

**ALLEGHENY COUNTY
DEPARTMENT OF HUMAN SERVICES**

**OFFICE OF COMMUNITY SERVICES
FAMILY AND COMMUNITY SUPPORTS**



CONTRACTS SPECIFICATIONS MANUAL

Revised July 2025

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**Office of Community Services
Bureau of Family and Community Supports**

Contracts Specifications Manual

1. OVERVIEW of Contracts Covered under this Contracts Specification Manual

All community-based, family, and youth programs funded through the Allegheny County Department of Human Services (DHS), Office of Community Services (OCS), Bureau of Family and Community Supports (FCS) are covered by the guidance and requirements within this manual. Programs include family support centers (FSCs), out-of-school time (OST) programs and services for transition-aged youth, as well as other specialized family and community programs (the "Program(s)"). These Programs are administered by Contractor's that are defined as any agency that is contracted with DHS to provide the Programs.

2. DHS POLICIES

All CONTRACTORS will adhere to the following DHS-wide policies:

a. DHS Inclusion Statement

DHS values inclusion and will take affirmative steps to recognize and respect all individuals and encourage full participation in all areas of agency work and practice without exclusion. DHS believes that each person should have the opportunity for an empowering, impactful and positive experience. DHS embraces the diversity of life experiences, cultures and identities in the fulfillment of its mission.

b. DHS Anti-Discrimination Policy

DHS does not discriminate against anyone based on a protected class including race; color; religion; national origin; ancestry or place of birth; sex; gender identity or expression; sexual orientation; disability; marital status; familial status; age (40 and older); or use of a guide or support animal because of blindness, deafness, or physical disability.

c. Lesbian, Gay, Bisexual, Transgender, Queer or Questioning (LGBTQ) Standards of Practice

DHS has created LGBTQ Standards of Practice intended to provide guidance for CONTRACTOR's staff to enhance their interactions with and service delivery to individuals who identify as LGBTQ. The City of Pittsburgh and Allegheny County have Human Relations Acts that prohibit discrimination based on sexual orientation, gender identity and expression (SOGIE). This means that programs cannot discriminate against individuals because of their

sexual orientation or gender identity or expression, including those who are transgender. DHS offers SOGIE training to support best practices.

d. Language Access for Individuals with Limited English Proficiency (LEP)

DHS is committed to providing services that are culturally and linguistically appropriate, consistent with its organizational values, the needs of an increasingly diverse population and Title VI of the Civil Rights Act of 1964, which protects individuals from discrimination based on race, color or national origin. CONTRACTORS are required to offer language assistance. Service CONTRACTORS with DHS contracts can access the negotiated rates offered to DHS by three language assistance companies.

e. National Voter Registration Act

This federal civil rights law requires CONTRACTORS to offer voter registration services to clients who are applying for benefits, recertifying their eligibility or changing their address.

3. REQUIREMENTS COMMON TO ALL OCS/FCS CONTRACTORS*

*Each program will have an OCS/FCS Program Lead and Monitor (as required).

a. Work Statement

The CONTRACTOR will provide family and youth support services as outlined in the Work Statement and incorporated as Exhibit A in the DHS agreement.

b. Service Profile and Program Budget

- i. The CONTRACTOR will submit a Service Profile each year that details the program offerings and will execute it accordingly.
- ii. Adjustments can be made during the year based on participant feedback, the needs of families and children, and/or changing conditions in the program and community. These changes should be made in writing to the OCS/FCS program lead and program monitor.
- iii. The CONTRACTOR will submit a line-item budget that will also include all sources of funds for the service that DHS is funding. A budget template is provided by the OCS/FCS program lead.
- iv. In addition, the CONTRACTOR will complete the high-level budget template in MPER that does not have the same level of line-item detail.

c. Staffing

- i. Act 33/34 and FBI Clearances - All staff and volunteers must have these clearances to work for the Programs. New staff must adhere to Act 12 requirements.

- ii. DHS requires Contractors to complete yearly disclosure statements from staff that they have not had any Act 33/34 or FBI violations.
- iii. A National Sex Abuse Clearance through the National Sex Offender Registry (NSOR), is required for anyone who interacts with children. This requirement is in addition to Act 33/34 and FBI clearances. It's free and can be obtained through the link provided. Providers should print out the results page from the search on the website.
United States Department of Justice National Sex Offender Public Website (nsopw.gov)

d. Mandated Reporting

- i. All staff and volunteers are mandated reporters. As such, they are **legally required** to report any suspicion of child abuse or neglect to the relevant authorities. These laws are in place to prevent children from being abused and to end any possible abuse or neglect at the earliest possible stage. Reporters must make an immediate and direct report of suspected child abuse to ChildLine at 1-800-932-0313 or electronically at www.compass.state.pa.us/cwis. If a child is in immediate danger, call 9-1-1.
- ii. Mandated reporter training is required for all staff every five years. The certificate will be kept in the staff file along with clearances and other training documents.
- iii. CONTRACTORS must document that staff have been trained.

e. Miscellaneous

- i. A job description should be available for every position in the staff file. All staff should meet the requirements of the position for which they were hired.
- ii. Staff should be evaluated at least yearly.
- iii. A valid PA Driver's License is required for any staff transporting Program participants.
- iv. CONTRACTOR should notify program lead, and monitor, of staff changes as soon as possible.

f. Program Facilities

- i. The Program should be in an accessible, central location within the community.
- ii. The outside of the facility must be clearly marked to let people know that the Program is operating inside.
- iii. The outside of the facility must be well-maintained and welcoming to families, children and community members.

- iv. Program space, equipment and materials must be appropriate, suitable and accessible and should accommodate one-on-one adult/child activities as well as group activities.
- v. If there is not enough space for large group activities, there must be a clear plan for how to accommodate larger gatherings.
- vi. Décor must reflect the community being served.
- vii. The inside space must be well-maintained, and toys must be sanitized as prescribed for use by children.
- viii. If an individual or family cannot access the program space, special accommodations must be made so that they can participate.
- ix. If relocation of the Program is being considered, the CONTRACTOR must communicate the details and any budget implications to the program lead for approval prior to the move.

g. Confidentiality

- i. Best practice indicates that staff participate in HIPAA training and adhere to HIPAA guidelines to ensure that:
 - 1. Confidentiality is protected, e.g., locked files, password protected electronic data, and private space for one-on-one conversations.
 - 2. Staff do not share participant information with others (this does not include staff case conferencing meetings that are held in a private space).
 - 3. Family members sign a release of information to share information with another CONTRACTOR.

h. Safety Protocols

- i. Emergencies
 - 1. CONTRACTORS are required to have written safety protocols and maintain documentation of emergency drills including fire drills and any other protocols (e.g., active shooter, lock down).
 - 2. CONTRACTORS must post emergency drill protocols at the facility along with emergency exit information.
 - 3. CONTRACTORS must review these protocols with all staff, families and children so that they know what to do in case of an emergency.
- ii. Incidents
 - 1. Incidents include, but are not limited to, fights, injuries, accidents, faulty equipment or mechanicals, unhealthy conditions, and police activities that occur on site or near the facility.
 - 2. CONTRACTORS must inform program lead, and monitor, within 24 hours of all incidents involving staff and program participants.

- 3. Incident reports and the final disposition of the incident must be kept on file.
- 4. Incidents that involve staff or families that do not occur on site also should be reported to program lead and monitor.
- 5. Incidents involving a CONTRACTOR's vehicle must also be reported, regardless of whether families were being transported at the time of the incident.
- iii. No weapons are permitted on site.
 - 1. Signs should be posted sharing this fact.
- iv. No substances (e.g., alcohol, drugs, tobacco) may be used by any staff or participant(s) on site or immediately outside of the facility.

i. Administrative Requirements

- i. CONTRACTORS must attend system training prior to using MPER, KIDS, Synergy or any other DHS system.
- ii. CONTRACTOR staff responsible for contracts and budgets must attend the annual contract technical assistance/contract engagement meeting. Notification of the meeting will come from the contract unit or program lead.
- iii. CONTRACTORS must attend all meetings required by OCS/FCS.

4. PROGRAM MONITORING

a. Objective

- i. to work with CONTRACTORS to enhance the quality of services delivered to Allegheny County citizens by achieving program compliance, ensuring quality service delivery and providing technical support when needed

b. Principles

- i. Collaborative – Working together
- ii. Transparent – Open, truthful, clear expectations
- iii. Supportive – Being available, helpful, connected
- iv. Objective – Non-judgmental, standards-based
- v. Strengths-Based – Built on what is positive (e.g., what's working), focus on improvement
- vi. Accountable – Accept responsibility and take ownership of process and outcomes

c. Monitoring Guidelines

Typically, a CONTRACTOR will be monitored at least once a year, through:

- i. A formally scheduled and announced on-site visit with a CONTRACTOR using a standardized set of criteria for assessment, and
- ii. An annual review of CONTRACTOR and DHS documentation accessed in an information system, data dashboard or from CONTRACTOR report submissions; occurs at fixed, transparent intervals using a standardized set of criteria
- iii. More frequent monitoring may occur if:
 - 1. An action plan has been implemented
 - 2. A program is new, or a provider adds additional sites.
 - 3. Review of goals or outcomes
- iv. Results will be documented in a letter to the CONTRACTOR and in the Integrated Monitoring Tool (IMT), designed to be the central repository for monitoring-related documentation. To access the IMT application, go to <https://www./imt.county.allegheny.pa.us>. For assistance, email DHSMonitoring@AlleghenyCounty.us
- v. Documents included in the IMT:
 - 1. Monitoring site visit notification letter
 - 2. Monitoring results/follow-up letter, sent within 30 days which includes the outcome of the visit, any required next steps, and best practice suggestions
 - 3. Monitoring tool template, which includes a list of requirements and benchmarks against which the CONTRACTOR will be evaluated
 - 4. Action plan prepared by the CONTRACTOR to address any identified point of concern (if applicable)
 - 5. Signed monitoring engagement forms that indicate that a monitoring visit has taken place which includes a Site Observation Form, a Staff, Youth, Admin File Review Form, and a verbal debriefing of the visit
 - 6. Incident report form template (OST/FSC)
- vi. Documents are categorized into six main areas:
 - 1. Administration
 - 2. Policy and Procedure
 - 3. Service Delivery
 - 4. Environment
 - 5. Staffing and Personnel
 - 6. Outcomes

5. OUT-OF-SCHOOL TIME (OST) and/or AFTERSCHOOL / SUMMER PROGRAMS

a. Programming

- i. Programs and activities outlined in the service profile will be well-planned, organized, implemented and tracked.
- ii. Input from youth and parents should be sought to develop programs that would pique youth's interests; this should be reflected in the service profile.
- iii. Programs and services must provide enrichment activities for youth based on youths' interests and designed to expose them to new experiences.
- iv. There must be a variety of programs and activities offered to youth (e.g., physical activity, table games, reading, STEAM activities, activities that promote social and emotional learning).
- v. Any structural changes, i.e. number of days, location, kind of programming offered, additional staffing hires, etc. outside of what is shared on the service profile must be approved by the OCS/FCS program office prior to the change being made.

b. Positive Connections

- i. CONTRACTORS must conduct a parent orientation at least once a year.
- ii. Staff must actively engage students in activities.
- iii. CONTRACTORS must build a relationship with the schools that students attend; this is particularly important if the program has a strong academic focus.
- iv. CONTRACTORS are expected to build relationships with other community resources that could offer enrichment experiences for the youth.

c. Enrollment

- i. The OST program will maintain a list of actively enrolled youth (both regular and occasional attendees).
- ii. In each fiscal year, an enrollment form/packet for each enrolled youth must be completed in full and signed by parent/caregiver.

d. Program Funding/Fee-for-Service Hybrid Model

- i. All OST programs will be program funded but DHS will use a fee-for-service model to set a funding level for each CONTRACTOR.
- ii. Funding levels are determined using the formula number of youth times number of days times a rate.

- iii. Once the funding level is determined, CONTRACTORS' total allocation will be entered into MPER and can be drawn down to reimburse expenses.
- iv. Funding allocations are based on expected attendance and the number of days which are agreed upon during the contracting process.
- v. Days and attendance are monitored throughout the year. Providers have access to summary reports, and the data will be reviewed during the annual review meeting. It is crucial that you review this data on a regular basis to make sure it is accurate. Your review of this data should happen prior to the annual review because funding decisions are made prior to that meeting.
- vi. For providers not meeting attendance or days targets:
 - 1. During the annual review, contracts adjustments will be considered for programs with <70% attendance and/or <95% days
 - a. Note: Because the 70% and 95% thresholds are new, adjustments will only be considered for programs significantly under the targets this year (25-26). These targets will be fully implemented in the 26-27 allocations
 - i. For providers regularly exceeding attendance or days targets requests for increases will be considered if funding is available.

e. Service Hours

- i. OST CONTRACTORS that offer programs year-round must indicate, in their service profile, the start and end date for after-school programs and the start and end date for summer programs.
 - 1. If the program is closed for holidays or any other reason, these dates should be included in the service profile and communicated to parents/caregivers.
 - 2. If the program follows a school calendar, that calendar should be attached to the service profile.
- ii. OST programs are expected to be open five days per week; if the program operates for fewer days, an explanation must be given.
- iii. A day should consist of no fewer than two hours.
- iv. Any changes in schedules must be communicated to parents immediately.

f. Program Calendars

- i. An after-school calendar must be maintained showing all planned activities.
 - 1. The calendar must be posted at the program site for parents and youth to see.

- ii. A summer calendar must be maintained showing all scheduled activities, including any planned field trips.
 - 1. The calendar must be posted at the program site for parents and youth to see.

g. Field Trips

- i. A list of summer field trips details must be provided in June prior to summer programming. Details should include costs for each field trip and projected number of youths served per trip.
- ii. Tickets for Kids should be utilized to the greatest extent possible to minimize the cost.

h. Referrals

- i. OST programs are not expected to be all things to all youth. If specialized services are indicated, the CONTRACTOR will discuss a referral with the parent/caregiver. Any referrals should be made using a warm handoff approach.

i. Data Entry

- i. CONTRACTORS must track attendance and provide that data to IT lead as specified in training.
- ii. In addition, CONTRACTORS will complete a summer report and mid-year report for the months of September-January.
- iii. Two youth surveys and one parent survey per fiscal year. Typically, one youth survey in the fall and one in the spring. The parent survey is done at any point during the fiscal year.

j. Annual Partnership Review

- i. An annual partnership review will be completed with each provider. During this partnership review, official monitoring visits, attendance and other documentation will be reviewed to determine how the partnership will proceed.

k. Professional Development

- i. Staff must be well prepared to work with students.
- ii. Training must include the following:
 - 1. Mandated reporting (summer and afterschool staff)
 - 2. One APOST or other youth program training (direct service full-time staff)
- iii. Suggested best practice trainings include the following:
 - 1. Trauma-informed care
 - a. Staff should understand trauma and its effects, including historic trauma.

- b. Training should result in staff being aware of any changes in demeanor of students and report it to the program director.
 - c. DHS is available to provide Trauma-informed care training for OST staff.
- 2. Mental health first aid
 - a. Staff should be able to identify common mental health symptoms in students.
 - b. DHS is available to provide mental health first aid to OST staff).
- 3. Sexual Orientation, Gender Identity and Expression (SOGIE)
- 4. HIPAA training
- 5. Allegheny Partnership for Out-of-School Time (APOST)
 - a. The OST CONTRACTOR will utilize professional development opportunities offered through APOST to enhance their ability to work with youth.

I. Transportation

- i. All vehicles used for transporting students must be inspected on a regular basis and the inspections documented and available for review by the program monitor.
- ii. All vehicles must be insured, and the current insurance card and registration must always be kept in the vehicle.
- iii. If transportation is used to transport students, a transportation agreement must be kept on file for all students using this service.
- iv. All staff responsible for transporting students must have a valid Pennsylvania driver's license with a copy kept in their personnel file.
- v. Accidents – if an accident occurs with students in the vehicle *or not*, it should be reported to DHS within 24 hours. An incident report must be completed and submitted to the program lead or monitor.
- vi. Youth count –CONTRACTOR must ensure that all youth are accounted for by doing a head count. After parking, staff should thoroughly check to make sure that no child was left in the van. Staff must sign off on a form indicating the date and time that the van was checked and by whom.
- vii. If transportation is provided for field trips, a head count must be taken when the vehicle arrives at the location, taken again when boarding the vehicle for the return trip, and again when the vehicle arrives back at the program.

m. Documentation

The following must be on file and be available for review by the program monitor:

- i. Student files
- ii. Current enrollment form signed and dated by the parent
- iii. Enrollment packet:
 - 1. Emergency contact phone number (other than parent)
 - 2. Medical release form
 - 3. Allergy and pertinent health information
 - 4. Behavior and discipline policy signed by a parent
 - 5. Parent consent form
- iv. Copy of report cards (when available and as related to program outcomes)
- v. Transportation agreement
- vi. Incident reports (if applicable)
- vii. Staff and Volunteer Files
 - 1. Date of Hire
 - 2. Act 33 - Child Abuse Clearance
 - 3. Act 34 - State Police Clearances (updated every five years)
 - 4. Act 114 – FBI Fingerprint Criminal Background Check (updated every five years)
 - 5. Mandated Reporter training documentation
 - 6. Documentation of participation in staff orientation
 - 7. Valid PA Driver's License if responsible for transporting youth
 - 8. Code of Conduct
 - 9. APOST Training or other training (direct service full-time staff)
 - 10. Job Description (Staff Only)
 - 11. Yearly Disclosure Statement for Acts 33/34
 - 12. NSOR Clearance
- viii. Administrative Files
 - 1. Signature of Youth on the Sign in/out Sheets
 - 2. Up-to-date service profile
 - 3. Student count forms for vehicle drop-off and pick-up
 - 4. Copy of current vehicle insurance card and registration (must also be in vehicle)
 - 5. Up-to-date inspection
 - 6. The Program Monitor will do a visual inspection of the tires and seat belts

n. Documenting a Monitoring Visit in IMT

- i. Status Areas in IMT
 - 1. There are six common areas monitored on a visit through IMT. These areas are:
 - a. Administration
 - b. Service Delivery
 - c. Environment

- d. Policy and Procedure
 - e. Staffing and Personnel
 - f. Outcomes
2. Each area will receive a color-coded response from the monitor. Colors represent whether the requirements of the visit have been met for each area and are shown as a green, yellow or red status. A green status indicates all conditions have been met. A yellow status indicates some conditions have been met and the best practice suggestions will be offered in the results/follow up letter. A red status indicates a concern that will be addressed through an action plan.
- a. If a provider is missing any safety related requirements, a status of red is chosen, and a safety action plan is created to address those requirements.
 - b. Monitors will perform follow-up visits and/or emails of safety action plans to determine if the requirements are met or a resolution was found.
 - c. Two consecutive official monitoring reviews with a red color status could result in the partnership not being renewed.
 - d. Since the color status is a measurement of a point in time official monitoring review, the color status will remain unchanged until another official monitoring review is performed.
 - e. The first official monitoring review for new providers is used as part of our onboarding process therefore will not be considered part of the two consecutive official monitoring visits that count toward a color status.
 - f. Color status along with documentation will be reviewed during the annual provider review

ii. Action Plans

1. Action plans are created for red status areas in IMT and include the following:
 - a. Date of the monitoring visit that identified the concern
 - b. Requirement that was not met
 - c. Date by which the provider must correct the concern (usually 30 days) unless it is a safety concern which would require immediate action
 - d. Acceptable level of evidence to indicate the concern has been corrected
 - e. If applicable, identify when a follow-up monitoring review will be completed

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6. FAMILY CENTERS AND FAMILY CENTER-AFFILIATED HOME VISITING PROGRAMS

a. Requirements

Family Centers (FCs) and Affiliated Home Visiting Programs (HVPs) will adhere to all other requirements outlined in the annual Service Profiles including:

- i.** Staffing and operating hours
- ii.** Professional development
- iii.** Data entry
- iv.** Incoming referral expectations
- v.** Collaboration with other specified partners.

b. Service Profiles

FCs and HVPs should refer to their annual Service Profile for further specification on these requirements.

c. Data

In addition, FCs and HVPs are provided with a set of quality indicators (target metrics) to meet each year. Progress toward these indicators is based on data entered into the Synergy FSC data system. FCs and HVPs must enter all required data in Synergy by the 5th of the following month; this includes data uploaded from external systems. Data reporting requirements and policies are outlined in the Family Center Synergy Guide. Failure to repeatedly meet quality indicators or other monitoring requirements may result in a formal Action Plan for a FC or HVP.

d. Policy Changes

All formal changes in policy will be communicated via Policy documents, shared both via email and during FC & HVP leadership meetings. Please refer to the Family Center member homepage for a current catalog of policy documents.

7. ACRONYMS AND DEFINITIONS: Common to ALL PROGRAMS

DAL (Director's Action Line): Call 1-800-862-6783 for information and to resolve concerns or complaints about any DHS service; it can also be used to provide positive feedback.

KIDS (Key Information and Demographics System) *: the electronic data management system designed to support and integrate the case management and fiscal aspects of children's services for DHS; used to submit all fee-for-service invoices.

MCI (Master Client Index) *: listing of all clients included in the DHS data warehouse

MPER (Master Provider Enterprise Repository) *: a web-based system that is the single source of records and related data (e.g., contracts, facilities, services) for all DHS-contracted entities. CONTRACTORS are responsible for keeping their information (contacts, address, phone numbers, facilities) current.

Warm Hand-off: the preferred method of referral requires a face-to-face introduction of the client to another provider or specialist.

*For assistance with any of these systems, CONTRACTORS should contact the DHS Service Desk.

8. ACRONYMS and DEFINITIONS: Family Support Centers

ASQ (Ages and Stages Questionnaire): a child development screening used to help parents understand their child's development and to make a referral, if indicated, to an early intervention provider

Center Aide: staff responsible for organizing Center-based activities; titles may vary by lead agency

Evidence-based Practices:

ACT (Adults and Children Together): a group-based parent education program with a goal to safeguard children from adverse experiences

FCU (Family Check Up): an evidence-based home-visiting model used at some Centers aimed at improving parenting and family management practices

PAT (Parents as Teachers): an evidence-based home-visiting parent education and support program model used at many Centers

EI (Early Intervention): supports and services designed to build and enhance the natural learning that occurs in a child's early years; Allegheny County's three EI providers complete assessments of children for whom there is a developmental concern and provide services for children who are determined to be eligible.

AFIT (Alliance for Infants and Toddlers): the EI service coordination agency for families of children, ages birth to three years, with developmental concerns

DART (Discovery, Assessment, Referral, and Tracking): Pre-school intervention serving eligible children in Allegheny County (outside the City of Pittsburgh), ages 3 through 5, with developmental delays or disabilities

Pittsburgh Public Schools (PPS) Early Intervention (EI) Program: evaluates and serves eligible children in the City of Pittsburgh, ages two years and nine months through age 5

Family: based on the Standards of Quality for Family Strengthening and Support, "families consist of at least one adult and one child who are related biologically, emotionally or legally. Families may consist of one parent, two parents, grandparents, foster parents, legal guardians, or they may arise from a need for mutual support;" for FSC purposes, "parent" should be taken to mean any primary caregiver of a child

FDS (Family Development Specialist): provides direct services to families, including one-on-one home visits, group facilitation, and planning and implementation of programs and activities

FSC (Family Support Center): FSCs in Allegheny County are known by a few different names (e.g., family support center, family center, family care connection, Center for Nurturing Families)

Lead Agency: provider with whom DHS contracts to ensure that administrative, contractual and programmatic requirements are met for one or more FSCs

Nurse (currently in place only at Children's Hospital's 6 FSCs): functions as a liaison between pediatrician and mother, provides pre- and post-natal education (including breast or formula feeding), nutritional and health screenings

OCD (Office of Child Development): an office of the University of Pittsburgh with which DHS contracts to provide professional development for FSC staff

OCDEL (Pennsylvania Office of Child Development and Early Learning): an office of the Commonwealth, jointly overseen by the PA Departments of Human Services and Education and focused on creating opportunities for PA's youngest children to develop and learn to their fullest potential through a framework of supports and systems that help ensure that children and their families have access to high quality services; provides funding to DHS to support FSCs that offer evidence-based home visiting programs (e.g., PAT, FCU). OCDEL is also supporting FSC efforts to address opioid and other substance use.

Protective Factors: conditions or attributes that mitigate or eliminate risk in individuals, families and/or communities; protective factors help parents to find resources, supports or coping strategies that allow them to parent effectively, even under stress. Research has shown that protective factors are linked to a lower incidence of child abuse and neglect. They include:

- Knowledge of parenting and of child and youth development
- Parental resilience
- Social connections
- Concrete supports for parents
- Social and emotional competence of children

Quality Standards for Family Strengthening and Support: developed in California and adopted by the National Family Support Network; provide common language and expectations in the family support and strengthening field, including FSCs. The standards are built on family support principles and the protective factors frameworks. They include:

- Family centeredness
- Family strengthening
- Embracing diversity
- Community building
- Evaluation

Site Director: the staff person with day-to-day responsibility for an FSC, including supervision of staff, Center operations, scheduling, and planning programs and activities; ensures that parents are participating in decision-making in areas such as program/activity selection and hiring of staff. The staff person with these responsibilities may have a different title based on the lead agency.

Synergy: a DHS data platform that hosts multiple DHS applications including the FSC application

Van Driver: staff person, with a valid PA driver's license, who schedules and provides transportation to Center programs/activities, grocery stores, health and social service appointments, etc.

9. ACRONYMS and DEFINITIONS: Out-of-School Time / After School Programs

APOST (Allegheny Partners for Out-of-School Time)

GPA (Grade Point Average)

OST (Out-of-School Time): includes after school, before school and summer programs for school-age youth

PATHS (Promoting Alternative Thinking Strategies): an evidence-based program focused on social and emotional learning

Point-in-Time: a specific time in which an official monitoring review takes place

PPS (Pittsburgh Public Schools)

SEL (Social and Emotional Learning)

SNAP (Stop Now And Plan): a proven program that teaches children with behavioral problems to make better choices in the moment

STEAM (Science, Technology, Engineering, Arts, and Math)

STEM (Science, Technology, Engineering, and Math)

10. DOING BUSINESS WITH DHS

For more information about *Doing Business with DHS*, click on this link
<https://alleghenycounty.us/Human-Services/Resources/Doing-Business.aspx>

and it will provide you with information on the following:

- Current CONTRACTORS
- Prospective CONTRACTORS
- Solicitations (RFP/RFQ/RFI)
- Contract Monitoring
- Data Processing Systems
- Policies
- Standards of Practice
- Trainings
- Communiques
- Education
- Housing
- Immigrants and Internationals
- Incarceration Support
- LGBTQ
- Media
- Publications
- Research and Reports
- Safety and Consumer Protection