contractors who collect, create, or access Personal Information which indicates the status of their completion of the Privacy Training including date of completion. The Contractor must make this log available to the Province upon request.

Notice

32. The Contractor must immediately provide notice to the Province of

(a) a possible or confirmed foreign demand or request for disclosure, including the information required by section 30.2(3) of *FOIPPA* or

(b) anticipated or actual non-compliance with this Schedule, unauthorized access, collection, use, disclosure, storage, alteration or disposal of information or Records containing personal information; or

(c) unauthorized access to Facilities or Equipment.

In this provision, "foreign demand for disclosure" and "unauthorized disclosure of personal information" bear the same meanings as in section 30.2 of *FOIPPA*.

33. The Contractor must immediately provide notice to the Province of any non-compliance, or anticipated inability to comply, with a provision in this Schedule in any respect.

Compliance, Audit and Review

34. The Contractor must, in relation to the Personal Information, comply with:

(a) the requirements of *FOIPPA* applicable to the Contractor as a service provider, including any applicable order of the commissioner under *FOIPPA;*

(b) section 75 of the *Child, Family and Community Service Act*; and

(c) any direction given by the Province under this Schedule.

35. The Contractor acknowledges that it is familiar with the requirements of *FOIPPA* governing Personal Information that are applicable to it as a service provider.

36. In addition to any other rights of inspection the Province may have under the Agreement or under statute, the Province may, at any reasonable time and on reasonable notice to the Contractor, enter on the Contractor's premises to inspect, and at the Province's discretion, copy, any of the Province's Records, or any of the Contractor's information management policies or practices relevant to the Contractor's management of the Province's Records or the Contractor's compliance with this Schedule. The Contractor must permit and provide reasonable assistance to any such inspection.

37. If the Province conducts a review of a matter described in section 32 or 33 of this Schedule (whether or not the matter came to the attention of the Province as a result of a notification under section 32 or 33 of this Schedule), the Contractor must, on the request of the Province, participate in the review to the extent that it is reasonably practicable for the Contractor to do so.

Interpretation

38. Any reference to the "Contractor" in this Schedule includes any subcontractor, agent, or volunteer retained by the Contractor to perform obligations under the Agreement and the Contractor must ensure that any such subcontractors, agents, and volunteers comply with this Schedule.

39. If a direction or provision of the Agreement or any Schedule conflicts with a requirement of FOIPPA or an applicable order of the commissioner under *FOIPPA*, the conflicting provision of the Agreement or Schedule will be inoperative to the extent of the conflict.

(a) If there is a conflict between a documented process required by this Schedule to be created or maintained by the Contractor and this Schedule, the provision of this Schedule will prevail to the extent of the conflict.

40. The obligations of the Contractor in this Schedule will survive the termination of the Agreement.

41. The Contractor must comply with the provisions of this Schedule despite any conflicting provision of this Agreement or, subject to section 42 of this Schedule, the law of any jurisdiction outside Canada.

42. Nothing in this Schedule requires the Contractor to contravene the law of any jurisdiction outside Canada unless such contravention is required to comply with *FOIPPA*.

SCHEDULE F – APPENDIX F1 – SECURITY SCREENING REQUIREMENTS

The personnel security screening requirements set out in this Appendix F1 are for the purpose of assisting the Contractor to determine whether or not a Services Worker constitutes an unreasonable security risk.

Verification of name, date of birth and address

1. The Contractor must verify the name, date of birth and current address of a Services Worker by viewing at least one piece of "primary identification" of the Services Worker and at least one piece of "secondary identification" of the Services Worker,* as described in the table following this section. The Contractor must obtain or create, as applicable, Records of all such verifications and retain a copy of those Records. For a Services Worker from another province or jurisdiction, reasonably equivalent identification documents are acceptable.

Primary Identification	Secondary Identification
Issued by ICBC: • B.C. driver's licence or learner's licence (must have photo) • B.C. Identification (BCID) card **Issued by provincial or territorial government:** • Canadian birth certificate **Issued by Government of Canada:** • Canadian Citizenship Card • Permanent Resident Card • Canadian Record of Landing/Canadian Immigration Identification Record	• School ID card (student card) • Bank card (only if holder's name is on card) • Credit card (only if holder's name is on card) • Passport • Foreign birth certificate (a baptismal certificate is not acceptable) • Canadian or U.S. driver's licence • Naturalization certificate • Canadian Forces identification • Police identification • Foreign Affairs Canada or consular identification • Vehicle registration (only if owner's signature is shown) • Picture employee ID card • Firearms Acquisition Certificate • Social Insurance Card (only if has signature strip) • B.C. CareCard • Native Status Card • Parole Certificate ID • Correctional Service Conditional Release Card

*It is not necessary that each piece of identification viewed by the Contractor contains the name, date of birth and current address of the Services Worker. It is sufficient that, in combination, the identification viewed contains that information.

Verification of education and professional qualifications

2. The Contractor must verify, by reasonable means, any relevant education and professional qualifications of a Services Worker, obtain or create, as applicable, Records of all such verifications, and retain a copy of those Records.

Verification of employment history and reference checks

3. The Contractor must verify, by reasonable means, any relevant employment history of a Services Worker, which will generally consist of the Contractor requesting that a Services Worker provide employment references and the Contractor contacting those references. If a Services Worker has no relevant employment history, the Contractor must seek to verify the character or other relevant personal characteristics of the Services Worker by requesting the Services Worker to provide one or more personal references and contacting those references. The Contractor must obtain or create, as applicable, Records of all such verifications and retain a copy of those Records.

Security interview

4. The Contractor must allow the Province to conduct a security-focused interview with a Services Worker if the Province identifies a reasonable security concern and notifies the Contractor it wishes to do so.

SCHEDULE G - ASSETS

1. The following property to be acquired by you with funds to be paid by us under this Agreement is specified in this Agreement as property to be owned by us:

   {Specify property, if any, or type "not applicable"}

   not applicable

2. The following property provided by us to you or a subcontractor for the purposes of this Agreement is to be owned by you or subcontractor as indicated:

   {Specify property, if any, or type "not applicable"}

   not applicable

SCHEDULE H – ADDITIONAL TERMS

Termination

Notwithstanding section 47(b) of the Terms and Conditions of the Services Agreement, the termination notice period for this agreement is 30 days.

Criminal Record Check

Despite sections 18-20 of the Terms and Conditions of the Service Agreement, terms set out below apply respecting criminal record checks and supersede sections 18 – 20 of the Terms and Conditions:

1. In accordance with the *Criminal Records Review Act*, the Contractor must ensure that the Contractor, the Contractors' employees and subcontractors undergo a criminal record check or a criminal record check verification when required in circumstances where the Contractor, the employee or subcontractor works with children as defined in the *Criminal Records Review Act*.

2. In addition to any criminal record checks or criminal records check verifications required under the *Criminal Records Review Act*, the Contractor must ensure that the Contractor and all employees, subcontractors and volunteers who have, or potentially have, unsupervised access to children or their records undergo a criminal record check that is satisfactory to the Province and that those individuals do not have unsupervised access to children or their records until the results of the criminal record check indicate no risk to children.

3. In addition to any criminal record checks or criminal record check verifications that are required by sections 1 and 2 of this Schedule, the Contractor must ensure that every person 18 years or older who resides or spends significant time in the home or place where the services are provided or are to be provided, and who has or will have significant and unsupervised access to children in that home or place, undergoes a criminal record check that is satisfactory to the Province.

4. If any of the individuals referred to in sections 2 or 3 of this Schedule moved to British Columbia within the last 10 years, the Contractor must make all reasonable efforts to obtain a verified criminal record check from the jurisdiction in which he or she was previously resident.

5. The Contractor must ensure that criminal record checks required by sections 2 and 3 of this Schedule are undertaken every 3 to 5 years as required by the Province.

6. Upon written request, the Contractor must provide the Province written confirmation that:
   (a) criminal record checks have been initiated as required by the *Criminal Records Review Act*;
   (b) criminal record checks referred to in section 2, 3, and 4, as applicable, were completed prior to work beginning or prior to unsupervised access to children or their records;
   (c) the Contractor has acted in accordance with any instructions from the Province and in accordance with the *Criminal Records Review Act*; and
   (d) all other related procedures have been followed.

Negligence Waiver

1. If the Contractor is providing Services to children, the Contractor will not require a parent or guardian, or a person acting for a parent or guardian, to waive the Contractor's liability for negligence in the provision of the Services.

SCHEDULE I – REPORTING REQUIREMENTS

1.1 The Contractor will submit Monthly reports, in form and content acceptable to the Province, for the preceding period as specified, relating to the Services. The required content of these reports may include, but is not limited to, the following information:

1. the quantity of services (by # of hours, # of sessions, etc.) and any variance from expected and contracted deliverables,
2. Specify other reporting information as necessary in relation to the type of service provided)

_____

_____

_____

1.2 The reports referred to in section 1.1 will be submitted within 10 business days of the end of the period specified, commencing with the first report for the period ending August 31, 2016. For the purpose of this section a "business day" is any day which is not a Saturday, a Sunday, or a statutory holiday in British Columbia.

1.3 Whether or not an annual financial statement (or review or audit of the same) is required and submitted under section 33 of the Agreement, the Contractor will, if the Contractor wishes to negotiate a future agreement, submit to the Province, prior to the end of the 3rd quarter of the Term, a Contractor Revenue and Expense Forecast for the duration of the Funding Period in the form attached as Attachment 1.)

ATTACHMENT 1 - CONTRACTOR REVENUE AND EXPENSE FORECAST

Contractor Name/Address: Pacific Community Resources Society 201 2830 Grandview Hwy, Vancouver, BC V5M 2C9

Name of Program(s)/Service(s): Pacific Community Resources Society

Reporting Period (from/to): September 1, 2016 : August 31, 2017

STATEMENT OF REVENUE AND EXPENSES	Previous Year	YTD Actual	Forecast to end of Funding Period	Approved Funding	Variance
REVENUE					
MCFD Regular Payments (monthly)					
MCFD Invoiced Payments					
Other MCFD Payments (specify):					
TOTAL GROSS REVENUE					
Program/Service Expenses					
Total Compensation (wages and benefits)					
Program/Service Child Support Costs					
Program/Services Facilities Costs					
Administration Costs*					
TOTAL GROSS EXPENSES					
TOTAL NET (+/-)					

*See MCFD Contracting Financial Reporting and Management Requirements.

Comments regarding variances:

This report has been prepared from the books and records of the Contractor for the funding period ended ____. I hereby confirm to the best of my knowledge and belief, that the information contained herein, was compiled in accordance with generally accepted accounting principles. There is nothing to my knowledge that has not been disclosed in this report which would affect the accuracy and completeness of the financial information.

Signature Date

Print Name Print Title

BRITISH COLUMBIA

Ministry of
Children and Family Development

MODIFICATION AGREEMENT

BETWEEN

HER MAJESTY THE QUEEN IN RIGHT OF THE PROVINCE OF BRITISH COLUMBIA,
represented by the Minister of Children and Family Development
A Director Designated under Section 91 of the Child and Family Community Service Act
(the "Province", a "Director" as applicable)

AND

Pacific Community Resources Society
(the "Contractor", "you", or "your" as applicable)

BACKGROUND

A. The parties entered into an agreement number **27134;33** and dated **August 1**, **2014**, (the "Agreement").

B. The parties have agreed to modify the Agreement effective **July 2**, **2015**.

AGREEMENT

The parties agree as follows:

1. An additional contract payment in the amount of $1,901.81 resulting in a new aggregate amount of $757,695.05. The reason for the payment is for an one time only payment to cover the cost of the 1% Ministry approved increase to salaried employees effective April 1, 2015. The amount of the one time only payment of $1,901.80 covers the 4 month period between April 1, 2015 to July 31, 2015 when the current contract expires. The monthly cost of the 1% increase totals $475.45 times 4 months for a total cost of $1,901.80.
2. In all other respects, the Agreement is confirmed.

The parties have duly executed this modification agreement as of the 7 day of July, 2015.

SIGNED AND DELIVERED on behalf of the Province by its authorized representative:	**SIGNED AND DELIVERED** by or on behalf of the Contractor (or by an authorized signatory of the Contractor if a Corporation)
Authorized Representative	Contractor or Authorized Signatory
Name Diane Bruce	Name Steven Atkinson
Title Community Service Manager	Title Director of Finance

DISTRIBUTION: COPY 1 - FINANCIAL SERVICES BRANCH COPY 2 - CONTRACTOR COPY 3 - ORIGINATING OFFICE

COMPONENT SERVICES SCHEDULE
Residential Child Care Resource
(FUNDING PERIOD August 1, 2014 - July 31, 2015)

PART I: INTRODUCTION

1.1 This Component Schedule forms part of the Continuing Agreement dated for reference the 1st day of August, 2000 (the "Agreement").

1.2 Unless defined differently in this Component Schedule, terms used in this Component Schedule will have the meanings given to them by the Agreement.

1.3 This Component Schedule applies only to those Component Services (the "Component Services") described herein.

PART II: FUNDING PERIOD

2.1 The Funding Period to which this Component Schedule applies starts on August 1, 2014 and ends on July 31, 2015 the end date specified in section 2.01 of the Agreement, or the earlier termination of this Agreement in accordance with its terms, whichever first occurs.

PART III: DESCRIPTION OF COMPONENT SERVICES & RELATED PROVISIONS

Desired Outcomes

3.1 Through the delivery of the Component Services the Province wishes to realize and the Contractor will use its best efforts to achieve the following desired outcomes:

OUTCOME	INDICATORS	MEASURES
Health and Mental Health		
Physical health is managed maintained or improves	Attends all medical, therapeutic, specialized services appointments Communicates health needs Availability of healthy food Supplements as prescribed Increase in activities requiring exercise Wears /uses prescribed equipment (e.g. glasses, braces, prosthetics, assistive devices) Personal care routines are being performed *as* prescribed	Reports from reliable, credible and involved sources Self reporting Plan of Care reviews Contract reviews Daily logs
Active participation in own good health is increased	Follows through on any recommendations arising from medical assessments Communicates health needs Taking medications as prescribed	Reports from reliable, credible and involved sources Plan of care reviews Contract reviews

OUTCOME	INDICATORS	MEASURES
Is usually well	Number of illnesses decrease Decrease in # of visits to medical professionals	Reports from reliable, credible and involved sources Plan of care reviews Contract reviews
Knowledge of safe and healthy sexual behaviour increases	Introduction to Youth clinics and services Accessing of Youth clinics and services Receives appropriate information based on age and developmental abilities Reduced incidences of risk taking behaviour Reduced occurrences of public displays of inappropriate sexual behaviour (nudity, masturbation)	Reports from reliable, credible and involved sources Plan of care reviews Contract reviews
Ability to manage identified mental health concerns improves	Ability to accurately describe the nature of the diagnosis Decrease in the # of issues related to the condition Decrease in # of suicide attempts Decrease in antisocial activities (contact with the law, street activities) Decrease in violent and physically aggressive behaviour Decrease in intentional self-harming behaviours Decrease in incidences of verbal abuse Decrease in incidences of intimidation of staff and peers Decrease in incidences that pose a danger to others Decrease in AWOLS Increase in socially appropriate behaviour at home and in the community Decrease in hospitalizations Decrease in incidences requiring police involvement Taking medications as prescribed Voluntarily accessing mental health services	Reports from reliable, credible and involved sources Plan of care reviews Contract reviews
Education, School, Day Program		
Attendance at school, vocational , work, day program or volunteer activity is established or increases	Is registered Increase in attendance Increase in punctuality Decrease in excusable absences Increase in motivation (i.e. wakes up, takes public transit) Increased longevity of school, work or volunteer activity Increased participation in school based social / extracurricular activities	Reports from reliable, credible and involved sources Plan of care reviews Contract reviews Life book Photographs
Religion, Identity, Culture		
Connection to ethnic, cultural, religious, spiritual heritage is maintained or increases	Increased contact with appropriate religious and/or cultural community members Increased involvement in rituals and practices of hereditary culture and religion Increased involvement in the religious, cultural and/or spiritual community in accordance with ability to participate	Reports from reliable, credible and involved sources Plan of care reviews Contract reviews Life book Photographs
Family		
Relationship with family is developed, maintained or improves as appropriate	Decrease in number and severity of incidences before and/or after visits with family Decrease in the number of requests for early pick up from family visits Increase in requests for visits by child and family	Reports from reliable, credible and involved sources Plan of care reviews Contract reviews Life Book Photographs
Safely reunites with family	Family is reunited	Reports from reliable, credible and involved sources Plan of care reviews Contract reviews

OUTCOME	INDICATORS	MEASURES
Social		
Positive peer relationships are developed, maintained or improved	Increase in participation in appropriate, generic community based social activities Reduced incidences of damage to property, self and others Reduced incidences of victimization Demonstrates ability to resolve conflict through non-violent means Demonstrates appropriate personal boundaries Has at least one(1) consistent, positive friend Increased opportunities for peer relationships to develop	Reports from reliable, credible and involved sources Plan of care reviews Contract reviews Life Book Photographs
Emotional health is maintained or increases	Reduced incidences maladaptive behaviours (e.g. fire setting, smearing, inappropriate language, public nudity, violence) aggression) Increase in awareness of personal boundaries Decrease in incidences of intrusion into personal boundaries of others Increase in ability to develop and maintain personal relationships Increase in communication abilities Adaptive communication strategies in use Increase in ability to manage stressful situations with appropriate behaviour Increase in ability to recognise when help is required and to ask for it Reduced incidences of damage to property, self and others Follows house rules and expectations Understands house rules and expectations Increase in compliance with house rules and expectations	Reports from reliable, credible and involved sources Plan of care reviews Contract reviews
Emotional and Behavioural		
Emotional health is maintained or increases	Reduced incidences maladaptive behaviours (eg fire setting, smearing, inappropriate language) Reduced incidences of damage to property, self and others Follows house rules and expectations	Reports from reliable, credible and involved sources Plan of care reviews Contract reviews
Self Care and Independent Living		
Increase age appropriate self care skills based on developmental level and/or physical abilities	Meets age and developmental milestones Improvement in daily hygiene practices Decrease in number of prompts required Increase in compliance with personal care routines Increase in ability to carry out personal care routines	Reports from reliable, credible and involved sources Plan of care reviews Contract reviews
Increase in daily living skills based on developmental level and or physical abilities	Ability to use public transportation Ability to do own laundry Ability to plan and prepare a meal Personal living space is healthy Ability to make choices	Reports from reliable, credible and involved sources Plan of care reviews Contract reviews

OUTCOME	INDICATORS	MEASURES
Ability to access generic community supports and services is improved	Accesses community supports and services	Reports from reliable, credible and involved sources Plan of care reviews Contract reviews
Stabilization and Transition		
Increase stability	Regular contact with healthy family members Participation in normal daily home routines Decrease in AWOLS Decrease in high risk activities Identified opportunities for peer relationships to develop Decrease in # of changes in school / residential/work/volunteer activity Increased participation in the community	Reports from reliable, credible and involved sources Plan of care reviews Contract reviews
Increase in emotional, behavioural, life skills to the extent that a successful transition to a less intensive residential setting or independent living can occur	Participation of resident in transition planning Achievable steps and goals prior to a move identified Decrease in amount of support required Decrease in staff ratio Successfully reunites with family Lives independently or semi-independently Completes school/work program Has employment or volunteer position	Reports from reliable, credible and involved sources Plan of care reviews Contract reviews

The parties acknowledge that the Contractor does not warrant that the desired outcomes will be achieved.

Service Deliverables

3.2 The Contractor will provide or deliver, or will cause to be provided or delivered, the following:

(a) Residential and child care services (the "Component Services" or "Services") to one or more children who cannot remain in their own homes and cannot for the present adjust to a family care home, but who still have the ability - with supports - to function as members of the community, in accordance with the provisions of in this Component Schedule including its Attachment 3.

(b) The contractor will assume the responsibility for the care and nurturing of up to the specified number of children, each referred to as a "child", at any one time during the term of this Agreement, at the following care setting or care settings (the "Care Setting"), as follows:

Type of Component Services	Care Setting	No. of Children
Staffed/Specialized Child Care	8310 157th Street Surrey, BC V4N 0S4	3

(c) The contractor will reside in the Care Setting during the Term of this Component Schedule as agreed to below:

Care Setting	Contractor to reside?
8310 157th Street Surrey, BC V4N 0S4	No

(d) The child/children to be cared for in the Care Setting can be described as:

TARGET POPULATION

Three (3) youth between the ages of twelve (12) and eighteen (18) years old who are in the Ministry's care and are at risk because of suicidal or other self-destructive behaviours and/or whose behaviours pose a danger to others. The contractor will provide service to a referred youth within 24 hours of the referral. Purpose of service is for stabilization and/or planning assessment to either work towards a possible return home or transition to alternate residential placement. The maximum length of stay is 6-8 weeks, but exception to the age and length of stay may be negotiated by the Contract Liaison Social Worker and the Program Director. There will be no unplanned discharges of youth from the program by the contractor or by the youth and their families without authorization of the Ministry.

(e) The Service to be provided to the child/children in the Care Setting is:

FACILITY:

One (1) suitable furnished and equipped home in Surrey with a program that provides a youth focused, safe, predictable, nurturing and structured living environment. Each child has their own bedroom. The facility and vehicles are smoke free. The home will operate 24 hours a day, 7 days a week, 365 days per year. The population of the home is restricted to children-in-care referred under this agreement only and applicable to staffing levels. Placement in this home must be approved by the Contractor Liaison Social Worker.

STAFFING:

Program Supervisor: 1 FTE. Total of 70 hours biweekly (Monday to Friday 7 hrs/day)

Live-in Home Support Workers: 2 FTE. 1 FTE: 3 days on/4 days off; 1 FTE: 4 days on/3 days off . Work 24 hours/day

Residential Support Workers: 3 FTEs. Work 3 days on/4 days off. Work 10 hours/day

Graveyard Residential Support Workers: 2 Permanent Part-time. Combined total of 81 hours biweekly.

Shift Supervisor: 1 FTE. Total of 70 hours biweekly.

Registered Nurse: 16 hours per month

Clinical Support: cost of $34,500.00 for term of contract

Job descriptions and qualifications on contract file. Staffing schedule attached to contract.

ACTIVITIES:

Encourage/ implement/ supervise required health care routines.

Implement specialized health care routines as directed by medical professionals

Administer medications. Monitor and report side effects.

Facilitate/attend Care Team meetings. Implement goals.

Attend IEP meetings.

Encourage / facilitate participation in own health care.

Discourage tobacco use.

Encourage/facilitate regular punctual attendance at school, day program/family visits/recreational activities.

Facilitate/provide transportation to/from appointments/school/work/day program/family visits/ recreational activities as per plan of care.

Encourage/facilitate contact with appropriate religious and/or cultural community members.

Encourage/facilitate involvement in rituals/practices of hereditary culture/religion.

Encourage/facilitate appropriate contact with family members identified by child/youth's social worker, parent/guardian. Supervise contact as directed.

Seek out recreational opportunities. Encourage/facilitate attendance. Engage in activity as required.

Provide opportunities/activities that encourage positive peer interaction.

Promote/facilitate child/youth's involvement in personal care routines.

Involve child/youth in selection, care and maintenance of own clothing as appropriate for age and ability.

Involve child/youth in life skill activities that include but are not limited to: shopping/budgeting/ meal preparation/ household chores/ use of public transportation/ work experience.

Acquaint children/youth with local community services. Assist in accessing services. Attend/ support as required.

Assist youth in transition to independent living with job search, accessing support services.

Support/facilitate transition planning and child/youth's involvement. Accompany to pre-placement visits as required. Assist in preparations for a move.

Produce/maintain a binder containing a recent photograph and all relevent information required to care for the child/youth.

ADMISSION/DISCHARGE PROCESS:

Wherever possible, Guardianship and Resource Social Worker will provide contractor with a comprehensive referral package on youth prior to placement of youth. Where time does not permit for the sharing of written referral information MCFD will ensure that contractor is provided verbal information on any and all known behaviours which constitute safety risks for the youth, the contractor and/or the community.

A Guardianship Social Worker and the youth in care must be present at during the intake/admission of child/youth into the resource

The contractor will creatively strategize and persistently engage the youth to avoid placement breakdown.

The youth may be discharged from the contracted specialized resource in consultation with the Resource Social Worker or Resource Team Leader and the Guardianship Social Worker in the event that (1) the youth is incarcerated, (2) the youth is AWOL for more than 7 days, (3) the contractor is unable to maintain the safety of the youth and/or the resource due to the youth's behaviour. All discharge planning must be discussed with the Resource Social Worker liaison.

REPORTING:

Assessment reports will be submitted to Contract Liaison Worker a month after intake of a youth in the content and format approved by MCFD. Assessment reports will be reviewed by the Contract Liaison Worker, the child's social worker, QRP Program Supervisor, the Clinical Support person and other members of the care team at a review meeting. The contractor is required to maintain a Daily Log. Critical incidences must be reported to the Guardianship social worker, family if indicated, or After Hours by telephone when they occur and received in writing by the Guardianship social worker and the Contract Liaison social worker the next business day. The reporting of AWOLs in accordance with the Fraser Region Operating Policy 2005-12 OP provided to the Contractor for reference.

BUDGET:

Approved budget attached to this contract

ADDITIONAL PROVISIONS:

Approval of the contract liaison social worker is required prior to the provision of any services or purchases not included in the attached budget. Invoices for purchases must be supported by receipts and must be submitted no later than 30 days after the purchase. Invoices for services must be submitted on a monthly basis and must be supported by details of the services. Invoices submitted for services and purchases in the previous MCFD fiscal year will not be accepted past April 30th. In the event of cancellation of the Component Services Schedule, invoices will not be accepted after the cancellation date.

(f) In relation to the Plan of Care, the Contractor agrees to:

(i) participate in the development of the comprehensive plan of care for each child placed in the Care Setting when requested by the Director.
(ii) assume responsibility for implementing those parts of the child's comprehensive plan of care related to the child's residential placement and to the child's safety and well-being in association with the residential placement.
(iii) measure achievement of goals related to the child's residential placement, as stated in each child's comprehensive plan of care.

(g) The Contractor agrees to perform for all children placed in the Care Setting the caring functions normally provided by a child's parent(s).

(h) The Contractor will assist the Director to meet the rights of children in care under the *Child, Family and Community Service Act*, Section 70.

(i) The Contractor agrees to cooperate with:

(i) any custody or access orders or agreements relating to the child.
(ii) the parent(s)/guardian of the child, when specified in the plan of care.

(j) The Contractor agrees to support and encourage the child's relationship with their parent(s), extended family and/or guardian, according to the plan of care for the child.

(k) The Contractor will notify the parent(s) and/or guardian, where the parent(s) and/or guardian can be notified, in the case of medical emergency or of any changes in the circumstance of the child including those matters so indicated in Agreements where they exist between the parent(s) or guardian and a Director.

(l) The Contractor will provide to the Director full information and particulars concerning a child upon request of a Director or his/her representative.

(m) The contractor will ensure all information, statements and documents submitted to the Director in connection with this Component Schedule are true and correct.

(n) The Contractor will ensure any employee, sub-contractor or volunteer of the Contractor is suitably qualified to be entrusted with the care and protection of children.

(o) The Contractor will consider all requests by the Director to place children in the care or charge of a Director into the Care Setting.

(p) The Contractor will provide access to the child by:

(i) the social worker designated by a Director;
(ii) those persons authorized by a Director; and
(iii) those persons authorized access through a court order.

(q) The Contractor will not permit the child to leave the Province of British Columbia without the written permission of the social worker designated by the Director.

(r) Caregiver, as defined in Section 1 of the *Child, Family and Community Service Act*, may include the Contractor, a sub-contractor or a staff member of the Contractor. A Director must agree with the placement of a child with any Caregiver. The process for approval of caregivers used by the Contractor is as agreed below:

Standard G - Standards for Staffed Children's Residential Services (1998).
http://www.mcf.gov.bc.ca/child_protection/pdf/standards_residential_services.pdf

(s) The Contractor will ensure that:

(i) all firearms and ammunition in the Care Setting are stored and locked separately from each other;
(ii) a smoke detector is located in the corridor of each sleeping area, and on each floor of the Care Setting;
(iii) proper medication storage and dispensing procedures are followed;
(iv) the child wears a seat belt or is placed in an approved seating and safety restraint while travelling in vehicles;
(v) adequate insurance coverage is maintained for any motor vehicles; and
(vi) any crib meets Federal Government safety standards.

(t) The Contractor will provide a safe motor vehicle or otherwise provide for the safe transportation of any child placed with the Care Setting and comply with the provisions of the *Motor Vehicle Act* and related *Regulations*.

(u) The Contractor will actively encourage community support and to maintain neighbourhood education and involvement, if the Care Setting is a group home or a staffed residential resource.

(v) The performance of the contract during its term will be monitored by both parties in the manner agreed to below:

- Visits to the residences by ministry staff.
- Critical Incidents Reports.
- Written Occupancy Reports.
- Pacific Community Resource Society Annual Program Review Report.
- Visits with parents, children and youth by ministry staff.
- Regular meetings between contractor and ministry staff.

Caregiver Support Services Standard 21: Monitoring of and Liaison With Staffed Children's Residential Services provided to the Contractor; Incident reports; Monthly reporting; Yearend reports.

(w) Both parties agree to a dispute resolution process as outlined below, notwithstanding Section 14.01 of the Agreement.

Step 1: Ministry Resource Liaison Worker and Program Manager.
Step 2: Ministry Resource Team Leader and Program Manager.
Step 3: Contract and Resources Manager and Director, South Fraser.
Step 4: Regional Executive Director and Executive Director.
Step 5: Deputy Minister and Chair of the Board.

Local process to be followed in resolving any disputes between the contractor and the Province in respect of the contract terms. Process provided to the contractor for reference

(x) The definitions contained in Section 1 of the *Child, Family and Community Service Act* apply to and have the same meaning when used in this Component Schedule.

(y) It is acknowledged for the purpose of this Component Schedule, the term "guardian" means the legal guardian of the child or children.

(z) The Director will adhere to the provisions of the "Obligations of the Director", as outlined in Attachment 3 of this Component Schedule.

(aa) The Contractor agrees to acknowledge the Ministry of Children and Family Development involvement and funding in all public communications including press releases, published reports, brochures, radio and television and public meetings.

(bb) A Director may at any time, in his or her sole discretion, retake physical care and control of a child who is receiving services from the Contractor and revoke any guardianship authority specified or implied delegated by a Director to the Contractor.

(cc) If in default of any of the Contractor's obligations under this Component Schedule, then:

(i) the Contractor will forthwith notify a Director of the nature and extent of the default;

(ii) a Director may, whether or not a notice has been received pursuant to Section 13.01 of the Agreement:

1. move the child to an alternate Care Setting;
2. reduce the payments made as per this Component Schedule to reflect the reasonable costs of relocating the Child and providing alternative services; and
3. pursuant to Sections 13.03(a) of the Agreement terminate this Component Schedule.

3.3 In addition to the preceding deliverables, the Contractor must maintain information on service delivery and meet the reporting requirements specified under section 5.1 of this Component Schedule.

Policies and Standards

3.4 The Contractor will, with respect to the service deliverables of the Component Services specified in section 3.2 of this Component Schedule, comply with the policies set out in the following:

(a) Standards for Staffed Children's Residential Services (1998).
http://www.mcf.gov.bc.ca/child_protection/pdf/standards_residential_services.pdf

3.5 The Contractor will ensure that its organization and activities comply with the Organizational Standards of the Government of British Columbia and the following Program Standards:

(a) Standards for Staffed Children's Residential Services.

(b) Standards for Foster Home, as required.

(c) Child and Family Development Service Standards - Children in Care Service Standards (2006).
http://www.mcf.gov.bc.ca/child_protection/pdf/cfd_ss_may08.pdf
Accreditation Standards if applicable

Operational Principles

3.6 The parties agree that the following operational principles apply to the provision of the Component Services:

(a) children, whether their needs are simple or complex, short or long-term, will receive timely, appropriate, and effective assistance that respects and promotes their independence and self-determination within the limits of the available resources;

(b) development of child comprehensive care plans will, as appropriate to the circumstances of the child, involve the child, whether individual or family and other persons or authorities involved in the child's care.

Advocacy

3.7 The parties recognize that advocacy includes a child's right for their views to be heard and considered in decisions affecting them and that no party will take retributive action towards the other party or a child as a result of that party supporting the child's or the child's representative's expression of the child's views.

Cultural Competency

3.8 The parties agree to demonstrate an understanding and commitment to cultural competency and ensure cultural competency principles and practices are incorporated into the delivery of the Component Services. The parties agree to work within the framework provided by the *Human Rights Code* and the *Multiculturalism Act* for the provision of the Component Services.

Religious Belief or Religious Affiliation

3.9 The Contractor will ensure that children will be entitled to independence from the Contractor's religious beliefs or religious affiliations.

Client Complaint Resolution

3.10 The Contractor will deal with client complaints about its delivery of the Component Services by:

(a) complying with the Province's established complaint process, and
(b) informing the Province when a child complainant requests a formal complaint review under the complaint review process of the Ministry of Children and Family Development.

PART IV: FEES AND EXPENSES/PAYMENT PROVISIONS

Aggregate Maximum

4.1 Subject to the provisions of this Agreement, the Province will pay to the Contractor an amount not exceeding $755,793.24 in the aggregate for providing the Component Services during the Funding Period.

Payments

4.2 Subject to paragraph 4.1, the Province will make payments to the Contractor in the following amounts and manner:

(a) The Contractor will receive the payments described below during the term of the Agreement Funding Period. Fixed monthly rates are payable in the current month. Partial months are prorated on the basis of a 30-day month. Per diem rates are payable in arrears for each day a child is in the home.

(b) For the following Component Services the fixed monthly rate and per diem rate shall be in accordance with current Province policy as communicated to the Contractor from time to time. It is understood that any subsequent changes in the Province fixed monthly and per diem policy applicable to this Component Schedule will result in an automatic adjustment to the aggregate amount of this Component Schedule from the date the change in policy takes effect. The Province will inform the Contractor of any changes in fixed rates by general notification. No modification of the Agreement or any Component Schedules to the Agreement is required in the event of a change in the fixed rate.

Component Services	Capacity	Fixed Monthly Rate	Per Diem Monthly Rate	Total Payment
Not Applicable				

(c) For the following Component Services the fixed monthly rate and the per diem rate shall remain as listed below for the term of the Funding Period.

Component Service	Capacity	Fixed Monthly Rate	Per Diem Monthly Rate	Total Payment
Staffed/Specialized Child Care	3	$60,565.73	$805.68	$755,793.24
Total:				$755,793.24

(d) The Contractor will receive payment based on the following rates upon submission of a monthly statement of accounts for actual usage. This payment is not included in the total contract aggregate as shown in Part IV Section 4.1.

Component Services	Capacity	Per Diem Monthly Rate Subject to usage and billing
Not Applicable		

Ministry of Children and Family Development Use Only				
Component Services	Resp. Center	Activity Number	STOB	Total Amount
Staffed/Specialized Child Care	GKC	14533	8007	$755,793.24

Unearned Revenue

4.3 If the Contractor receives funds from the province under this Component Schedule which are to be applied by the Contractor to the provision of services specified in this Component Schedule or to the performance of any other obligation of the Contractor under this Component Schedule and the Contractor does not apply the funds to those purposes within the time or in the manner required under this Component Schedule, the amount of the funds which is not so applied (referred to in this Component Schedule as "unearned revenue") is repayable to the Province and the Province may, at its option, do either or both of the following:

(a) recover the unearned revenue as a debt due to the government in accordance with the *Financial Administration Act*; or

(b) reduce future payments payable by the province to the Contractor under one or more Component schedules to this Agreement by the amount of the unearned revenue.

4.4 Unearned revenue does not include a surplus derived through efficiencies or funds remaining after delivering all Services in accordance with the Component Schedules under the Agreement.

4.5 In accordance with section 17.05 of the Agreement, the Contractor will remit to the Province the following:

(a) Not Applicable

PART V: STATEMENTS AND REPORTS

5.1 The Contractor will submit Monthly to the Province reports, in form and content acceptable to the Province, for the preceding period as specified, relating to the Component Services. The required content of these reports may include, but is not limited to, the following information:

(a) the quantity of services (by # of hours, # of sessions, bed days, etc.) and any variance from expected and contracted deliverables,

(b) a description of the children who used the services during the reporting period (by total number, by gender, by age and any other demographics relevant to the purposes and goals of the Component Services).

(c) To, in accordance with Sections 7.01, 7.02, 7.03 and 7.04 of the Agreement and 6.08 in this Component Schedule, establish and maintain records, including financial records, with respect to any child placed with the Contractor.

(d) AWOL reports - immediately by phone and written within 24 hours.

5.2 The reports referred to in section 5.1 will be submitted within 10 business days of the end of the period specified, commencing with a first report for the period ending August 31, 2014. For the purpose of this section and section 5.3, a "business day" is any day which is not a Saturday, a Sunday or a statutory holiday in British Columbia.

5.3 Whether or not an annual financial statement (or review or audit of the same) is required and submitted under section 9.01 of the Agreement, the Contractor will, for the purposes of negotiation of any future agreement, submit to the Province, within 20 business days of the end of the 3rd quarter of the Funding Period, a Contractor Revenue and Expense Forecast for the duration of the Funding Period. (A sample of the contractor Revenue and Expense Forecast is included as Attachment 1 to this Component Schedule).

PART VI: INFORMATION MANAGEMENT PLAN

Definitions

6.1 "Child Records" means, with respect to an identifiable individual, records containing Personal Information created or produced by the Contractor as a result of the provision to that individual of any of the Component Services under this Component Schedule, but does not include records of an individual's Personal Information received by the Contractor from the Province or

Records created or collected while providing ongoing client services during the contract in the custody of the Contractor are owned by the Province

All child records

Document Ownership

6.2 The following documents are specified as Contractor's Documents under section 1.01(f) of the Agreement:

(a) Contractor Administrative Records d

6.3 The following documents are specified as Province's Documents under section 1.01(n) of the Agreement:

(a) any Child Records excluded under section 6.1 of this Component Schedule

6.4 The copyright in the Province's Documents belongs exclusively to the Province. Upon the Province's request, the Contractor must deliver to the Province documents satisfactory to the Province waiving in the Province's favour any moral rights which the Contractor, a Subcontractor or any of their employees may have in the Province's Documents and confirming the vesting of the copyright in the Province.

6.5 Any Personal Information in the Province's Documents collected by the Contractor is collected on behalf of the Province.

6.6 The Province may issue instructions to the Contractor so that the Province is able to comply with its duties under Part 3 of the *Freedom of Information and Protection of Privacy Act*, or other applicable laws, in relation to any Personal Information which as a result of this agreement is in the possession of the Contractor or a Subcontractor and to which that Part applies, and the Contractor must comply with those instructions.

6.7 The Contractor and the Province must each treat the other's Documents as confidential and not permit disclosure of the other party's Documents without the prior written consent of the other party except as permitted or required by applicable law, including the *Freedom of Information and Protection of Privacy Act.*

6.8 The Contractor must keep all Documents segregated from other documents to the extent it is practical to do so, safeguard them and not permit their disposition or destruction without the prior written consent of the Province except as permitted or required by applicable law, including the *Document Disposal Act.* The Contractor must keep the Province advised at all times of the location of all premises at which the Contractor is keeping any of the Documents. This section continues in force after the Agreement ends.

6.9 File formats and retention schedules for Documents related to the provision of the Component Services are as follows:

(a) Provincial documents in the Contractors custody to be retained in a format acceptable to the Ministry and for the term stated in the Ministry of Children and Family Development Operational Records Classification System (ORCS). Provincial documents are to be maintained and returned in the manner described in the in the Off- Site Storage and Transfer of Contractor Records (2003) provided to the Contractor for reference

6.10 If the Contractor's Documents includes any Child Records relating to an individual referred to the Contractor by the Province, the Contractor will, as contemplated under section 6.8 of this Component Schedule and sections 7.03 and 17.04 of the Agreement, continue to comply with the provisions of those sections after the expiry or termination of this Component Schedule and on the termination or expiry of this Agreement the Contractor will transfer ownership and deliver physical possession of those Child Records to the Province.

Information Systems

6.11 The Contractor will provide and maintain adequate and reasonable information systems to enable the Contractor to provide the Component Services.

6.12 The Contractor will ensure that adequate and reasonable information systems security measures are taken, in particular with respect to child information, preventing any unauthorized access to personal information.

6.13 The Contractor will manage electronic information defined as the Province's Documents in accordance with the *Document Disposal Act* and the *Freedom of Information and Protection of Privacy Act*.

PART VII: GENERAL

Property

7.1 The following property to be acquired by the Contractor solely with funds to be paid by the Province under this Component Schedule is specified under section 8.01(c) of the Agreement as property to be owned by the Province:

(a) N/A

7.2 The following property provided by the Province to the Contractor or a Subcontractor for the purposes of this agreement is to be owned by the Contractor or Subcontractor as indicated:

(a) N/A

Building Code

7.3 The Contractor must ensure that all housing and facilities conform to the applicable standards and regulations of authorities having jurisdiction including any requirements for licensing of community care facilities in accordance with the *Community Care Facility Act*.

Business Registration

7.4 Upon the Province's request, provide written proof of registration to conduct business in British Columbia, such as a business license or certificate of good standing from the Corporate Registry of British Columbia.

Permits and Licenses

7.5 The Contractor will obtain all the permits and licenses required to perform the Component Services, including:

(a) Community Facilities Licensing

(b) Professional licenses and/or registration for psychologist.

(c) Any permits or licenses required by municipal or health authorities for the operations of the Services delineated in Section 3.2

(d) Any municipal, provincial, federal permits and licenses to provide the Services including motor vehicle licenses of the appropriate class to provide transportation to clients

Insurance

7.6 The insurance requirements contemplated in section 11.01 of the Agreement are set out in Attachment 2 to this Component Schedule.

Workers' Compensation Board (WCB)

7.7 Where deemed to be an employer under the *Workers' Compensation Act*, the Contractor will register and comply with applicable WCB regulations and orders and upon the Province's request, the Contractor will provide the Province with written proof of compliance with this section.

Subcontractors

7.8 The following persons or group of persons, are specified as Subcontractors under section 12.02 of the Agreement:

(a) The Clinical Support person is a sub-contractor.

Contact Information

7.9 For the purpose of section 15.01 of the Agreement, the addresses and fax numbers of the parties are as follows:

Address and fax number for notices to the Province:

Address: 110 - 7350 King George Boulevard, Surrey, BC V3W 5A5
Fax Number: (604) 501-3141

Address and fax number for notices to the Contractor:

Address: 201 - 2830 Grandview Hwy, Vancouver, BC V5M 2C9
Fax Number:

Authorized Persons

7.10 In addition to the persons listed in the section 17.15 of the Agreement, any of the following persons may act for the Province in relation to the Component Services:

(a) N/A

(b) The Province will designate a social worker to supply on a regular basis such assistance and advice as may be requested by the Care Setting and at a level consistent with available staff time.

(c) The social worker will perform the following functions:

(i) Assure there is comprehensive plan of care for each child placed in the Care Setting which is appropriate to the child's needs and to the standards and other conditions of care and nurturing provided for in Voluntary Care, Special Needs and Support Services agreements with the child's parent(s) and/or guardian where they exist;
(ii) Assess the progress of the contractor's performance of their duties and obligations under the comprehensive plan of care as established under 7.10(c)(i);
(iii) Involve the Contractor and the child's parent(s) and/or guardian in all planning decisions relating to the child;
(iv) Complement and encourage the child's relationship with the Contractor and the child's parent(s) and/or guardian;
(v) Where appropriate, be involved in contacts between the Contractor and the child's parent(s), child's extended family and/or guardian of the child;
(vi) Assist the Contractor in the appropriate use of community resources at the reasonable request of the Contractor; and
(vii) Where appropriate, assist the Contractor in contacts with the police and courts.

7.11 The Contractor designates any of the following persons, identified by name or position title to act for the Contractor in relation to this agreement:

(a) Program Manager

Termination

7.12 For the purposes of section 13.03(b) of the Agreement, 30 days (between 30 and 365 days) written notice must be given by one party to the other that this Component Schedule is to end. In no case will length of termination notice under this section exceed the duration of the notice given in section 13.01(c) of the Agreement.

PART VIII: SERVICE SPECIFIC PROVISIONS

Criminal Records Check

8.1 In accordance with the *Criminal Records Review Act*, the Contractor will undertake a criminal record check on each staff member or other person (such as a volunteer for the Contractor) who works with children or who has access to their records.

8.2 In addition to any criminal record checks required under the *Criminal Records Review Act*, the Province hereby requires and the Contractor agrees to carry out criminal records checks on:

(a) Volunteers, students or other individuals who have, or potentially have unsupervised access to children or their records

8.3 The Contractor will provide to the Province, upon the Province's request, written confirmation that:

(a) criminal record checks have been initiated;
(b) the Contractor has acted on instructions from the adjudicator or the Province; and
(c) all other related procedures have been followed.

Waivers Of Liability relating to Services to Children

8.4 If the Contractor is providing Component Services to children, the Contractor will not require a parent or guardian, or a person acting for a parent or guardian, to waive the Contractor's liability for negligence in the provision of the Component Services.

Rights of Children in Care

8.5 If the Contractor is providing Component Services to children in care under the *Child, Family and Community Service Act*, the Contractor will provide the Component Services in a manner consistent with the rights of children recognized under that Act to:

(a) be fed, clothed and nurtured according to community standards and to be given the same quality of care as other children in the placement;
(b) be informed about their plan of care;
(c) be consulted and to express their views, according to their abilities, about significant decisions affecting them;
(d) reasonable privacy and to possession of their personal belongings;
(e) be free from corporal punishment;

(f) be informed of the standard of behavior expected by their caregivers and of the consequences of not meeting their caregivers' expectations;
(g) receive medical and dental care when required;
(h) participate in social and recreational activities if available and appropriate and according to their abilities and interests;
(i) receive the religious instruction and to participate in the religious activities of their choice;
(j) receive guidance and encouragement to maintain their cultural heritage;
(k) be provided with an interpreter if language or disability is a barrier to consulting with them on decisions affecting their custody or care;
(l) privacy during discussions with members of their families, subject to the *Child, Family and Community Service Act*, Section 70, Subsection (2);
(m) privacy during discussions with a lawyer, the Child, Youth and Family Advocate, the Ombudsman, a member of the Legislative Assembly or a member of Parliament;
(n) be informed about and to be assisted in contacting the Child, Youth and Family Advocate; and
(o) be informed of their rights under this Act and the procedures available for enforcing their rights.

PART IX: CONFLICT RESOLUTION OFFICIALS

9.1 The designated "Officials" of the parties for the purposes of the Conflict Resolution Protocol are:

	Province	Contractor
Stage One:	Community Service Manager	Director, South Fraser Region
Stage Two:	Executive Director of Practice	
Stage Three:	Deputy Minister	

The parties have executed this Component Schedule as follows:

SIGNED on behalf of the Province by an authorized representative of the Ministry of Children and Family Development on the 5 day of Aug, 2014.

Print Name: Diane Bruce
Print Title: Community Service Manager

SIGNED by or on behalf of the Contractor (or by an authorized signatory of the Contractor if a corporation) on the 31 day of Jul, 2014.

Print Name: Laurie Birdsall
Print Title: Director, South Fraser

ATTACHMENT 1
Residential Child Care Resource - RC40831G-01

Contractor Revenue and Expense Forecast

Contractor Name/Address: Pacific Community Resources Society 201 2830 Grandview Hwy, Vancouver, BC V5M 2C9

Name of Program(s)/Service(s): Pacific Community Resources Society

Reporting Period (from/to): August 1, 2014 : July 31, 2015

STATEMENT OF REVENUE AND EXPENSES	Previous Year	YTD Actual	Forecast to end of Funding Period	Approved Funding	Variance
REVENUE					
MCFD Regular Payments (monthly)					
MCFD Invoiced Payments					
Other MCFD Payments (specify):					
TOTAL GROSS REVENUE					
Program/Service Expenses					
Total Compensation (wages and benefits)					
Program/Service Child Support Costs					
Program/Services Facilities Costs					
Administration Costs*					
TOTAL GROSS EXPENSES					
TOTAL NET (+/-)					

* Definitions from the Specified Audit Procedures, Chapter 6, General Management Operating Policy.

Comments regarding variances:

This report has been prepared from the books and records of the Contractor for the funding period ended _____. I hereby confirm to the best of my knowledge and belief, that the information contained herein, was compiled in accordance with generally accepted accounting principles and in compliance with the Province's General Management Operating Policy. There is nothing to my knowledge that has not been disclosed in this report which would affect the accuracy and completeness of the financial information.

Signature Date

Print Name Print Title

ATTACHMENT 2
Residential Child Care Resource - RC40831G-01

Insurance Requirements

Insurance

The Contractor will:

1.01 For the purpose of section 11.01 of the Agreement, where the Component Services are provided to the public on behalf of the Province and represent the contractor's substantial operation, be deemed eligible for and may receive coverage under the Government Master Insurance Program (GMIP).

1.02 When deemed ineligible for GMIP, without limiting its obligations or liabilities and at its own expense, provide and maintain throughout the Term, Comprehensive General Liability in an amount not less than $2,000,000 inclusive per occurrence insuring against bodily injury, personal injury and property damage and including liability assumed under contract with insurers licensed in the province of British Columbia and in the forms and amounts acceptable to the Province.

1.03 Ensure all required insurance is endorsed to provide the Province with 30 days advance written notice of cancellation or material change.

1.04 Provide the Province with evidence of the required insurance, in the form of a completed Province of British Columbia Certificate of Insurance, immediately following execution and delivery of the Component Schedule.

Insurance and Indemnity

2.01 In addition to the standard insurance required under this Component Schedule, the Contractor will provide the following insurance:

(a) The Contractor shall provide, maintain and pay for necessary and adequate third party liability vehicle insurance, as determined in consultation with their insurance agent or insurance broker.

(b) The Contractor shall maintain a minimum of $1,000,000.00 automobile third party liability insurance on any vehicle used to transport children placed in the Care Setting.

2.02 The Contractor shall be responsible for and pay any deductible under the GMIP.

2.03 The Province will take reasonable steps to ensure the coverage specified in Section 1.01 of this Attachment, is continuous for the Term of this Component Schedule but the Province does not accept responsibility for providing coverage in the event the insurance is cancelled or reduced by the insurer.

2.04 The Province does not represent or warrant that the policy GMIP contains insurance for any and all losses. It is the Contractor's responsibility to ascertain the exact nature and extent of coverage of the policy as well as any and all terms and conditions of the policy.

2.05 The Province will provide the Contractor with pertinent information regarding available insurance coverage for a child's willful acts resulting in damage or loss to the residence.

Attachment 3
Residential Child Care Resource - RC40831G-01

Obligations of the Director

In addition to the Component Schedule and the Agreement, the Director covenants and agrees:

Legal Responsibility

1. To exercise responsibility:

   (a) when the child is in the care of a Director by court action under the *Child Family and Community* Service Act, the *Family Relations Act* or the *Adoption Act*, as the guardian of the child, consistent with each child's legal status; or

   (b) as it relates to the care of the child while in the Care Setting.

2. To ensure all statutory requirements of the *Child, Family and Community Service Act* are fulfilled and to take such steps as the Director or his/her representative considers necessary to ensure adherence to those statutory requirements.

3. To ensure any child placed with the Contractor is in the charge, care or custody of a Director; be a child taken to a safe place under Section 25(1)(a) of the *Child, Family and Community Service Act*; be a child placed under a Support Service Agreement, Voluntary Care Agreement or Special Needs Agreement.

Planning for the Child

1. To advise the Contractor as to who is the parent(s) and/or guardian of any client placed with the Contractor and, where a Support Service Agreement, Voluntary Care Agreement or Special Needs Agreement entered into pursuant to Section 5, 6, or 7 of the *Child, Family and Community Service Act* exists between a Director and the parent and/or guardian of a child so placed, provide the Contractor with a copy of the relevant agreement, subject to Part 5 of the Act.

2. To provide the Contractor with all relevant information pertinent for the care of the child, including, but not limited to, medical, educational and personal care information as well as guardianship, custody and access arrangements.

3. To notify the child's parent(s) and/or guardian of any action taken in the interest of the health and well-being of the child where the child's parent(s) and/or guardian could not be immediately contacted.

4. To make all decisions regarding placement of the child in the Care Setting after discussion and agreement with the Contractor.

Page 655

Withheld pursuant to/removed as

s.22;s.21

Page 656

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s.21

COMPONENT SERVICES SCHEDULE
Residential Child Care Resource
(FUNDING PERIOD June 1, 2014 - July 31, 2014)

PART I: INTRODUCTION

1.1 This Component Schedule forms part of the Continuing Agreement dated for reference the 1st day of August, 2000 (the "Agreement").

1.2 Unless defined differently in this Component Schedule, terms used in this Component Schedule will have the meanings given to them by the Agreement.

1.3 This Component Schedule applies only to those Component Services (the "Component Services") described herein.

PART II: FUNDING PERIOD

2.1 The Funding Period to which this Component Schedule applies starts on June 1, 2014 and ends on July 31, 2014 the end date specified in section 2.01 of the Agreement, or the earlier termination of this Agreement in accordance with its terms, whichever first occurs.

PART III: DESCRIPTION OF COMPONENT SERVICES & RELATED PROVISIONS

Desired Outcomes

3.1 Through the delivery of the Component Services the Province wishes to realize and the Contractor will use its best efforts to achieve the following desired outcomes:

OUTCOME	INDICATORS	MEASURES
Health and Mental Health		
Physical health is managed maintained or improves	Attends all medical, therapeutic, specialized services appointments Communicates health needs Availability of healthy food Supplements as prescribed Increase in activities requiring exercise Wears /uses prescribed equipment (e.g. glasses, braces, prosthetics, assistive devices) Personal care routines are being performed as prescribed	Reports from reliable, credible and involved sources Self reporting Plan of Care reviews Contract reviews Daily logs
Active participation in own good health is increased	Follows through on any recommendations arising from medical assessments Communicates health needs Taking medications as prescribed	Reports from reliable, credible and involved sources Plan of care reviews Contract reviews

OUTCOME	INDICATORS	MEASURES
Is usually well	Number of illnesses decrease Decrease in # of visits to medical professionals	Reports from reliable, credible and involved sources Plan of care reviews Contract reviews
Knowledge of safe and healthy sexual behaviour increases	Introduction to Youth clinics and services Accessing of Youth clinics and services Receives appropriate information based on age and developmental abilities Reduced incidences of risk taking behaviour Reduced occurrences of public displays of inappropriate sexual behaviour (nudity, masturbation)	Reports from reliable, credible and involved sources Plan of care reviews Contract reviews
Ability to manage identified mental health concerns improves	Ability to accurately describe the nature of the diagnosis Decrease in the # of issues related to the condition Decrease in # of suicide attempts Decrease in antisocial activities (contact with the law, street activities) Decrease in violent and physically aggressive behaviour Decrease in intentional self-harming behaviours Decrease in incidences of verbal abuse Decrease in incidences of intimidation of staff and peers Decrease in incidences that pose a danger to others Decrease in AWOLS Increase in socially appropriate behaviour at home and in the community Decrease in hospitalizations Decrease in incidences requiring police involvement Taking medications as prescribed Voluntarily accessing mental health services	Reports from reliable, credible and involved sources Plan of care reviews Contract reviews
Education, School, Day Program		
Attendance at school, vocational , work, day program or volunteer activity is established or increases	Is registered Increase in attendance Increase in punctuality Decrease in excusable absences Increase in motivation (i.e. wakes up, takes public transit) Increased longevity of school, work or volunteer activity Increased participation in school based social / extracurricular activities	Reports from reliable, credible and involved sources Plan of care reviews Contract reviews Life book Photographs
Religion, Identity, Culture		
Connection to ethnic, cultural, religious, spiritual heritage is maintained or increases	Increased contact with appropriate religious and/or cultural community members Increased involvement in rituals and practices of hereditary culture and religion Increased involvement in the religious, cultural and/or spiritual community in accordance with ability to participate	Reports from reliable, credible and involved sources Plan of care reviews Contract reviews Life book Photographs
Family		
Relationship with family is developed, maintained or improves as appropriate	Decrease in number and severity of incidences before and/or after visits with family Decrease in the number of requests for early pick up from family visits Increase in requests for visits by child and family	Reports from reliable, credible and involved sources Plan of care reviews Contract reviews Life Book Photographs
Safely reunites with family	Family is reunited	Reports from reliable, credible and involved sources Plan of care reviews Contract reviews

OUTCOME	INDICATORS	MEASURES
Social		
Positive peer relationships are developed, maintained or improved	Increase in participation in appropriate, generic community based social activities Reduced incidences of damage to property, self and others Reduced incidences of victimization Demonstrates ability to resolve conflict through non-violent means Demonstrates appropriate personal boundaries Has at least one(1) consistent, positive friend Increased opportunities for peer relationships to develop	Reports from reliable, credible and involved sources Plan of care reviews Contract reviews Life Book Photographs
Emotional health is maintained or increases	Reduced incidences maladaptive behaviours (e.g. fire setting, smearing, inappropriate language, public nudity, violence) aggression) Increase in awareness of personal boundaries Decrease in incidences of intrusion into personal boundaries of others Increase in ability to develop and maintain personal relationships Increase in communication abilities Adaptive communication strategies in use Increase in ability to manage stressful situations with appropriate behaviour Increase in ability to recognise when help is required and to ask for it Reduced incidences of damage to property, self and others Follows house rules and expectations Understands house rules and expectations Increase in compliance with house rules and expectations	Reports from reliable, credible and involved sources Plan of care reviews Contract reviews
Emotional and Behavioural		
Emotional health is maintained or increases	Reduced incidences maladaptive behaviours (eg fire setting, smearing, inappropriate language) Reduced incidences of damage to property, self and others Follows house rules and expectations	Reports from reliable, credible and involved sources Plan of care reviews Contract reviews
Self Care and Independent Living		
Increase age appropriate self care skills based on developmental level and/or physical abilities	Meets age and developmental milestones Improvement in daily hygiene practices Decrease in number of prompts required Increase in compliance with personal care routines Increase in ability to carry out personal care routines	Reports from reliable, credible and involved sources Plan of care reviews Contract reviews
Increase in daily living skills based on developmental level and or physical abilities	Ability to use public transportation Ability to do own laundry Ability to plan and prepare a meal Personal living space is healthy Ability to make choices	Reports from reliable, credible and involved sources Plan of care reviews Contract reviews

OUTCOME	INDICATORS	MEASURES
Ability to access generic community supports and services is improved	Accesses community supports and services	Reports from reliable, credible and involved sources Plan of care reviews Contract reviews
Stabilization and Transition		
Increase stability	Regular contact with healthy family members Participation in normal daily home routines Decrease in AWOLS Decrease in high risk activities Identified opportunities for peer relationships to develop Decrease in # of changes in school / residential/work/volunteer activity Increased participation in the community	Reports from reliable, credible and involved sources Plan of care reviews Contract reviews
Increase in emotional, behavioural, life skills to the extent that a successful transition to a less intensive residential setting or independent living can occur	Participation of resident in transition planning Achievable steps and goals prior to a move identified Decrease in amount of support required Decrease in staff ratio Successfully reunites with family Lives independently or semi-independently Completes school/work program Has employment or volunteer position	Reports from reliable, credible and involved sources Plan of care reviews Contract reviews

The parties acknowledge that the Contractor does not warrant that the desired outcomes will be achieved.

Service Deliverables

3.2 The Contractor will provide or deliver, or will cause to be provided or delivered, the following:

(a) Residential and child care services (the "Component Services" or "Services") to one or more children who cannot remain in their own homes and cannot for the present adjust to a family care home, but who still have the ability - with supports - to function as members of the community, in accordance with the provisions of in this Component Schedule including its Attachment 3.

(b) The contractor will assume the responsibility for the care and nurturing of up to the specified number of children, each referred to as a "child", at any one time during the term of this Agreement, at the following care setting or care settings (the "Care Setting"), as follows:

Type of Component Services	Care Setting	No. of Children
Staffed/Specialized Child Care	8310 157th Street Surrey, BC V4N 0S4	3

(c) The contractor will reside in the Care Setting during the Term of this Component Schedule as agreed to below:

Care Setting	Contractor to reside?
8310 157th Street Surrey, BC V4N 0S4	No

(d) The child/children to be cared for in the Care Setting can be described as:

TARGET POPULATION

Three (3) youth between the ages of twelve (12) and eighteen (18) years old who are in the Ministry's care and are at risk because of suicidal or other self-destructive behaviours and/or whose behaviours pose a danger to others. The contractor will provide service to a referred youth within 24 hours of the referral. Purpose of service is for stabilization and/or planning assessment to either work towards a possible return home or transition to alternate residential placement. The maximum length of stay is 6-8 weeks, but exception to the age and length of stay may be negotiated by the Contract Liaison Social Worker and the Program Director. There will be no unplanned discharges of youth from the program by the contractor or by the youth and their families without authorization of the Ministry.

(e) The Service to be provided to the child/children in the Care Setting is:

FACILITY:

One (1) suitable furnished and equipped home in Surrey with a program that provides a youth focused, safe, predictable, nurturing and structured living environment. Each child has their own bedroom. The facility and vehicles are smoke free. The home will operate 24 hours a day, 7 days a week, 365 days per year. The population of the home is restricted to children-in-care referred under this agreement only and applicable to staffing levels. Placement in this home must be approved by the Contractor Liaison Social Worker.

STAFFING:

Program Supervisor: 1 FTE. Total of 70 hours biweekly (Monday to Friday 7 hrs/day)

Live-in Home Support Workers: 2 FTE. 1 FTE: 3 days on/4 days off; 1 FTE: 4 days on/3 days off . Work 24 hours/day

Residential Support Workers: 3 FTEs. Work 3 days on/4 days off. Work 10 hours/day

Graveyard Residential Support Workers: 2 Permanent Part-time. Combined total of 81 hours biweekly.

Shift Supervisor: 1 FTE. Total of 70 hours biweekly.

Registered Nurse: 16 hours per month

Clinical Support: cost of $34,500.00 for term of contract

Job descriptions and qualifications on contract file. Staffing schedule attached to contract.

ACTIVITIES:

Encourage/ implement/ supervise required health care routines.

Implement specialized health care routines as directed by medical professionals

Administer medications. Monitor and report side effects.

Facilitate/attend Care Team meetings. Implement goals.

Attend IEP meetings.

Encourage / facilitate participation in own health care.

Discourage tobacco use.

Encourage/facilitate regular punctual attendance at school, day program/family visits/recreational activities.

Facilitate/provide transportation to/from appointments/school/work/day program/family visits/ recreational activities as per plan of care.

Encourage/facilitate contact with appropriate religious and/or cultural community members.

Encourage/facilitate involvement in rituals/practices of hereditary culture/religion.

Encourage/facilitate appropriate contact with family members identified by child/youth's social worker, parent/guardian. Supervise contact as directed.

Seek out recreational opportunities. Encourage/facilitate attendance. Engage in activity as required.

Provide opportunities/activities that encourage positive peer interaction.

Promote/facilitate child/youth's involvement in personal care routines.

Involve child/youth in selection, care and maintenance of own clothing as appropriate for age and ability.

Involve child/youth in life skill activities that include but are not limited to: shopping/budgeting/ meal preparation/ household chores/ use of public transportation/ work experience.

Acquaint children/youth with local community services. Assist in accessing services. Attend/ support as required.

Assist youth in transition to independent living with job search, accessing support services.

Support/facilitate transition planning and child/youth's involvement. Accompany to pre-placement visits as required. Assist in preparations for a move.

Produce/maintain a binder containing a recent photograph and all relevent information required to care for the child/youth.

ADMISSION/DISCHARGE PROCESS:

Wherever possible, Guardianship and Resource Social Worker will provide contractor with a comprehensive referral package on youth prior to placement of youth. Where time does not permit for the sharing of written referral information MCFD will ensure that contractor is provided verbal information on any and all known behaviours which constitute safety risks for the youth, the contractor and/or the community.

A Guardianship Social Worker and the youth in care must be present at during the intake/admission of child/youth into the resource

The contractor will creatively strategize and persistently engage the youth to avoid placement breakdown.

The youth may be discharged from the contracted specialized resource in consultation with the Resource Social Worker or Resource Team Leader and the Guardianship Social Worker in the event that (1) the youth is incarcerated, (2) the youth is AWOL for more than 7 days, (3) the contractor is unable to maintain the safety of the youth and/or the resource due to the youth's behaviour. All discharge planning must be discussed with the Resource Social Worker liaison.

REPORTING:

Assessment reports will be submitted to Contract Liaison Worker a month after intake of a youth in the content and format approved by MCFD. Assessment reports will be reviewed by the Contract Liaison Worker, the child's social worker, QRP Program Supervisor, the Clinical Support person and other members of the care team at a review meeting. The contractor is required to maintain a Daily Log. Critical incidences must be reported to the Guardianship social worker, family if indicated, or After Hours by telephone when they occur and received in writing by the Guardianship social worker and the Contract Liaison social worker the next business day. The reporting of AWOLs in accordance with the Fraser Region Operating Policy 2005-12 OP provided to the Contractor for reference.

BUDGET:

Approved budget attached to this contract

ADDITIONAL PROVISIONS:

Approval of the contract liaison social worker is required prior to the provision of any services or purchases not included in the attached budget. Invoices for purchases must be supported by receipts and must be submitted no later than 30 days after the purchase. Invoices for services must be submitted on a monthly basis and must be supported by details of the services. Invoices submitted for services and purchases in the previous MCFD fiscal year will not be accepted past April 30th. In the event of cancellation of the Component Services Schedule, invoices will not be accepted after the cancellation date.

(f) In relation to the Plan of Care, the Contractor agrees to:

(i) participate in the development of the comprehensive plan of care for each child placed in the Care Setting when requested by the Director.
(ii) assume responsibility for implementing those parts of the child's comprehensive plan of care related to the child's residential placement and to the child's safety and well-being in association with the residential placement.
(iii) measure achievement of goals related to the child's residential placement, as stated in each child's comprehensive plan of care.

(g) The Contractor agrees to perform for all children placed in the Care Setting the caring functions normally provided by a child's parent(s).

(h) The Contractor will assist the Director to meet the rights of children in care under the *Child, Family and Community Service Act*, Section 70.

(i) The Contractor agrees to cooperate with:

(i) any custody or access orders or agreements relating to the child.
(ii) the parent(s)/guardian of the child, when specified in the plan of care.

(j) The Contractor agrees to support and encourage the child's relationship with their parent(s), extended family and/or guardian, according to the plan of care for the child.

(k) The Contractor will notify the parent(s) and/or guardian, where the parent(s) and/or guardian can be notified, in the case of medical emergency or of any changes in the circumstance of the child including those matters so indicated in Agreements where they exist between the parent(s) or guardian and a Director.

(l) The Contractor will provide to the Director full information and particulars concerning a child upon request of a Director or his/her representative.

(m) The contractor will ensure all information, statements and documents submitted to the Director in connection with this Component Schedule are true and correct.

(n) The Contractor will ensure any employee, sub-contractor or volunteer of the Contractor is suitably qualified to be entrusted with the care and protection of children.

(o) The Contractor will consider all requests by the Director to place children in the care or charge of a Director into the Care Setting.

(p) The Contractor will provide access to the child by:

(i) the social worker designated by a Director;
(ii) those persons authorized by a Director; and
(iii) those persons authorized access through a court order.

(q) The Contractor will not permit the child to leave the Province of British Columbia without the written permission of the social worker designated by the Director.

(r) Caregiver, as defined in Section 1 of the *Child, Family and Community Service Act*, may include the Contractor, a sub-contractor or a staff member of the Contractor. A Director must agree with the placement of a child with any Caregiver. The process for approval of caregivers used by the Contractor is as agreed below:

Standard G - Standards for Staffed Children's Residential Services (1998).
http://www.mcf.gov.bc.ca/child_protection/pdf/standards_residential_services.pdf

(s) The Contractor will ensure that:

(i) all firearms and ammunition in the Care Setting are stored and locked separately from each other;
(ii) a smoke detector is located in the corridor of each sleeping area, and on each floor of the Care Setting;
(iii) proper medication storage and dispensing procedures are followed;
(iv) the child wears a seat belt or is placed in an approved seating and safety restraint while travelling in vehicles;
(v) adequate insurance coverage is maintained for any motor vehicles; and
(vi) any crib meets Federal Government safety standards.

(t) The Contractor will provide a safe motor vehicle or otherwise provide for the safe transportation of any child placed with the Care Setting and comply with the provisions of the *Motor Vehicle Act* and related *Regulations*.

(u) The Contractor will actively encourage community support and to maintain neighbourhood education and involvement, if the Care Setting is a group home or a staffed residential resource.

(v) The performance of the contract during its term will be monitored by both parties in the manner agreed to below:

- Visits to the residences by ministry staff.
- Critical Incidents Reports.
- Written Occupancy Reports.
- Pacific Community Resource Society Annual Program Review Report.
- Visits with parents, children and youth by ministry staff.
- Regular meetings between contractor and ministry staff.

Caregiver Support Services Standard 21: Monitoring of and Liaison With Staffed Children's Residential Services provided to the Contractor; Incident reports; Monthly reporting; Yearend reports.

(w) Both parties agree to a dispute resolution process as outlined below, notwithstanding Section 14.01 of the Agreement.

Step 1: Ministry Resource Liaison Worker and Program Manager.
Step 2: Ministry Resource Team Leader and Program Manager.
Step 3: Contract and Resources Manager and Director, South Fraser.
Step 4: Regional Executive Director and Executive Director.
Step 5: Deputy Minister and Chair of the Board.

Local process to be followed in resolving any disputes between the contractor and the Province in respect of the contract terms. Process provided to the contractor for reference

(x) The definitions contained in Section 1 of the *Child, Family and Community Service Act* apply to and have the same meaning when used in this Component Schedule.

(y) It is acknowledged for the purpose of this Component Schedule, the term "guardian" means the legal guardian of the child or children.

(z) The Director will adhere to the provisions of the "Obligations of the Director", as outlined in Attachment 3 of this Component Schedule.

(aa) The Contractor agrees to acknowledge the Ministry of Children and Family Development involvement and funding in all public communications including press releases, published reports, brochures, radio and television and public meetings.

(bb) A Director may at any time, in his or her sole discretion, retake physical care and control of a child who is receiving services from the Contractor and revoke any guardianship authority specified or implied delegated by a Director to the Contractor.

(cc) If in default of any of the Contractor's obligations under this Component Schedule, then:

(i) the Contractor will forthwith notify a Director of the nature and extent of the default;

(ii) a Director may, whether or not a notice has been received pursuant to Section 13.01 of the Agreement:

1. move the child to an alternate Care Setting;
2. reduce the payments made as per this Component Schedule to reflect the reasonable costs of relocating the Child and providing alternative services; and
3. pursuant to Sections 13.03(a) of the Agreement terminate this Component Schedule.

3.3 In addition to the preceding deliverables, the Contractor must maintain information on service delivery and meet the reporting requirements specified under section 5.1 of this Component Schedule.

Policies and Standards

3.4 The Contractor will, with respect to the service deliverables of the Component Services specified in section 3.2 of this Component Schedule, comply with the policies set out in the following:

(a) Standards for Staffed Children's Residential Services (1998).
http://www.mcf.gov.bc.ca/child_protection/pdf/standards_residential_services.pdf

3.5 The Contractor will ensure that its organization and activities comply with the Organizational Standards of the Government of British Columbia and the following Program Standards:

(a) Standards for Staffed Children's Residential Services.

(b) Standards for Foster Home, as required.

(c) Child and Family Development Service Standards - Children in Care Service Standards (2006).
http://www.mcf.gov.bc.ca/child_protection/pdf/cfd_ss_may08.pdf
Accreditation Standards if applicable

Operational Principles

3.6 The parties agree that the following operational principles apply to the provision of the Component Services:

(a) children, whether their needs are simple or complex, short or long-term, will receive timely, appropriate, and effective assistance that respects and promotes their independence and self-determination within the limits of the available resources;
(b) development of child comprehensive care plans will, as appropriate to the circumstances of the child, involve the child, whether individual or family and other persons or authorities involved in the child's care.

Advocacy

3.7 The parties recognize that advocacy includes a child's right for their views to be heard and considered in decisions affecting them and that no party will take retributive action towards the other party or a child as a result of that party supporting the child's or the child's representative's expression of the child's views.

Cultural Competency

3.8 The parties agree to demonstrate an understanding and commitment to cultural competency and ensure cultural competency principles and practices are incorporated into the delivery of the Component Services. The parties agree to work within the framework provided by the *Human Rights Code* and the *Multiculturalism Act* for the provision of the Component Services.

Religious Belief or Religious Affiliation

3.9 The Contractor will ensure that children will be entitled to independence from the Contractor's religious beliefs or religious affiliations.

Client Complaint Resolution

3.10 The Contractor will deal with client complaints about its delivery of the Component Services by:

(a) complying with the Province's established complaint process, and
(b) informing the Province when a child complainant requests a formal complaint review under the complaint review process of the Ministry of Children and Family Development.

PART IV: FEES AND EXPENSES/PAYMENT PROVISIONS

Aggregate Maximum

4.1 Subject to the provisions of this Agreement, the Province will pay to the Contractor an amount not exceeding $125,965.54 in the aggregate for providing the Component Services during the Funding Period.

Payments

4.2 Subject to paragraph 4.1, the Province will make payments to the Contractor in the following amounts and manner:

(a) The Contractor will receive the payments described below during the term of the Agreement Funding Period. Fixed monthly rates are payable in the current month. Partial months are prorated on the basis of a 30-day month. Per diem rates are payable in arrears for each day a child is in the home.

(b) For the following Component Services the fixed monthly rate and per diem rate shall be in accordance with current Province policy as communicated to the Contractor from time to time. It is understood that any subsequent changes in the Province fixed monthly and per diem policy applicable to this Component Schedule will result in an automatic adjustment to the aggregate amount of this Component Schedule from the date the change in policy takes effect. The Province will inform the Contractor of any changes in fixed rates by general notification. No modification of the Agreement or any Component Schedules to the Agreement is required in the event of a change in the fixed rate.

Component Services	Capacity	Fixed Monthly Rate	Per Diem Monthly Rate	Total Payment
Not Applicable				

(c) For the following Component Services the fixed monthly rate and the per diem rate shall remain as listed below for the term of the Funding Period.

Component Service	Capacity	Fixed Monthly Rate	Per Diem Monthly Rate	Total Payment
Staffed/Specialized Child Care	3	$60,565.73	$805.68	$125,965.54
Total:				$125,965.54

(d) The Contractor will receive payment based on the following rates upon submission of a monthly statement of accounts for actual usage. This payment is not included in the total contract aggregate as shown in Part IV Section 4.1.

Component Services	Capacity	Per Diem Monthly Rate Subject to usage and billing
Not Applicable		

Ministry of Children and Family Development Use Only				
Component Services	Resp. Center	Activity Number	STOB	Total Amount
Staffed/Specialized Child Care	GKC	14533	8007	$125,965.54

Unearned Revenue

4.3 If the Contractor receives funds from the province under this Component Schedule which are to be applied by the Contractor to the provision of services specified in this Component Schedule or to the performance of any other obligation of the Contractor under this Component Schedule and the Contractor does not apply the funds to those purposes within the time or in the manner required under this Component Schedule, the amount of the funds which is not so applied (referred to in this Component Schedule as "unearned revenue") is repayable to the Province and the Province may, at its option, do either or both of the following:

(a) recover the unearned revenue as a debt due to the government in accordance with the *Financial Administration Act*; or

(b) reduce future payments payable by the province to the Contractor under one or more Component schedules to this Agreement by the amount of the unearned revenue.

4.4 Unearned revenue does not include a surplus derived through efficiencies or funds remaining after delivering all Services in accordance with the Component Schedules under the Agreement.

4.5 In accordance with section 17.05 of the Agreement, the Contractor will remit to the Province the following:

(a) Not Applicable

PART V: STATEMENTS AND REPORTS

5.1 The Contractor will submit Monthly to the Province reports, in form and content acceptable to the Province, for the preceding period as specified, relating to the Component Services. The required content of these reports may include, but is not limited to, the following information:

(a) the quantity of services (by # of hours, # of sessions, bed days, etc.) and any variance from expected and contracted deliverables,

(b) a description of the children who used the services during the reporting period (by total number, by gender, by age and any other demographics relevant to the purposes and goals of the Component Services).

(c) To, in accordance with Sections 7.01, 7.02, 7.03 and 7.04 of the Agreement and 6.08 in this Component Schedule, establish and maintain records, including financial records, with respect to any child placed with the Contractor.

(d) AWOL reports - immediately by phone and written within 24 hours.

5.2 The reports referred to in section 5.1 will be submitted within 10 business days of the end of the period specified, commencing with a first report for the period ending June 30, 2014. For the purpose of this section and section 5.3, a "business day" is any day which is not a Saturday, a Sunday or a statutory holiday in British Columbia.

5.3 Whether or not an annual financial statement (or review or audit of the same) is required and submitted under section 9.01 of the Agreement, the Contractor will, for the purposes of negotiation of any future agreement, submit to the Province, within 20 business days of the end of the 3rd quarter of the Funding Period, a Contractor Revenue and Expense Forecast for the duration of the Funding Period. (A sample of the contractor Revenue and Expense Forecast is included as Attachment 1 to this Component Schedule).

PART VI: INFORMATION MANAGEMENT PLAN

Definitions

6.1 "Child Records" means, with respect to an identifiable individual, records containing Personal Information created or produced by the Contractor as a result of the provision to that individual of any of the Component Services under this Component Schedule, but does not include records of an individual's Personal Information received by the Contractor from the Province or

Records created or collected while providing ongoing client services during the contract in the custody of the Contractor are owned by the Province

All child records

Document Ownership

6.2 The following documents are specified as Contractor's Documents under section 1.01(f) of the Agreement:

(a) Contractor Administrative Records d

6.3 The following documents are specified as Province's Documents under section 1.01(n) of the Agreement:

(a) any Child Records excluded under section 6.1 of this Component Schedule

6.4 The copyright in the Province's Documents belongs exclusively to the Province. Upon the Province's request, the Contractor must deliver to the Province documents satisfactory to the Province waiving in the Province's favour any moral rights which the Contractor, a Subcontractor or any of their employees may have in the Province's Documents and confirming the vesting of the copyright in the Province.

6.5 Any Personal Information in the Province's Documents collected by the Contractor is collected on behalf of the Province.

6.6 The Province may issue instructions to the Contractor so that the Province is able to comply with its duties under Part 3 of the *Freedom of Information and Protection of Privacy Act*, or other applicable laws, in relation to any Personal Information which as a result of this agreement is in the possession of the Contractor or a Subcontractor and to which that Part applies, and the Contractor must comply with those instructions.

6.7 The Contractor and the Province must each treat the other's Documents as confidential and not permit disclosure of the other party's Documents without the prior written consent of the other party except as permitted or required by applicable law, including the *Freedom of Information and Protection of Privacy Act*.

6.8 The Contractor must keep all Documents segregated from other documents to the extent it is practical to do so, safeguard them and not permit their disposition or destruction without the prior written consent of the Province except as permitted or required by applicable law, including the *Document Disposal Act*. The Contractor must keep the Province advised at all times of the location of all premises at which the Contractor is keeping any of the Documents. This section continues in force after the Agreement ends.

6.9 File formats and retention schedules for Documents related to the provision of the Component Services are as follows:

(a) Provincial documents in the Contractors custody to be retained in a format acceptable to the Ministry and for the term stated in the Ministry of Children and Family Development Operational Records Classification System (ORCS). Provincial documents are to be maintained and returned in the manner described in the in the Off- Site Storage and Transfer of Contractor Records (2003) provided to the Contractor for reference

6.10 If the Contractor's Documents includes any Child Records relating to an individual referred to the Contractor by the Province, the Contractor will, as contemplated under section 6.8 of this Component Schedule and sections 7.03 and 17.04 of the Agreement, continue to comply with the provisions of those sections after the expiry or termination of this Component Schedule and on the termination or expiry of this Agreement the Contractor will transfer ownership and deliver physical possession of those Child Records to the Province.

Information Systems

6.11 The Contractor will provide and maintain adequate and reasonable information systems to enable the Contractor to provide the Component Services.

6.12 The Contractor will ensure that adequate and reasonable information systems security measures are taken, in particular with respect to child information, preventing any unauthorized access to personal information.

6.13 The Contractor will manage electronic information defined as the Province's Documents in accordance with the *Document Disposal Act* and the *Freedom of Information and Protection of Privacy Act*.

PART VII: GENERAL

Property

7.1 The following property to be acquired by the Contractor solely with funds to be paid by the Province under this Component Schedule is specified under section 8.01(c) of the Agreement as property to be owned by the Province:

(a) N/A

7.2 The following property provided by the Province to the Contractor or a Subcontractor for the purposes of this agreement is to be owned by the Contractor or Subcontractor as indicated:

(a) N/A

Building Code

7.3 The Contractor must ensure that all housing and facilities conform to the applicable standards and regulations of authorities having jurisdiction including any requirements for licensing of community care facilities in accordance with the *Community Care Facility Act*.

Business Registration

7.4 Upon the Province's request, provide written proof of registration to conduct business in British Columbia, such as a business license or certificate of good standing from the Corporate Registry of British Columbia.

Permits and Licenses

7.5 The Contractor will obtain all the permits and licenses required to perform the Component Services, including:

(a) Community Facilities Licensing

(b) Professional licenses and/or registration for psychologist.

(c) Any permits or licenses required by municipal or health authorities for the operations of the Services delineated in Section 3.2

(d) Any municipal, provincial, federal permits and licenses to provide the Services including motor vehicle licenses of the appropriate class to provide transportation to clients

Insurance

7.6 The insurance requirements contemplated in section 11.01 of the Agreement are set out in Attachment 2 to this Component Schedule.

Workers' Compensation Board (WCB)

7.7 Where deemed to be an employer under the *Workers' Compensation Act*, the Contractor will register and comply with applicable WCB regulations and orders and upon the Province's request, the Contractor will provide the Province with written proof of compliance with this section.

Subcontractors

7.8 The following persons or group of persons, are specified as Subcontractors under section 12.02 of the Agreement:

(a) The Clinical Support person is a sub-contractor.

Contact Information

7.9 For the purpose of section 15.01 of the Agreement, the addresses and fax numbers of the parties are as follows:

Address and fax number for notices to the Province:

Address: 110- 7350 King George Boulevard, Surrey, BC V3W 5A5
Fax Number: (604) 501-3141

Address and fax number for notices to the Contractor:

Address: 201 2830 Grandview Hwy, Vancouver, BC V5M 2C9
Fax Number:

Authorized Persons

7.10 In addition to the persons listed in the section 17.15 of the Agreement, any of the following persons may act for the Province in relation to the Component Services:

(a) N/A

(b) The Province will designate a social worker to supply on a regular basis such assistance and advice as may be requested by the Care Setting and at a level consistent with available staff time.

(c) The social worker will perform the following functions:

(i) Assure there is comprehensive plan of care for each child placed in the Care Setting which is appropriate to the child's needs and to the standards and other conditions of care and nurturing provided for in Voluntary Care, Special Needs and Support Services agreements with the child's parent(s) and/or guardian where they exist;
(ii) Assess the progress of the contractor's performance of their duties and obligations under the comprehensive plan of care as established under 7.10(c)(i);
(iii) Involve the Contractor and the child's parent(s) and/or guardian in all planning decisions relating to the child;
(iv) Complement and encourage the child's relationship with the Contractor and the child's parent(s) and/or guardian;
(v) Where appropriate, be involved in contacts between the Contractor and the child's parent(s), child's extended family and/or guardian of the child;
(vi) Assist the Contractor in the appropriate use of community resources at the reasonable request of the Contractor; and
(vii) Where appropriate, assist the Contractor in contacts with the police and courts.

7.11 The Contractor designates any of the following persons, identified by name or position title to act for the Contractor in relation to this agreement:

(a) Program Manager

Termination

7.12 For the purposes of section 13.03(b) of the Agreement, 30 days (between 30 and 365 days) written notice must be given by one party to the other that this Component Schedule is to end. In no case will length of termination notice under this section exceed the duration of the notice given in section 13.01(c) of the Agreement.

PART VIII: SERVICE SPECIFIC PROVISIONS

Criminal Records Check

8.1 In accordance with the *Criminal Records Review Act*, the Contractor will undertake a criminal record check on each staff member or other person (such as a volunteer for the Contractor) who works with children or who has access to their records.

8.2 In addition to any criminal record checks required under the *Criminal Records Review Act*, the Province hereby requires and the Contractor agrees to carry out criminal records checks on:

(a) Volunteers, students or other individuals who have, or potentially have unsupervised access to children or their records

8.3 The Contractor will provide to the Province, upon the Province's request, written confirmation that:

(a) criminal record checks have been initiated;
(b) the Contractor has acted on instructions from the adjudicator or the Province; and
(c) all other related procedures have been followed.

Waivers Of Liability relating to Services to Children

8.4 If the Contractor is providing Component Services to children, the Contractor will not require a parent or guardian, or a person acting for a parent or guardian, to waive the Contractor's liability for negligence in the provision of the Component Services.

Rights of Children in Care

8.5 If the Contractor is providing Component Services to children in care under the *Child, Family and Community Service Act*, the Contractor will provide the Component Services in a manner consistent with the rights of children recognized under that Act to:

(a) be fed, clothed and nurtured according to community standards and to be given the same quality of care as other children in the placement;
(b) be informed about their plan of care;
(c) be consulted and to express their views, according to their abilities, about significant decisions affecting them;
(d) reasonable privacy and to possession of their personal belongings;
(e) be free from corporal punishment;

(f) be informed of the standard of behavior expected by their caregivers and of the consequences of not meeting their caregivers' expectations;
(g) receive medical and dental care when required;
(h) participate in social and recreational activities if available and appropriate and according to their abilities and interests;
(i) receive the religious instruction and to participate in the religious activities of their choice;
(j) receive guidance and encouragement to maintain their cultural heritage;
(k) be provided with an interpreter if language or disability is a barrier to consulting with them on decisions affecting their custody or care;
(l) privacy during discussions with members of their families, subject to the *Child, Family and Community Service Act*, Section 70, Subsection (2);
(m) privacy during discussions with a lawyer, the Child, Youth and Family Advocate, the Ombudsman, a member of the Legislative Assembly or a member of Parliament;
(n) be informed about and to be assisted in contacting the Child, Youth and Family Advocate; and
(o) be informed of their rights under this Act and the procedures available for enforcing their rights.

PART IX: CONFLICT RESOLUTION OFFICIALS

9.1 The designated "Officials" of the parties for the purposes of the Conflict Resolution Protocol are:

	Province	Contractor
Stage One:	Community Service Manager	Director, South Fraser Region
Stage Two:	Director of Practice	
Stage Three:	Deputy Minister	

The parties have executed this Component Schedule as follows:

SIGNED on behalf of the Province by an authorized representative of the Ministry of Children and Family Development on the 03 day of June, 2014.

Print Name: Diane Bruce
Print Title: Community Service Manager

SIGNED by or on behalf of the Contractor (or by an authorized signatory of the Contractor if a corporation) on the 29 day of May, 2014.

Print Name: Laurie Birdsall
Print Title: Director, South Fraser

ATTACHMENT 1
Residential Child Care Resource - RC40831G-01

Contractor Revenue and Expense Forecast

Contractor Name/Address: Pacific Community Resources Society 201 2830 Grandview Hwy, Vancouver, BC V5M 2C9

Name of Program(s)/Service(s): Pacific Community Resources Society

Reporting Period (from/to): June 1, 2014 : July 31, 2014

STATEMENT OF REVENUE AND EXPENSES	Previous Year	YTD Actual	Forecast to end of Funding Period	Approved Funding	Variance
REVENUE					
MCFD Regular Payments (monthly)					
MCFD Invoiced Payments					
Other MCFD Payments (specify):					
TOTAL GROSS REVENUE					
Program/Service Expenses					
Total Compensation (wages and benefits)					
Program/Service Child Support Costs					
Program/Services Facilities Costs					
Administration Costs*					
TOTAL GROSS EXPENSES					
TOTAL NET (+/-)					

* Definitions from the Specified Audit Procedures, Chapter 6, General Management Operating Policy.

Comments regarding variances:

This report has been prepared from the books and records of the Contractor for the funding period ended _____. I hereby confirm to the best of my knowledge and belief, that the information contained herein, was compiled in accordance with generally accepted accounting principles and in compliance with the Province's General Management Operating Policy. There is nothing to my knowledge that has not been disclosed in this report which would affect the accuracy and completeness of the financial information.

Signature Date

Print Name Print Title

ATTACHMENT 2
Residential Child Care Resource - RC40831G-01

Insurance Requirements

Insurance

The Contractor will:

1.01 For the purpose of section 11.01 of the Agreement, where the Component Services are provided to the public on behalf of the Province and represent the contractor's substantial operation, be deemed eligible for and may receive coverage under the Government Master Insurance Program (GMIP).

1.02 When deemed ineligible for GMIP, without limiting its obligations or liabilities and at its own expense, provide and maintain throughout the Term, Comprehensive General Liability in an amount not less than $2,000,000 inclusive per occurrence insuring against bodily injury, personal injury and property damage and including liability assumed under contract with insurers licensed in the province of British Columbia and in the forms and amounts acceptable to the Province.

1.03 Ensure all required insurance is endorsed to provide the Province with 30 days advance written notice of cancellation or material change.

1.04 Provide the Province with evidence of the required insurance, in the form of a completed Province of British Columbia Certificate of Insurance, immediately following execution and delivery of the Component Schedule.

Insurance and Indemnity

2.01 In addition to the standard insurance required under this Component Schedule, the Contractor will provide the following insurance:

(a) The Contractor shall provide, maintain and pay for necessary and adequate third party liability vehicle insurance, as determined in consultation with their insurance agent or insurance broker.

(b) The Contractor shall maintain a minimum of $1,000,000.00 automobile third party liability insurance on any vehicle used to transport children placed in the Care Setting.

2.02 The Contractor shall be responsible for and pay any deductible under the GMIP.

2.03 The Province will take reasonable steps to ensure the coverage specified in Section 1.01 of this Attachment, is continuous for the Term of this Component Schedule but the Province does not accept responsibility for providing coverage in the event the insurance is cancelled or reduced by the insurer.

2.04 The Province does not represent or warrant that the policy GMIP contains insurance for any and all losses. It is the Contractor's responsibility to ascertain the exact nature and extent of coverage of the policy as well as any and all terms and conditions of the policy.

2.05 The Province will provide the Contractor with pertinent information regarding available insurance coverage for a child's willful acts resulting in damage or loss to the residence.

Attachment 3
Residential Child Care Resource - RC40831G-01

Obligations of the Director

In addition to the Component Schedule and the Agreement, the Director covenants and agrees:

Legal Responsibility

1. To exercise responsibility:

   (a) when the child is in the care of a Director by court action under the *Child Family and Community* Service Act, the *Family Relations Act* or the *Adoption Act*, as the guardian of the child, consistent with each child's legal status; or

   (b) as it relates to the care of the child while in the Care Setting.

2. To ensure all statutory requirements of the *Child, Family and Community Service Act* are fulfilled and to take such steps as the Director or his/her representative considers necessary to ensure adherence to those statutory requirements.

3. To ensure any child placed with the Contractor is in the charge, care or custody of a Director; be a child taken to a safe place under Section 25(1)(a) of the *Child, Family and Community Service Act*; be a child placed under a Support Service Agreement, Voluntary Care Agreement or Special Needs Agreement.

Planning for the Child

1. To advise the Contractor as to who is the parent(s) and/or guardian of any client placed with the Contractor and, where a Support Service Agreement, Voluntary Care Agreement or Special Needs Agreement entered into pursuant to Section 5, 6, or 7 of the *Child, Family and Community Service Act* exists between a Director and the parent and/or guardian of a child so placed, provide the Contractor with a copy of the relevant agreement, subject to Part 5 of the Act.

2. To provide the Contractor with all relevant information pertinent for the care of the child, including, but not limited to, medical, educational and personal care information as well as guardianship, custody and access arrangements.

3. To notify the child's parent(s) and/or guardian of any action taken in the interest of the health and well-being of the child where the child's parent(s) and/or guardian could not be immediately contacted.

4. To make all decisions regarding placement of the child in the Care Setting after discussion and agreement with the Contractor.

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Withheld pursuant to/removed as

s.22;s.21

BRITISH COLUMBIA

Ministry of
Children and Family Development

MODIFICATION AGREEMENT

BETWEEN

HER MAJESTY THE QUEEN IN RIGHT OF THE PROVINCE OF BRITISH COLUMBIA,
represented by the Minister of Children and Family Development
A Director Designated Under Section 91 Of The Child, Family and Community Service Act
(the "Province", a "Director" as applicable)

AND

Pacific Community Resources Society
(the "Contractor", "you", or "your" as applicable)

BACKGROUND

A. The parties entered into an agreement number **27134;27** and dated _____, _____, (the "Agreement").

B. The parties have agreed to modify the Agreement effective _____, _____.

AGREEMENT

The parties agree as follows:

1. The Agreement End Date is: March 31, 2012
2. Additional Details: Contract amended to extend expiry date from Dec 31/2011 to March 31/2012 manager approval on file .
3. In all other respects, the Agreement is confirmed.

The parties have duly executed this modification agreement as of the 5 day of Jan, 2012.

SIGNED AND DELIVERED on behalf of the Province by its authorized representative:	**SIGNED AND DELIVERED** by or on behalf of the Contractor (or by an authorized signatory of the Contractor if a Corporation)
Authorized Representative	Contractor or Authorized Signatory
Name Diane Weaver	Name Laurie Birdsall
Title Operations Manager	Title Director, South Fraser

DISTRIBUTION: COPY 1 - FINANCIAL SERVICES BRANCH COPY 2 - CONTRACTOR COPY 3 - ORIGINATING OFFICE

COMPONENT SERVICES SCHEDULE
Residential Child Care Resource
(FUNDING PERIOD April 1, 2009 - March 31, 2012)

PART IV: FEES AND EXPENSES/PAYMENT PROVISIONS

Aggregate Maximum

4.1 Subject to the provisions of this Agreement, the Province will pay to the Contractor an amount not exceeding $251,931.08 in the aggregate for providing the Component Services during the Funding Period.

Payments

4.2 Subject to paragraph 4.1, the Province will make payments to the Contractor in the following amounts and manner:

(a) The Contractor will receive the payments described below during the term of the Agreement Funding Period. Fixed monthly rates are payable in the current month. Partial months are prorated on the basis of a 30-day month. Per diem rates are payable in arrears for each day a child is in the home.

(b) For the following Component Services the fixed monthly rate and per diem rate shall be in accordance with current Province policy as communicated to the Contractor from time to time. It is understood that any subsequent changes in the Province fixed monthly and per diem policy applicable to this Component Schedule will result in an automatic adjustment to the aggregate amount of this Component Schedule from the date the change in policy takes effect. The Province will inform the Contractor of any changes in fixed rates by general notification. No modification of the Agreement or any Component Schedules to the Agreement is required in the event of a change in the fixed rate.

Component Services	Capacity	Fixed Monthly Rate	Per Diem Monthly Rate	Total Payment
Not Applicable				

(c) For the following Component Services the fixed monthly rate and the per diem rate shall remain as listed below for the term of the Funding Period.

Component Service	Capacity	Fixed Monthly Rate	Per Diem Monthly Rate	Total Payment
Staffed/Specialized Child Care	3	$60,565.73	$805.68	$251,931.08
Total:				$251,931.08

(d) The Contractor will receive payment based on the following rates upon submission of a monthly statement of accounts for actual usage. This payment is not included in the total contract aggregate as shown in Part IV Section 4.1.

Component Services	**Capacity**	**Per Diem Monthly Rate** Subject to usage and billing
Not Applicable		

Ministry of Children and Family Development Use Only				
Component Services	Resp. Center	Activity Number	STOB	Total Amount
Staffed/Specialized Child Care	GKC	14533	8007	$251,931.08

Unearned Revenue

4.3 If the Contractor receives funds from the province under this Component Schedule which are to be applied by the Contractor to the provision of services specified in this Component Schedule or to the performance of any other obligation of the Contractor under this Component Schedule and the Contractor does not apply the funds to those purposes within the time or in the manner required under this Component Schedule, the amount of the funds which is not so applied (referred to in this Component Schedule as "unearned revenue") is repayable to the Province and the Province may, at its option, do either or both of the following:

(a) recover the unearned revenue as a debt due to the government in accordance with the *Financial Administration Act*; or

(b) reduce future payments payable by the province to the Contractor under one or more Component schedules to this Agreement by the amount of the unearned revenue.

4.4 Unearned revenue does not include a surplus derived through efficiencies or funds remaining after delivering all Services in accordance with the Component Schedules under the Agreement.

4.5 In accordance with section 17.15 of the Agreement, the Contractor will remit to the Province the following:

(a) . ***{List refunds and remissions of federal or provincial tax or duty to be remitted to the Province, if any, or type "not applicable"}***

_____

_____

_____

_____

BRITISH COLUMBIA

Ministry of
Children and Family Development

MODIFICATION AGREEMENT

BETWEEN

HER MAJESTY THE QUEEN IN RIGHT OF THE PROVINCE OF BRITISH COLUMBIA,
represented by the Minister of Children and Family Development
A Director Designated Under Section 91 Of The Child, Family and Community Service Act
(the "Province", a "Director" as applicable)

AND

Pacific Community Resources Society
(the "Contractor", "you", or "your" as applicable)

BACKGROUND

A. The parties entered into an agreement number **27134;28** and dated _____, **2012**, (the "Agreement").

B. The parties have agreed to modify the Agreement effective _____, **2012**.

AGREEMENT

The parties agree as follows:

1. The Agreement End Date is: May 31, 2012
2. Additional Details: Contact amended to extend expiry date from March 31,2012 to May 31,2012 in order to give time to meet and review contract..
3. In all other respects, the Agreement is confirmed.

The parties have duly executed this modification agreement as of the _____ day of **March**, **2012**.

SIGNED AND DELIVERED on behalf of the Province by its authorized representative:	**SIGNED AND DELIVERED** by or on behalf of the Contractor (or by an authorized signatory of the Contractor if a Corporation)
Authorized Representative	Contractor or Authorized Signatory
Name Diane Weaver	Name Laurie Birdsall
Title Community Service Manager	Title Director, South Fraser

DISTRIBUTION: COPY 1 - FINANCIAL SERVICES BRANCH COPY 2 - CONTRACTOR COPY 3 - ORIGINATING OFFICE

COMPONENT SERVICES SCHEDULE
Residential Child Care Resource
(FUNDING PERIOD April 1, 2009 - May 31, 2012)

PART IV: FEES AND EXPENSES/PAYMENT PROVISIONS

Aggregate Maximum

4.1 Subject to the provisions of this Agreement, the Province will pay to the Contractor an amount not exceeding $188,948.31 in the aggregate for providing the Component Services during the Funding Period.

Payments

4.2 Subject to paragraph 4.1, the Province will make payments to the Contractor in the following amounts and manner:

(a) The Contractor will receive the payments described below during the term of the Agreement Funding Period. Fixed monthly rates are payable in the current month. Partial months are prorated on the basis of a 30-day month. Per diem rates are payable in arrears for each day a child is in the home.

(b) For the following Component Services the fixed monthly rate and per diem rate shall be in accordance with current Province policy as communicated to the Contractor from time to time. It is understood that any subsequent changes in the Province fixed monthly and per diem policy applicable to this Component Schedule will result in an automatic adjustment to the aggregate amount of this Component Schedule from the date the change in policy takes effect. The Province will inform the Contractor of any changes in fixed rates by general notification. No modification of the Agreement or any Component Schedules to the Agreement is required in the event of a change in the fixed rate.

Component Services	Capacity	Fixed Monthly Rate	Per Diem Monthly Rate	Total Payment
Not Applicable				

(c) For the following Component Services the fixed monthly rate and the per diem rate shall remain as listed below for the term of the Funding Period.

Component Service	Capacity	Fixed Monthly Rate	Per Diem Monthly Rate	Total Payment
Staffed/Specialized Child Care	3	$60,565.73	$805.68	$188,948.31
Total:				$188,948.31

(d) The Contractor will receive payment based on the following rates upon submission of a monthly statement of accounts for actual usage. This payment is not included in the total contract aggregate as shown in Part IV Section 4.1.

Component Services	**Capacity**	**Per Diem Monthly Rate** Subject to usage and billing
Not Applicable		

Ministry of Children and Family Development Use Only				
Component Services	Resp. Center	Activity Number	STOB	Total Amount
Staffed/Specialized Child Care	GKC	14533	8007	$188,948.31

Unearned Revenue

4.3 If the Contractor receives funds from the province under this Component Schedule which are to be applied by the Contractor to the provision of services specified in this Component Schedule or to the performance of any other obligation of the Contractor under this Component Schedule and the Contractor does not apply the funds to those purposes within the time or in the manner required under this Component Schedule, the amount of the funds which is not so applied (referred to in this Component Schedule as "unearned revenue") is repayable to the Province and the Province may, at its option, do either or both of the following:

(a) recover the unearned revenue as a debt due to the government in accordance with the *Financial Administration Act*; or

(b) reduce future payments payable by the province to the Contractor under one or more Component schedules to this Agreement by the amount of the unearned revenue.

4.4 Unearned revenue does not include a surplus derived through efficiencies or funds remaining after delivering all Services in accordance with the Component Schedules under the Agreement.

4.5 In accordance with section 17.15 of the Agreement, the Contractor will remit to the Province the following:

(a) . ***{List refunds and remissions of federal or provincial tax or duty to be remitted to the Province, if any, or type "not applicable"}***

_____

_____

_____

_____

COMPONENT SERVICES SCHEDULE
Residential Child Care Resource
(FUNDING PERIOD June 1, 2012 - May 31, 2013)

PART I: INTRODUCTION

1.1 This Component Schedule forms part of the Continuing Agreement dated for reference the _____ day of _____, _____ (the "Agreement").

1.2 Unless defined differently in this Component Schedule, terms used in this Component Schedule will have the meanings given to them by the Agreement.

1.3 This Component Schedule applies only to those Component Services (the "Component Services") described herein.

PART II: FUNDING PERIOD

2.1 The Funding Period to which this Component Schedule applies starts on June 1, 2012 and ends on May 31, 2013 the end date specified in section 2.01 of the Agreement, or the earlier termination of this Agreement in accordance with its terms, whichever first occurs.

PART III: DESCRIPTION OF COMPONENT SERVICES & RELATED PROVISIONS

Desired Outcomes

3.1 Through the delivery of the Component Services the Province wishes to realize and the Contractor will use its best efforts to achieve the following desired outcomes:

Quick Response Program

As measured by the program recording the number and nature of incidences and information gathered at intake, youth referred to this program will demonstrate:

- A reduction in intentional self-harming behaviours,
- A reduction in incidents of self-harming behaviours,
- A reduction in incidents which pose a danger to others,

- As measured by number of placements in the six months previous to referral and by number of placements six months after discharge, improved likelihood of after-care placement stability upon discharge
- As reported by youth, family and credible collateral's, increased positive connectedness to family, peers, adults and community as appropriate
- As reported by parents/caregivers/social workers, increased parents/caregivers/social workers knowledge of the youth's needs and placement requirements.

The parties acknowledge that the Contractor does not warrant that the desired outcomes will be achieved.

Service Deliverables

3.2 The Contractor will provide or deliver, or will cause to be provided or delivered, the following:

(a) Residential and child care services (the "Component Services" or "Services") to one or more children who cannot remain in their own homes and cannot for the present adjust to a family care home, but who still have the ability - with supports - to function as members of the community, in accordance with the provisions of in this Component Schedule including its Attachment 3.

(b) The contractor will assume the responsibility for the care and nurturing of up to the specified number of children, each referred to as a "child", at any one time during the term of this Agreement, at the following care setting or care settings (the "Care Setting"), as follows:

Type of Component Services	Care Setting	No. of Children
Staffed/Specialized Child Care	8310 157th Street Surrey, BC V4N 0S4	3

(c) The contractor will reside in the Care Setting during the Term of this Component Schedule as agreed to below:

Care Setting	Contractor to reside?
8310 157th Street Surrey, BC V4N 0S4	

(d) The child/children to be cared for in the Care Setting can be described as:

TARGET POPULATION

Quick Response Program

Youth ages 12-18 years, living in Surrey, White Rock, Langley and Delta who are at risk because of suicidal or other self-destructive behaviours and/or whose behaviours pose a danger to others. These at-risk youth are in need of emergency residential care, stabilization and planning assessment.

(e) The Service to be provided to the child/children in the Care Setting is:

Quick Response Program is a short-term residential receiving and assessment program for 3 youth.

SERVICE DELIVERABLES

QUICK RESPONSE PROGRAM

- One (1) three (3) bed home located in Surrey which will provide a safe, nurturing, structured and predictable living environment for three (3) youth for a period of time for each youth not exceeding 6 weeks.
- 1 full-time Team Leader (CYCC 4-5)
- 1 full-time Shift Supervsor (CYCC 3-5)
- .06 FTE Psych Nurse (8 hr bi-wkly)
- 4 full-time staff (includes graveyard) (CYCC 2-5)
- 2 Residential Caregivers (CYCC 2-5)
- The program will operate 365 days per year (1095 bed days per annum).
- The program will provide the following receiving and assessment services:
  - Stabilization which will include harm reduction strategies.
  - Risk management which will include an initial risk assessment within 24 hours after admission, and risk reduction strategies.
  - A written assessment report which will include the gathering collating and summarizing of existing assessments and recommendations for each youth served.
  - Identification of barriers to achieving service outcomes.
  - Liaison with key collateral's to include hospitals, police, Adolescent Crisis Response Program, schools and other appropriate agencies and professionals serving youth and other families. These relationships to be framed by a written protocol.
  - Support to families of referred youth within the parameters of the family service plan.
  - Collaboration in discharge planning with other members of the youth's planning team.
  - A written discharge report including placement recommendations for each youth served.
- There will be no unplanned discharges of youth from the program by the contractor or by the youth and their families without authorization by the Ministry.
- The contractor will accept all youth referred by the Ministry within program capacity.
- The contractor will provide service to a referred youth within 24 hours of the referral.

STAFFING QUALIFICATIONS

Team Leader and Shift Leader

- Degree in Child and Youth care and 3 years working with high risk youth or Child and Youth Care Diploma plus 5 years experience working with high risk youth or 7 years experience working with high risk youth.

Psychiatric Nurse

- Registration with the Registered Psychiatric Nurses Association of BC.

Child and Youth Care Counsellor

- Degree in Child and Youth Care or Child and Youth Care Diploma plus 2 years experience or 4 years experience working with high risk youth.

Live-In Residential Caregivers

- Degree in Child and Youth Care or Child and Youth Care Diploma plus 2 years experience or 4 years experience working with high risk youth.

Clinical Supervisor

- Senior clinician with graduate degree in psychology or social work.

UNEARNED REVENUE

If services are not fully delivered for reasons within the control of the contractor, then the concept of "unearned revenue" applies. The formula for calculations of how the amount of unearned revenue will be determined is as follows:

Bed-day vacancies below 80% occupancy which arise for reasons within the contractors control. Vacancies due to lack of ministry referrals would not result in unearned revenue.
Staffing levels not being maintained, on average, over a year.

(f) In relation to the Plan of Care, the Contractor agrees to:

(i) participate in the development of the comprehensive plan of care for each child placed in the Care Setting when requested by the Director.
(ii) assume responsibility for implementing those parts of the child's comprehensive plan of care related to the child's residential placement and to the child's safety and well-being in association with the residential placement.
(iii) measure achievement of goals related to the child's residential placement, as stated in each child's comprehensive plan of care.

(g) The Contractor agrees to perform for all children placed in the Care Setting the caring functions normally provided by a child's parent(s).

(h) The Contractor will assist the Director to meet the rights of children in care under the *Child, Family and Community Service Act*, Section 70.

(i) The Contractor agrees to cooperate with:

(i) any custody or access orders or agreements relating to the child.
(ii) the parent(s)/guardian of the child, when specified in the plan of care.

(j) The Contractor agrees to support and encourage the child's relationship with their parent(s), extended family and/or guardian, according to the plan of care for the child.

(k) The Contractor will notify the parent(s) and/or guardian, where the parent(s) and/or guardian can be notified, in the case of medical emergency or of any changes in the circumstance of the child including those matters so indicated in Agreements where they exist between the parent(s) or guardian and a Director.

(l) The Contractor will provide to the Director full information and particulars concerning a child upon request of a Director or his/her representative.

(m) The contractor will ensure all information, statements and documents submitted to the Director in connection with this Component Schedule are true and correct.

(n) The Contractor will ensure any employee, sub-contractor or volunteer of the Contractor is suitably qualified to be entrusted with the care and protection of children.

(o) The Contractor will consider all requests by the Director to place children in the care or charge of a Director into the Care Setting.

(p) The Contractor will provide access to the child by:

(i) the social worker designated by a Director;
(ii) those persons authorized by a Director; and
(iii) those persons authorized access through a court order.

(q) The Contractor will not permit the child to leave the Province of British Columbia without the written permission of the social worker designated by the Director.

(r) Caregiver, as defined in Section 1 of the *Child, Family and Community Service Act*, may include the Contractor, a sub-contractor or a staff member of the Contractor. A Director must agree with the placement of a child with any Caregiver. The process for approval of caregivers used by the Contractor is as agreed below:

N/A

(s) The Contractor will ensure that:

(i) all firearms and ammunition in the Care Setting are stored and locked separately from each other;
(ii) a smoke detector is located in the corridor of each sleeping area, and on each floor of the Care Setting;
(iii) proper medication storage and dispensing procedures are followed;
(iv) the child wears a seat belt or is placed in an approved seating and safety restraint while travelling in vehicles;
(v) adequate insurance coverage is maintained for any motor vehicles; and
(vi) any crib meets Federal Government safety standards.

(t) The Contractor will provide a safe motor vehicle or otherwise provide for the safe transportation of any child placed with the Care Setting and comply with the provisions of the *Motor Vehicle Act* and related *Regulations*.

(u) The Contractor will actively encourage community support and to maintain neighbourhood education and involvement, if the Care Setting is a group home or a staffed residential resource.

(v) The performance of the contract during its term will be monitored by both parties in the manner agreed to below:

- Visits to the residences by ministry staff.
- Critical Incidents Reports.
- Written Occupancy Reports.
- Pacific Community Resource Society Annual Program Review Report.
- Visits with parents, children and youth by ministry staff.
- Regular meetings between contractor and ministry staff.

(w) Both parties agree to a dispute resolution process as outlined below, notwithstanding Section 14.01 of the Agreement.

Step 1: Ministry Resource Liaison Worker and Program Manager.
Step 2: Ministry Resource Team Leader and Program Manager.
Step 3: Contract and Resources Manager and Director, South Fraser.
Step 4: Regional Executive Director and Executive Director.
Step 5: Deputy Minister and Chair of the Board.

(x) The definitions contained in Section 1 of the *Child, Family and Community Service Act* apply to and have the same meaning when used in this Component Schedule.

(y) It is acknowledged for the purpose of this Component Schedule, the term "guardian" means the legal guardian of the child or children.

(z) The Director will adhere to the provisions of the "Obligations of the Director", as outlined in Attachment 3 of this Component Schedule.

(aa) The Contractor agrees to acknowledge the Ministry of Children and Family Development involvement and funding in all public communications including press releases, published reports, brochures, radio and television and public meetings.

(bb) A Director may at any time, in his or her sole discretion, retake physical care and control of a child who is receiving services from the Contractor and revoke any guardianship authority specified or implied delegated by a Director to the Contractor.

(cc) If in default of any of the Contractor's obligations under this Component Schedule, then:

(i) the Contractor will forthwith notify a Director of the nature and extent of the default;

(ii) a Director may, whether or not a notice has been received pursuant to Section 13.01 of the Agreement:

1. move the child to an alternate Care Setting;
2. reduce the payments made as per this Component Schedule to reflect the reasonable costs of relocating the Child and providing alternative services; and
3. pursuant to Sections 13.03(a) of the Agreement terminate this Component Schedule.

3.3 In addition to the preceding deliverables, the Contractor must maintain information on service delivery and meet the reporting requirements specified under section 5.1 of this Component Schedule.

Policies and Standards

3.4 The Contractor will, with respect to the service deliverables of the Component Services specified in section 3.2 of this Component Schedule, comply with the policies set out in the following:

(a) Child, Family and Community Services Act

(b) Ministry Child in Care Residential Services Policy (Vol. 2)

(c) Ministry Accreditation Policy.

(d) Ministry Complaints Policy.

3.5 The Contractor will ensure that its organization and activities comply with the Organizational Standards of the Government of British Columbia and the following Program Standards:

(a) Standards for Staffed Children's Residential Services.

(b) Standards for Foster Home, as required.

(c) Practice Standards for Guardianship.

(d) Organizational Standards of BC Government.

(e) Applicable Council on accreditation of Services to Families and Children Standards.

Operational Principles

3.6 The parties agree that the following operational principles apply to the provision of the Component Services:

(a) children, whether their needs are simple or complex, short or long-term, will receive timely, appropriate, and effective assistance that respects and promotes their independence and self-determination within the limits of the available resources;

(b) development of child comprehensive care plans will, as appropriate to the circumstances of the child, involve the child, whether individual or family and other persons or authorities involved in the child's care.

Advocacy

3.7 The parties recognize that advocacy includes a child's right for their views to be heard and considered in decisions affecting them and that no party will take retributive action

towards the other party or a child as a result of that party supporting the child's or the child's representative's expression of the child's views.

Cultural Competency

3.8 The parties agree to demonstrate an understanding and commitment to cultural competency and ensure cultural competency principles and practices are incorporated into the delivery of the Component Services. The parties agree to work within the framework provided by the *Human Rights Code* and the *Multiculturalism Act* for the provision of the Component Services.

Religious Belief or Religious Affiliation

3.9 The Contractor will ensure that children will be entitled to independence from the Contractor's religious beliefs or religious affiliations.

Client Complaint Resolution

3.10 The Contractor will deal with client complaints about its delivery of the Component Services by:

(a) complying with the Province's established complaint process, and
(b) informing the Province when a child complainant requests a formal complaint review under the complaint review process of the Ministry of Children and Family Development.

PART IV: FEES AND EXPENSES/PAYMENT PROVISIONS

Aggregate Maximum

4.1 Subject to the provisions of this Agreement, the Province will pay to the Contractor an amount not exceeding $755,793.24 in the aggregate for providing the Component Services during the Funding Period.

Payments

4.2 Subject to paragraph 4.1, the Province will make payments to the Contractor in the following amounts and manner:

(a) The Contractor will receive the payments described below during the term of the Agreement Funding Period. Fixed monthly rates are payable in the current month. Partial months are prorated on the basis of a 30-day month. Per diem rates are payable in arrears for each day a child is in the home.

(b) For the following Component Services the fixed monthly rate and per diem rate shall be in accordance with current Province policy as communicated to the Contractor from time to time. It is understood that any subsequent changes in the Province fixed monthly and per diem policy applicable to this Component Schedule will result in an automatic adjustment to the aggregate amount of this Component Schedule from the date the change in policy takes effect. The Province will inform the Contractor of any changes in fixed rates by general

notification. No modification of the Agreement or any Component Schedules to the Agreement is required in the event of a change in the fixed rate.

Component Services	Capacity	Fixed Monthly Rate	Per Diem Monthly Rate	Total Payment
Not Applicable				

(c) For the following Component Services the fixed monthly rate and the per diem rate shall remain as listed below for the term of the Funding Period.

Component Service	Capacity	Fixed Monthly Rate	Per Diem Monthly Rate	Total Payment
Staffed/Specialized Child Care	3	$60,565.73	$805.68	$755,793.24
Total:				$755,793.24

(d) The Contractor will receive payment based on the following rates upon submission of a monthly statement of accounts for actual usage. This payment is not included in the total contract aggregate as shown in Part IV Section 4.1.

Component Services	Capacity	Per Diem Monthly Rate Subject to usage and billing
Not Applicable		

Ministry of Children and Family Development Use Only				
Component Services	Resp. Center	Activity Number	STOB	Total Amount
Staffed/Specialized Child Care	GKC	14533	8007	$755,793.24

Unearned Revenue

4.3 If the Contractor receives funds from the province under this Component Schedule which are to be applied by the Contractor to the provision of services specified in this Component Schedule or to the performance of any other obligation of the Contractor under this Component Schedule and the Contractor does not apply the funds to those purposes within the time or in the manner required under this Component Schedule, the amount of the funds which is not so applied (referred to in this Component Schedule as "unearned revenue") is repayable to the Province and the Province may, at its option, do either or both of the following:

(a) recover the unearned revenue as a debt due to the government in accordance with the *Financial Administration Act*; or

(b) reduce future payments payable by the province to the Contractor under one or more Component schedules to this Agreement by the amount of the unearned revenue.

4.4 Unearned revenue does not include a surplus derived through efficiencies or funds remaining after delivering all Services in accordance with the Component Schedules under the Agreement.

4.5 In accordance with section 17.05 of the Agreement, the Contractor will remit to the Province the following:

(a) N/A

PART V: STATEMENTS AND REPORTS

5.1 The Contractor will submit Monthly to the Province reports, in form and content acceptable to the Province, for the preceding period as specified, relating to the Component Services. The required content of these reports may include, but is not limited to, the following information:

(a) the quantity of services (by # of hours, # of sessions, bed days, etc.) and any variance from expected and contracted deliverables,

(b) a description of the children who used the services during the reporting period (by total number, by gender, by age and any other demographics relevant to the purposes and goals of the Component Services).

(c) To, in accordance with Sections 7.01, 7.02, 7.03 and 7.04 of the Agreement and 6.08 in this Component Schedule, establish and maintain records, including financial records, with respect to any child placed with the Contractor.

(d) Critical incident reporting - immediately by phone and written within 24 hours,

(e) AWOL reports - immediately by phone and written within 24 hours.

5.2 The reports referred to in section 5.1 will be submitted within 10 business days of the end of the period specified, commencing with a first report for the period ending April 30, 2009. For the purpose of this section and section 5.3, a "business day" is any day which is not a Saturday, a Sunday or a statutory holiday in British Columbia.

5.3 Whether or not an annual financial statement (or review or audit of the same) is required and submitted under section 9.01 of the Agreement, the Contractor will, for the purposes of negotiation of any future agreement, submit to the Province, within 20 business days of the end of the 3rd quarter of the Funding Period, a Contractor Revenue and Expense Forecast for the duration of the Funding Period. (A sample of the contractor Revenue and Expense Forecast is included as Attachment 1 to this Component Schedule).

PART VI: INFORMATION MANAGEMENT PLAN

Definitions

6.1 "Child Records" means, with respect to an identifiable individual, records containing Personal Information created or produced by the Contractor as a result of the provision to that individual of any of the Component Services under this Component Schedule, but

does not include records of an individual's Personal Information received by the Contractor from the Province or

None specified

Document Ownership

6.2 The following documents are specified as Contractor's Documents under section 1.01(f) of the Agreement:

(a) None specified

6.3 The following documents are specified as Province's Documents under section 1.01(n) of the Agreement:

(a) any Child Records excluded under section 6.1 of this Component Schedule

(b) None specified

6.4 The copyright in the Province's Documents belongs exclusively to the Province. Upon the Province's request, the Contractor must deliver to the Province documents satisfactory to the Province waiving in the Province's favour any moral rights which the Contractor, a Subcontractor or any of their employees may have in the Province's Documents and confirming the vesting of the copyright in the Province.

6.5 Any Personal Information in the Province's Documents collected by the Contractor is collected on behalf of the Province.

6.6 The Province may issue instructions to the Contractor so that the Province is able to comply with its duties under Part 3 of the *Freedom of Information and Protection of Privacy Act*, or other applicable laws, in relation to any Personal Information which as a result of this agreement is in the possession of the Contractor or a Subcontractor and to which that Part applies, and the Contractor must comply with those instructions.

6.7 The Contractor and the Province must each treat the other's Documents as confidential and not permit disclosure of the other party's Documents without the prior written consent of the other party except as permitted or required by applicable law, including the *Freedom of Information and Protection of Privacy Act.*

6.8 The Contractor must keep all Documents segregated from other documents to the extent it is practical to do so, safeguard them and not permit their disposition or destruction without the prior written consent of the Province except as permitted or required by applicable law, including the *Document Disposal Act*. The Contractor must keep the Province advised at all times of the location of all premises at which the Contractor is keeping any of the Documents. This section continues in force after the Agreement ends.

6.9 File formats and retention schedules for Documents related to the provision of the Component Services are as follows:

(a) Meet accreditation standards.

6.10 If the Contractor's Documents includes any Child Records relating to an individual referred to the Contractor by the Province, the Contractor will, as contemplated under section 6.8 of this Component Schedule and sections 7.03 and 17.04 of the Agreement, continue to comply with the provisions of those sections after the expiry or termination of this Component Schedule and on the termination or expiry of this Agreement the Contractor will transfer ownership and deliver physical possession of those Child Records to the Province.

Information Systems

6.11 The Contractor will provide and maintain adequate and reasonable information systems to enable the Contractor to provide the Component Services.

6.12 The Contractor will ensure that adequate and reasonable information systems security measures are taken, in particular with respect to child information, preventing any unauthorized access to personal information.

6.13 The Contractor will manage electronic information defined as the Province's Documents in accordance with the *Document Disposal Act* and the *Freedom of Information and Protection of Privacy Act.*

PART VII: GENERAL

Property

7.1 The following property to be acquired by the Contractor solely with funds to be paid by the Province under this Component Schedule is specified under section 8.01(c) of the Agreement as property to be owned by the Province:

(a) N/A

7.2 The following property provided by the Province to the Contractor or a Subcontractor for the purposes of this agreement is to be owned by the Contractor or Subcontractor as indicated:

(a) N/A

Building Code

7.3 The Contractor must ensure that all housing and facilities conform to the applicable standards and regulations of authorities having jurisdiction including any requirements for licensing of community care facilities in accordance with the *Community Care Facility Act.*

Business Registration

7.4 Upon the Province's request, provide written proof of registration to conduct business in British Columbia, such as a business license or certificate of good standing from the Corporate Registry of British Columbia.

Permits and Licenses

7.5 The Contractor will obtain all the permits and licenses required to perform the Component Services, including:

(a) Community Facilities Licensing

(b) Professional licenses and/or registration for psychologist.

Insurance

7.6 The insurance requirements contemplated in section 11.01 of the Agreement are set out in Attachment 2 to this Component Schedule.

Workers' Compensation Board (WCB)

7.7 Where deemed to be an employer under the *Workers' Compensation Act*, the Contractor will register and comply with applicable WCB regulations and orders and upon the Province's request, the Contractor will provide the Province with written proof of compliance with this section.

Subcontractors

7.8 The following persons or group of persons, are specified as Subcontractors under section 12.02 of the Agreement:

(a) N/A

Contact Information

7.9 For the purpose of section 15.01 of the Agreement, the addresses and fax numbers of the parties are as follows:

Address and fax number for notices to the Province:

Address: 201 13680-105 A Avenue, Surrey, BC V3T 2B3
Fax Number: (604) 951-5917

Address and fax number for notices to the Contractor:

Address: 201 2830 Grandview Hwy, Vancouver, BC V5M 2C9
Fax Number:

Authorized Persons

7.10 In addition to the persons listed in the section 17.15 of the Agreement, any of the following persons may act for the Province in relation to the Component Services:

(a) Resource Worker, Resources Team Leader, Community Service Manager, Community Living Services Manager, Regional Executive Director.

(b) The Province will designate a social worker to supply on a regular basis such assistance and advice as may be requested by the Care Setting and at a level consistent with available staff time.

(c) The social worker will perform the following functions:

(i) Assure there is comprehensive plan of care for each child placed in the Care Setting which is appropriate to the child's needs and to the standards and other conditions of care and nurturing provided for in Voluntary Care, Special Needs and Support Services agreements with the child's parent(s) and/or guardian where they exist;
(ii) Assess the progress of the contractor's performance of their duties and obligations under the comprehensive plan of care as established under 7.10(c)(i);
(iii) Involve the Contractor and the child's parent(s) and/or guardian in all planning decisions relating to the child;
(iv) Complement and encourage the child's relationship with the Contractor and the child's parent(s) and/or guardian;
(v) Where appropriate, be involved in contacts between the Contractor and the child's parent(s), child's extended family and/or guardian of the child;
(vi) Assist the Contractor in the appropriate use of community resources at the reasonable request of the Contractor; and
(vii) Where appropriate, assist the Contractor in contacts with the police and courts.

7.11 The Contractor designates any of the following persons, identified by name or position title to act for the Contractor in relation to this agreement:

(a) Program Manager

Termination

7.12 For the purposes of section 13.03(b) of the Agreement, 30 days (between 30 and 365 days) written notice must be given by one party to the other that this Component Schedule is to end. In no case will length of termination notice under this section exceed the duration of the notice given in section 13.01(c) of the Agreement.

PART VIII: SERVICE SPECIFIC PROVISIONS

Criminal Records Check

8.1 In accordance with the *Criminal Records Review Act*, the Contractor will undertake a criminal record check on each staff member or other person (such as a volunteer for the Contractor) who works with children or who has access to their records.

8.2 In addition to any criminal record checks required under the *Criminal Records Review Act*, the Province hereby requires and the Contractor agrees to carry out criminal records checks on:

(a) Volunteers, students, trainees.

8.3 The Contractor will provide to the Province, upon the Province's request, written confirmation that:

(a) criminal record checks have been initiated;
(b) the Contractor has acted on instructions from the adjudicator or the Province; and
(c) all other related procedures have been followed.

Waivers Of Liability relating to Services to Children

8.4 If the Contractor is providing Component Services to children, the Contractor will not require a parent or guardian, or a person acting for a parent or guardian, to waive the Contractor's liability for negligence in the provision of the Component Services.

Rights of Children in Care

8.5 If the Contractor is providing Component Services to children in care under the *Child, Family and Community Service Act*, the Contractor will provide the Component Services in a manner consistent with the rights of children recognized under that Act to:

(a) be fed, clothed and nurtured according to community standards and to be given the same quality of care as other children in the placement;
(b) be informed about their plan of care;
(c) be consulted and to express their views, according to their abilities, about significant decisions affecting them;
(d) reasonable privacy and to possession of their personal belongings;
(e) be free from corporal punishment;
(f) be informed of the standard of behavior expected by their caregivers and of the consequences of not meeting their caregivers' expectations;
(g) receive medical and dental care when required;
(h) participate in social and recreational activities if available and appropriate and according to their abilities and interests;
(i) receive the religious instruction and to participate in the religious activities of their choice;
(j) receive guidance and encouragement to maintain their cultural heritage;
(k) be provided with an interpreter if language or disability is a barrier to consulting with them on decisions affecting their custody or care;
(l) privacy during discussions with members of their families, subject to the *Child, Family and Community Service Act*, Section 70, Subsection (2);
(m) privacy during discussions with a lawyer, the Child, Youth and Family Advocate, the Ombudsman, a member of the Legislative Assembly or a member of Parliament;
(n) be informed about and to be assisted in contacting the Child, Youth and Family Advocate; and
(o) be informed of their rights under this Act and the procedures available for enforcing their rights.

PART IX: CONFLICT RESOLUTION OFFICIALS

9.1 The designated "Officials" of the parties for the purposes of the Conflict Resolution Protocol are:

	Province	Contractor
Stage One:	Contract and Resource Manager	Director, South Fraser Region
Stage Two:	Regional Executive Director	
Stage Three:	Deputy Minister	

The parties have executed this Component Schedule as follows:

SIGNED on behalf of the Province by an authorized representative of the Ministry of Children and Family Development on the 1 day of June ~~May~~, 2012.

Print Name: Diane Weaver
Print Title: Community Service Manager

SIGNED by or on behalf of the Contractor (or by an authorized signatory of the Contractor if a corporation) on the 23 day of May , 2012.

Print Name: Laurie Birdsall
Print Title: Director, South Fraser

ATTACHMENT 1
Residential Child Care Resource - RC40831G-01

Contractor Revenue and Expense Forecast

Contractor Name/Address: Pacific Community Resources Society 201 2830 Grandview Hwy, Vancouver, BC V5M 2C9

Name of Program(s)/Service(s): Pacific Community Resources Society

Reporting Period (from/to): June 1, 2012 : May 31, 2013

STATEMENT OF REVENUE AND EXPENSES	Previous Year	YTD Actual	Forecast to end of Funding Period	Approved Funding	Variance
REVENUE					
MCFD Regular Payments (monthly)					
MCFD Invoiced Payments					
Other MCFD Payments (specify):					
TOTAL GROSS REVENUE					
Program/Service Expenses					
Total Compensation (wages and benefits)					
Program/Service Child Support Costs					
Program/Services Facilities Costs					
Administration Costs*					
TOTAL GROSS EXPENSES					
TOTAL NET (+/-)					

* Definitions from the Specified Audit Procedures, Chapter 6, General Management Operating Policy.

Comments regarding variances:

This report has been prepared from the books and records of the Contractor for the funding period ended _____. I hereby confirm to the best of my knowledge and belief, that the information contained herein, was compiled in accordance with generally accepted accounting principles and in compliance with the Province's General Management Operating Policy. There is nothing to my knowledge that has not been disclosed in this report which would affect the accuracy and completeness of the financial information.

Signature Date

Print Name Print Title

ATTACHMENT 2
Residential Child Care Resource - RC40831G-01

Insurance Requirements

Insurance

The Contractor will:

1.01 For the purpose of section 11.01 of the Agreement, where the Component Services are provided to the public on behalf of the Province and represent the contractor's substantial operation, be deemed eligible for and may receive coverage under the Government Master Insurance Program (GMIP).

1.02 When deemed ineligible for GMIP, without limiting its obligations or liabilities and at its own expense, provide and maintain throughout the Term, Comprehensive General Liability in an amount not less than $2,000,000 inclusive per occurrence insuring against bodily injury, personal injury and property damage and including liability assumed under contract with insurers licensed in the province of British Columbia and in the forms and amounts acceptable to the Province.

1.03 Ensure all required insurance is endorsed to provide the Province with 30 days advance written notice of cancellation or material change.

1.04 Provide the Province with evidence of the required insurance, in the form of a completed Province of British Columbia Certificate of Insurance, immediately following execution and delivery of the Component Schedule.

Insurance and Indemnity

2.01 In addition to the standard insurance required under this Component Schedule, the Contractor will provide the following insurance:

(a) The Contractor shall provide, maintain and pay for necessary and adequate third party liability vehicle insurance, as determined in consultation with their insurance agent or insurance broker.

(b) The Contractor shall maintain a minimum of $1,000,000.00 automobile third party liability insurance on any vehicle used to transport children placed in the Care Setting.

2.02 The Contractor shall be responsible for and pay any deductible under the GMIP.

2.03 The Province will take reasonable steps to ensure the coverage specified in Section 1.01 of this Attachment, is continuous for the Term of this Component Schedule but the Province does not accept responsibility for providing coverage in the event the insurance is cancelled or reduced by the insurer.

2.04 The Province does not represent or warrant that the policy GMIP contains insurance for any and all losses. It is the Contractor's responsibility to ascertain the exact nature and extent of coverage of the policy as well as any and all terms and conditions of the policy.

2.05 The Province will provide the Contractor with pertinent information regarding available insurance coverage for a child's willful acts resulting in damage or loss to the residence.

Attachment 3
Residential Child Care Resource - RC40831G-01

Obligations of the Director

In addition to the Component Schedule and the Agreement, the Director covenants and agrees:

Legal Responsibility

1. To exercise responsibility:

   (a) when the child is in the care of a Director by court action under the *Child Family and Community* Service *Act*, the *Family Relations Act* or the *Adoption Act*, as the guardian of the child, consistent with each child's legal status; or

   (b) as it relates to the care of the child while in the Care Setting.

2. To ensure all statutory requirements of the *Child, Family and Community Service Act* are fulfilled and to take such steps as the Director or his/her representative considers necessary to ensure adherence to those statutory requirements.

3. To ensure any child placed with the Contractor is in the charge, care or custody of a Director; be a child taken to a safe place under Section 25(1)(a) of the *Child, Family and Community Service Act*; be a child placed under a Support Service Agreement, Voluntary Care Agreement or Special Needs Agreement.

Planning for the Child

1. To advise the Contractor as to who is the parent(s) and/or guardian of any client placed with the Contractor and, where a Support Service Agreement, Voluntary Care Agreement or Special Needs Agreement entered into pursuant to Section 5, 6, or 7 of the *Child, Family and Community Service Act* exists between a Director and the parent and/or guardian of a child so placed, provide the Contractor with a copy of the relevant agreement, subject to Part 5 of the Act.

2. To provide the Contractor with all relevant information pertinent for the care of the child, including, but not limited to, medical, educational and personal care information as well as guardianship, custody and access arrangements.

3. To notify the child's parent(s) and/or guardian of any action taken in the interest of the health and well-being of the child where the child's parent(s) and/or guardian could not be immediately contacted.

4. To make all decisions regarding placement of the child in the Care Setting after discussion and agreement with the Contractor.

COMPONENT SERVICES SCHEDULE
Residential Child Care Resource
(FUNDING PERIOD June 1, 2013 - May 31, 2014)

PART I: INTRODUCTION

1.1 This Component Schedule forms part of the Continuing Agreement dated for reference the _____ day of _____, _____ (the "Agreement").

1.2 Unless defined differently in this Component Schedule, terms used in this Component Schedule will have the meanings given to them by the Agreement.

1.3 This Component Schedule applies only to those Component Services (the "Component Services") described herein.

PART II: FUNDING PERIOD

2.1 The Funding Period to which this Component Schedule applies starts on June 1, 2013 and ends on May 31, 2014 the end date specified in section 2.01 of the Agreement, or the earlier termination of this Agreement in accordance with its terms, whichever first occurs.

PART III: DESCRIPTION OF COMPONENT SERVICES & RELATED PROVISIONS

Desired Outcomes

3.1 Through the delivery of the Component Services the Province wishes to realize and the Contractor will use its best efforts to achieve the following desired outcomes:

OUTCOME	INDICATORS	MEASURES
Health and Mental Health		
Physical health is managed maintained or improves	Attends all medical, therapeutic, specialized services appointments Communicates health needs Availability of healthy food Supplements as prescribed Increase in activities requiring exercise Wears /uses prescribed equipment (e.g. glasses, braces, prosthetics, assistive devices) Personal care routines are being performed *as* prescribed	Reports from reliable, credible and involved sources Self reporting Plan of Care reviews Contract reviews Daily logs
Active participation in own good health is increased	Follows through on any recommendations arising from medical assessments Communicates health needs Taking medications as prescribed	Reports from reliable, credible and involved sources Plan of care reviews Contract reviews

OUTCOME	INDICATORS	MEASURES
is usually well	Number of illnesses decrease Decrease in # of visits to medical professionals	Reports from reliable, credible and involved sources Plan of care reviews Contract reviews
Knowledge of safe and healthy sexual behaviour increases	Introduction to Youth clinics and services Accessing of Youth clinics and services Receives appropriate information based on age and developmental abilities Reduced incidences of risk taking behaviour Reduced occurrences of public displays of inappropriate sexual behaviour (nudity, masturbation)	Reports from reliable, credible and involved sources Plan of care reviews Contract reviews
Ability to manage identified mental health concerns improves	Ability to accurately describe the nature of the diagnosis Decrease in the # of issues related to the condition Decrease in # of suicide attempts Decrease in antisocial activities (contact with the law, street activities) Decrease in violent and physically aggressive behaviour Decrease in intentional self-harming behaviours Decrease in incidences of verbal abuse Decrease in incidences of intimidation of staff and peers Decrease in incidences that pose a danger to others Decrease in AWOLS Increase in socially appropriate behaviour at home and in the community Decrease in hospitalizations Decrease in incidences requiring police involvement Taking medications as prescribed Voluntarily accessing mental health services	Reports from reliable, credible and involved sources Plan of care reviews Contract reviews
Education, School, Day Program		
Attendance at school, vocational , work, day program or volunteer activity is established or increases	Is registered Increase in attendance Increase in punctuality Decrease in excusable absences Increase in motivation (i.e. wakes up, takes public transit) Increased longevity of school, work or volunteer activity Increased participation in school based social / extracurricular activities	Reports from reliable, credible and involved sources Plan of care reviews Contract reviews Life book Photographs
Religion, Identity, Culture		
Connection to ethnic, cultural, religious, spiritual heritage is maintained or increases	Increased contact with appropriate religious and/or cultural community members Increased involvement in rituals and practices of hereditary culture and religion Increased involvement in the religious, cultural and/or spiritual community in accordance with ability to participate	Reports from reliable, credible and involved sources Plan of care reviews Contract reviews Life book Photographs
Family		
Relationship with family is developed, maintained or improves as appropriate	Decrease in number and severity of incidences before and/or after visits with family Decrease in the number of requests for early pick up from family visits Increase in requests for visits by child and family	Reports from reliable, credible and involved sources Plan of care reviews Contract reviews Life Book Photographs
Safely reunites with family	Family is reunited	Reports from reliable, credible and involved sources Plan of care reviews Contract reviews

OUTCOME	INDICATORS	MEASURES
Social		
Positive peer relationships are developed, maintained or improved	Increase in participation in appropriate, generic community based social activities Reduced incidences of damage to property, self and others Reduced incidences of victimization Demonstrates ability to resolve conflict through non-violent means Demonstrates appropriate personal boundaries Has at least one(1) consistent, positive friend Increased opportunities for peer relationships to develop	Reports from reliable, credible and involved sources Plan of care reviews Contract reviews Life Book Photographs
Emotional health is maintained or increases	Reduced incidences maladaptive behaviours (e.g. fire setting, smearing, inappropriate language, public nudity, violence) aggression) Increase in awareness of personal boundaries Decrease in incidences of intrusion into personal boundaries of others Increase in ability to develop and maintain personal relationships Increase in communication abilities Adaptive communication strategies in use Increase in ability to manage stressful situations with appropriate behaviour Increase in ability to recognise when help is required and to ask for it Reduced incidences of damage to property, self and others Follows house rules and expectations Understands house rules and expectations Increase in compliance with house rules and expectations	Reports from reliable, credible and involved sources Plan of care reviews Contract reviews
Emotional and Behavioural		
Emotional health is maintained or increases	Reduced incidences maladaptive behaviours (eg fire setting, smearing, inappropriate language) Reduced incidences of damage to property, self and others Follows house rules and expectations	Reports from reliable, credible and involved sources Plan of care reviews Contract reviews
Self Care and Independent Living		
Increase age appropriate self care skills based on developmental level and/or physical abilities	Meets age and developmental milestones Improvement in daily hygiene practices Decrease in number of prompts required Increase in compliance with personal care routines Increase in ability to carry out personal care routines	Reports from reliable, credible and involved sources Plan of care reviews Contract reviews
Increase in daily living skills based on developmental level and or physical abilities	Ability to use public transportation Ability to do own laundry Ability to plan and prepare a meal Personal living space is healthy Ability to make choices	Reports from reliable, credible and involved sources Plan of care reviews Contract reviews

OUTCOME	INDICATORS	MEASURES
Ability to access generic community supports and services is improved	Accesses community supports and services	Reports from reliable, credible and involved sources Plan of care reviews Contract reviews
Stabilization and Transition		
Increase stability	Regular contact with healthy family members Participation in normal daily home routines Decrease in AWOLS Decrease in high risk activities Identified opportunities for peer relationships to develop Decrease in # of changes in school / residential/work/volunteer activity Increased participation in the community	Reports from reliable, credible and involved sources Plan of care reviews Contract reviews
Increase in emotional, behavioural, life skills to the extent that a successful transition to a less intensive residential setting or independent living can occur	Participation of resident in transition planning Achievable steps and goals prior to a move identified Decrease in amount of support required Decrease in staff ratio Successfully reunites with family Lives independently or semi-independently Completes school/work program Has employment or volunteer position	Reports from reliable, credible and involved sources Plan of care reviews Contract reviews

The parties acknowledge that the Contractor does not warrant that the desired outcomes will be achieved.

Service Deliverables

3.2 The Contractor will provide or deliver, or will cause to be provided or delivered, the following:

(a) Residential and child care services (the "Component Services" or "Services") to one or more children who cannot remain in their own homes and cannot for the present adjust to a family care home, but who still have the ability - with supports - to function as members of the community, in accordance with the provisions of in this Component Schedule including its Attachment 3.

(b) The contractor will assume the responsibility for the care and nurturing of up to the specified number of children, each referred to as a "child", at any one time during the term of this Agreement, at the following care setting or care settings (the "Care Setting"), as follows:

Type of Component Services	Care Setting	No. of Children
Staffed/Specialized Child Care	8310 157th Street Surrey, BC V4N 0S4	3

(c) The contractor will reside in the Care Setting during the Term of this Component Schedule as agreed to below:

Care Setting	Contractor to reside?
8310 157th Street Surrey, BC V4N 0S4	No

(d) The child/children to be cared for in the Care Setting can be described as:

TARGET POPULATION

Three (3) youth between the ages of twelve (12) and eighteen (18) years old who are in the Ministry's care and are at risk because of suicidal or other self-destructive behaviours and/or whose behaviours pose a danger to others. The contractor will provide service to a referred youth within 24 hours of the referral. Purpose of service is for stabilization and/or planning assessment to either work towards a possible return home or transition to alternate residential placement. The maximum length of stay is 6-8 weeks, but exception to the age and length of stay may be negotiated by the Contract Liaison Social Worker and the Program Director. There will be no unplanned discharges of youth from the program by the contractor or by the youth and their families without authorization of the Ministry.

(e) The Service to be provided to the child/children in the Care Setting is:

FACILITY:

One (1) suitable furnished and equipped home in Surrey with a program that provides a youth focused, safe, predictable, nurturing and structured living environment. Each child has their own bedroom. The facility and vehicles are smoke free. The home will operate 24 hours a day, 7 days a week, 365 days per year. The population of the home is restricted to children-in-care referred under this agreement only and applicable to staffing levels. Placement in this home must be approved by the Contractor Liaison Social Worker.

STAFFING:

Program Supervisor: 1 FTE. Total of 70 hours biweekly (Monday to Friday 7 hrs/day)

Live-in Home Support Workers: 2 FTE. 1 FTE: 3 days on/4 days off; 1 FTE: 4 days on/3 days off . Work 24 hours/day

Residential Support Workers: 3 FTEs. Work 3 days on/4 days off. Work 10 hours/day

Graveyard Residential Support Workers: 2 Permanent Part-time. Combined total of 81 hours biweekly.

Shift Supervisor: 1 FTE. Total of 70 hours biweekly.

Registered Nurse: 16 hours per month

Clinical Support: cost of $39,750.00 for term of contract

Job descriptions and qualifications on contract file. Staffing schedule attached to contract.

ACTIVITIES:

Encourage/ implement/ supervise required health care routines.

Implement specialized health care routines as directed by medical professionals

Administer medications. Monitor and report side effects.

Facilitate/attend Care Team meetings. Implement goals.

Attend IEP meetings.

Encourage / facilitate participation in own health care.

Discourage tobacco use.

Encourage/facilitate regular punctual attendance at school, day program/family visits/recreational activities.

Facilitate/provide transportation to/from appointments/school/work/day program/family visits/ recreational activities as per plan of care.

Encourage/facilitate contact with appropriate religious and/or cultural community members.

Encourage/facilitate involvement in rituals/practices of hereditary culture/religion.

Encourage/facilitate appropriate contact with family members identified by child/youth's social worker, parent/guardian. Supervise contact as directed.

Seek out recreational opportunities. Encourage/facilitate attendance. Engage in activity as required.

Provide opportunities/activities that encourage positive peer interaction.

Promote/facilitate child/youth's involvement in personal care routines.

Involve child/youth in selection, care and maintenance of own clothing as appropriate for age and ability.

Involve child/youth in life skill activities that include but are not limited to: shopping/budgeting/ meal preparation/ household chores/ use of public transportation/ work experience.

Acquaint children/youth with local community services. Assist in accessing services. Attend/ support as required.

Assist youth in transition to independent living with job search, accessing support services.

Support/facilitate transition planning and child/youth's involvement. Accompany to pre-placement visits as required. Assist in preparations for a move.

Produce/maintain a binder containing a recent photograph and all relevent information required to care for the child/youth.

ADMISSION/DISCHARGE PROCESS:

Wherever possible, Guardianship and Resource Social Worker will provide contractor with a comprehensive referral package on youth prior to placement of youth. Where time does not permit for the sharing of written referral information MCFD will ensure that contractor is provided verbal information on any and all known behaviours which constitute safety risks for the youth, the contractor and/or the community.

A Guardianship Social Worker and the youth in care must be present at during the intake/admission of child/youth into the resource

The contractor will creatively strategize and persistently engage the youth to avoid placement breakdown.

The youth may be discharged from the contracted specialized resource in consultation with the Resource Social Worker or Resource Team Leader and the Guardianship Social Worker in the event that (1) the youth is incarcerated, (2) the youth is AWOL for more than 7 days, (3) the contractor is unable to maintain the safety of the youth and/or the resource due to the youth's behaviour. All discharge planning must be discussed with the Resource Social Worker liaison.

REPORTING:

Assessment reports will be submitted to Contract Liaison Worker a month after intake of a youth in the content and format approved by MCFD. Assessment reports will be reviewed by the Contract Liaison Worker, the child's social worker, QRP Program Supervisor, the Clinical Support person and other members of the care team at a review meeting. The contractor is required to maintain a Daily Log. Critical incidences must be reported to the Guardianship social worker, family if indicated, or After Hours by telephone when they occur and received in writing by the Guardianship social worker and the Contract Liaison social worker the next business day. The reporting of AWOLs in accordance with the Fraser Region Operating Policy 2005-12 OP provided to the Contractor for reference.

BUDGET:

Approved budget attached to this contract

ADDITIONAL PROVISIONS:

Approval of the contract liaison social worker is required prior to the provision of any services or purchases not included in the attached budget. Invoices for purchases must be supported by receipts and must be submitted no later than 30 days after the purchase. Invoices for services must be submitted on a monthly basis and must be supported by details of the services. Invoices submitted for services and purchases in the previous MCFD fiscal year will not be accepted past April 30th. In the event of cancellation of the Component Services Schedule, invoices will not be accepted after the cancellation date.

(f) In relation to the Plan of Care, the Contractor agrees to:

(i) participate in the development of the comprehensive plan of care for each child placed in the Care Setting when requested by the Director.
(ii) assume responsibility for implementing those parts of the child's comprehensive plan of care related to the child's residential placement and to the child's safety and well-being in association with the residential placement.
(iii) measure achievement of goals related to the child's residential placement, as stated in each child's comprehensive plan of care.

(g) The Contractor agrees to perform for all children placed in the Care Setting the caring functions normally provided by a child's parent(s).

(h) The Contractor will assist the Director to meet the rights of children in care under the *Child, Family and Community Service Act*, Section 70.

(i) The Contractor agrees to cooperate with:

(i) any custody or access orders or agreements relating to the child.
(ii) the parent(s)/guardian of the child, when specified in the plan of care.

(j) The Contractor agrees to support and encourage the child's relationship with their parent(s), extended family and/or guardian, according to the plan of care for the child.

(k) The Contractor will notify the parent(s) and/or guardian, where the parent(s) and/or guardian can be notified, in the case of medical emergency or of any changes in the circumstance of the child including those matters so indicated in Agreements where they exist between the parent(s) or guardian and a Director.

(l) The Contractor will provide to the Director full information and particulars concerning a child upon request of a Director or his/her representative.

(m) The contractor will ensure all information, statements and documents submitted to the Director in connection with this Component Schedule are true and correct.

(n) The Contractor will ensure any employee, sub-contractor or volunteer of the Contractor is suitably qualified to be entrusted with the care and protection of children.

(o) The Contractor will consider all requests by the Director to place children in the care or charge of a Director into the Care Setting.

(p) The Contractor will provide access to the child by:

(i) the social worker designated by a Director;
(ii) those persons authorized by a Director; and
(iii) those persons authorized access through a court order.

(q) The Contractor will not permit the child to leave the Province of British Columbia without the written permission of the social worker designated by the Director.

(r) Caregiver, as defined in Section 1 of the *Child, Family and Community Service Act*, may include the Contractor, a sub-contractor or a staff member of the Contractor. A Director must agree with the placement of a child with any Caregiver. The process for approval of caregivers used by the Contractor is as agreed below:

Standard G - Standards for Staffed Children's Residential Services (1998).
http://www.mcf.gov.bc.ca/child_protection/pdf/standards_residential_services.pdf

(s) The Contractor will ensure that:

(i) all firearms and ammunition in the Care Setting are stored and locked separately from each other;
(ii) a smoke detector is located in the corridor of each sleeping area, and on each floor of the Care Setting;
(iii) proper medication storage and dispensing procedures are followed;
(iv) the child wears a seat belt or is placed in an approved seating and safety restraint while travelling in vehicles;
(v) adequate insurance coverage is maintained for any motor vehicles; and
(vi) any crib meets Federal Government safety standards.

(t) The Contractor will provide a safe motor vehicle or otherwise provide for the safe transportation of any child placed with the Care Setting and comply with the provisions of the *Motor Vehicle Act* and related *Regulations.*

(u) The Contractor will actively encourage community support and to maintain neighbourhood education and involvement, if the Care Setting is a group home or a staffed residential resource.

(v) The performance of the contract during its term will be monitored by both parties in the manner agreed to below:

- Visits to the residences by ministry staff.
- Critical Incidents Reports.
- Written Occupancy Reports.
- Pacific Community Resource Society Annual Program Review Report.
- Visits with parents, children and youth by ministry staff.
- Regular meetings between contractor and ministry staff.

Caregiver Support Services Standard 21: Monitoring of and Liaison With Staffed Children's Residential Services provided to the Contractor; Incident reports; Monthly reporting; Yearend reports.

(w) Both parties agree to a dispute resolution process as outlined below, notwithstanding Section 14.01 of the Agreement.

Step 1: Ministry Resource Liaison Worker and Program Manager.
Step 2: Ministry Resource Team Leader and Program Manager.
Step 3: Contract and Resources Manager and Director, South Fraser.
Step 4: Regional Executive Director and Executive Director.
Step 5: Deputy Minister and Chair of the Board.

Local process to be followed in resolving any disputes between the contractor and the Province in respect of the contract terms. Process provided to the contractor for reference

(x) The definitions contained in Section 1 of the *Child, Family and Community Service Act* apply to and have the same meaning when used in this Component Schedule.

(y) It is acknowledged for the purpose of this Component Schedule, the term "guardian" means the legal guardian of the child or children.

(z) The Director will adhere to the provisions of the "Obligations of the Director", as outlined in Attachment 3 of this Component Schedule.

(aa) The Contractor agrees to acknowledge the Ministry of Children and Family Development involvement and funding in all public communications including press releases, published reports, brochures, radio and television and public meetings.

(bb) A Director may at any time, in his or her sole discretion, retake physical care and control of a child who is receiving services from the Contractor and revoke any guardianship authority specified or implied delegated by a Director to the Contractor.

(cc) If in default of any of the Contractor's obligations under this Component Schedule, then:

(i) the Contractor will forthwith notify a Director of the nature and extent of the default;

(ii) a Director may, whether or not a notice has been received pursuant to Section 13.01 of the Agreement:

1. move the child to an alternate Care Setting;
2. reduce the payments made as per this Component Schedule to reflect the reasonable costs of relocating the Child and providing alternative services; and
3. pursuant to Sections 13.03(a) of the Agreement terminate this Component Schedule.

3.3 In addition to the preceding deliverables, the Contractor must maintain information on service delivery and meet the reporting requirements specified under section 5.1 of this Component Schedule.

Policies and Standards

3.4 The Contractor will, with respect to the service deliverables of the Component Services specified in section 3.2 of this Component Schedule, comply with the policies set out in the following:

(a) Standards for Staffed Children's Residential Services (1998).
http://www.mcf.gov.bc.ca/child_protection/pdf/standards_residential_services.pdf

3.5 The Contractor will ensure that its organization and activities comply with the Organizational Standards of the Government of British Columbia and the following Program Standards:

(a) Standards for Staffed Children's Residential Services.

(b) Standards for Foster Home, as required.

(c) Child and Family Development Service Standards - Children in Care Service Standards (2006).
http://www.mcf.gov.bc.ca/child_protection/pdf/cfd_ss_may08.pdf
Accreditation Standards if applicable

Operational Principles

3.6 The parties agree that the following operational principles apply to the provision of the Component Services:

(a) children, whether their needs are simple or complex, short or long-term, will receive timely, appropriate, and effective assistance that respects and promotes their independence and self-determination within the limits of the available resources;

(b) development of child comprehensive care plans will, as appropriate to the circumstances of the child, involve the child, whether individual or family and other persons or authorities involved in the child's care.

Advocacy

3.7 The parties recognize that advocacy includes a child's right for their views to be heard and considered in decisions affecting them and that no party will take retributive action towards the other party or a child as a result of that party supporting the child's or the child's representative's expression of the child's views.

Cultural Competency

3.8 The parties agree to demonstrate an understanding and commitment to cultural competency and ensure cultural competency principles and practices are incorporated into the delivery of the Component Services. The parties agree to work within the framework provided by the *Human Rights Code* and the *Multiculturalism Act* for the provision of the Component Services.

Religious Belief or Religious Affiliation

3.9 The Contractor will ensure that children will be entitled to independence from the Contractor's religious beliefs or religious affiliations.

Client Complaint Resolution

3.10 The Contractor will deal with client complaints about its delivery of the Component Services by:

(a) complying with the Province's established complaint process, and
(b) informing the Province when a child complainant requests a formal complaint review under the complaint review process of the Ministry of Children and Family Development.

PART IV: FEES AND EXPENSES/PAYMENT PROVISIONS

Aggregate Maximum

4.1 Subject to the provisions of this Agreement, the Province will pay to the Contractor an amount not exceeding $755,793.24 in the aggregate for providing the Component Services during the Funding Period.

Payments

4.2 Subject to paragraph 4.1, the Province will make payments to the Contractor in the following amounts and manner:

(a) The Contractor will receive the payments described below during the term of the Agreement Funding Period. Fixed monthly rates are payable in the current month. Partial months are prorated on the basis of a 30-day month. Per diem rates are payable in arrears for each day a child is in the home.

(b) For the following Component Services the fixed monthly rate and per diem rate shall be in accordance with current Province policy as communicated to the Contractor from time to time. It is understood that any subsequent changes in the Province fixed monthly and per diem policy applicable to this Component Schedule will result in an automatic adjustment to the aggregate amount of this Component Schedule from the date the change in policy takes effect. The Province will inform the Contractor of any changes in fixed rates by general notification. No modification of the Agreement or any Component Schedules to the Agreement is required in the event of a change in the fixed rate.

Component Services	Capacity	Fixed Monthly Rate	Per Diem Monthly Rate	Total Payment
Not Applicable				

(c) For the following Component Services the fixed monthly rate and the per diem rate shall remain as listed below for the term of the Funding Period.

Component Service	Capacity	Fixed Monthly Rate	Per Diem Monthly Rate	Total Payment
Staffed/Specialized Child Care	3	$60,565.73	$805.68	$755,793.24
Total:				$755,793.24

(d) The Contractor will receive payment based on the following rates upon submission of a monthly statement of accounts for actual usage. This payment is not included in the total contract aggregate as shown in Part IV Section 4.1.

Component Services	Capacity	Per Diem Monthly Rate Subject to usage and billing
Not Applicable		

Ministry of Children and Family Development Use Only				
Component Services	Resp. Center	Activity Number	STOB	Total Amount
Staffed/Specialized Child Care	GKC	14533	8007	$755,793.24

Unearned Revenue

4.3 If the Contractor receives funds from the province under this Component Schedule which are to be applied by the Contractor to the provision of services specified in this Component Schedule or to the performance of any other obligation of the Contractor under this Component Schedule and the Contractor does not apply the funds to those purposes within the time or in the manner required under this Component Schedule, the amount of the funds which is not so applied (referred to in this Component Schedule as "unearned revenue") is repayable to the Province and the Province may, at its option, do either or both of the following:

(a) recover the unearned revenue as a debt due to the government in accordance with the *Financial Administration Act*; or

(b) reduce future payments payable by the province to the Contractor under one or more Component schedules to this Agreement by the amount of the unearned revenue.

4.4 Unearned revenue does not include a surplus derived through efficiencies or funds remaining after delivering all Services in accordance with the Component Schedules under the Agreement.

4.5 In accordance with section 17.05 of the Agreement, the Contractor will remit to the Province the following:

(a) Not Applicable

PART V: STATEMENTS AND REPORTS

5.1 The Contractor will submit as specified in Section 3.2 (e) - Reporting to the Province reports, in form and content acceptable to the Province, for the preceding period as specified, relating to the Component Services. The required content of these reports may include, but is not limited to, the following information:

(a) the quantity of services (by # of hours, # of sessions, bed days, etc.) and any variance from expected and contracted deliverables,

(b) a description of the children who used the services during the reporting period (by total number, by gender, by age and any other demographics relevant to the purposes and goals of the Component Services).

(c) To, in accordance with Sections 7.01, 7.02, 7.03 and 7.04 of the Agreement and 6.08 in this Component Schedule, establish and maintain records, including financial records, with respect to any child placed with the Contractor.

(d) AWOL reports - immediately by phone and written within 24 hours.

5.2 The reports referred to in section 5.1 will be submitted within 10 business days of the end of the period specified, commencing with a first report for the period ending not applicable. For the purpose of this section and section 5.3, a "business day" is any day which is not a Saturday, a Sunday or a statutory holiday in British Columbia.

5.3 Whether or not an annual financial statement (or review or audit of the same) is required and submitted under section 9.01 of the Agreement, the Contractor will, for the purposes of negotiation of any future agreement, submit to the Province, within 20 business days of the end of the 3rd quarter of the Funding Period, a Contractor Revenue and Expense Forecast for the duration of the Funding Period. (A sample of the contractor Revenue and Expense Forecast is included as Attachment 1 to this Component Schedule).

PART VI: INFORMATION MANAGEMENT PLAN

Definitions

6.1 "Child Records" means, with respect to an identifiable individual, records containing Personal Information created or produced by the Contractor as a result of the provision to that individual of any of the Component Services under this Component Schedule, but does not include records of an individual's Personal Information received by the Contractor from the Province or

Records created or collected while providing ongoing client services during the contract in the custody of the Contractor are owned by the Province
All child records

Document Ownership

6.2 The following documents are specified as Contractor's Documents under section 1.01(f) of the Agreement:

(a) Contractor Administrative Records d

6.3 The following documents are specified as Province's Documents under section 1.01(n) of the Agreement:

(a) any Child Records excluded under section 6.1 of this Component Schedule

6.4 The copyright in the Province's Documents belongs exclusively to the Province. Upon the Province's request, the Contractor must deliver to the Province documents satisfactory to the Province waiving in the Province's favour any moral rights which the Contractor, a Subcontractor or any of their employees may have in the Province's Documents and confirming the vesting of the copyright in the Province.

6.5 Any Personal Information in the Province's Documents collected by the Contractor is collected on behalf of the Province.

6.6 The Province may issue instructions to the Contractor so that the Province is able to comply with its duties under Part 3 of the *Freedom of Information and Protection of Privacy Act*, or other applicable laws, in relation to any Personal Information which as a result of this agreement is in the possession of the Contractor or a Subcontractor and to which that Part applies, and the Contractor must comply with those instructions.

6.7 The Contractor and the Province must each treat the other's Documents as confidential and not permit disclosure of the other party's Documents without the prior written consent of the other party except as permitted or required by applicable law, including the *Freedom of Information and Protection of Privacy Act*.

6.8 The Contractor must keep all Documents segregated from other documents to the extent it is practical to do so, safeguard them and not permit their disposition or destruction without the prior written consent of the Province except as permitted or required by applicable law, including the *Document Disposal Act*. The Contractor must keep the Province advised at all times of the location of all premises at which the Contractor is keeping any of the Documents. This section continues in force after the Agreement ends.

6.9 File formats and retention schedules for Documents related to the provision of the Component Services are as follows:

(a) Provincial documents in the Contractors custody to be retained in a format acceptable to the Ministry and for the term stated in the Ministry of Children and Family Development Operational Records Classification System (ORCS). Provincial documents are to be maintained and returned in the manner described in the in the Off- Site Storage and Transfer of Contractor Records (2003) provided to the Contractor for reference

6.10 If the Contractor's Documents includes any Child Records relating to an individual referred to the Contractor by the Province, the Contractor will, as contemplated under section 6.8 of this Component Schedule and sections 7.03 and 17.04 of the Agreement, continue to comply with the provisions of those sections after the expiry or termination of this Component Schedule and on the termination or expiry of this Agreement the Contractor will transfer ownership and deliver physical possession of those Child Records to the Province.

Information Systems

6.11 The Contractor will provide and maintain adequate and reasonable information systems to enable the Contractor to provide the Component Services.

6.12 The Contractor will ensure that adequate and reasonable information systems security measures are taken, in particular with respect to child information, preventing any unauthorized access to personal information.

6.13 The Contractor will manage electronic information defined as the Province's Documents in accordance with the *Document Disposal Act* and the *Freedom of Information and Protection of Privacy Act.*

PART VII: GENERAL

Property

7.1 The following property to be acquired by the Contractor solely with funds to be paid by the Province under this Component Schedule is specified under section 8.01(c) of the Agreement as property to be owned by the Province:

(a) N/A

7.2 The following property provided by the Province to the Contractor or a Subcontractor for the purposes of this agreement is to be owned by the Contractor or Subcontractor as indicated:

(a) N/A

Building Code

7.3 The Contractor must ensure that all housing and facilities conform to the applicable standards and regulations of authorities having jurisdiction including any requirements for licensing of community care facilities in accordance with the *Community Care Facility Act.*

Business Registration

7.4 Upon the Province's request, provide written proof of registration to conduct business in British Columbia, such as a business license or certificate of good standing from the Corporate Registry of British Columbia.

Permits and Licenses

7.5 The Contractor will obtain all the permits and licenses required to perform the Component Services, including:

(a) Community Facilities Licensing

(b) Professional licenses and/or registration for psychologist.

(c) Any permits or licenses required by municipal or health authorities for the operations of the Services delineated in Section 3.2

(d) Any municipal, provincial, federal permits and licenses to provide the Services including motor vehicle licenses of the appropriate class to provide transportation to clients

Insurance

7.6 The insurance requirements contemplated in section 11.01 of the Agreement are set out in Attachment 2 to this Component Schedule.

Workers' Compensation Board (WCB)

7.7 Where deemed to be an employer under the *Workers' Compensation Act*, the Contractor will register and comply with applicable WCB regulations and orders and upon the Province's request, the Contractor will provide the Province with written proof of compliance with this section.

Subcontractors

7.8 The following persons or group of persons, are specified as Subcontractors under section 12.02 of the Agreement:

(a) The Clinical Support person is a sub-contractor.

Contact Information

7.9 For the purpose of section 15.01 of the Agreement, the addresses and fax numbers of the parties are as follows:

Address and fax number for notices to the Province:

Address: 201 13680-105 A Avenue, Surrey, BC V3T 2B3
Fax Number: (604) 951-5917

Address and fax number for notices to the Contractor:

Address: 201 2830 Grandview Hwy, Vancouver, BC V5M 2C9
Fax Number:

Authorized Persons

7.10 In addition to the persons listed in the section 17.15 of the Agreement, any of the following persons may act for the Province in relation to the Component Services:

(a) N/A

(b) The Province will designate a social worker to supply on a regular basis such assistance and advice as may be requested by the Care Setting and at a level consistent with available staff time.

(c) The social worker will perform the following functions:

(i) Assure there is comprehensive plan of care for each child placed in the Care Setting which is appropriate to the child's needs and to the standards and other conditions of care and nurturing provided for in Voluntary Care, Special Needs and Support Services agreements with the child's parent(s) and/or guardian where they exist;
(ii) Assess the progress of the contractor's performance of their duties and obligations under the comprehensive plan of care as established under 7.10(c)(i);
(iii) Involve the Contractor and the child's parent(s) and/or guardian in all planning decisions relating to the child;
(iv) Complement and encourage the child's relationship with the Contractor and the child's parent(s) and/or guardian;
(v) Where appropriate, be involved in contacts between the Contractor and the child's parent(s), child's extended family and/or guardian of the child;
(vi) Assist the Contractor in the appropriate use of community resources at the reasonable request of the Contractor; and
(vii) Where appropriate, assist the Contractor in contacts with the police and courts.

7.11 The Contractor designates any of the following persons, identified by name or position title to act for the Contractor in relation to this agreement:

(a) Program Manager

Termination

7.12 For the purposes of section 13.03(b) of the Agreement, 30 days (between 30 and 365 days) written notice must be given by one party to the other that this Component Schedule is to end. In no case will length of termination notice under this section exceed the duration of the notice given in section 13.01(c) of the Agreement.

PART VIII: SERVICE SPECIFIC PROVISIONS

Criminal Records Check

8.1 In accordance with the *Criminal Records Review Act*, the Contractor will undertake a criminal record check on each staff member or other person (such as a volunteer for the Contractor) who works with children or who has access to their records.

8.2 In addition to any criminal record checks required under the *Criminal Records Review Act*, the Province hereby requires and the Contractor agrees to carry out criminal records checks on:

(a) Volunteers, students or other individuals who have, or potentially have unsupervised access to children or their records

8.3 The Contractor will provide to the Province, upon the Province's request, written confirmation that:

(a) criminal record checks have been initiated;
(b) the Contractor has acted on instructions from the adjudicator or the Province; and
(c) all other related procedures have been followed.

Waivers Of Liability relating to Services to Children

8.4 If the Contractor is providing Component Services to children, the Contractor will not require a parent or guardian, or a person acting for a parent or guardian, to waive the Contractor's liability for negligence in the provision of the Component Services.

Rights of Children in Care

8.5 If the Contractor is providing Component Services to children in care under the *Child, Family and Community Service Act*, the Contractor will provide the Component Services in a manner consistent with the rights of children recognized under that Act to:

(a) be fed, clothed and nurtured according to community standards and to be given the same quality of care as other children in the placement;
(b) be informed about their plan of care;
(c) be consulted and to express their views, according to their abilities, about significant decisions affecting them;
(d) reasonable privacy and to possession of their personal belongings;
(e) be free from corporal punishment;

(f) be informed of the standard of behavior expected by their caregivers and of the consequences of not meeting their caregivers' expectations;
(g) receive medical and dental care when required;
(h) participate in social and recreational activities if available and appropriate and according to their abilities and interests;
(i) receive the religious instruction and to participate in the religious activities of their choice;
(j) receive guidance and encouragement to maintain their cultural heritage;
(k) be provided with an interpreter if language or disability is a barrier to consulting with them on decisions affecting their custody or care;
(l) privacy during discussions with members of their families, subject to the *Child, Family and Community Service Act*, Section 70, Subsection (2);
(m) privacy during discussions with a lawyer, the Child, Youth and Family Advocate, the Ombudsman, a member of the Legislative Assembly or a member of Parliament;
(n) be informed about and to be assisted in contacting the Child, Youth and Family Advocate; and
(o) be informed of their rights under this Act and the procedures available for enforcing their rights.

PART IX: CONFLICT RESOLUTION OFFICIALS

9.1 The designated "Officials" of the parties for the purposes of the Conflict Resolution Protocol are:

	Province	Contractor
Stage One:	Community Service Manager	Contractor
Stage Two:	Director of Practice	Contractor
Stage Three:	Deputy Minister	Contractor

The parties have executed this Component Schedule as follows:

SIGNED on behalf of the Province by an authorized representative of the Ministry of Children and Family Development on the 31 day of May, 2013.

Print Name: Diane Bruce
Print Title: Community Service Manager

SIGNED by or on behalf of the Contractor (or by an authorized signatory of the Contractor if a corporation) on the 29 day of May, 2013.

Print Name: Laurie Birdsall
Print Title: Director, South Fraser

ATTACHMENT 1
Residential Child Care Resource - RC40831G-01

Contractor Revenue and Expense Forecast

Contractor Name/Address: Pacific Community Resources Society 201 2830 Grandview Hwy, Vancouver, BC V5M 2C9

Name of Program(s)/Service(s): Pacific Community Resources Society

Reporting Period (from/to): June 1, 2013 : May 31, 2014

STATEMENT OF REVENUE AND EXPENSES	Previous Year	YTD Actual	Forecast to end of Funding Period	Approved Funding	Variance
REVENUE					
MCFD Regular Payments (monthly)					
MCFD Invoiced Payments					
Other MCFD Payments (specify):					
TOTAL GROSS REVENUE					
Program/Service Expenses					
Total Compensation (wages and benefits)					
Program/Service Child Support Costs					
Program/Services Facilities Costs					
Administration Costs*					
TOTAL GROSS EXPENSES					
TOTAL NET (+/-)					

* Definitions from the Specified Audit Procedures, Chapter 6, General Management Operating Policy.

Comments regarding variances:

This report has been prepared from the books and records of the Contractor for the funding period ended _____. I hereby confirm to the best of my knowledge and belief, that the information contained herein, was compiled in accordance with generally accepted accounting principles and in compliance with the Province's General Management Operating Policy. There is nothing to my knowledge that has not been disclosed in this report which would affect the accuracy and completeness of the financial information.

Signature Date

Print Name Print Title

ATTACHMENT 2
Residential Child Care Resource - RC40831G-01

Insurance Requirements

Insurance

The Contractor will:

1.01 For the purpose of section 11.01 of the Agreement, where the Component Services are provided to the public on behalf of the Province and represent the contractor's substantial operation, be deemed eligible for and may receive coverage under the Government Master Insurance Program (GMIP).

1.02 When deemed ineligible for GMIP, without limiting its obligations or liabilities and at its own expense, provide and maintain throughout the Term, Comprehensive General Liability in an amount not less than $2,000,000 inclusive per occurrence insuring against bodily injury, personal injury and property damage and including liability assumed under contract with insurers licensed in the province of British Columbia and in the forms and amounts acceptable to the Province.

1.03 Ensure all required insurance is endorsed to provide the Province with 30 days advance written notice of cancellation or material change.

1.04 Provide the Province with evidence of the required insurance, in the form of a completed Province of British Columbia Certificate of Insurance, immediately following execution and delivery of the Component Schedule.

Insurance and Indemnity

2.01 In addition to the standard insurance required under this Component Schedule, the Contractor will provide the following insurance:

(a) The Contractor shall provide, maintain and pay for necessary and adequate third party liability vehicle insurance, as determined in consultation with their insurance agent or insurance broker.

(b) The Contractor shall maintain a minimum of $1,000,000.00 automobile third party liability insurance on any vehicle used to transport children placed in the Care Setting.

2.02 The Contractor shall be responsible for and pay any deductible under the GMIP.

2.03 The Province will take reasonable steps to ensure the coverage specified in Section 1.01 of this Attachment, is continuous for the Term of this Component Schedule but the Province does not accept responsibility for providing coverage in the event the insurance is cancelled or reduced by the insurer.

2.04 The Province does not represent or warrant that the policy GMIP contains insurance for any and all losses. It is the Contractor's responsibility to ascertain the exact nature and extent of coverage of the policy as well as any and all terms and conditions of the policy.

2.05 The Province will provide the Contractor with pertinent information regarding available insurance coverage for a child's willful acts resulting in damage or loss to the residence.

Attachment 3
Residential Child Care Resource - RC40831G-01

Obligations of the Director

In addition to the Component Schedule and the Agreement, the Director covenants and agrees:

Legal Responsibility

1. To exercise responsibility:

   (a) when the child is in the care of a Director by court action under the *Child Family and Community* Service *Act*, the *Family Relations Act* or the *Adoption Act*, as the guardian of the child, consistent with each child's legal status; or

   (b) as it relates to the care of the child while in the Care Setting.

2. To ensure all statutory requirements of the *Child, Family and Community Service Act* are fulfilled and to take such steps as the Director or his/her representative considers necessary to ensure adherence to those statutory requirements.

3. To ensure any child placed with the Contractor is in the charge, care or custody of a Director; be a child taken to a safe place under Section 25(1)(a) of the *Child, Family and Community Service Act*; be a child placed under a Support Service Agreement, Voluntary Care Agreement or Special Needs Agreement.

Planning for the Child

1. To advise the Contractor as to who is the parent(s) and/or guardian of any client placed with the Contractor and, where a Support Service Agreement, Voluntary Care Agreement or Special Needs Agreement entered into pursuant to Section 5, 6, or 7 of the *Child, Family and Community Service Act* exists between a Director and the parent and/or guardian of a child so placed, provide the Contractor with a copy of the relevant agreement, subject to Part 5 of the Act.

2. To provide the Contractor with all relevant information pertinent for the care of the child, including, but not limited to, medical, educational and personal care information as well as guardianship, custody and access arrangements.

3. To notify the child's parent(s) and/or guardian of any action taken in the interest of the health and well-being of the child where the child's parent(s) and/or guardian could not be immediately contacted.

4. To make all decisions regarding placement of the child in the Care Setting after discussion and agreement with the Contractor.

Page 732 to/à Page 733

Withheld pursuant to/removed as

s.22;s.21