

**ATTACHMENT IV
SERVICES TO BE PROVIDED
SNAP® SERVICES**

I. GENERAL DESCRIPTION

A. General Description of Services

This Attachment IV sets forth the requirements for the Provider for the delivery of the Stop Now and Plan (SNAP®) program. The Provider shall assume implementation responsibilities for the SNAP® Program with direct service delivery to youth starting upon contract execution and completion of training to deliver the required curriculum at the site. The SNAP® Program is an evidence-based model that provides direct services to at-risk youth and families. SNAP® is tailored to meet the needs of youth six (6) – twelve (12) years of age. It is designed to intervene prior to the youth entering the juvenile justice system or going deeper into the system. In addition, technical assistance to the site shall be provided to strengthen training for staff in the areas of the case practice model and specialized case areas by building case management and clinical resources.

B. Services to be Provided

Specific services to be provided shall include all service tasks identified in Attachment IV necessary to properly implement and deliver the on-going SNAP® program services. These shall include, but not be limited to the following:

1. SNAP® Curriculum Delivery for each youth, including intake, group delivery, group compliance and discharge and aftercare planning;
2. Ongoing fidelity monitoring;
3. Ongoing compliance monitoring; and
4. SNAP® materials, in sufficient quantity for each group, as per the required deliverables.

C. Authority for Specific Contracted Program Services

Pursuant to chapter 985.601, Florida Statutes, the Department is authorized to provide community-based non-residential services to youth adjudicated delinquent by the Court.

D. Service Limits

Services are limited to the timeframe and tasks authorized by this Contract. In no case will the Provider be required to perform any work not explicitly described in this Contract or reasonably implied by its terms, or in any subsequent modifications to this Contract that are not agreed upon in writing by both parties and set forth in an official Contract amendment.

E. Major Goal(s) of the Service

The overall goal of the SNAP® Program is to assist at-risk youth and families by intervening with youth identified with criminogenic risk factors, prior to the youth entering the juvenile justice system or going deeper into the system.

II. SERVICE TASKS

A. Services to be Provided

The Provider shall ensure the following tasks are completed, as specified below.

1. Ongoing Implementation Activities

The Provider shall coordinate ongoing implementation activities to promote and enhance the SNAP® program. Implementation activities include, but are not limited to:

- a. Community stakeholders meetings;
- b. School presentations;
- c. Conference presentation, as appropriate;
- d. Referral/youth recruitment; and
- e. Building facilitator capacity/volunteer facilitator recruitment.

2. Annual SNAP® License

The Florida Network will provide and maintain the SNAP® license, as required.

3. SNAP® Facilitator Training

- a. The Florida Network will organize and conduct facilitator trainings with date and training of facilitator staff to be mutually agreed upon by the Network and Provider.
- b. The Provider shall recruit and train more facilitators than are required by the SNAP® curriculum. This is to ensure there are sufficient trained facilitators for each session, so that all sessions can be delivered without delays or rescheduling.
- c. Training participants shall include at a minimum, SNAP® site staff and volunteer facilitators not trained in the model and other interested community members as needed. Trainings will include:
 - 1) Trainings will be held for a minimum of five (5) days of instruction, with a minimum of six (6) up to a maximum of eight (8) hours of scheduled training each day, to be broken down in accordance with the SNAP® facilitator training curriculum.
 - 2) A minimum of ten (10) but no more than twenty-five (25) interested facilitator, including paid staff and volunteers.
- d. Trainings shall be held at a mutually agreed upon location.

4. SNAP® Site Coordinator Training

- a. The Provider shall participate in the Site Coordinator training. Training shall be mutually agreed upon by the parties. Participants shall, at a minimum, include the SNAP® site coordinator. Trainings shall include:
 - 1) Expectations for the site coordinator position;
 - 2) Site operations and logistics;
 - 3) Adherence requirements;
 - 4) Compliance requirements;

- 5) Expectations for community outreach;
 - 6) Monthly reporting expectations; and,
 - 7) SNAP® curriculum delivery expectations.
- b. The Florida Network in conjunction with the Provider shall coordinate all of the logistics for the trainings, including, but not limited to: identifying site coordinators in need of training; identifying and securing a location for the training; preparing training materials; (as identified by the SNAP® Site Coordinator Training Curriculum).
 - c. Trainings shall be held at a mutually agreed upon location.

5. SNAP® Case Management Training

- a. The Florida Network in conjunction with the Provider shall host Case Management trainings as required by the SNAP® curriculum. Case Management training shall be mutually agreed upon by the parties. Participants shall, at a minimum, include all SNAP® Site Case Managers, SNAP® Site Coordinators and SNAP® Statewide Coordinator. Trainings shall include instruction and materials that are covered in accordance with the SNAP® Case Management Training Curriculum to be delivered.
- b. The Florida Network in conjunction with the Provider shall coordinate all of the logistics for the trainings, including, but not limited to: identifying case managers in need of training; identifying and securing a location for the training; preparing training materials; (as identified by the SNAP® Case Management Training Curriculum).
- c. Trainings shall be held at a mutually agreed upon location.

6. Ongoing SNAP® Curriculum Delivery

- a. The Provider shall coordinate SNAP® curriculum delivery services for SNAP® participants. Curriculum delivery services include, but are not limited to:
 - 1) Conducting a SNAP® Program Intake on each youth with the parent, to include preparation of all required paperwork (as described in the SNAP® program model), intake assessments (including, but not limited to, the Child Behavior Checklist (CBCL), TOPSE (parenting assessment), the SNAP Brief Intake Screening Checklist, the Teacher Reporting Form and the Prevention Assessment Tool (PAT), and additional intake activities as needed). Parents and Youth must both participate in the Intake and be documented on intake forms. Intake forms shall be maintained for billing documentation purposes, but does not need to be provided except upon request of the Florida Network and/or the Department's Contract Manager.
 - 2) Weekly group session delivery as described in the SNAP® curriculum manual, which allows for no more than seven

(7) youth per group with a maximum of ten (10). Prior approval and consultation required by the Florida Network for a group over seven (7) youth. Attendance logs for each group session shall be maintained for billing documentation purposes, but does not need to be provided except upon request of the Florida Network and/or the Department's Contract Manager.

- 3) Weekly Group Compliance/Weekly Fidelity Adherence Monitoring: The Provider shall conduct weekly Group Compliance and Adherence Monitoring activities as specified below:
 - i. The Provider shall complete Weekly Group Compliance for each SNAP® group, on a per youth/family basis to assess ongoing needs with SNAP® participation. Compliance checks shall, at a minimum, include weekly review of the following and shall be documented. Weekly Group Compliance includes, but is not limited to: weekly phone calls with SNAP® participants to assess for barriers to attendance; assess for any immediate needs or crisis situations and follow-up on referrals, referrals to community services as appropriate; providing transportation to SNAP® participants, as needed; providing meals to all SNAP® participants; and providing sibling care if needed and crisis intervention, as needed. Compliance for each youth per group shall be clearly documented in the client's file for audit purposes.
 - ii. Fidelity Adherence Monitoring: The Provider shall complete weekly adherence checklists for each group to review model fidelity.
 - Adherence Monitoring checklists should be completed no later than one (1) week after the group the youth/family attended has been held. Adherence Checklist is a SNAP® form and shall be conducted by viewing video of each group session.
 - The Provider shall ensure sites maintain, on a weekly basis, a minimum of sixty-percent (60%) adherence according to the SNAP® adherence model, See Performance Measures in this Attachment IV.
- 4) A summary of the weekly adherence checks conducted, date completed and the adherence scores for each group per site shall be compiled and submitted on the Monthly Report extracted from Netmis, which shall be submitted with the invoice to the Florida Network.
- 5) Discharge Planning and Aftercare:

- i. The Provider shall develop discharge planning and conduct aftercare activities for each youth completing the thirteen (13) weekly SNAP® curriculum sessions (as described in the SNAP® program model), including but not limited to: discharge paperwork; a post-PAT; post-CBCL, post-TRF and TOPSE; and additional discharge activities as required herein or needed by the youth/parent.

7. Monthly Oversight and Direction

- a. The Provider shall participate in SNAP® Consultation with the Florida Network. Consultation shall be held at the request of either party, and shall include (but not be limited to) topics such as:
 - 1) Fidelity weaknesses and areas of strength, focusing on groups performing at or below acceptable levels of fidelity;
 - 2) Trouble shooting behavior difficulties in group;
 - 3) Appropriate referrals for families in need;
 - 4) Facilitator strengths and areas for improvement;
 - 5) Community outreach efforts;
 - 6) Client progress;
 - 7) Compliance strengths and areas for improvement;
 - 8) Site specific problems and concerns; and
 - 9) Updates on internal conference calls with SNAP® sites.

8. Group Video Session Reviews

- a. The Provider shall upload each SNAP® group session video to a mutually agreed upon server.
- b. Additionally, the Florida Network in conjunction with the Provider shall work with the SNAP® curriculum developer and licensee Child Development Institute (CDI) to make additional videos available for review by the CDI, as required for compliance with license requirements for fidelity monitoring of services.
- c. All group video sessions shall be identified by number and site on video recordings/file names.

9. Ongoing Booster Trainings

- a. The Florida Network in conjunction with the Provider shall schedule booster training sessions. Training topics may be selected from the SNAP® Facilitator Training Curriculum and/or should address a need mutually agreed upon by the parties.
- b. The Florida Network in conjunction with the Provider shall coordinate all of the logistics for the trainings, including, but not limited to: identifying topics to address in booster trainings; recruiting facilitators to attend trainings; reserving training locations and preparing training materials; (as identified by the SNAP® facilitator training model).

10. SNAP® in Schools

SNAP® in Schools is an extension of the Child Development Institute Stop Now And Plan early intervention model. SNAP® in Schools is a thirteen-week educational curriculum provided in high risk, low performing elementary school classrooms focusing on topics which include but are not limited to managing anger, handling group/peer pressure and dealing with bullying with the overall goal of increasing productive school attendance, classroom management and cohesion. Targeted youth will be ages six (6) to eleven (11). Fidelity adherence monitoring shall be conducted at least once per every thirteen (13) week cycle. In addition, *Class Shoot for Your Goal* sheets, as well as pre and post evaluations must be completed per cycle. All required documents shall be uploaded to the mutually agreed upon server.

B. Service Task Limits

Services shall be limited to the requirements outlined in this Attachment. Any additional services shall be mutually agreed upon and set forth in an amendment to this Contract.

C. Staffing/Personnel

1. The Provider and all personnel providing SNAP® services under this Attachment IV, whether performance is as a Provider, subcontractor, or any employee, agent or representative of the Provider or subcontractor, shall continually maintain all licenses, protocols, and certifications that are necessary and appropriate or required by the Florida Network, Department or another local, state or federal agency for the services to be performed or for the position held. All such personnel shall renew licenses or certifications pursuant to applicable law or rule.
2. **Staffing Levels**
The Provider shall ensure that the following staffing levels are maintained
Site Coordinator
Case Manager
Part-time Facilitators (a minimum of two (2))
Volunteer Facilitators may also be used, if trained.
3. **Staff Qualifications**
 - a. **Site Coordinator:** This is a management position for a person possessing a related bachelor's level degree and or a minimum of two (2) years related experience; previous supervisory experience; familiarity with cognitive behavior modification; structured groups and parent education groups is required; and previous research and community/agency liaison experience is desired.
 - b. **Case Managers:** A bachelor's degree in a related area and previous related experience; a positive attitude toward helping troublesome children and their families; an ability to work therapeutically with children and their families from a behavioral systems, social learning approach; an ability to work on a multi-

disciplinary team; an understanding of family functioning, group dynamics, role-play, and behavior management techniques; and excellent communication skills; second language and an aptitude for research activities preferred.

- c. Part-time Facilitator: A positive attitude toward helping at-risk children and their families; an ability to work therapeutically with children and their families from a behavioral system, social learning approach; an ability to work on a multi-disciplinary team; an understanding of group dynamics, role-play, and behavior management techniques; and excellent communication skills; second language and an aptitude for research activities preferred.
- d. Community Volunteer Facilitators: The Provider is encouraged to recruit non-paid Community Volunteers who desire and are willing to participate or be available as back-up facilitators in the event of absences or vacancies. Volunteers must participate in required training prior to participation and shall meet the qualifications of the part-time facilitators above.

4. **Staffing Changes**

Changes to the stated levels of staffing and qualifications required in this Attachment IV shall be requested in writing (email acceptable) and must also be approved in writing (email acceptable) by the Florida Network's Contract Manager, to ensure staffing is appropriate for the SNAP® model.

5. **Staff Training**

All staff providing SNAP® related services shall be trained as set forth by the SNAP® Model Curriculum.

D. Service Locations and Times

1. **Service Locations**

SNAP® Curriculum services to youth shall be provided at locations determined by the Provider based upon the need of the community and location of youth. All SNAP® Program locations used for services delivery shall have sufficient room for the youth group session, the family group session and a separate room for sibling care.

2. **Specify Times**

The delivery of direct SNAP® curriculum services shall be provided to youth during non-traditional business hours or at hours and days that best fit the participating families' schedule, on a weekly basis.

3. **Changes in Service Times/Locations**

The Provider shall notify the Florida Network in writing, a minimum of ten (10) days prior to making any changes at the SNAP® service location that will affect the Florida Network's ability to contact the Provider by telephone, facsimile, email or mail. However, the service location shall not change unless approved by the Florida Network in writing.

III. DELIVERABLES

Documentation of SNAP® Curriculum delivery shall be the Monthly Census Report, showing the date the child was served and the applicable service received. The Florida Network will only pay for documented deliverables per youth/filled youth group slots. Required documentation: Monthly Census

Report with deliverable notated.

A. Service Units

The following are service units under this Contract. Services units are to be delivered inclusive of all tasks specified in section II, Service Tasks.

1. **Intakes:** As per Attachment IV, SNAP® Services to be Provided. Conducted one (1) time per youth, at minimum for twenty (25) youth.
2. **Ongoing Group Curriculum Delivery:** As per Attachment IV, SNAP® Services to be Provided. Group Curriculum Delivery shall occur once weekly for thirteen (13) weeks for each youth. Curriculum requires one (1) session per youth per week for thirteen (13) weeks, for a minimum of three hundred and twenty-five (325) sessions. (NOTE: If a youth misses a session (per the attendance record) the weekly session may be made up later in the week or the following week by telephone as noted on the census and considered provided for the purpose of this deliverable.)
3. **Weekly Fidelity Adherence Monitoring:** The Provider shall conduct weekly Adherence Monitoring as per Attachment IV, SNAP® Services to be Provided. Scope/curriculum requires one (1) Fidelity Adherence Monitoring weekly for thirteen (13) weeks per youth/group, for a minimum of three hundred and twenty-five (325) adherence's. This task must be performed to bill for this deliverable. Adherence should be noted on the monthly census.
4. **Discharge and Aftercare Planning:** As per Attachment IV, SNAP® Services to be Provided. Conducted one (1) time per youth upon Program Discharge, for a minimum of twenty-five (25) discharges.
5. **SNAP® in Schools** – served is defined as a group session of SNAP® in Schools delivered in a classroom setting as described in the SNAP® in Schools Curriculum Manual. A minimum classroom setting of five (5) youth will be considered a group session.
Minimum Service Level:
 - a. Provide ongoing in-class SNAP® in Schools educational curriculum delivery.
 - b. Each session shall be a minimum of forty-five (45) minutes
 - c. Curriculum shall be presented in a minimum of one (1) session per classroom per week; for a minimum total of thirty-nine (39) sessions.Supporting documentation includes:
 - a. Attestation Form signed by the classroom teacher and staff providing service.
 - b. Each session completed shall be entered into NetMIS as a SNAP® in Schools Outreach event.

IV. REPORTS

After execution of this Contract any changes in the information contained in this section will be provided to the other party in writing, shall be sent by United States Postal Service (USPS) or other delivery service with proof of delivery, and a copy of the written notification shall be maintained in the official Contract record. All notices required by this Contract or other communication regarding this Contract shall be sent by USPS or other delivery service with proof of delivery.

A. SNAP® Census Report

At a minimum, a SNAP® Census Report shall be submitted monthly that shall include the youth’s first and last name, indicating each week when deliverables are provided, indicate which deliverable was provided, (utilizing the key at the bottom of the report to document services) to the Florida Network.

Report Title	Frequency and Report Due Date	Report Format	Contents & Submission Contact
SNAP® Monthly Census Report	Monthly: On the 5 th day of the following month with the invoice	Electronically with the invoice	Lauren Maldonado invoice@floridanetwork.org
SNAP® Monthly Summary Adherence Monitoring Report	Monthly: On the 5 th day of the following month with the invoice	Electronically with the invoice	Lauren Maldonado invoice@floridanetwork.org
SNAP® in Schools Attestation Forms	Monthly: On the 5 th day of the following month with the invoice	Electronically with the invoice	Lauren Maldonado & Brandi Hudson

B. Report Receipt and Documentation

The Provider shall submit written reports with all required documentation within the timeframes listed above to become eligible for payment. Delivery of deliverables and reports shall not be construed to mean acceptance of those deliverables and reports. The Florida Network reserves the right to reject deliverables and reports as incomplete, inadequate, or unacceptable. The Florida Network’s Contract Manager will approve or reject deliverables and reports.

V. **PERFORMANCE MEASURES**

Listed below is the key Performance Outcome with the minimum standard/level of performance, deemed most crucial to the success of the overall desired service delivery. The Provider shall ensure that the stated performance outcome and standard (level of performance) is met. Performance shall be measured, beginning the second month after which service has been fully implemented.

A. Performance Outcomes

1. **GOAL:** 100% of children served in the SNAP® program will demonstrate risk in at least three (3) domains according to the Prevention Assessment Tool (PAT) or other DJJ Assessment tool.
MEASURE: Compare the PAT or other DJJ assessment results for all children in SNAP® to assess risk level

STANDARD: 75% of children served in the SNAP® program will demonstrate risk in at least three (3) domains according to the Prevention Assessment Tool or other DJJ Assessment tool.

2. **GOAL:** 100% of all SNAP® groups will reach an excellent level of adherence, scoring at least 88%

MEASURE: Adherence sampling completed by program office and compared with reports in monthly adherence data. Compilation and comparison to be completed by DJJ program manager.

STANDARD: 85% of all SNAP® groups will attain an acceptable level of adherence, scoring at least 60% (the minimum required for fidelity).

B. Performance Evaluation

1. The Provider, throughout the term of this Contract, shall document compliance with required service tasks, performance and provide documentation of such for inspection via contract management, annual program monitoring, and quality improvement inspections and deliver findings in applicable reports.
2. The evaluation will use the process and data collected throughout the duration of this Contract to determine the effectiveness of the contracted services.
3. The results may be used in evaluation of the service needs or the Provider's performance when considering future Contract renewals and funding.