

**Provider Agreement Number 12: After School Services: Clinical Support for Youth**

State of Connecticut  
Department of Children and Families  
505 Hudson Street  
Hartford, CT 06106  
(herein after “the Department”)

enters into this agreement with

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

(herein after “the Provider”).

for the provision of **After School Services: Clinical Support for Youth** under the terms identified below.

**A. Administrative Terms**

1. Effective Date: This agreement is effective from the date of execution through \_\_\_\_\_.
2. Termination of Agreement: The Department or Provider may terminate this agreement with written notice to the other party at any time.
3. Regulatory Requirements: The Provider agrees to abide by all relevant Department regulations and policies and state and federal laws and regulations including all reporting requirements as specified by C.G.S. §17a-101 through §17a-103 and C.G.S. §46b-120 related to children; C.G.S. §46a-11b related to persons with mental retardation; and C.G.S. §17b-407 related to elderly persons.
4. Ethics: The Provider agrees to ensure that each individual providing services under this agreement operates ethically in accordance with the Provider's ethics policy and state ethics laws and, as appropriate, in compliance with all relevant Codes of Ethics, Professional Standards or Best Practice Guidelines of the profession(s) represented. The provisions of the state ethics statutes and the Code of Ethics, Professional Standards or Best Practice Guidelines of the professions supersede anything to the contrary contained in the policies of the Provider or the Provider's procedures and practices.
5. Utilization: This agreement does not constitute, in any way, a guarantee of utilization of the provider's services.
6. Confidentiality: The Provider will safeguard the use, publication, and disclosure of information on all clients who receive service under this agreement in accordance with all applicable federal and state laws regarding confidentiality and HIPAA. The Provider will seek the guidance of the Department prior to any disclosure of personally identifiable information.
7. Credentialing: The Provider will maintain written documentation confirming that each individual providing services under this agreement has and maintains the requisite credentials. Any

change in status regarding any credentialing requirements must be reported in writing, by the Provider to the Department's Credentialing Contracted Agent, within thirty days.

8. Documentation: The Provider agrees to complete and submit all reports and other required documentation to Central Office and/or Area Office staff within the timeframe agreed upon at the start of service.
9. Payment for Services: The Department agrees to pay the Provider based on services requested by the Department and delivered by the Provider. All requests for services must be approved by Area Office management. The payment mechanism shall be fee for service. Payment shall be made the month following the month of service and following receipt of the written assessment summary report and billing invoice by Child Welfare Accounting or authorized payer. All requests for payment shall include the client name, LINK ID number, the name of the staff that provided the service, the actual date each service was provided and hours of service provided on each date, the hourly and/or per diem rate (which cannot exceed the Department Discretionary Services Fee Schedule).
10. Fee Schedule: All services will be reimbursed according to the rates established by the Department. The Department's approved fee schedule is maintained at 505 Hudson Street, Hartford, CT. The approved fee schedule may be amended as the Department deems appropriate. The Provider will adhere to the rate and all stipulations in the Department's Discretionary Services Fee Schedule.
11. Recoupment of Payments: The Department reserves the right to recover any overpayments.
12. Monitoring and Review: The Provider agrees to allow access to the Department for purposes of monitoring and review. This access includes but is not limited to client records, fiscal records, staffing records, policy and procedural manuals, facilities, staff, and children in care of the Department. The Department will conduct quality reviews, which may include site-based quality review visits.
13. Third Party Contracts: The Provider is wholly responsible for ensuring that all provision of services performed under this agreement by third party contractors complies with all terms of this agreement. The Department reserves the right to bar any individual and/or entity from providing direct client services.
14. Physical Restraint: Physical restraint of any child or youth served under this agreement is prohibited.
15. Safety and Security: The Provider shall have a plan with clear procedures that present a consistent, coordinated approach for managing and reporting emergencies and urgent circumstances that may arise while providing services to help ensure the safety and security of the child or youth and other parties involved. The Provider will immediately notify the Department Area Office assigned staff during business hours and the Hotline after hours of any emergency or urgent circumstance. The Provider and its employees shall follow mandated reporting requirements for suspected child abuse and neglect. The provider and its employees shall report critical incidences to the Department's Hotline and significant events to the Department's Risk Management unit within 12-hours of the incident.
16. Use of State Resources: The Provider may not utilize any state resources to market the services and/or program it offers.

17. Re-credentialing: The Provider must reapply for continued participation status once every two years from the initial approval date. The Credentialing Contracted Agent will collect up-to-date information on all required credentialing documents.
18. Credentialing Process: The full Credentialing process is governed by DCF Policy 31-12-12.3 which can be found under "Policy and Regulations" on the Department website: <http://www.ct.gov/dcf>.
19. **Credentialing is required for all After School Programs that are exempt from licensing from the Department of Public Health (DPH). All others must be licensed by DPH.**

## B. Service Definition

### After School Services: Clinical Support

After School services are site-based and provide a range of developmentally-appropriate enrichment, socialization and experiential learning opportunities for children and youth in a safe, structured and supervised setting. This service has regularly scheduled hours both before and after the school day and during school vacations which may or may not include the summer vacation period.

These services are designed to address the individualized needs of children and youth with a range of behavioral health needs. These children and youth have a current diagnosed behavioral health condition and require a structured program, clinical intervention and support. After School services are multi-dimensional; they are not a single-sport or single-activity service.

## C. Credentialing Criteria

After School Services
<p><b>1. Program Description.</b></p> <p>All programs are required to complete a program description included in the credentialing application.</p>
<p><b>2. Staff.</b></p> <p><b><i>Note: All programs shall have a Director but not all will necessarily have all categories listed below.</i></b></p> <p><u>Special requirements for all staff:</u> Must have current American Red Cross or American Heart Associations First Aid and CPR certificates, a current resume with detailed work history and a completed Statement of Experience.</p> <p><u>Age:</u> The ages of all staff will be verified by a valid State of Connecticut motor vehicle license or other government-issued photo identification.</p> <p>The <u>Program Administrator or Site Director</u> (the individual in charge of program operations) must meet the following criteria:</p> <ul style="list-style-type: none"><li>• Age: Individual must be a minimum of 21 years of age;</li><li>• Education: Individual must possess a Bachelor's Degree in a field related to Human Services (social</li></ul>

work, sociology, counseling, child welfare, psychology, marriage and family therapy, education, social services, criminal justice, child care management, child development, family studies or other human services degree); and

- Experience: Individual must have a minimum of 2 (two) years experience in after school programming. A current resume is required and a completed Statement of Experience.

Exceptions:

- Individuals who have a Bachelor's Degree in an unrelated field, but have at least 3 (three) years experience in after school programming, may be considered on a case-by-case. The Department will review individual's experience, education, training and other qualifications as well as the current resume and Statement of Experience for approval.
- Individuals with an Associate's Degree in a related field with three years experience in after school programming and a minimum of 12 credit hours in child development, administration and/or other courses related to school-aged childcare will be considered on a case-by-case basis after a review of the applicant's resume and transcript verification.

The Senior Group Leader or Senior Instructor, for programs that have this level of staffing, is the person who provides supervision of the Group Leaders/Instructors and oversees the daily operation of the program and must meet the following criteria:

- Age: Individual must be a minimum of 20 years of age;
- Education: Individual must possess a Bachelor's Degree; and
- Experience: Individual must have at least 6 months experience in after school programming. A current resume is required and a completed Statement of Experience.

The Group Leader or Instructor works directly with a group of children or youth and is responsible for program implementation and must meet the following criteria:

- Age: Individual must be a minimum of 18 years of age;
- Education: Individual must possess a Bachelor's Degree; and
- Experience: Individual must have at least six months experience working with children or have an Associate's Degree or equivalent college experience and a minimum of nine months experience working with children.

Exceptions:

- Group leaders without a college degree but who have more than twelve months experience working with children may be considered, after the review of a resume or Statement of Experience.

Assistant Group Leaders work directly with a group of children or youth and are directly supervised by the Group Leader and assist with program implementation for a group of children or youth and must meet the following criteria:

- Age: Individuals must be a minimum of 16 years of age; and
- Experience: A current resume and a completed Statement of Experience.

In addition, Assistant Group Leaders shall receive on-the-job training, orientation and in-service training.

Volunteers, excluding parents/guardians, who participate in program activities for more than twelve hours annually, shall meet the requirements and qualifications of the position to which they are assigned.

No program, or part of a program, shall operate at any time without a responsible credentialed person aged eighteen (18) years of age or older present.

**3. Background Checks.**

The Provider will maintain written documentation confirming that background checks, including the Department's Child Abuse and Neglect Registry, criminal history, and sex offender registry have been completed for all staff providing direct service as well as all key personnel. Any background checks will be dated not longer than six months prior to the date of this application. The Department's Child Abuse and Neglect Registry background checks must be completed by authorized personnel at the Department's Hotline; criminal background checks must be completed by the State of Connecticut Department of Emergency Services and Public Protection; and sex offender checks must be completed using the Dru Sjodin National Sex Offender Public Website (NSOPW). The Provider must submit official results of all background checks to the contracted credentialing agent of the department as part of the credentialing application.

**4. Ethics.**

The Provider will sign the Department's Confidentiality Statement and Ethics Agreement and will operate in compliance with the Code of Ethics for School Aged Care established by the National After School Association for After School Services.

**5. Insurance.**

Certificate of Current Liability Insurance with coverage limits of \$1 million per occurrence and \$3 million aggregate.

**6. Form.**

IRS W-9.

**7. Staff Supervision.**

The maximum number of direct reports per supervisor is 1:10.

**8. Staff/Child Ratio.**

All After School Programs will maintain a staff/child ratio of 1:8 for youth 13 and older, generally in Grade 8 through Grade 12. All persons who are responsible for, and directly engaged in, supervising and implementing activities for children shall be counted in child/staff ratios.

**9. Training.**

Program Administrators are required to provide an orientation and in-service training for all staff providing direct services to children that includes but is not limited to the following: program philosophy, policies, practices and procedures; confidentiality; mandated reporting; behavior management techniques and First Aid/CPR training.

All employees providing direct care to children shall have training in basic First Aid/CPR prior to direct service and prior to providing "solo" or unsupervised care for children. CPR certifications must remain

current for all direct service staff.

The training needs of all program staff will be assessed by Program Administrators. Staff will receive training appropriate to their positions and responsibilities to enhance their work with families and relate to children and youth in ways that promote positive development. Each staff member providing direct care to children shall receive 12 hours per year of in-service training. Fifty percent of the in-service hours must be training received from a source other than facility staff. Training topics may include: cultural sensitivity/diversity, OSHA safety standards, programming for children with special needs/disabilities, child welfare, working with children who have experienced trauma, childhood behavioral health disorders, boundaries, and child and adolescent development.

Individual Training Plans developed for program staff will be maintained on site. Programs must provide documentation that the mandatory staff trainings have occurred for new employees. Individual staff training plans will be reviewed during on-site quality reviews.

The Provider is strongly encouraged to attend or have representation at the quarterly Credentialed Provider Meetings.

**10. Quality Assurance/Improvement.**

All After School Programs are required to complete an After School Self-Assessment Tool annually. The Provider is encouraged to use the Connecticut Self Assessment Tool. The use of this tool will assist programs in determining areas of strength and areas that may need support and/or require modifications in programming to enhance outcomes for children and families. A Program Improvement Plan is required when program or provider performance issues are identified.

Completed copies of the assessment tools and improvement plans will be maintained on site.

Programs will make every effort to incorporate Best Practice Guidelines for Connecticut After School Programs developed by the Connecticut Afterschool Network. Programs must provide documentation that the Self-Assessment Tools and Program Improvement Plans are completed annually. These plans will be reviewed during on-site quality reviews.

**11. Site.**

All programs must maintain a safe and enriching environment for children, youth and adults who participate in the program. The space, both indoor and outdoor, must be inspected regularly and be adequate for the needs and activities offered through the program. Provider will be responsible for assuring a safe environment adequate to meet the needs of the population being served. Age-appropriate educational and recreational materials must be available. There must be a quiet work space for completing homework, access to outdoor activities, nutritious snacks, water or other suitable beverages, and meals when appropriate and during school vacations. Programs must provide documentation that the site meets health and safety codes as part of their application. A facility site visit will be performed prior to approval of credentialing application.

**12. Administration of Medication.**

After School Programs must make provisions for the administration of medications and will adhere to regulations established by the Connecticut Department of Public Health regarding the administration, storage and labeling of such medications. After School Programs shall report to the Department's Risk Management medication errors relating to the Department's involved children or youth within 12-hours of identifying the medication error.

## **D. Service Profile**

### **1. Services Provided**

All After School Programs will provide a variety of child-centered activities that support positive development and complement school-day activities. The program shall provide indoor and outdoor physical activities, creative experiences for self-expression, rest or quiet time, and individual and small group activities to meet the academic, physical, social and emotional needs of the children being served by the program. Services provided can include expressive arts therapies, vocational programming (age appropriate) and group activities focusing on the development of coping skills, anger management, conflict resolution, impulse control, relationship building, problem solving, enhancing self-esteem, therapeutic recreational activities and other activities that address the clinical needs of the population being served.

All After School Programs will provide a minimum of forty-five (45) minutes of educational programming and/or educational support and homework assistance (age and developmentally appropriate).

Clinical intervention will routinely be available to children and youth on an as-needed basis. The Clinician will review referrals to the program and provide input regarding activities and services as well as individual treatment goals for the children and youth. As behavioral or psychiatric issues surface, direct care staff will consult with a Master's level clinician. These consultations are required. Individual therapy will not be provided. This service is intended to be a component of the child or youth's case plan. As such, the Provider is expected to collaborate with other providers and the Department toward the implementation of the child or youth's individual case plan. Treatment goals for the child or youth will be developed and should support and be consistent with youth's individual case plan.

### **2. Target Population**

Eligible for this service are school-aged youth 13 and older, generally in grades 8 to 12, currently active with the Department, children and youth who are actively receiving Care Coordination services and/or children and youth who have been identified as being at risk for detention. The child or youth may be residing with a biological, relative, foster, adoptive or other substitute caretaker family. The youth may also be residing in a DCF-supervised independent living or transitional living arrangement.

Programs are required to demonstrate the ability to provide programming and space for this age group.

### **3. Access to Services**

The Provider will accept referrals from authorized Department staff utilizing a standardized referral format provided by the Department. The Provider will follow up with the Department's social worker within five business days of the referral to discuss capacity and ability to accept the youth into the program. Additionally, the provider will contact the youth's caretaker and/or the youth directly to review program components and establish a start date for the service.

#### 4. Duration of Service

After School Programs is designed to provide up to five hours per day, 25 hours per week for a 90-day period, except during school vacation periods when the program may provide up to ten hours per day. Programming will be reviewed by the Area Office every 90 days to assess the need for continued clinical intervention and support as well as to determine whether the youth requires the level of structure provided by this After School Program. The Area Office management may approve more than 25 hours of service per week or extend the service beyond 90 days.

#### 5. Data and Reporting

The Provider will submit the following client-level data to the Area Office Social Worker at 90-day intervals:

- Name of youth
- Date of referral
- Date service began
- Actual weekly hours
- Activities provided during report period
- Outcome of activities/progress in program
- Progress towards treatment goals

#### E. Acceptance of Agreement

The Provider accepts and will comply with all the terms, provisions and conditions set forth in this agreement, including but not limited to, the services provided, duration of service, and data reporting. The Provider understands that failure to abide by any term, provision, or condition set forth may result in the Department taking corrective action, including termination of this agreement.

\_\_\_\_\_  
Name of Provider

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Department of Children and Families

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Authorized Signature

\_\_\_\_\_  
Authorized Agency Official Signature

\_\_\_\_\_  
Print Name and Title

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Print Name and Title

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