



**Application Cover Sheet**

**RFA PROCESS**

**CHILD ABUSE TREATMENT (CHAT) PROGRAM**

Submitted by:

**Glenn County Human Resource Agency  
420 East Laurel Street  
Willows, CA 95988**

**(530) 934-6638**

# CHILD ABUSE TREATMENT (CHAT) PROGRAM

## CHECKLIST

---

This checklist is provided to ensure that a complete application is submitted to Cal OES.

- APPLICATION COVER SHEET – Please complete and attach to the front of the application.
- GRANT AWARD FACE SHEET (CAL OES 2-101) – Signed by the official authorized to enter into the Grant Award Agreement.
- PROJECT CONTACT INFORMATION (CAL OES 2-102) – Must be submitted with the Grant Award Face Sheet.
- SIGNATURE AUTHORIZATION AND INSTRUCTIONS (CAL OES 2-103) – Signatures of the Project Director and Fiscal Officer are required.
- CERTIFICATION OF ASSURANCE OF COMPLIANCE VOCA (CAL OES 2-104f) – Signed by the official who signed the Grant Award Face Sheet and by the official delegating that authority.
- PROJECT NARRATIVE (CAL OES 2-108)
  - PROBLEM STATEMENT
  - PLAN
- PROJECT BUDGET
  - BUDGET NARRATIVE (CAL OES 2-107)
  - BUDGET FORMS (EXCEL SPREADSHEET FORMAT) (CAL OES 2-106a. With Match) Personal Services – Salaries/Employee Benefits
    - Operating Expenses
    - Equipment
- APPLICATION APPENDIX
  - Organizational Chart
  - Project Summary (Cal OES 2-150)
  - Other Funding Sources (Cal OES 2-151)
  - Emergency Fund Procedures (Cal OES 2-153)
  - Project Service Area Information (Cal OES 2-154)
  - Noncompetitive Bid Request Checklist (Cal OES 2-156)
  - Computer and Automated Systems Purchase Justification (Cal OES 2-157)
  - Out-Of-State Travel Request (Cal OES 2-158)
  - Operational Agreement Summary Form ([Cal OES 2-160](#))
  - CHAT Program staff duty statements/job descriptions
  - CHAT Program staff resumes

Cal OES# \_\_\_\_\_ FIPS# \_\_\_\_\_ VS \_\_\_\_\_ CFDA# \_\_\_\_\_ Grant# \_\_\_\_\_

### CALIFORNIA GOVERNOR'S OFFICE OF EMERGENCY SERVICES GRANT AWARD FACE SHEET (Cal OES 2-101)

The California Governor's Office of Emergency Services hereafter designated Cal OES, hereby makes a Grant Award of funds to the following:

1. **Grant Recipient:** County of Glenn **1a. DUNS#** 797375367

In the amount and for the purpose and duration set forth in this Grant Award.

2. **Implementing Agency:** Glenn County Human Resource Agency **2a. DUNS#** 797375367

3. **Implementing Agency Address:** 420 East Laurel Street Willows 95988-3115  
Street City Zip+4

4. **Location of Project:** Willows, CA Glenn 95988-3115  
City County Zip+4

5. **Disaster/Program Title:** \_\_\_\_\_ **6. Performance Period:** 10/01/13 to 09/30/14

Grant Year	Fund Source	A. State	B. Federal	C. Total	D. Cash Match	E. In-Kind Match	F. Total Match	G. Total Project Cost
2013	7. VOCA		\$160,305			\$40,076	\$40,076	\$200,381
Select	8. Select						\$0	\$0
Select	9. Select						\$0	\$0
Select	10. Select						\$0	\$0
Select	11. Select						\$0	\$0
	12. TOTALS	\$0	\$160,305	\$160,305	\$0	\$40,076	\$40,076	<sup>12G.</sup> Total Project Cost: \$200,381

13. This Grant Award consists of this title page, the application for the grant, which is attached and made a part hereof, and the Assurances/Certifications. I hereby certify I am vested with the authority to enter into this Grant Award Agreement, and have the approval of the City/County Financial Officer, City Manager, County Administrator, Governing Board Chair, or other Approving Body. The Grant Recipient certifies that all funds received pursuant to this agreement will be spent exclusively on the purposes specified in the Grant Award. The Grant Recipient accepts this Grant Award and agrees to administer the grant project in accordance with the Grant Award as well as all applicable state and federal laws, audit requirements, federal program guidelines, and Cal OES policy and program guidance. The Grant Recipient further agrees that the allocation of funds may be contingent on the enactment of the State Budget.

14. **Official Authorized to Sign for Applicant/Grant Recipient:** \_\_\_\_\_ **15. Federal Employer ID Number:** 94-600069

Name: Scott Gruendl Title: Director

Telephone: (530) 934-6638 FAX: (530) 934-6521 Email: cgtcap-distribution@hra.co.glenn.ca.us  
(area code) (area code)

Payment Mailing Address: 420 East Laurel Street City: Willows Zip+4: 95988-3115

Signature:  Date: 08/20/2013

[FOR Cal OES USE ONLY]

I hereby certify upon my own personal knowledge that budgeted funds are available for the period and purposes of this expenditure stated above.

Cal OES Fiscal Officer \_\_\_\_\_ Date \_\_\_\_\_ Cal OES Director (or designee) \_\_\_\_\_ Date \_\_\_\_\_

**PROJECT CONTACT INFORMATION**

Recipient Glenn County Human Resource Agency Grant Number AT13090110

Provide the name, title, address, telephone number, and e-mail address for the project contacts named below. **NOTE: If you use a PO Box address, a street address is also required for package delivery and site visit purposes.**

1. The **Project Director** for the project:

Name: Suzi Kochems Title: Resource Development Manager

Telephone #: (530)9341466 Fax#: (530)9346521 Email Address: gctcap-distribution@hra.co.glenn.ca.us  
Address/City/Zip: 420 East Laurel Street, Willows, CA 95988

2. The **Financial Officer** for the project:

Name: Cecilia Hutsell Title: Chief Deputy Director

Telephone #: (530) 934-6347 Fax#: (530) 934-6521 Email Address: gctcap-distribution@hra.co.glenn.ca.us  
Address/City/Zip: 420 East Laurel Street, Willows, CA 95988

3. The **person** having **Routine Programmatic** responsibility for the project:

Name: David Prest Title: Principal Program Specialist

Telephone #: (530) 934-1578 Fax#: (530) 934-6521 Email Address: gctcap-distribution@hra.co.glenn.ca.us  
Address/City/Zip: 420 East Laurel Street, Willows, CA 95988

4. The **person** having **Routine Fiscal Responsibility** for the project:

Name: Korri VonSeggern Title: Supervising Accountant

Telephone #: (530) 934--1461 Fax#: (530) 934-6521 Email Address: gctcap-distribution@hra.co.glenn.ca.us  
Address/City/Zip: 420 East Laurel Street, Willows, CA 95988

5. The **Executive Director** of a nonprofit organization or the **Chief Executive Officer** (i.e., chief of police, superintendent of schools) of the implementing agency:

Name: Scott Gruendl Title: Director

Telephone #: (530) 934-6638 Fax#: (530) 934-6521 Email Address: gctcap-distribution@hra.co.glenn.ca.us  
Address/City/Zip: 420 East Laurel Street, Willows, CA 95988

6. The **Official Designated** by the Governing Board to enter into the Grant Award Agreement for the city/county or Community-Based Organization, as stated in Block 14 of the Grant Award Face Sheet:

Name: Scott Gruendl Title: Director

Telephone #: (530) 934-6638 Fax#: (530) 934-6521 Email Address: gctcap-distribution@hra.co.glenn.ca.us  
Address/City/Zip: 420 East Laurel Street, Willows, CA 95988

7. The **chair** of the **Governing Body** of the recipient:

Name: John K. Viegas Title: Chairman, Glenn County Board of Supervisors

Telephone #: (530) 934-6400 Fax#: (530) 934-6419 Email Address: jviegas@countyofglenn.net  
Address/City/Zip: 525 West Sycamore Street, Willows, CA 95988-3115

# SIGNATURE AUTHORIZATION

Grant Award #: AT13090110

Grant Recipient: County of Glenn

Implementing Agency: Glenn County Human Resource Agency/Community Action Division

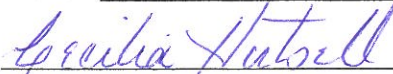
**\*The Project Director and Financial Officer are *REQUIRED* to sign this form.**

**\*Project Director:** Scott Gruendl, Director

Signature: 

Date: August 20, 2013

**\*Financial Officer:** Cecilia Hutsell, Deputy Director

Signature: 

Date: August 20, 2013

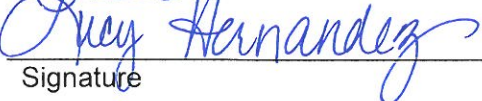
The following persons are authorized to sign for the  
**Project Director**

  
Signature

Christine Zoppi, Deputy Director  
Name

  
Signature

Suzi Kochems, Program Manager  
Name

  
Signature

Lucy Hernandez, Program Manager  
Name

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Name


\_\_\_\_\_  
Signature

\_\_\_\_\_  
Name

The following persons are authorized to sign for the  
**Financial Officer**

  
Signature

Korri VonSeggern, Supervising Accountant  
Name

  
Signature

Randall Royce, Accountant III  
Name

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Name

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Name

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Name

**CERTIFICATION OF ASSURANCE OF COMPLIANCE**  
**Victims of Crime Act (VOCA) Fund**

I, Scott Gruendl hereby certify that  
(official authorized to sign grant award; same person as Section 14 on Grant Award Face Sheet)

RECIPIENT: County of Glenn

IMPLEMENTING AGENCY: Human Resource Agency, Community Action Division

PROJECT TITLE: Child Abuse Treatment Program (CHAT)

is responsible for reviewing the *Grant Recipient Handbook* and adhering to all of the Grant Award Agreement requirements (state and/or federal) as directed by Cal OES including, but not limited to, the following areas:

**I. Federal Grant Funds**

Recipients expending \$500,000 or more in federal grant funds annually are required to secure an audit pursuant to OMB Circular A-133 and are allowed to utilize federal grant funds to budget for the audit costs. See Section 8000 of the Recipient Handbook for more detail.

- The above named recipient receives \$500,000 or more in federal grant funds annually.
- The above named recipient does not receive \$500,000 or more in federal grant funds annually.

**II. Equal Employment Opportunity – (Recipient Handbook Section 2151)**

It is the public policy of the State of California to promote equal employment opportunity by prohibiting discrimination or harassment in employment because of race, religious creed, color, national origin, ancestry, disability (mental and physical) including HIV and AIDS, medical condition (cancer and genetic characteristics), marital status, sex, sexual orientation, denial of family medical care leave, denial of pregnancy disability leave, or age (over 40). **Cal OES-funded projects certify that they will comply with all state and federal requirements regarding equal employment opportunity, nondiscrimination and civil rights.**

Please provide the following information:

Equal Employment Opportunity Officer: Jamie Cannon  
Title: Personnel Director  
Address: 525 West Sycamore Street, Willows, CA 95988  
Phone: 530-934-6451  
Email: jcannon@countyofglenn.net

**III. Drug-Free Workplace Act of 1990 – (Recipient Handbook, Section 2152)**

The State of California requires that every person or organization awarded a grant or contract shall certify it will provide a drug-free workplace.

**IV. California Environmental Quality Act (CEQA) – (Recipient Handbook, Section 2153)**

The California Environmental Quality Act (CEQA) (*Public Resources Code, Section 21000 et seq.*) requires all Cal OES funded projects to certify compliance with CEQA. Projects receiving funding must coordinate with their city or county planning agency to ensure that the project is compliance with CEQA requirements.

**V. Lobbying – (Recipient Handbook Section 2154)**

Cal OES grant funds, grant property, or grant funded positions shall not be used for any lobbying activities, including, but not limited to, being paid by or on behalf of the undersigned, to any person for influencing or attempting to influence an officer or employee of any agency, a Member of Congress, an officer or employee of Congress, or an employee of a Member of Congress in connection with the making of any federal grant, the entering into of any cooperative agreement, and the extension, continuation, renewal, amendment, or modification of any federal grant or cooperative agreement.

**VI. Debarment and Suspension – (Recipient Handbook Section 2155)**

*(This applies to federally funded grants only.)*

Cal OES-funded projects must certify that it and its principals are not presently debarred, suspended, proposed for debarment, declared ineligible, sentenced to a denial of federal benefits by a state or federal court, or voluntarily excluded from covered transactions by any federal department of agency.

**VII. Proof of Authority from City Council/Governing Board**

The above-named organization (applicant) accepts responsibility for and will comply with the requirement to obtain written authorization from the city council/governing board in support of this program. The applicant agrees to provide all matching funds required for said project (including any amendment thereof) under the Program and the funding terms and conditions of Cal OES, and that any cash match will be appropriated as required. It is agreed that any liability arising out of the performance of this Grant Award Agreement, including civil court actions for damages, shall be the responsibility of the grant recipient and the authorizing agency. The State of California and Cal OES disclaim responsibility of any such liability. Furthermore, it is also agreed that grant funds received from Cal OES shall not be used to supplant expenditures controlled by the city council/governing board.

The applicant is required to obtain written authorization from the city council/governing board that the official executing this agreement is, in fact, authorized to do so. The applicant is also required to maintain said written authorization on file and readily available upon demand.

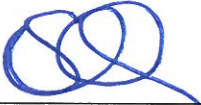
**VIII. Special Condition for Grant Awards with Victims of Crime Act (VOCA) Fund**

- The grant recipient agrees to administer the grant in accordance with the VOCA, the VOCA Program Guidelines, and the Office of Justice Programs Financial Guide.

All appropriate documentation must be maintained on file by the project and available for Cal OES or public scrutiny upon request. Failure to comply with these requirements may result in suspension of payments under the grant or termination of the grant or both and the Recipient may be ineligible for award of any future grants if the Cal OES determines that any of the following has occurred: (1) the Recipient has made false certification, or (2) violates the certification by failing to carry out the requirements as noted above.

**CERTIFICATION**

I, the official named below, am the same individual authorized to sign the Grant Award Agreement [Section 14 on Grant Award Face Sheet], and hereby swear that I am duly authorized legally to bind the contractor or grant recipient to the above described certification. I am fully aware that this certification, executed on the date and in the county below, is made under penalty of perjury under the laws of the State of California.

Authorized Official's Signature:  \_\_\_\_\_

Authorized Official's Typed Name: Scott Gruendl

Authorized Official's Title: Director

Date Executed: August 20, 2013

Federal Employer ID #: 94-6000691 Federal DUNS # 7973575367

Current Central Contractor Registration Expiration Date: 10/01/2013

Executed in the City/County of: Willows/Glenn

**AUTHORIZED BY:** *(not applicable to State agencies)*

- |   |   |
|---|---|
| <input type="checkbox"/> City Financial Officer           | <input type="checkbox"/> County Financial Officer |
| <input type="checkbox"/> City Manager                     | <input type="checkbox"/> County Manager           |
| <input checked="" type="checkbox"/> Governing Board Chair |   |

Signature:  \_\_\_\_\_

Typed Name: John K. Viegas

Title: Chairman, Glenn County Board of Supervisors



## Project Narrative

### Project Narrative

#### **A.1. Problem Statement**

Glenn County is a small rural farming county encompassing 1,315 square miles with only two incorporated cities, Willows and Orland. It is located 90 miles north of Sacramento and 70 miles south of Redding on the I-5 corridor. While the majority of Glenn County residents are concentrated in Willows and Orland, roughly 22% of the county's population resides in remote areas of the county where service accessibility and transportation are limited.

Glenn County has identified **several factors that continue to significantly contribute to child abuse and neglect**. These factors include: **high levels of unemployment and poverty; limited education; domestic violence; drug and alcohol abuse; and limited public transportation**. These issues, either alone or in combination, generally break down family structure or contribute to family instability.

Over 32% of the county's population is employed in the areas of agriculture, manufacturing and retail, based on 2012 Employment Development Department data. These industries typically pay minimum wage, are usually part-time employment, and/or provide little or no opportunity for career advancement and the acquisition of different skills and knowledge. According to the U.S. Census, the median income in Glenn County is \$40,859 (*U.S. Census Bureau, Small Area Income and Poverty Estimates (SAIPE) 2012*). More current data from the Bureau of Labor Statistics indicated an average weekly wage of only \$782 as of 2012. Despite the reporting year of the data, the trend is consistent and is indicative of ongoing economic hardship faced by a significant portion of the county's population.

The county unemployment rate historically has been significantly high, due to the seasonal or cyclical nature of the county's primary industries. As of **July 2013, the**

**California State Employment Development Department reported the unemployment rate for Glenn County at 13.1%.** Slight decreases in the unemployment rate are typically seen during summer months, likely owing to the seasonal increase in farm employment opportunities. By comparison, the unemployment rate for the state of California was 9.2% for the same time period. Glenn County's unemployment rate has trended higher than the state average for the past five years and this data supports that trend. **Therefore, within rural Glenn County, unemployment remains a predominant issue.**

Glenn County's population is about 28,122, according to 2010 US Census data. Nearly 28% of the county's population is under age 18. Of the general population, Caucasians represent approximately 55% of the population; Hispanics/Latinos represent nearly 40%, Asians represent approximately 2% of the population; and Native Americans represent approximately 1.5% of the population. In addition, most recent Census data available indicates that **26% of the population over the age of 25 does not have a high school diploma or equivalent.**

Data provided through the Child Welfare Dynamic Reporting System conducted by University of California, Berkeley indicates a high incidence of referrals for abuse and subsequent substantiated referrals of abuse within six months after receiving a first substantiated abuse referral. Glenn County Child Welfare Services (CWS) has consistently remained below the national standard of 94.6% for **No Recurrence of Maltreatment**, meeting or exceeding the standard in only two quarters through 2011. The number of children who do not experience maltreatment drops significantly within 24 months to the sixty to seventy percentiles ranges, making prevention efforts essential. Many of the initial referrals of abuse that do not rise to level of CWS intervention involve domestic violence. These families are referred to the CHAT program as a part of a Differential Response prevention program. This program has made a difference;

improving Glenn County's *no recurrence* rate into the 89 to 98 percentile range since April of 2011. Of those children served by the CHAT Program during the last program year, domestic violence and physical/emotional abuse were the most prominent types of victimization.

The CHAT Program is administered by the Community Action Division of the Glenn County Human Resource Agency (HRA) (hereinafter referred to as CAD) in conjunction with several other community-based services including: emergency shelter and food; victim witness assistance; youth employment services; and the Independent Living Program for foster youth; and many other programs that serve youth and families who are at risk or who may be victims of abuse or neglect. **The Glenn County HRA is undergoing a consolidation process with the Glenn County Health Services Agency and will be situated under the newly formed Glenn County Health and Human Services Department. For this application we will refer to the traditional names of HRA and CAD.** Currently, CHAT is part of a collaboration of services in partnership with the following: Glenn County Health Services Agency hereinafter referred to as HSA; Child Welfare Services; and the Glenn County Office of Education (GCOE). These entities collaborate on county mental health and group home placement issues as the Management and Planning (MAP) team. HSA provides on-site therapeutic and transition aged youth services. GCOE provides a Foster Youth Services (FYS) coordinator to assist foster youth with educational advocacy and youth leadership.

A countywide referral process exists through collaborative partnerships to provide services to child abuse victims. As mentioned previously, CHAT staff collaborates with Child Welfare Services (CWS), Glenn County Health Services Agency (HSA); Glenn County Schools and Glenn County Law Enforcement agencies through the Multi-Disciplinary Team (MDT) process and referrals for service provision to CHAT clients. Domestic violence is a prevalent and enduring problem in the county and

children are present in the majority of families referred to VW and CHAT. To address this need, Glenn County partners with the Westside Domestic Violence Shelter, a domestic violence services entity, to provide services for adult victims of domestic violence.

Even with strong collaborative efforts to provide services to children, barriers still remain that hamper the ability of agencies to reach and assist victims, especially with regard to therapeutic services. Transportation to counseling is one barrier that continues to be an issue, as well as engagement in services due to other family functioning barriers. There continues to be few counselors within Glenn County who will accept Victim Witness payment for clinical services. For children who are without MediCal and private insurance CHAT remains a critical source of payment for access to clinical treatment. The CHAT Program has helped to provide timely and quality clinical services.

CAD has partnered with HSA to hire a licensed therapist to provide services to CHAT clients and to link those eligible for Medi-Cal services to HSA. The therapist is a county employee, supervised by HSA clinical staff and provides services to CHAT clients for 32-hours per week. Services are provided on-site at the HRA to ensure that CHAT clients are also screened for other services offered by the agency. It is the agency's intent to utilize the CHAT Therapist to provide therapeutic services to children. However, should the demand for therapeutic services increase beyond the capacity of the CHAT Therapist and her ability to meet this need, private therapists may need to be utilized.

Therapeutic services will be available five (5) days per week on a countywide basis (.80 FTE). Therapeutic services will be available on a countywide basis and in both the north and south county facilities. Therapeutic services will be provided in collaboration with HSA by the licensed, in-county CHAT Therapist. Efforts will be made to strengthen the bridge of service connectivity with the county's Native American population at the Grindstone Indian Rancheria, located in the southern part of Glenn

County in Elk Creek. Through outreach consisting of flyers posted at local stores and other locations where people gather, and through the Grindstone Collaborative quarterly meetings conducted at the Rancheria we hope to reach a larger percentage of the Native American population. The Rancheria is about 45 miles from Orland, but only 28 miles from Willows and access to therapeutic services is of great benefit to this population.

It should be noted that the cost of employing an in-county therapist (job title is Senior Mental Health Counselor, per the attached duty statement) for the provision of CHAT services and hereinafter referred to as the CHAT Therapist is far less costly than contracting with a private therapeutic provider, even when taking into account the cost of benefits and ancillary overhead. This allows more funding to be budgeted for support staff to conduct referrals, provide supportive services to reduce barriers to service, outreach, data collection and reporting. Additionally, an in-county therapist provides nearly immediate access to therapy for children receiving services under CHAT, as they will not be competing with private-pay patients for the therapist's time and children will be treated as soon as possible after victimization occurs.

CHAT funding is an essential component in the county's ability to serve child victims of abuse and neglect. CAD continues to work diligently to streamline service delivery methods and broaden accessibility, while at the same time reduce costs wherever possible. The CHAT Program plays a vital and ongoing role in closing gaps in service delivery and ensuring continuous treatment to child victims in Glenn County.

## **A.2. Plan and Implementation**

### **PLAN**

The Glenn County CHAT Program is structured to utilize the strengths of partner entities and maximize countywide child abuse treatment resources. **The Glenn County Human Resource Agency (HRA) Community Action Division (CAD) directly**

**employs two CHAT Specialists to provide referral services, intake, transportation, outreach, in-home therapeutic visits and interpretation services. Therapeutic treatment services will be provided by the Glenn County Health Services Agency (HSA), utilizing the expertise of a licensed, in-county therapist (CHAT Therapist).**

The use of an in-county therapist was initiated two program years ago and capitalizes on the collaborative relationship that exists between the HRA and Behavioral Health. Working with private therapeutic service providers requires the agency to accommodate the therapist's schedule, which may mean the child's treatment is initiated later, rather than sooner. The existence of a dedicated, CHAT Therapist allows us to connect the child with necessary treatment at the earliest possible opportunity. In past years, it took up to 45 days to connect the child victim with treatment services through the County HSA's Mental Health Unit with the potential for up to six (6) sessions occurring with a private therapist in the interim. Now, with the presence of a therapist dedicated to CHAT, children are connected with Mental Health in as few as seven (7) days as the therapist can directly refer Medi-Cal eligible children to such services. In addition, children can receive counseling in as little as 24 to 48 hours from the time the child is referred to the CHAT Program.

Initial referrals for CHAT services may be received by the CHAT Specialists through Child Welfare Services, Victim Witness Program, Health Services, Employment Services, County schools and law enforcement. Child victim self-referrals are also accepted, although these are rare. The CHAT Service Team, including CHAT Specialists, CHAT Therapist, CWS Supervisors and Health Services Coordinators, meet every other week to discuss referrals for clients identified by the CWS system as needing services but not meeting the criteria for the Child Welfare system, and to provide updates of the mental health services the client's receive.

The goals of the CHAT Specialists are to resolve emergency needs, provide referral for completion of Victim's Compensation Forms, provide judicial process support, provide interpretation services as needed, and ensure access to (and engagement with) therapeutic treatment services (including in-home visits), as described in the child victim's Client Care Plan. In-home visits are conducted with parents to encourage them to participate in services, provide support and reinforce the therapeutic lessons and progress. These visits celebrate successes and assist the family in identifying solutions to barriers that may interfere with the progress of the treatment and also encourages participation in therapy sessions. Participation in therapy sessions may include provision of transportation to appointments, emotional support, and education and advocacy. CHAT Specialists will ensure access and engagement throughout the treatment, address transportation issues, facilitate communication between the therapist and the family through bilingual services, and/or assist with in-home visits. CHAT Specialists also help with community outreach events to promote awareness of the CHAT Program and to assist in the recruitment and development of volunteers.

The Resource Development Program Manager will supervise the CHAT Specialists to ensure that children are receiving the services they need and to ensure that the most appropriate funding source is utilized for service billing. When a child victim is not currently receiving needed therapeutic services, the CHAT Specialists immediately connects the child with the CHAT Therapist, who then evaluates the referral based on severity of need and payment source. For example, Glenn County Health and Human Services Agency is the only provider who accepts Medi-Cal, so that a child who is Medi-Cal eligible and has met medical necessity issues will be assigned to HSA as the first option for payment of services. However, if the CHAT qualified child is determined to have a non-medical related mental health issue and is eligible for the CHAT Program the CHAT Therapist can immediately begin providing therapeutic services, minimizing the

lag time between victimization and treatment. In all cases, CHAT funding will be utilized as the payer of last resort.

Ongoing evaluation of the CHAT Program will occur through biweekly meetings between the Resource Development Program Manager responsible for program implementation, the CHAT Specialists responsible for the provision of supportive services, the CHAT Therapist, the Health Services Coordinator, and the Child Welfare Services Program Manager. Program practices, service opportunities, and client progress will be discussed and any necessary changes will be implemented. The primary CHAT Specialists and the CHAT Therapist will meet together on a regular basis to ensure program continuity and integrity.

**a. Intake**

The consolidated structure of the HRA and the new Health and Human Services Agency **allows easy access to CHAT and other program services for children**. The HRA offers a One-Stop service site and resource center situated in an integrated agency that includes Social Services and Community Action Services as well as the beginning integration of behavioral and public health services. The Social Services Division provides mandated assistance programs such as Medi-Cal, CaWORKs and Child Welfare Services (CWS), while the Community Action Division provides comprehensive self-sufficiency and family-oriented programs, employment assistance, housing programs, as well as emergency food and shelter. This integrated agency structure produces a central and coordinated point of contact for families and children who commonly have high-risk living situations such as homelessness, limited ability to purchase food and family histories with patterns of abuse and neglect. Individuals and families in search of assistance are interviewed by a screener when they arrive at HRA. The screener is cross-trained in several HRA program areas and completes an initial client assessment to determine needs. The primary objective is to direct the client to the



most appropriate services while minimizing the number of times they must “tell their story” to different individuals to have their needs met. The second objective is to deliver the best level of customer service for desired client outcomes. The screener and the CHAT Specialists are knowledgeable about community services for families and children throughout the County, as well as in the North State, or through a collaborative partner and are able to connect people with the various programs and services that will best meet their needs.

**The CHAT Program accepts referrals of child victims from any source.**

Primary sources of referrals include partner agencies such as Child Welfare Services law enforcement, schools, the Glenn County Mental Health Unit, or HRA’s CHAT Specialists. Operational Agreements solidify working relationships with these partners. CHAT Specialists refer the child to the CHAT Therapist, who makes initial contact with referred families and assesses eligibility for CHAT Program services. The CHAT Staff (Specialists or Therapist) also screen children for needs from other HRA programs. Contacts are made by telephone and/or in-person. Should a minor self-refer, the youth will be connected with the CHAT Staff to ensure the best array of services are provided. As a mandated reporter, the CHAT Staff makes referrals to Child Welfare Services when appropriate.

The Glenn County HRA makes a concerted effort to ensure that all persons have equal access to services. This includes teens and children, as well as youth with disabilities. Disabled access is available at each venue where CHAT services are provided. Although few CHAT referrals for children with disabilities are received, HRA is equipped to handle such a referral by utilizing the strengths of its partner network to ensure that appropriate accommodations are made in the provision of services. The presence of an in-county CHAT Therapist allows children with disabilities to have the same access to therapeutic services as other children. If a child does not have

transportation to CHAT services, the CHAT Specialists transports the child, or services are provided at the child's home. Furthermore, both locations where CHAT services are provided can be reached by Glenn Ride, the County's public transportation system, which is accessible to the disabled. When a CHAT child is disabled and has no means of transportation to services, and is unable to utilize Glenn Ride, CHAT Specialists can meet the child and family members in their home, if safe to do so, or at an alternate, safe location.

Part of the intake process is to gather as much information about the family as possible, thereby allowing the most appropriate array of services to be incorporated into the Client Care Plan. Family background and history are discussed during the assessment. Client's behavior and the presenting problems are identified. The screening and assessment process helps to identify challenges a family may be facing and reveals other services the family is currently receiving, as well as assists in identifying additional services that may be helpful.

Providing comprehensive care and services also requires the sharing of information among providers, agencies and individuals. To facilitate the sharing of information, the Children's Interagency Coordinating Council (CICC), which also functions as Glenn County's Child Abuse Council and a collaborative decision-making body for the long-term direction of services to children, developed a countywide universal release of information form (URI). With one form, clients can provide written permission to agencies in order to exchange information. If other agencies not specifically listed on the form will need to receive client information, these can be indicated on the URI.

Each URI for children receiving services under CHAT will include the California Office of Emergency Services (Cal OES) for the purpose of grant monitoring, technical assistance and site visits. Each provider listed on the URI will receive a copy of the

release. The URI will be completed by the victim or family member at the time of initial contact with the child so that coordination of service delivery can begin immediately.

Case files are maintained on each person referred to the CHAT Program. Information about the family's background, the nature of the victimization and individuals who are important to the service process will be gathered through police reports, information received from service providers and personal interviews with the victim and their family members. The CHAT Therapist will have responsibility for determining the problem, including symptoms and severity, through a variety of assessment tools. Assessments include the completion of a standard mental health assessment, and *Child and Adolescent and/or Family Assessment* that details information about the child or teen; the family; the existing problem; the client's mental state and personal history; developmental considerations; personal strengths and challenges; relationships; and drug and alcohol exposure. Current clinical diagnosis will be indicated in the mental health assessment form and Client Care Plan.

The success of the Glenn County CHAT program is dependent upon reaching underserved child and youth populations. HRA has been very successful over the past few years in reaching children and youth through collaborative efforts such as the CICC, MAP, Independent Living Program (ILP) and the Youth Employment Services (YES) program. In addition, the Foster Youth Services Coordinator (through the Office of Education) has been very helpful in connecting child victims and their families with CHAT services. The CHAT Program also maintains a presence at local community events, such as the Child and Family Celebration Fair and the Community Resource Fair, and also provides direct outreach and presentations to community groups, and service organizations and providers. Such events in rural areas are generally well attended and are a good way to reach a broad segment of the county's population with

little or no cost associated. Improved outreach and collaboration is indicated by the growing number of children served under the CHAT program.

The CHAT Specialists and the CHAT Therapist are mandated reporters. They are encouraged to attend necessary training on a continuous basis. All HRA employees and contracted service providers, even if through other County Departments, are required by policy and mandated to report suspected child abuse and neglect. Failure to comply with policy or mandate may result in termination of either employment or the contract for service provision, as appropriate.

Throughout the informed consent process, the CHAT Specialists and the CHAT Therapist will work with the child along with the non-offending caregiver. Emancipated youth do not require parental consent, but may have a parent or caregiver involved if desired. Generally, the child and parent both participate in the informed consent process and sign the necessary forms if the child is under age 18. However, youth ages 12 to 17 can initially self-refer for CHAT services without a parent's consent. The CHAT program works very closely with CWS to serve any child who has been abused, neglected, exposed to trauma, as well as in cases where the parents or guardians have failed to protect the child. CWS then makes the assessment with regard to the case summary for the child and desired outcome and what response is determined to be the most appropriate.

Client confidentiality is of utmost importance. The CHAT Specialists and the CHAT Therapist are bound by both law and policy to maintain confidentiality. Both the CHAT Specialists and the Therapist receive annual training on their responsibility to protect client confidentiality and cultural sensitivity. The CHAT Specialists is required to explain confidentiality to clients and to review the release of information process with them. Clients are informed that the release of information is the mechanism for sharing of information among providers so complete and appropriate services can be provided.

**b. Clinical Psychotherapy Services**

***Assessment***

The CHAT Specialists refers the child to the CHAT Therapist for screening, assessment and assignment. The CHAT Therapist makes the initial contact with the child victim and caregivers. This contact is normally made within three (3) days. Clients will be seen and an assessment will be scheduled within 24 to 48 hours when the referral is made by the CHAT Specialists. The first clinical visit will occur within two (2) to five (5) days from the initial referral, and will occur at the HRA facility in Orland or Willows or at the HSA facility. The CHAT Therapist will screen, complete a mental health clinical assessment, and develop a Client Care Plan in conjunction with the client and his/her parent or care-giver. The CHAT Therapist will also refer clients who are MediCal eligible to receive services within Glenn County Mental Health. The CHAT Therapist will engage the CHAT Specialists in instances where there are barriers to accessing treatment, such as transportation, and or when follow up home visits' will compliment the services plan.

Assessment tools are used as appropriate for each individual client referred, Apart from mental health assessment forms, the CHAT Therapist will a standard *Child and Adolescent and/or Family Assessment* that presents information about the child or teen, the family, the presenting problem, the client's mental status and personal history, developmental considerations, personal strengths and challenges, relationships, trauma history and substance abuse history. Clinical diagnoses are also included in the assessment. Additional tools may include, but are not limited to: Substance Abuse Inventory; Learning Style Test; Reynolds Adolescent Depression Scale; Reynolds Child Depression Scale; Beck Depression Inventory; Suicidal Ideation Questionnaire; Mental Status Checklist for Children; Trauma Symptom Checklist for Children; Detailed Assessment of Post-traumatic Stress; Revised Child Manifest Anxiety Scale; Connors

Scale; TOVA; Adolescent Anger Rating Scale; Health Screening Form; Eating Disorder Inventory-2; Medically Fragile Child Assessment Matrix; Parental Stress Screening Tool; Vocational Interest Survey; interviews conducted by the Sexual Abuse Interview Team; Mental Health Assessment; Positive Toxicity Syndrome; and a pre-counseling questionnaire. Assessments tools may be used individually or in conjunction with other tools.

Services are available to Spanish-speaking children through a Spanish bi-lingual staff. A Multi-Cultural Assessment tool (to assist therapists) is used for all children to determine any cultural aspects of the family that must be taken into consideration. Additionally, the HRA also has interpreters available for Spanish and Hmong/Laotian interpretation, which are the primary non-English languages spoken in Glenn County. HRA also has a contract with Language Line Services solely for translation assistance with other languages.

All of the therapeutic service provider offices are accessible to individuals with disabilities. CHAT Specialists and the CHAT Therapist have experience in assessing and treating children with physical, emotional and learning disabilities. This includes treatment for children and families with multiple special needs. A partnership exists with the Glenn County Office of Education to provide outreach information to parents of children with disabilities through the Special Education Local Area (SELPA) Plan.

The primary strength of the Glenn County CHAT program is the community partnerships developed by the HRA with other entities and service providers. The CHAT Program is designed to provide coordinated services that maximize the county's therapeutic resources while focusing on continuity of service to children. This is accomplished through partnerships and blending of diverse funding streams. As stated before, Glenn County has formed key **partnerships** to support children's physical and mental health among HSA Services, CWS, law enforcement, the County Office of

Education and community-based organizations such as the Grindstone Collaborative and the North Valley Hockey and Sports Complex, a health and education based non-profit.

### ***Treatment Plan***

The CHAT Therapist will formulate a Treatment Plan with the input of the caregiver and/or the child once the assessment is complete. The Treatment Plan will include: the presenting problem statement; diagnosis; treatment goals; strategies and interventions. The CHAT Therapist and CHAT Specialists can pool their information and resources to develop a comprehensive plan for the client, including involvement of multi-disciplinary support, if necessary. Coordination with the Multi-Disciplinary Team (MDT) is done as necessary to integrate services.

The CHAT Therapist uses a variety of treatment options that are identified in the plan, including but not limited to: Brief Therapy, Play Therapy; expressive and kinetic therapies; Cognitive-Behavioral Therapy; social skills training; and Parent-Child Interactive Therapy (PCIT). Progress is assessed at every treatment session through behavioral changes, reports from family and additional testing, if necessary. Client's progress will be recorded at the end of each session and progress noted will be maintained in client's individual chart. Evaluation of progress toward the goals listed on the Client Care Plan is reviewed and updated at three (3) months or earlier if requested by the CHAT Specialists and again at six (6) months. The CHAT Therapist works with the client, parent and CHAT Specialists to monitor the progress towards the treatment goals. When necessary, client's progress updates are shared in Multi-Disciplinary Team (MDT) meetings, involving Child Welfare Services social workers, nurses, teachers, law enforcement and legal professionals. Members of the MDT are encouraged to coordinate services for the child. Roles and responsibilities are identified through the treatment plan, so that services are streamlined and supportive, not duplicative.

Many of the services provided by the CHAT Specialist are supportive in nature, such as follow-up counseling or in-home components of the identified treatment modality. **CHAT Specialists refer child victims to the Victim Witness Program, also operated by the HRA, for completion and assistance with the Victim Compensation Program (VCP) claims. This inherent linkage enhances resources available to treat children in Glenn County.** Additionally, the CHAT Specialist works very closely with the county's Victim Witness Program in ensuring VCP claims are filed and also to ensure *Marsy's Law* is upheld on behalf of child victims. The CHAT Specialist is often able to assist children at an earlier point in the service delivery process; ideally before formal entry to the Child Welfare System becomes necessary. This practice is consistent with Child Welfare Systems Outcomes Improvement Program (CWSOIP).

Treatment sessions occur weekly for a period of three (3) to six (6) months based upon the results of the clinical assessment. Frequency of sessions depends on the child/family's needs. Ideally, services will be stepped down within two or three months of opening the case. Generally, CHAT counseling services will end within six (6) months, although treatment may be extended as needed. Group therapy sessions and support will be available at multiple locations. Counseling for collateral parties will be provided to non-offending family members of the child victim, if determined that such treatment will be beneficial to the child.

The CHAT Therapist and Specialists have experience working with the victims of abuse, and are trained in the treatment of trauma. Clinical supervision for the CHAT Therapist is provided through the Glenn County Health Services Agency (HSA). Supervision is provided by a Licensed Marriage and Family Therapist (LMFT) or a Licensed Clinical Social Worker (LCSW).



Clinicians are either licensed or registered as an intern with the California Board of Behavioral Science. Interns practice under the supervision of a licensed therapist. All clinicians have been trained in assessment and evaluation tools for use with the general population and have a minimum of two years experience working with child and/or teen victims. Advanced training in services to ethnic groups and the disabled population will be provided when necessary. CHAT staff receives initial and refresher training in child abuse, trauma, and treatment for child victims and their families.

### ***Clinical Documentation***

Providers use standard record keeping practices for each client. Clinical records include the following information: CHAT Referral Form, Universal Release of Information (URI); Mental Health Screening Tool, Mental Health Assessment Tool, Client Care Plan, and Periodic Progress Reports. Note-taking practices follow Title 22 guidelines, meaning all progress notes will be recorded within 24 hours of seeing the client. Files are maintained in accordance with federal and state laws. This means that records are not accessible or disclosed to any person or entity not authorized by the client and files are held in locked storage areas.

All providers are required to follow regulations as established by the Health Insurance Portability and Accountability Act (HIPAA). Providers are also required to utilize a Universal Release of Information (URI) form developed by the Children's Interagency Coordinating Council (CICC) for use by all programs and agencies involved in children's services throughout the county. Each provider involved in a client's services will be identified on the URI to ensure compliance with policy and regulations.

### ***Evaluation of Treatment Outcomes***

Baseline assessments are done on the first visit, utilizing appropriate tools to formulate a diagnosis. This will include the mental health assessment form, and *Child and Adolescent and/or Family Assessment and other additional assessment tools.*

Comparisons between the baseline behavioral functioning and the child victim's current functioning are made to determine if the Client Care Plan is producing positive outcomes. The effectiveness of treatment is determined based on client behavior changes, reports from family members, or collateral sources, client functioning and further testing. Therapists regularly evaluate the progress of the child victim on an informal basis and a formal evaluation will be conducted every three (3) months and at discharge, and will take the form of a progress report. When necessary, the client will be referred to additional specialists to assess and treat cases that are beyond the capability of available therapeutic services within the county.

### ***Treatment Modalities***

Client Care Plans may include one or more psychotherapy modalities to address specific problems. Treatment modalities may include: Brief Therapy, Play Therapy; expressive and kinetic therapies; Cognitive-Behavioral Therapy; social skills training; Parent-Child Interactive Therapy (PCIT) and group therapy sessions. The CHAT Program is strengthened through the inclusion of trauma informed focus to existing therapeutic services for CHAT clients. Client Care Plans are discussed in Multidisciplinary Team Meetings (MDTs) to ensure the best treatment options are being deployed.

### ***Administrative Evaluation***

**The HRA-CAD has administered the CHAT Program in Glenn County since October 2000.** No adverse findings have been identified by CalOES staff during either program audit or site visit. The HRA-CAD also administers many state and federal grants for other programs and services. The HRA's Community Action Division has provided grant-funded services for over 20 years. The accounting system used by HRA establishes separate accounts for each funding source, including specific line items for each account. Although service provision crosses programs and divisions, the

accounting system effectively separates funding sources, ensuring that all expenses are charged to the correct account. Personnel practices are based on county policy and comply with federal and state laws. The agency has a non-discrimination policy for both clients and HRA staff. Employees are recruited based on experience, ability and skills. The recruitment process occurs both at the agency and county personnel level to prevent biases in hiring practices.

HRA also administers the Glenn County Victim/Witness Program (V/W), which provides both mandated and optional victim services. The V/W program provides victims with assistance in filing compensation applications under the Victim Compensation Program (VCP). Victim/Witness advocates work closely with CHAT Specialists to provide support, assistance and advocacy for child victims. Advocates also assist with the compensation process and the filing of claims. Victim Witness advocates help clients to understand the criminal justice system and provide court escort to clients, if necessary.

**Volunteers serve as a vital element of the CHAT program** as they assist with follow-up tasks pertaining to referrals and also assist the HRA in its community outreach efforts. Tasks may include data collection and entry, creation of brochures and flyers, transportation of participants to therapeutic appointments and interpretation assistance. All volunteers are required to complete an application and provide references. Volunteers are fingerprinted and screened for criminal history and vehicular offenses. All volunteers obtain the required 40-hours of training prior to working with the CHAT Program if they will have direct client contact.

### **Mandated Objectives**

#### **Objective 1: Provide Psychotherapy (Treatment) Services.**

***The estimated number of child victims provided psychotherapy services is 85.***

The Glenn County CHAT Program provides an established method of service delivery with a coordinated, countywide referral process. The referral process effectively tracks the status and progress of clients. Clients are assessed to determine the best array of services and the most appropriate treatment modality, as well as screened to determine if alternative payment sources for service provision exist. The referral process is coordinated with the HSA through their Mental Health Unit. This coordinated approach allows referrals to be directed to the most appropriate agency and mental health staff to meet the child victim's needs. Referrals are screened for Medi-Cal eligibility, Child Welfare, Victim/Witness Program, private pay and ultimately, CHAT-funded therapeutic services.

Counseling services are made available at the two HRA offices and in client homes. The CHAT Specialists builds awareness of service availability, coordinates referrals, provides case management when indicated by the CHAT Therapist as a need, and provides transportation or aids in removal of other barriers to service. The coordinated method of service delivery supports achievement of the objective to provide 85 children with therapeutic services.

The CHAT Therapist and CHAT Specialists will utilize standardized logs, progress notes, and service summary reports to measure progress with the Client Care Plan. Psychological assessment tests will be utilized when appropriate. All therapeutic documents will be maintained in locked storage areas and secure facilities.

**Objective 2: Provide Assistance with Crime Victim Compensation Services.**

***The estimated number of child abuse victims provided information and referral to the local victim/witness assistance center for crime victim compensation services is 160.***

The primary strategy for this objective is to link the child with the Victim Witness Program as soon as possible. The CHAT Specialists ensures all child victims are

referred to Victim Witness for completion of forms required by the Victim Compensation Program (VCP) to secure victim restitution. This allows for the development of supportive relationships and the sharing of information about services available to victims and their families. The result is timely completion of compensation forms. HRA Victim Witness staff has a solid working relationship with Butte County Victim/Witness staff, which results in expedited claims processing and good communication. This strong working relationship will allow HRA to reach the objective of referring to and/or providing information to 160 children.

Of ongoing concern is the fact that Glenn County is seeing fewer children who are eligible for VCP assistance. This is due in part to the fact that law enforcement may not be notified of past instances of abuse or neglect, nor of children who experience emotional abuse or playground violence. In response to this concern, outreach efforts to both law enforcement and families have been increased, with emphasis on reaching families who live in more isolated areas of the county. This additional outreach has resulted in a stronger relationship with the City of Orland Police Department, which has launched efforts to tackle the problem of school violence and bullying. School violence prevention efforts are a priority for Glenn County. The Sheriff's Office and the Probation Department, in conjunction with the Office of Education and the HRA, develop strategies to combat this growing issue.

**Objective 3: *Provide Assistance with Participating in Criminal Justice Programs.***

***The estimated number of child abuse victims referred to the local victim/witness assistance center for services to provide understanding and participation in the criminal justice system is 140.***

The CHAT Specialists will refer child victims to the Victim Witness Program to provide support and advocacy during court proceedings when the case qualifies under VW criteria, and if the case is actually prosecuted. The primary strategy for this objective

is to link the child with the Victim Witness Program as soon as possible. The Victim Witness advocate assists the client with understanding and preparing for the court proceedings and criminal justice system.

**Objective 4: Use of Volunteers**

- *The estimated number of the volunteers who assist in execution of the project is 1 FTE.*
- *The number of volunteers who will complete the required 40-hour training is 1.*

Utilization of volunteers has been an integral part of service provision to child and teen victims. Continued utilization of volunteer skills will enhance the quality of service provided to the victims. Volunteers will work with the CHAT Specialists to ensure that all of the child's needs are met.

Volunteer duties may be divided among multiple individuals to total one (1) FTE position. CHAT Volunteers will track hours on a time-study sheet. Volunteers generally provide the following assistance to the agency: creation of outreach materials; interpretation assistance, if appropriate; and transportation to therapy appointments. Volunteers may also provide much-needed advocacy and emotional support for victims and their families.

CHAT Volunteers will be recruited from community residents, through the Work Experience program under CalWORKs, and from CSU, Chico (MSW interns). Volunteers will undergo screening and background checks and will receive the required 40 hours of training prior to providing direct client assistance to the project. Volunteers will be trained in the proper way to document and report per CHAT guidelines.

**IMPLEMENTATION**

**a. Agency Description**

The HRA and the Health Services Agency, the Probation Department and the Office of Education are the primary agencies providing services within Glenn County. The HRA provides both mandated social services and grant-funded community action services and under the newly formed Glenn County Health and Human Services Agency it broadens its offering of increasingly integrated behavioral and public health services.

The vision statement of the HRA is: *Individuals, Families, Communities: Successful, Safe and Strong*. The corresponding mission statement reads as follows: *To promote the success and safety of individuals, families and communities through responsible and effective administration of public services*. To this end, the HRA provides a comprehensive array of services through state and federal allocations, grant-funded programs and collaboration with other county departments and non-profit service providers.

The HRA consists of two divisions – the Social Services Division (SSD) and the Community Action Division (CAD). The two divisions offer integrated service delivery to the residents of Glenn County in a one-stop setting. Social services such as CalWORKs, Medi-Cal, Food Stamps and Child Welfare Services are provided through the Social Services Division. Advocacy and supportive services, such as Victim Witness, emergency services (food, housing, and transportation) and employment/training services are provided through the Community Action Division (CAD). The Child Abuse Treatment Program (CHAT) is operated by the Resource Development Program Manager under the oversight of the CAD Deputy Director (please see the attached HRA organization chart).

The HRA has approximately 130 employees and two office locations, one at the northern end of the county in Orland and one at the southern end in Willows (the county seat). County residents have access to all of HRA's services through the two offices.

Residents may also be referred to services provided by other county departments or non-profit service providers.

HRA has administered CHAT funding since October 2000. The agency has a long history of serving the county's children and families. Child Welfare Services are provided by the Social Services Division with state-allocated funding. The Community Action Division provides family-oriented and supportive services to CHAT (such as Victim/Witness services, domestic violence services and emergency services, including housing, food and utility assistance) through grant-funded programs designed to help low-income families and individuals achieve self-sufficiency.

Given the current fiscal climate in California, there is little funding to expand the scope of the CHAT program; however, the HRA and other county partners will continue to utilize strategies of collaboration and funds leveraging to enhance service provision under CHAT. The HRA and its partner agencies will continue their quest to maximize available funding through the development of innovative approaches to ensure the best array of services for child victims.

Match funding for CHAT services will come from state funding through **the Child Welfare funding, and volunteer time**. In the event that the project has difficulty in achieving needed match levels, the project may request a partial match waiver. Match funding provides direct CHAT services to families and supports services provided by the Specialists. This integration or braiding of funding streams allows the HRA and the county to maximize provision of services and to reduce or eliminate duplicative practices.

The CHAT Program is operated by the Resource Development Program Manager within the Community Action Division of the HRA. The division's mission statement reads as follows: "To empower and promote positive experiences in our communities with innovative services and resources through maximization of



partnerships.” This mission statement succinctly encapsulates the numerous self-sufficiency and preventive services provided through the HRA and the county at large.

**b. Primary Clinical Focus and Range of Services**

The HRA has utilized both county-employed therapists and privately contracted therapeutic providers to meet the therapeutic needs of CHAT participants over the past several years and this was the most effective way to ensure that the therapeutic needs of child victims are met. However, it has been historically difficult to find private licensed therapists who are willing to provide services in rural locales. Therefore, the CHAT program will continue the approach of offering CHAT therapeutic services through a County hired therapist. The therapist will be employed by the HSA and will provide CHAT services from HRA sites. As stated earlier in this narrative, the newly formed Glenn County Health and Human Services or the HRA and HSA will be going through a process to integrate both agencies to one *super agency*. This process is still in its infancy and will undoubtedly take many years to formalize and finalize. Although the process of physically integrating both county departments may take some time, we have already made great strides in the integration of programs and services; the example of this CHAT Therapist arrangement is a prime example of the success that these two agencies will experience once fully integrated.

Operational Agreements have been developed with the Westside Domestic Violence Shelter to cover therapeutic service provision for clients who have suffered from domestic violence. The CHAT therapist has experience dealing with language and cultural needs, as well as the skills to treat children with disabilities --physical, emotional and learning—and those with dual diagnosis.

The CHAT Therapist and the clinical supervisor have the skills to assess the impact of trauma, develop a diagnosis and to formulate Client Care Plans consistent with the diagnosis. Client Care Plans may include one or more psychotherapy modalities to

address specific problems. Treatment modalities include: Brief Therapy, Play Therapy; expressive and kinetic therapies; Cognitive-Behavioral Therapy; social skills training; and Parent-Child Interactive Therapy (PCIT). Standardized assessment instruments may also be utilized.

The number of children to be served in the upcoming program year has increased dramatically from prior year estimates. The number of children estimated in the prior program year to receive psycho-therapy services has increased by approximately 36%, from 90 to 121. The number estimated to receive assistance with accessing victim compensation services has also increased, from 170 to 228. The number estimated to receive assistance with the criminal justice system increased from 140 to 192. The on-site availability of the CHAT Therapist and the ability to immediately connect child victims with the therapist has contributed to this increase in access to treatment. In addition, implementation of group therapy sessions for women and their children residing in the Westside Domestic Violence Shelter who have experienced domestic violence, countywide efforts to combat youth bullying, expansion of agency and community partnerships, and intensive outreach have also contributed to the dramatic rise in the number of children seen by the CHAT Program.

**c. Operational Agreements & Collaboration**

The Glenn County Human Resource Agency will continue to build upon the foundation of cooperation and collaboration that has been established during the preceding years. HRA shall continue as an active member of the numerous countywide councils and committees on which the Agency participates. These include the following: the Children's Interagency Coordinating Council (CICC), which functions as the central coordinating body for child and family services and also serves as the county's Child Abuse Prevention Council (CAPC); the Children's Multidisciplinary Team (MDT), which provides a forum for discussion and problem-solving of difficult cases; and Youth

Employment Services (YES), which provides youth with the opportunity for practical, hands-on work experience and classroom training. Effective collaboration also exists with the Glenn County Health Services Agency (HSA) through Behavioral Health (which includes Mental Health and Alcohol/Drug Services). The HRA/HSA collaboration includes cross-referral of children to the CHAT program, mutual service provision and case management services. The in-county therapist, also known as the Senior Mental Health Counselor, is employed by the HSA and will be stationed on-site at the HRA for the provision of CHAT services and direct connection to other services that the child and/or family may need.

To support the achievement of CHAT objectives, the HRA has Operational Agreements with the following organizations: the Office of Education, Glenn County Probation, the Sheriff's Department, the Willows Police Department, the Orland Police Department, the District Attorney, the Workforce Investment Board, Local Youth Council, Child Welfare Services, Westside Domestic Violence Shelter, Victim Witness, Rape Crisis Intervention and Glenn Medical Center. The operational agreements state that each entity will provide mutual service cooperation, resource and referral to child and teen victims, and their non-offending family members under the CHAT program.

There is great interest in assessing current programmatic and administrative practices in child welfare services at the statewide level and implementing necessary changes. CWS efforts continue to assist the HRA in determining how improvements to the child welfare system will relate to service delivery under CHAT. Service provision to child victims through CHAT, CWS and Victim/Witness, in conjunction with therapeutic support and parent education, provides many opportunities to affect positive change in the lives of children.

It is the HRA's desire to continue to build awareness of child abuse and neglect issues in Glenn County. CHAT funding is being leveraged to expand the scope of

Applicant: County of Glenn/Human  
Resource Agency

Grant Number: AT 13090110

services to child victims and raise awareness of the serious nature of child victimization through innovative partnerships for service provision. Countywide awareness will continue to be increased through ongoing participation in the collaborative efforts listed above, community presentations, outreach to families and the HRA's ongoing work in the child welfare arena. In addition, the HRA hopes to broaden the safety net for child and teen victims of abuse and neglect, simplifying paperwork and decreasing duplicative services. **As previously stated CHAT funding is essential in bridging service gaps, strengthens the chain of hope and supports the HRA and its partner agencies in providing services to the children and families of Glenn County.**

**Budget Narrative**

**B.1. Budget Narrative**

**(A) Personnel Services:** The proposed Personnel Services budget includes line items for CHAT staff that have initial contact with the child/teen victims; conduct outreach; and provide in-home follow-up, transportation, referral to Victim Witness and other service providers through coordinated service provision through the Glenn County Health Services Agency, Mental Health Unit. Both HRA divisions (Social Services and Community Action) share staff costs to provide administrative support, thereby minimizing direct cost of administration. Funds have been allocated to provide the maximum funding for direct client services.

- **Resource Development Program Manager - .061 FTE**

**$\$64,104 \times 6.1\% = \$3,911$**

Duties of the **Resource Development Program Manager, Suzi Kochems**, include supervision of CHAT staff, grant and contract management, project oversight, compliance and monitoring and quality assurance. The Program Manager is responsible for ensuring that grant funds are expended according to the budget and within the funding period. The PM is also responsible for ensuring that all reports are completed timely. Mrs. Kochems has a two BS degrees in Business Management, as well as Personnel and Industrial Relations and has over eighteen (18) years of experience in human services. Mrs. Kochems resume and duty statement are included in the application appendix.

- **Program Specialist Series (PS) @ .993 FTE**

**$\$38,453 \times .993\% = \$38,184$**

Duties of the **Program Specialist series** include the development and implementation of CHAT Program services; home visits, in conjunction with the treatment plan; receiving therapy referrals and tracking coordination of therapy services for children; referrals and follow-up with Victim Witness for children receiving CHAT services; and CHAT community outreach for services to

schools and law enforcement. Outreach efforts include recruiting CHAT volunteers and increasing CHAT program awareness. The Program Specialist Series will also be responsible for volunteer recruitment and supervision; ensuring that the CHAT therapy files are compliant; CHAT data tracking; and CHAT monthly, quarterly, and annual reporting. Qualifications include knowledge of pertinent federal, state and local regulations, including regulations that govern community-action-based programs. The PS Series must understand the principles of program coordination and administration; principles and practices of leadership and supervision; principles of child growth and development, and related procedures; principles and practices of caring for clients with drug, alcohol and tobacco issues; case management, social work and crisis intervention; principles and techniques of teaching, learning, counseling, outreach and interviewing; and business writing and report preparations. Required experience/education includes three years of progressively responsible experience in social service and/or grants administration, and the equivalent of graduation from an accredited college or university with major course work in social science or a related field.

Required experience and education includes two years of experience performing comparable duties and college experience equal to 60 semester units, with 18 of those units earned in social or behavioral science. The Program Specialists series spends the remainder of their time in such activities as volunteer coordination for other program supports, emergency food, and emergency housing programs. Program Specialists who are assigned to CHAT and whose resumes/duty statements are included with the application are: David Prest and Teresa Pinedo.

- **Senior Mental Health Counselor @ .90 FTE**

$$\text{\$45,980 X 90\% = \$41,382}$$

Duties of the **Senior Mental Health Counselor** (CHAT Therapist) are to provide therapeutic services to child victims of abuse including determination of treatment plan based on the needs of the child; case management services with the child and/or non-offending family members, as necessary within the context of required therapy; working closely with the CHAT Specialists

(Program Specialists) to ensure holistic service provision; and providing referrals to other services that may benefit the child. Therapist Tracy Harrison is an MSW and has a BA in Psychology. She has worked as a therapist with the CHAT Program in this capacity for the past year.

- **Accountant III @ .03 FTE**

$$\mathbf{\$52,166 \times 3\% = \$1,565}$$

Duties of the **Accountant III** include the processing of all direct CHAT payables, posts and reconcile expenditures to budget, process time and attendance sheets, prepare monthly reports, tracks match, creates quarterly 201 report. The Accountant III spends 98% of his time ensuring the proper accounting of other grants and preparing reports. Each person working on CHAT program duties, time-studies their activities to the appropriate funding source on a daily basis.

The CHAT Program's pro-rata share of benefits for project staff, with the exception of the Public Service Employee, includes: PERS; LIUNA (supplemental retirement); FICA; unemployment benefits; disability insurance; Worker's Compensation insurance; and health/dental/vision/life insurance. The PSE position is a non-benefited position.

**(B). Operating Expenses:** The Operations budget includes line items for facility rental for CHAT counseling services, therapeutic assessment tools, staff training, transportation costs and program supplies.

**Transportation costs have been budgeted at \$862** to cover mileage costs incurred in the transportation of children to therapy appointments. **Facility costs have been budgeted at \$6,584** and include the rental space for the CHAT counseling room (which includes the actual private therapeutic play-space) at the Willows site, private observation space for the therapist, and a private waiting room for families. The CHAT counseling room is used for CHAT-eligible clients only and the costs included in the budget are actual costs incurred to provide this space; these costs are not reimbursed by any other funding source. **Office and other program**

**supplies have been budgeted at \$505** and include general office supplies (paper, toner, etc.), as well as toys, games and sports equipment to facilitate group/play therapy. **Therapeutic Staff training has been budgeted at \$1,138** and includes the cost of sending staff to the mandatory conference (registration, lodging and meals). Professional Services has been budgeted for \$6,200 and includes the costs associated with sending 4 youth to the Children's Specialists Care Bear Center for sexual assault/forensic exams (\$1,550 each).

**(C) Equipment:** There are no projected equipment costs expected for this funding cycle.









# PROJECT SUMMARY

<b>1. GRANT AWARD NO.</b> AT 13090110		<b>3. GRANT PERIOD</b>	
<b>2. PROJECT TITLE</b> Glenn County Child Abuse Treatment Program		10/01/13 to 09/30/14	
<b>4. APPLICANT</b>		<b>5. GRANT AMOUNT</b> (this is the same amount as 10G of the Grant Award Face Sheet)	
Name:	County of Glenn	Phone:	530-934-6638
Address:	420 East Laurel Street	Fax #:	530-934-6521
City:	Willows	Zip:	95988
<b>6. IMPLEMENTING AGENCY</b>			
Name:	Glenn County Human Resource Agency	Phone:	530-934-6638
		Fax #:	530-934-6521
Address:	420 East Laurel Street	City:	Willows
		Zip:	95988
<b>7. PROGRAM DESCRIPTION</b>			
<p>The Glenn County CHAT Program provides therapeutic treatment and supportive services including referral services for all eligible child and teen victims of abuse. Operated by the Community Action Division (CAD) off he Human Resource Agency (HRA), CHAT Program Specials ensure access to treatment services, conduct outreach for volunteers and ensure referral to Victim Witness and other services as required for the child's well-being. Therapeutic services are delivered in collaboration with Glenn County Health Services through their Behavioral Health Services Division. Through an agreement with Health Services a licensed, in-county therapist is immediately connected to child victims and provides necessary services. The in-county therapist will be stationed at the HRA to allow screening for other services that may benefit the child and/or their family.</p>			
<b>8. PROBLEM STATEMENT</b>			
<p>Glenn County is a small, rural farming community, centrally located on the I-5 corridor 90 miles north of Sacramento. Over one-third of the county population is under 19 years of age. The population is culturally diverse with Hispanics comprising about 42%, Caucasians 53%, Asian 2% and Native Americans at 1.5%. The incidence of child abuse and neglect is an ongoing problem in Glenn County, typically exceeding the State average by two or more times annually. Glenn County's 2011/12 incidence rate for substantiated allegations of child abuse/neglect was 16.6 per 1,000 children, over twice the state rate. Glenn County's unemployment rate was 13.1% as of July 2013, outpacing the state rate of 9.3% during the same time period. Low family incomes are typical; child abuse services have increased in the past five years within the county, yet need still outpaces open treatment slots.</p>			
<b>9. OBJECTIVES</b>			
<ol style="list-style-type: none"><li>1. Provide therapeutic services to 85 child victims.</li><li>2. Provide Assistance with Crime Victim Compensation Services to 160 child victims.</li><li>3. Provide Assistance with Participating in Criminal Justice Programs to 140 child victims.</li><li>4. Use of Volunteers will include 1 FTE; the number completing the required 40-hour training is 1.</li></ol>			

**10. ACTIVITIES**

Activities will include: initial contact; access to appropriate services; referrals to therapeutic services and Victim/Witness services; and therapeutic treatment and coordination with other agencies such as schools, probation, law enforcement, health services and therapeutic providers. Continued activities for the upcoming program year may include: therapeutic support groups in Hamilton City for children in grades 4-6 using facility space provided in kind by the North Valley Hockey and Sports Complex; and (2) therapeutic support groups at the Westside Domestic Violence shelter.

**11. EVALUATION** (if applicable)

Evaluation will include: case-file audits to ensure program compliance; case-file audits and review with therapist to ensure proper treatment plan, periodic progress reports on clients to verify adherence to and duration of treatment plan.

**12. NUMBER OF CLIENTS**

(if applicable)

160

**13. PROJECT BUDGET**

(these are the same amounts as on Budget Pages)

	<b>Personal Services</b>	<b>Operating Expenses</b>	<b>Equipment</b>	<b>TOTAL</b>
	\$145,016	\$15,289		\$160,305
				\$0
				\$0
				\$0
				\$0
				\$0
<b>Totals:</b>	\$145,016	\$15,289	\$0	\$160,305

## PROJECT SERVICE AREA INFORMATION

1. COUNTY OR COUNTIES SERVED: Enter the name(s) of the county or counties served by the project. Put an asterisk where the project's principal office is located.

County of Glenn\*

2. U.S. CONGRESSIONAL DISTRICT(S): Enter the number(s) of the U.S. Congressional District(s) which the project serves. Put an asterisk for the district where the project's principal office is located.

United States Senate, District 4\*  
House of Representatives, District 2\*

3. STATE ASSEMBLY DISTRICT(S): Enter the number(s) of the State Assembly District(s) which the project serves. Put an asterisk for the district where the project's principal office is located.

District 2\*

4. STATE SENATE DISTRICT(S): Enter the number(s) of the State Senate District(s) that the project serves. Put an asterisk for the district where the project's principal office is located.

District 4\*

5. POPULATION OF SERVICE AREA: Enter the total population of the area served by the project.

28,122

# NONCOMPETITIVE BID REQUEST CHECKLIST

Has the applicant/recipient met the following requirements of the *Recipient Handbook*:

	Check appropriate box:	<u>Yes</u>	<u>No</u>
<b><u>Section 3511</u></b>			
Do conditions exist that require a sole/single-source contract?		<input type="radio"/>	<input checked="" type="radio"/>
<b><u>Section 3521.1</u></b>			
Is a brief description of the program or project included?		<input type="radio"/>	<input type="radio"/>
<b><u>Section 3521.2</u></b>			
Was it necessary to contract noncompetitively?		<input type="radio"/>	<input type="radio"/>
Did the contractor submit his/her qualifications?		<input type="radio"/>	<input type="radio"/>
Is the reasonableness of the cost justified?		<input type="radio"/>	<input type="radio"/>
Were cost comparisons made with differences noted for similar services?		<input type="radio"/>	<input type="radio"/>
Is a justification provided regarding the need for contract?		<input type="radio"/>	<input type="radio"/>
<b><u>Section 3521.3</u></b>			
Is an explanation provided for the uniqueness of the contract?		<input type="radio"/>	<input type="radio"/>
<b><u>Section 3521.4</u></b>			
Are there time constraints impacting the project?		<input type="radio"/>	<input type="radio"/>
Were comparisons made to identify the time required for another contractor to reach the same level of competence?		<input type="radio"/>	<input type="radio"/>

**CALIFORNIA GOVERNOR'S OFFICE OF EMERGENCY SERVICES  
LAW ENFORCEMENT AND VICTIM SERVICES DIVISION**

**COMPUTERS AND AUTOMATED SYSTEMS  
PURCHASE JUSTIFICATION GUIDELINES**

As stated in the *Recipient Handbook*, approval for purchases of computers and automated equipment is contingent on the project's ability to demonstrate cost effective, project-related need. This is best demonstrated by clearly relating each computer system or component to the grant objectives and activities.

Please answer the following questions. Attach as many pages as necessary to fully answer each question.

1. What is your agency's purpose for the proposed system? Include a description of the items to be purchased and how they will be used. Also, explain how the proposed equipment and/or software will enhance the project's ability to achieve the objectives/activities of the project as specified in the Grant Award Agreement.

**The County of Glenn does not intend to make any purchase of computers or automated systems during this grant term.**

2. If the request is for hardware and software in which the total costs exceed \$25,000, describe the proposed design of your system and indicate whether this is a new system or an addition/enhancement of an existing one, and whether it will be integrated with other systems. In your description please, be specific as to type and location of hardware/software and how the system will be operated and maintained.

**Not Applicable**



## Operational Agreements (OA) Summary Form

List of Agencies/Organizations/Individuals		Date OA Signed (xx/xx/xxxx)	Dates of OA		
			From:	to	To:
1.	Glenn County District Attorney	8/20/2013	10/1/13	to	09/30/16
2.	Glenn County Sheriff's Office	8/20/2013	10/1/13	to	09/30/16
3.	Glenn County Probation	8/20/2013	10/1/13	to	09/30/16
4.	Glenn County Office of Education	8/20/2013	10/1/13	to	09/30/16
5.	Glenn County Health Services Agency	8/20/2013	10/1/13	to	09/30/16
6.	Glenn Medical Center	8/20/2013	10/1/13	to	09/30/16
7.	Orland Police Department	8/20/2013	10/1/13	to	09/30/16
8.	Willows Police Department	8/20/2013	10/1/13	to	09/30/16
9.	Rape Crisis Intervention	8/20/2013	10/1/13	to	09/30/16
10.	Catalyst Domestic Violence Services	8/20/2013	10/1/13	to	09/30/16
11.	Victim Witness Program	8/20/2013	10/1/13	to	09/30/16
12.	Workforce Investment Board	8/20/2013	10/1/13	to	09/30/16
13.	Westside Domestic Violence Shelter	8/20/2013	10/1/13	to	09/30/16
14.				to	
15.				to	
16.				to	
17.				to	
18.				to	
19.				to	
20.				to	

Use additional pages if necessary.

**COMMUNITY SERVICES MANAGER**

DEFINITION

To plan, coordinate and implement grant-funded programs for three counties, including emergency services, services to victims of crime, violence prevention services for youth and families, and life skills training; to supervise professional and technical unit staff.

DISTINGUISHING CHARACTERISTICS

This is a single position class. The predominant focus of the position is to manage, plan and coordinate grant-funded programs involving emergency and social services. The incumbent exercises discretion in applying general goal and policy statements and in resolving organizational and service delivery problems. The Community Services Manager ensures that assigned activities are completed in a timely and efficient manner consistent with defined policies and regulations.

SUPERVISION RECEIVED AND EXERCISED

Receives direction from the Deputy Director – Community Action; exercises direct supervision over Community Services Project Coordinator and indirect supervision over professional and technical staff.

EXAMPLES OF DUTIES -- Duties may include, but are not limited to, the following:

Participates in the creation of community assessments and performs program research to identify service needs; designs, implements and administers plans and programs that meet the needs of communities served.

Researches and prepares grant applications for program funding.

Allocates fiscal, personnel and inventory resources for program/project implementation.

Ensures all unit activities and operations performed by staff and by subcontractors are in compliance with applicable federal, state and local laws, regulations, and funding guidelines.

Coordinates and/or performs the completion and submittal of quarterly and annual reports to all funding agencies; monitors reports and records prepared by subordinate personnel for completeness, accuracy and compliance.

Assists in developing public awareness documents and publicity materials.

Recommends and implements agency and unit policies and procedures.

Community Services Manager  
Rev.- 09/07/05  
Rev.- 03/12/06  
Rev.- 02/11/07  
Rev.- 07/01/07  
Rev.- 01/13/08

Res. #2005-080  
M.O. #6-3/21/06  
M.O. #22-2/6/07  
M.O. #22-2/6/07  
M.O. #22-2/6/07

Coordinates unit activities with those of other divisions, departments and outside agencies and organizations.

Assists with budget preparation and administration.

Supervises, trains and evaluates program specialists and other assigned staff; participates in the selection of staff; provides and/or coordinates staff training.

Coordinates special short-term projects that benefit the community.

Receives and responds to public inquiries regarding programs and activities.

Participates on a variety of boards and commissions; attends and participates in professional groups and committees.

Performs general administrative work as necessary, including preparing reports and correspondence, conducting and attending meetings, copying and filing documents, entering computer data and maintaining databases, compiling data for reports, etc.

Provides direct client services as required.

Performs related duties as assigned.

QUALIFICATIONS:

Knowledge of:

Pertinent federal, state and local laws, codes and regulations.

Principles of program development, management and administration.

Principles and practices of fiscal management and budgetary control.

Modern principles and practices of social work and case management.

Principles and practices of grants administration and reporting.

Principles and practices of supervision, training and performance evaluation.

Principles and practices of record-keeping.

English usage, spelling, grammar and punctuation; basic mathematics.

Modern office practices and technology.

Ability to:

Understand, interpret and apply pertinent laws, codes and regulations.

Coordinate and administer emergency / social service programs.

Develop and control the expenditures of a multi-faceted program budget.

Supervise, train and evaluate staff.

Establish and maintain cooperative working relationships with those contacted in the course of work.

Communicate clearly and concisely, both orally and in writing.

Prepare clear, concise reports and records.

Gain cooperation through discussion and persuasion.

EXPERIENCE AND TRAINING GUIDELINES

Any combination of experience and training that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

Experience:

Three years of increasingly responsible administrative experience in the planning and coordination of social service programs.

Training:

Bachelor's degree with major course work in social work, psychology, public administration or related field.

LICENSE OR CERTIFICATE:

Possession of, or ability to obtain, an appropriate, valid California driver's license.

Classification Code:	6446000
Bargaining Unit:	10
FLSA Status:	N
Workers' Compensation Code:	8810
Pay Table:	CNTY
Range:	Refer to current "Class Range Sort List"

**PRINCIPAL PROGRAM SPECIALIST**

DEFINITION

To perform crisis intervention and/or case management of an advanced nature in the most difficult community and social service areas and to assist in the development and implementation of policies and procedures for community action service programs.

DISTINGUISHING CHARACTERISTICS

This is the advanced journey level class within the Program Specialist series. Employees within this class possess a significant level of specialized, technical or functional expertise beyond that expected at the journey level. Positions at this level require highly specialized knowledge, abilities, skills and experience, and often exercise independent judgment in the performance of their duties.

SUPERVISION RECEIVED AND EXERCISED

Receives general supervision from the Community Services Coordinator; provides leadership and coordination of activities of lower-level staff as assigned.

EXAMPLES OF DUTIES -- Duties may include, but are not limited to, the following:

Assists in community service program development and implementation; collaborates with other supervisors, management and staff in setting goals, establishing guidelines, developing protocols and coordinating programs and staff duties.

Plans and implements special projects, community education, fund-raising events and public awareness campaigns.

Assists in coordinating community action activities with other county departments, divisions and outside agencies. Monitors and trains delegate agencies.

Organizes and leads program meetings.

Trains and serves as lead worker to subordinate staff; supervises volunteers and interns.

Interviews and evaluates patients for specific program services, including service needs assessment, crisis intervention and emergency financial assistance.

Conducts client orientation; explains regulations, rules and policies to clients and apprises them of their rights and responsibilities for program participation.

Develops client service plans and provides complex case management services.

Provides crisis intervention.

Receives and provides inter-agency and outer-agency referrals.

Accompanies clients during legal proceedings; prepares court reports; prepares temporary restraining orders.

Monitors case management and work site arrangements; performs case reviews.

Serves as a hearing representative for disputed cases.

Teaches life skills to individuals and groups on a variety of topics, including budgeting, stress management, time organization, etc. Assists clients with daily living problems and arrangements as necessary.

Prepares work/caseload statistics and reports in an accurate and timely manner; completes and/or processes various forms and reports required for specific program areas.

Develops and/or maintains computer databases as necessary to track programs; assists with the development and implementation of the Internet website.

Monitors program expenditures; calculates client escrow accounts; maintains accurate financial records.

Receives and responds to inquiries regarding program services from clients, other agencies and the general public.

Establishes and maintains cooperative working relationships with other departments, agencies and professionals as appropriate.

Represents the unit at meetings, conferences, workshops, etc., as appropriate.

Performs general administrative/office work as required, including but not limited to copying and filing documents, preparing/typing documents, answering the telephone, faxing information, entering computer data, attending meetings, ordering supplies, maintaining office cleanliness, etc.

Performs related duties as assigned.

QUALIFICATIONS:

Knowledge of:

Pertinent federal, state and local policies, laws and regulations.

Interpersonal, problem solving and organizational skills.

Principles and techniques of leadership, supervision, training and staff development.

Goals and purpose of community/social service programs.

Effective communication with individuals from diverse socio-economic and cultural backgrounds.

Techniques for crisis intervention and counseling.

Physical and emotional stages of human development.

Methods of case recording and report preparation.

Community social service agencies, other organizations and functions.

Business letter writing and report preparation; English language usage, punctuation, spelling and grammar.

Modern office procedures, practices and technology, including the use of computers for data and word processing.

Ability to:

Interpret and apply federal, state and local policies, procedures, laws and regulations.

Interview effectively to solicit thorough, pertinent and accurate information.

Accurately gather, record and evaluate data necessary for the implementation of appropriate services.

Identify problems and make necessary to local and regional providers of social, medical and/or other specialized services.

Identify and evaluate social service needs and complete complex case management plans.

Demonstrate sensitivity, compassion, courtesy and patience with clients.

Communicate and deal effectively with individuals and groups in stressful situations.

Cope effectively with people in crisis.

Use interpersonal, problem-solving and organizational skills.

Set priorities and work effectively under conditions of limited supervision and rapidly changing situations.

Maintain confidentiality as appropriate.

Prepare and maintain reports, records and logs.

Lead and direct other staff and outside service providers.

Conduct individual and group training.

Speak confidently and professionally before various groups.

Communicate clearly and concisely, both orally and in writing.

Establish and maintain cooperative working relationships with those contacted in the course of work.

#### EXPERIENCE AND TRAINING GUIDELINES

Any combination of experience and training that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

##### Experience:

Two years of experience performing duties comparable to Senior Program Specialist.

##### Training:

Associate's degree from an accredited college or university in social/behavioral science.

Classification Code:	4031433
Bargaining Unit:	40
FLSA Status:	Y
Workers' Compensation Code:	9410
Pay Table:	CNTY
Range:	245



**PROGRAM SPECIALIST**

DEFINITION

Under direct supervision, to determine clients' needs for basic program services and to carry a non-complex caseload in one or more of various program areas, including energy, weatherization, housing, youth delinquency prevention, victim witness, family self-sufficiency and preservation, consumer training and education, and emergency assistance.

DISTINGUISHING CHARACTERISTICS

This is the entry level class within the Program Specialist series. Employees within this class perform a significant portion of the work assigned to the journey level, but without the independence or full responsibility expected of positions at the full journey level. Assignments are generally limited in scope and are set within procedural frameworks established by higher level positions.

SUPERVISION RECEIVED AND EXERCISED

Receives general supervision from higher-level supervisory or management staff.

EXAMPLES OF DUTIES -- Duties may include, but are not limited to, the following:

Analyzes clients' financial and eligibility information to determine initial or continuing eligibility for programs.

Secures case documentation, medical records and/or other information from other agencies as required.

Interviews and evaluates patients for specific program services, including service needs assessment, crisis intervention and emergency financial assistance.

Learns, applies and explains rules, regulations and policies pertaining to programs to clients and the general public.

Develops client service plans and provides case management services; serves as an advocate for clients as appropriate.

Refers clients to appropriate agencies and services.

Monitors clients' progress and ensures compliance with program requirements.

Prepares work/caseload statistics and reports in an accurate and timely manner; completes and/or processes various forms and reports required for specific program areas.

Assists in developing and conducting various client classes and workshops.

Assists in planning and participates in special community awareness and education programs and projects as assigned.

Receives and responds to inquiries regarding program services from clients, other agencies and the general public.

Establishes and maintains cooperative working relationships with other departments, agencies and professionals as appropriate.

Coordinates clients' transportation arrangements as necessary.

Performs general administrative/office work as required, including but not limited to copying and filing documents, preparing/typing documents, answering the telephone, faxing information, entering computer data, attending meetings, ordering supplies, maintaining office cleanliness, etc.

Performs related duties as assigned.

QUALIFICATIONS:

Knowledge of:

General goals and purpose of community/social service programs.

Effective communication with individuals from diverse socio-economic and cultural backgrounds.

Business letter writing and report preparation; English language usage, punctuation, spelling and grammar.

Modern office procedures, practices and technology.

Ability to:

Learn and apply federal, state and local policies, procedures, laws and regulations.

Interview effectively to solicit thorough, pertinent and accurate information.

Accurately gather, record and evaluate data necessary for the implementation of appropriate services.

Demonstrate sensitivity, compassion, courtesy and patience with clients.

Identify problems requiring referral to other sources.

Communicate and deal effectively with individuals and groups in stressful situations.

Set priorities and work effectively under conditions of limited supervision and rapidly changing situations.

Learn and make referrals to local and regional providers of social, medical and/or other specialized services.

Use interpersonal, problem-solving and organizational skills.

Identify and evaluate social service needs and complete case management plans.

Maintain confidentiality as appropriate.

Prepare and maintain reports, records and logs.

Speak confidently and professionally before various groups.

Communicate clearly and concisely, both orally and in writing.

Establish and maintain cooperative working relationships with those contacted in the course of work.

#### EXPERIENCE AND TRAINING GUIDELINES

Any combination of experience and training that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

##### Experience:

One year of experience performing duties comparable to those of the Eligibility Worker I, or two years of responsible clerical / administrative operations in a public assistance program.

##### Training:

High school diploma or GED equivalent.

Classification Code:	4421445
Bargaining Unit:	40
FLSA Status:	Y
Workers' Compensation Code:	9410
Pay Table:	CNTY
Range:	209

**ACCOUNTANT I, II & III**DEFINITION

To perform professional accounting work in the recording and reporting of financial transactions; to develop and monitor budgets; and to prepare financial statements and reports.

DISTINGUISHING CHARACTERISTICS

**Accountant I** is the entry level class in the Accountant series. This class is distinguished from the Accountant II by the performance of the more routine tasks and duties assigned to positions within the series which do not require prior knowledge of the County's policies, procedures and organization. Since this class is typically used as a training class, employees may have only limited or no directly related work experience.

**Accountant II** is the full journey-level class within the Accountant series. Incumbents within this class are distinguished from Accountant I by the performance of the full range of duties as assigned, including those tasks which require familiarity with the policies, procedures and organization of the County. They receive only occasional instruction or assistance as new or unusual situations arise, and are fully aware of the operating procedures and policies of the work unit. Positions in this class are flexibly staffed and are normally filled by advancement from the I level, or when filled from the outside, require prior experience.

**Accountant III** is the advanced journey-level and lead classification in the accounting series. Incumbents at the III level personally perform complex accounting duties, and provide direction to and review work of accountants, technical and clerical staff. Accountant III differs from Supervising Accountant in that the Supervising Accountant manages and coordinates the fiscal operations of a department or major division.

SUPERVISION RECEIVED AND EXERCISED

Accountant I receives supervision from departmental management staff.

Accountant II receives general supervision from departmental management staff; exercises functional and technical supervision over lower level staff.

Accountant III receives direction from departmental management staff; exercises supervision over clerical, technical and professional accounting staff.

EXAMPLES OF DUTIES - Duties may include, but are not limited to, the following:

Participate in the review, development and implementation of accounting systems and procedures.

Prepare reports on accounting activities relating to funds, grants and programs.

Prepare journal entries for programs, grants and related accounts; post entries to general ledger; reconcile balances; transfer funds and close accounts as appropriate.

Prepare various financial statements including worksheets, balance sheets, income statements, statements of cash flows, adjusting and closing balance sheets and depreciation schedules.

Monitor the status of various grants including analyzing the availability of funds, reviewing expenditures, and ensuring that activities are in compliance with grant regulations.

Maintain the budget for a variety of capital projects; review supplies and equipment purchases and other related expenditures; monitor project budgets.

Participate in budget development and administration for a variety of department budgets; prepare cost estimates for budget recommendations; monitor and control expenditures.

Participate in the selection of staff, provide or coordinate staff training; work with employees to correct deficiencies.

May plan, prioritize, assign and supervise the work of clerical and/or technical accounting staff.

May coordinate the receipt and payment of accounts receivable and accounts payable for a County department or divisions.

Answer questions and provide information to the public; assist auditors as needed; investigate complaints and recommend corrective action as necessary to resolve complaints.

Perform related duties as assigned.

## QUALIFICATIONS

### Accountant I

#### Knowledge of:

Basic principles, practices and theories of accounting.

Pertinent Federal, State, and local laws, codes and regulations.

Modern office procedures, methods and equipment.

Basic mathematical principles.

#### Ability to:

Learn to interpret and apply Federal, State and local policies, procedures, laws and regulations.

Prepare, monitor and control a budget.

Prepare a variety of financial statements and reports.

Examine and verify financial documents.

Communicate clearly and concisely, both orally and in writing.

Establish and maintain cooperative-working relationships with those contacted in the course of work.

Accountant II (In addition to the qualifications for Accountant I):

Knowledge of:

Intermediate principles, practices and theories of accounting.

Organization, policies and operating procedures of the department.

Budgeting procedures and techniques.

Accountant III (in addition to the qualifications for Accountant I & II):

Knowledge of:

Advanced principles and practices and theories of accounting.

Principles of supervision and training.

Computerized accounting systems and the ability to develop moderate to advanced computerized spreadsheets.

EXPERIENCE AND TRAINING GUIDELINES

Accountant I

Any combination of experience and training that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

Experience:

Some professional level accounting experience is desirable.

Training:

Equivalent to a Bachelor's degree from an accredited college or university with major course work in accounting, finance, business administration or a related field.

Accountant II

Any combination of experience and training that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

Experience:

One year of professional level accounting experience as an Accountant I in Glenn County, or two years of professional accounting experience in a private or public entity.

Training:

Equivalent to a Bachelor's degree from an accredited college or university with major course work in accounting, finance, business administration or a related field.

Accountant III

Any combination of experience and training that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

Experience:

One year of professional level accounting experience as an Accountant II in Glenn County, or three years of professional accounting experience in a private or public entity, including some lead or supervisory experience.

Training:

Equivalent to a Bachelor's degree from an accredited college or university with major course work in accounting, finance, business administration or a related field.

Accountant	I	II	III
Classification Code:	3026120	3036120	3046120
Bargaining Unit:	40	40	40
FLSA Status:	Y	Y	Y
Workers' Compensation Code:	8810	8810	8810
Pay Table:	CNTY	CNTY	CNTY
Range:	Refer to current "Class Range Sort List"		

## HEALTH SERVICES PROGRAM COORDINATOR

### DEFINITION

To plan, coordinate and manage health services programs that provide effective health services to Glenn County clients, and to provide lead supervision over assigned staff

### DISTINGUISHING CHARACTERISTICS

This is a coordinator level within the health services agency. This level is distinguished from the Senior level in that the Coordinator has responsibility for directing and organizing a health service program, and for providing lead supervision over assigned staff. The employee exercises broad judgment in defining work objectives and determining methods to meet objectives within programmatic regulations and requirements. This level is distinguished from the Health Services Program Manager in that the Coordinator level does not perform full supervisory responsibilities, and the Manager assumes authority over activities and operations of several programs and responsibility areas.

### SUPERVISION RECEIVED AND EXERCISED

Receives general supervision from Health Services Program Manager; exercises technical and functional supervision over assigned lower-level staff members.

### EXAMPLES OF DUTIES -- Duties may include, but are not limited to, the following:

May coordinate and direct public health nursing, substance abuse, mental health, or health education services to clients, including clinical care and counseling and public health instruction and education.

Coordinates specific, targeted health programs as assigned; coordinates activities of program team members as appropriate.

Develops scope of work, goals and objectives, strategies and timelines, and protocols for multiple programs.

Participates in program budget planning and management.



Coordinates services with other County programs and outside social service agencies serving the same populations.

Organizes and facilitates in-house and inter-agency program meetings, conferences and workshops as required.

Prepares periodic reports and analyses, case summaries, etc., related to assigned programs.

Provides comprehensive assessment, evaluation, counseling and referral for clients; consults with colleagues, providers, other case managers or supervisors concerning cases; conducts home visitation as required; completes charting of client progress in medical records and all other documentation as required.

Assists clients in identifying and accessing health and community services as needed.

May provide clinical nursing services, substance abuse case management, mental health counseling/case management or health education services including but not limited to administering immunizations and various tests; provides health instruction and education to clients.

Keeps Manager informed of major program problems and issues.

Gives presentations on programs and studies to providers and community groups.

Participates in community education, program outreach and public information / publicity activities.

Provides staff and student/intern leadership, supervision, performance evaluation and training as assigned.

Performs general administrative/office work as required, including but not limited to attending and conducting meetings, copying and filing documents, preparing/typing documents, answering the telephone, faxing information, entering computer data, ordering supplies, maintaining office cleanliness, etc.

Performs related duties as assigned.

#### QUALIFICATIONS:

Knowledge of:

Pertinent federal, state and local policies, procedures, laws and regulations.

Principles of program coordination and administration.

Principles and practices of leadership and supervision.

Principles and practices of nursing as applied to public health practice and preventive medicine and sanitation.

Principles and practices of caring for clients with drug, alcohol, mental health, and tobacco abuse issues.

Community aspects of nursing programs, including provisions for continuity of patient care, nursing services in school health programs, and nursing care in the home.

Preventive aspects, causes and means of transmission, and methods of control of communicable diseases.

Child growth and development and procedures involved in promoting maternal and child health.

Principles and purposes of health programs.

Environmental, sociological, and psychological problems encountered in carrying out a health program.

Principles and techniques of teaching, learning, counseling, outreach and interviewing.

Research methodology and statistics.

Current literature and trends in public health nursing, the work of other social and health agencies, and the functions of other professions as they related to public health.

Principles of mental health and substance abuse.

Methods of medical case recording and report preparation.

Business letter writing and report preparation; English language usage, punctuation, spelling and grammar.

Modern office procedures, practices and technology, including the use of computers for data and word processing.

Ability to:

Understand, interpret and apply federal, state and local policies, procedures, laws and regulations.

Plan, organize and carry out community health activities.

Provide effective leadership and supervision of assigned staff.

Apply principles of epidemiology to a wide range of health and social problems.

Apply nursing processes of assessment, mental health and substance abuse counseling, planning, implementation and evaluation in relation to the health of individual, families and the community.

Participate in research activities.

Work effectively with individuals and families to assist them in the satisfactory solution of health problems.

Apply scientific problem-solving approach.

Provide leadership in community health programming.

Secure the cooperation of, and work effectively with, individuals and agencies.

Analyze situations accurately and take effective action.

Solve complex work-related problems.

Maintain confidentiality as appropriate.

Prepare and maintain reports, records and logs.

Speak confidently and professionally before various groups.

Communicate clearly and concisely, both orally and in writing.

#### EXPERIENCE AND TRAINING GUIDELINES

Any combination of experience and training that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

##### Experience:

Four years of generalized public health, substance abuse, or mental health program experience.

OR

Training:

Completion of a university or collegiate program of study approved for public health nursing, nursing, psychology, social science or a related field.

LICENSE OR CERTIFICATE

Possession of, or ability to obtain, a valid California driver's license.

Possession of a valid license as a registered nurse (RN), a valid certificate as a public health nurse (PHN) in California, Ph.D., licensed clinical social worker (LCSW), marriage family therapist (MFT), registered dietician (RD), masters in education, and teaching credentials are desirable.

Classification Code:	3353001
Bargaining Unit:	40
FLSA Status:	Y
Workers' Compensation Code:	9040
Pay Table:	CNTY
Range:	380



# GLENN COUNTY

An Affirmative Action – Equal Opportunity Employer  
We Encourage Minorities, Women and Disabled Individuals to Apply

HAS A JOB OPPORTUNITY FOR

## SENIOR MENTAL HEALTH COUNSELOR I/II

**SALARY RANGE:** I \$20.71 - \$25.18 Per Hour II \$25.93 - \$31.52 Per Hour

**FINAL FILING DATE:** An official Glenn County Application must be received in the Glenn County Personnel Department by **12:00 p.m., Noon, Monday, February 6, 2012.**

### THE POSITION

Glenn County is recruiting individuals to fill one regular full-time Senior Mental Health Counselor I/II position. The individual assigned to this position will work at the Health Services Agency in Willows and Orland. The Senior Mental Health Counselor is a mental health clinician performing a variety of professional duties in the provision of outpatient and crisis mental health services to youth individuals and groups. This position will provide services utilizing Wellness and Recovery philosophy and values, which include consumer and family driven planning. These positions are scheduled for forty (40) hours per week. This recruitment *may* be used to establish a list to fill future vacancies for the next 6 months.

### DUTIES

Perform client intake procedures. Provide professional mental health outpatient evaluation, consultation and treatment services to individuals and groups. Provide individual, group and family counseling on a variety of mental health problems and substance abuse; develop treatment plans; provide follow-up counseling and assist patients with the resolution of problems. Observe patients on-site at schools, etc., as necessary; conduct home visits as necessary. Consult with psychiatrist and other clinical staff about treatment planning for clients. Make clinical determinations of crisis situations; authorizes 72-hour holds for hospitalization; develop treatment plans. Provide psychotherapy to children and adult clients or their relatives through individual or group therapy methods. Perform performance outcome measures and complete related administrative work. Maintain close and cooperative relationships with community agencies and other public agencies carrying out treatment plans; monitor contracts with service agencies; provide information to other County departments and agencies. Develop and implement community social service programs. Maintain and update records, notes and charts; prepare progress and summary reports on cases; present reports to committees and agencies as required. Receive referrals from the courts or other individuals or organizations regarding individuals requiring treatment services; develop and implement treatment programs. Coordinate department activities with those of other departments and outside agencies and organizations in order to provide assistance to clients. Research and provide information and training to individual patients in a variety of mental health and substance abuse treatment areas. Evaluate patients for placement into residential treatment facilities; periodically visit clients to assess progress. Provide referrals to other agencies as appropriate. Provide transportation for clients as necessary; assess clients' basic living requirements and assist in obtaining assistance as necessary; serve as an advocate for client in court as necessary. Prepare court reports for use by other County department/agencies. Participate in outreach activities, providing information to the community regarding prevention, intervention and education. Supervise counseling services provided by part-time staff; review cases and interpret and implement policies and procedures to staff; provide or coordinate training; work with staff to correct deficiencies. Coordinate and/or participate in special programs and projects as assigned. Remain on call evenings and weekends for crisis case and emergency situations. Perform general administrative/office work as required, including but not limited to copying and filing documents, preparing/typing documents, answering the telephone, faxing information, entering computer data, attending meetings, ordering supplies, maintain office cleanliness, etc. Perform related duties as assigned.

### QUALIFICATIONS

**Senior Mental Health Counselor I:** **Knowledge of:** Pertinent federal, state and local laws, codes and regulations. Principles, practices, methods and techniques of psychiatric care, including assessment, evaluation and treatment methods. Individual, family and group psychological, sociological and environmental problems encountered in conducting a public mental health program. Causes, effects and methods of treatment for mental health diseases and illness. Causes, effects and methods of treatment for alcohol and drug abuse. Social, environmental and physical aspects of mental and emotional disturbances and disorders. Methods of medical case recording and report preparation. Principles and practices in drug and alcohol services. Interviewing and counseling practices and techniques. Community social service agencies, other organizations and functions. Business letter writing and report preparation; English language usage, punctuation, spelling and grammar. Modern office procedures, practices and technology. Principles of supervision and training.

**Ability to:** Interpret and apply federal, state and local policies, procedures, laws and regulations. Interview and counsel clients, diagnose needed services and take effective courses of action. Assess and diagnose crisis patients. Maintain confidentiality as appropriate. Prepare and maintain reports, records and logs. Speak confidently and professionally before various groups. Communicate clearly and concisely, both orally and in writing. Establish and maintain cooperative working relationships with those contacted in the course of work. Supervise and train assigned staff.

**Senior Mental Health Counselor II:** *(In addition to the qualifications for Senior Mental Health Counselor I)* Advanced principles, practices, methods and techniques of psychiatric care. Organization, policies and operating procedures of the department.

**Ability to:** *(In addition to the abilities for Senior Mental Health Counselor I)* Interpret and apply departmental policies and procedures.

### TRAINING AND/OR EXPERIENCE

**Senior Mental Health Counselor I Experience:** Some professional experience in the provision of psychiatric social services or counseling or substance abuse counseling. Intern number from Board of Behavioral Sciences or Board of Psychology is desirable. **Training:** Master's degree in psychology, behavioral science, social work or a related field. Intern number Board of Behavioral Science or Board of Psychology is desirable.

**Senior Mental Health Counselor II Experience:** *(In addition to the experience for SMHC I):* Two years of professional experience in the provision of psychiatric social services, counseling, or substance abuse counseling. **Training:** Master's degree in psychology, behavioral science or related field.

— continued —

Personnel Department, County of Glenn, 525 W. Sycamore St., Suite A1, Willows, CA 95988-2739 (530) 934-6451

"TDD -- No Voice (530) 934-6444" FAX (530) 934-6452

Website [www.countyofglenn.net](http://www.countyofglenn.net)

**LICENSE OR CERTIFICATE:** SMHC I – Possession of, or ability to obtain, a valid California driver's license. SMHC II – (In addition SMHC I) – Licensed Clinical Social Worker, Marriage Family Therapist, or Licensed Clinical Psychologist.

**SELECTION PROCESS:** The selection process will consist of an application ranking, oral examination, performance exam/skill test, drug screen and fingerprinting process. The most qualified applicants will be invited to participate in an interview wherein their qualifications for this position will be reviewed in more detail. If you are selected for an interview, you will automatically be contacted. Applicants are encouraged to submit a resume detailing their training and experience with the official application form.

**Eligible Lists are used for Full-Time (40 hrs/wk with benefits), Part-Time (20-39 hrs/wk with benefits), and Public Service Employee (temporary no benefits).**

**IMPORTANT:** If you need accommodation in the examination/interview process, please contact the Personnel Department at least five (5) working days before a scheduled examination/interview. **If you would like to be notified of your standing after the close of the recruitment, please include a self-addressed, stamped envelope.**

Application forms may be obtained from and are to be returned to:

**GLENN COUNTY PERSONNEL DEPARTMENT**

525 W. SYCAMORE STREET, SUITE A1

WILLOWS CA 95988

TELEPHONE (530) 934-6451

FAX (530) 934-6452 or 934-6457

TDD--No Voice (530) 934-6444

Website [www.countyofglenn.net](http://www.countyofglenn.net)

1/17/12

**EMPLOYMENT INFORMATION**

**AN EQUAL OPPORTUNITY EMPLOYER:** All applicants receive consideration for employment without regard to age, ancestry, color, marital status, national origin, political affiliation, race, religion, sex or other non-merit factors (except as limited by law, or bonafide occupational qualifications). The County has a policy prohibiting discrimination against qualified handicapped individuals.

**APPLICATIONS:** *Application forms must be filled out completely* and clearly show that minimum qualifications are met. All statements made on the application are subject to investigation and verification. A separate application must be filed for each position.

***It is the responsibility of the applicant to ensure applications are received at the Glenn County Personnel Office by 12:00 p.m., Noon, Monday, February 6, 2012.***

**RESIDENCE REQUIREMENTS:** There is no residence requirement except certain positions may require the employee to reside within a reasonable commuting distance.

**TRAVEL AND RELATED EXPENSES:** Glenn County does not reimburse applicants for any travel or related expenses incurred in connection with applying for employment.

**MEDICAL EXAMINATION:** Applicants may be required to pass a medical examination as a condition of employment or promotion. Medical exams may include a fitness exam and a drug & alcohol screen.

**SUMMARY OF EMPLOYEE BENEFITS**

Benefits are subject to negotiations with employee organizations and may vary with individual bargaining units.

**CREDIT UNION:** Low interest loans and systematic savings through payroll deduction.

**DEFERRED COMPENSATION:** A tax deferred long-term savings plan is available to all employees.

**DIRECT DEPOSIT:** The County pays its employees Bi-Weekly through Direct Deposit to any financial institution that is a member of the Federal Reserve Automated ClearingHouse.

**HOLIDAYS:** 12 paid holidays per year.

**HEALTH, DENTAL, VISION AND LIFE INSURANCE:** The County makes available to employees and their dependents a health, dental and a vision program. The County pays the premium for a group term life insurance policy, and also a short-term disability insurance policy.

**SICK LEAVE:** 12 days per year; unlimited maximum accrual.

**RETIREMENT:** Regular full-time and part-time employees participate in the Public Employee's Retirement System and Social Security.

**VACATION:** 0 – 2 full years, 10 days; 3 – 12 full years, 15 days; 13 – 20 full years, 20 days; after 20 full years, 25 days.

**THE ABOVE INFORMATION IS GENERAL IN NATURE AND DOES NOT CONSTITUTE AN EXPRESSED OR IMPLIED CONTRACT.**

---

# SUZI KOCHEMS

---

105 Shasta Street  
Orland, California 95963  
(530) 865-7417  
[waverunnersue@sbcglobal.net](mailto:waverunnersue@sbcglobal.net)

---

**Objective** To obtain an interesting and challenging position where my education and experience will aid in the department's achievements and my professional growth.

---

**Education** California State University, Chico  
**Bachelors of Science, Business Administration**  
Double Major in: Personnel & Industrial Relations and Management  
Minor in: Special Education

---

**Skills**

- Communication - able to express or exchange ideas with others to arrive jointly at decisions, conclusions, or solutions.
- Supervision – able to determine or interpret work procedures for a group of workers, assigning specific duties to them, maintain harmonious relations among them, and promote efficiency.
- Coordination – able to effectively lead, inspire, mentor and develop a goal-oriented culture.

---

**Experience** **Community Services Resource Development Manager. County of Glenn.** Willows, California.  
Plan, coordinate and manage grant-funded programs involving emergency, community and social services. Researches and writes grant applications for programmatic funding. Administer assigned grant programs and ensure compliance with grant requirements. Allocate fiscal, personnel and asset resources for program/project implementation. Implement goals in the Agency's strategic plan. Participate in budget preparation and administration; monitor and approve expenditures. Direct and manage procurement of services and products for the Agency. Cultivate relationships to achieve funding goals with other County/State departments, community partners and private-non-profits. Coordinate, assign and monitor operations to ensure compliance with policies, procedures, regulations and funding source requirements. Review and analyze proposed legislation and advise executive team on potential impact. Supervise, train and evaluate assigned staff; participate in the selection of staff; provide staff training; work with employees to correct deficiencies; implements disciplinary procedures. Perform complex operations analysis work to assist in the administration of the department in resolving administrative and management issues; coordinates and supervises specialized department operations. Responsible for major functional areas including, procurement, grant and contract management, policy development, federal compliance and program analysis. Develop and implement administrative, organizational and financial goals, objectives, policies and priorities, and ensure that assigned activities are completed timely, efficient and within defined policies and regulations. (March 2013-present)

**Contracts/Procurement Manager. County of Butte.** Oroville, California.  
Directed and managed the procurement of services and products for the County; developed goals, objectives, policies and procedures for procurement, contracting, and request for proposals and bid; ensured adherence to laws, ordinances, policies, rules and regulations in regard to procurement. Responsible for the monitoring of all County contracts, developed and maintained County contracting policies and procedures, to include the development of County templates. Negotiated contracts and amendments, and secured authorized approval. Researched, analyzed and reported upon federal, state and local legislation and contracting statutes. Developed trainings and workshops and trained County staff regarding the County's procurement, contracting, and negotiating practices. Prepared and solicited requests for proposals, requests for

quotation, invitations for bids, complex and specialized contracts, reports and correspondence, compared, analyzed, negotiated and awarded contracts for goods and services and construction. Facilitated evaluation panels and provided guidance to department for selection of consultants and other professionals for services, evaluated protests received. Received and reviewed regulations and contracts from departments for services, assists department staff with development and interpretation of contractual terms and conditions; interagency operational agreements, resolution of contract disputes and protests and other related matters; revises, develops and negotiates contracts; monitors contracts to ensure compliance with federal, state and funding, source, legal and contractual requirements. (January 2013–March 2013)

**Administrative Services Officer. County of Glenn:** Willows, California.

Responsible for a variety of management and administrative duties, including: acts as the department safety officer, risk manager, ADA compliance officer and EEO officer; the negotiating, writing, reviewing, processing, and monitoring of agency contracts/grants/delegate agreements, memorandums of understanding, and leases; develops contract and procurement policies and procedures, ensuring funding source compliance, adherence to rules, regulations and the law; conducts and manages the procurement of services for the department, develops requests for proposal, requests for qualifications and requests for bid; negotiates contract terms and conditions; receives and resolves contract disputes; responsible for contract monitoring and compliance; works cohesively with funding source liaisons; receives and reviews departmental requests for supplies/services; analyzes data for economic and programmatic feasibility; prepares agenda items and supporting documentation for Board of Supervisors and other county departments; interprets Federal, State and local laws, codes and regulations; assists in budget preparation; conducts research related to social service or community action programs; analyzes findings, prepares recommendations, reports on departmental procedures, operations, and systems; serves as program quality assurance analyst; presents reports to appropriate committees, boards and County staff; coordinates, facilitates and project manages all facilities projects, including construction, site preparation, renovations, furniture installation; personnel administration functions, including recruitment, interviewing, hiring, disciplinary actions, performance evaluations, grievances, terminations, workers compensation, disability; consult with and advise departmental staff on specified personnel matters. Additional duties include: fleet maintenance manager; civil rights coordinator; safety/risk manager and ADA officer, EEO officer, reasonable accommodations and ergonomics coordinator, training coordinator, and facilities manager. (August 2000-January 2013)

**Director. Victoria's Secret:** Chico, California.

Developed and implemented the district's multi-million dollar sales plan and budget; organized, managed and directed daily operations, including sales, marketing, budget implementation, personnel, customer service, loss prevention, and efficiency; served as the region's ADA/EEO compliance officer; developed and participated in the district's sales plan, assigned work activities, monitored work flow and product, reviewed and evaluated work methods and practices; served as regional training director and morale coach; administered a comprehensive personnel program across the district; recruited, trained, supervised, coached, evaluated and disciplined a staff of up to 30 local staff and 300 district-wide; assessed and allocated available staff to shops within the region; coordinated shop activities with those from other shops and regions; performed in an entrepreneurial, resourceful, assertive and creative manner; served as risk minimization manager; asset protection; maintained a superior level of customer service and visual presentation; served as new shop set up project manager- coordinated construction management, safety, permits, building code compliance and budget management. (August 1995-July 2000)



## David S. Prest

217 Carona Ave  
Corning, CA 96021  
530-513-1278  
davidprest@sbcglobal.net

### Professional Profile

Interpret and apply federal, state and local policies, procedures, and regulations. Accurately gather, record, and evaluate data necessary for the implementation of appropriate services. Identify problems and make necessary referrals to local and regional providers of social, medical and/or other specialized services. Identify and evaluate social service needs and complete complex case management plans. Demonstrate sensitivity, compassion, courtesy and patience with clients. Communicate and deal effectively with individuals and groups in stressful situations. Cope effectively with people in crisis. Use interpersonal, problem-solving and organizational skills. Set priorities and work effectively under conditions of limited supervision and rapidly changing situations. Maintain confidentiality as appropriate. Prepare and maintain reports, records and logs.

### Work History

#### 2003-Present

##### Principal Program Specialist, Glenn County Human Resource Agency

Perform crisis intervention and/or case management of an advanced nature to an at risk community. Assist in the development and implementation of policies and procedures for the Community Services Unit. Collaborate with other supervisors, management and staff in setting goals, establishing guidelines, developing protocols and coordinating programs and staff duties. Trains and serves as lead worker to subordinate staff; supervises volunteers and interns.

#### 2000-2003

##### Therapeutic Behavioral Assistant, Sacramento Valley Family Services

Provide case management to mental health clients under the supervision and direction of license Clinical Therapists and direct services.

#### 1997-2000

##### Group Home Supervisor, Children's Home Society of California

Supervision of twelve staff members and eight juvenile male clients. Maintained successful daily operations of the group home. Implement client service and treatment plans.

#### 1994-1997

##### Residential Service Supervisor, Victor Youth Services

Supervision of twelve staff members and six juvenile female clients. Maintained successful daily operations of the group home. Implement client service and treatment plans.

### Education

- 1994-1995 Residential Care, Shasta Jr. College Redding, CA
- 1990-1993 Administration of Justice, Modesto Jr. College Modesto, CA
- 1989-1990 General Education, Butte College Oroville, CA

### References

References are available on request.

# Teresa M. Pinedo

337 Stony Creek Drive • Orland, CA 95963

(530) 865-1369

**Objective:** Seeking a full-time position where I can utilize my 20 years experience working with the public, community partners and demonstrating my passion for serving people.

## Experience:

Glenn County Human Resource Agency

Willows, CA

### **Community Action Partnership/Program Specialist-Case Manager**

10/02 to Present

- ◆ Bilingual in English and Spanish; read, write and translate for participants and staff
- ◆ **Case Manager for Victim Witness Advocate:** Assist Victims of crime, Crisis Intervention, Emergency assistance, Criminal Justice System Orientation, court escort and support, case status/ on-going support, to provide Resources and Referrals, Restitution, and many other needed services.
- ◆ **Cal Works/Job Retention Program:** Empowering clients to maintain jobs/find employment, self sufficiency, providing Budgeting Classes to clients in assisting them to become financially stable
- ◆ **CHAT Advocate:** Refer children from abusive situations to therapy; accompany clients to court when necessary Family preservation, abused children, families in crisis, linking families to resources in community--work closely with school administration, school psychologist and various other community partners
- ◆ **Differential Response:** Assist CPS with home visits/emergency response/detainments (Advocacy support for child), ongoing support to Social Workers on cases with CWS (Child Welfare System), Family Reunification support to CPS, supervised visitations/ transports, setting-up Team Decision Meetings for Child Welfare Systems staff
- ◆ Provide both oral and written translation services as needed

Glenn County Human Resource Agency

Orland, CA

### **Office Assistant**

11/01 to 10/02

- ◆ Greet & assist public with program information, forms & other needs, Spanish translation for walk-in customers
- ◆ Variety of general & specialized clerical activities relating to the support of the program and administrative units
- ◆ Data entry, multi-lined phones, filing, copying and a great many other clerical duties

Migrant Head Start Program

Chico, CA

### **Family Advocate**

03/01 to 10/01

- ◆ Coordinated, monitored and promoted parent involvement activities
- ◆ Enrolled eligible children/families and linked them to community resources
- ◆ Conducted home visits, case management, performed vision/hearing screenings and tracked health assessment/screenings

## Education:

Butte Community College

Oroville, CA

### **Special Certification and Training**

Continuing Education in Social Work

- ◆ Center for Human Services, UC Davis Ext.: Early Intervention & Prevention for children prenatally exposed to Alcohol & Illicit Drugs
- ◆ California State University, Fresno: Victim Assistance Academy 6/2006
- ◆ CWS/CMS Data Systems: 2006
- ◆ CA certified for Children's vision Screening
- ◆ Health Care Services information
- ◆ Hearing Conservation Specialist Certification
- ◆ Audiometric (hearing Screening Certification)
- ◆ Trained in Communicable Disease information
- ◆ Healthy Families (Medi-Cal) Insurance Certification
- ◆ Attended Verbal Judo, Conflict Management Training
- ◆ Transportation Safety

**References:** Available upon request

Randall Royce  
6380 County Road 15  
Orland, CA 95963  
865-3946

**Objective:** To obtain a challenging position in the accounting field.

**Experience:**

*August 01-Present- Accounting Technician, Glenn County Human Resource Agency*

For the past 7 years I have been a lead worker in the CAD Fiscal unit at the HRA. I prepare funding source reports, prepare and post journal entries, reconcile ledgers, monitor payroll and process as needed, monitor accounts payable, monitor cash flow, and prepare monthly reports. I have developed CDBG procedures and I am working with program personnel in the development of theirs. I produce, maintain and enhance worksheets to allocate cost centers to grants. I have trained personnel. I process A/R as well as facilitate payments to other county departments. I have worked on annual reports. I have assisted outside auditors as needed.

*January 91- July 99- District Manager, RGIS Inventory Specialists*

I was in charge of all duties for the Chico District, which encompassed all areas between Yuba City and Alturas. I hired, trained and maintained an average crew of 100 employees. The district grew to over 1 million in sales in 1998. I prepared budgets, did projections, cost estimates, accounting functions, and sales. I left do to a severe car accident in March 99.

**Education:** BS in Accounting, CSU, Chico.

**Community Service:**

*Fall 86 to Present- Statistics taking and assistant coaching for High School sports*

I have been helping out Orland High School football, basketball, and tennis programs for the last 22 years. I take detailed statistics and analyze them for the football and basketball programs. I especially enjoy working with youth to not only help them to become better athletes, but better students and citizens.

*Spring 93 to Fall 05- Foster Parent*

I enjoyed providing foster youth a stable home to minimize their traumatic transitions into and out of foster care. Meeting their educational and emotional needs was a very learning and rewarding experience.

**Christina W. Wong, MSW, LCSW #24062**  
844 Arbutus Ave, Chico, CA 95926-4075  
Home: (530)343-4588 Cell: (530)592-7899  
[cwong227@yahoo.com](mailto:cwong227@yahoo.com)

## SUMMARY

- Governor appointed LCSW member for California Board of Behavioral Sciences to protect Californians by promoting consumer awareness, advocating for improved mental health services, and setting, communicating, and enforcing standards.
- Experience as mental health clinician providing individual and family counseling in multi-disciplinary mental health programs helping child, youth, adults and their families in California.
- Experience as supervisor to provide clinical supervision for Associate Clinical Social Workers, Licensed Clinical Social Worker, and MSW student interns.
- Experience as supervisor for case management services for children, family, adults and consumers who have severe mental health conditions.
- Experience of multi-disciplinary agencies collaboration such as Child Protective Services, Probation Department, Office of Education, other human services agencies to advocate for client's needs and service coordination.
- Active involvement with National Association of Social Workers, California Chapter for policy advocacy.
- Experience in MSW Program Coordination.
- Experience of writing local and federal grants for not-for-profit social services agencies.
- Experience as social worker in Hong Kong and the United Kingdom.
- Experience as Dean of Student Affairs to supervise student services in Hong Kong.
- Fluency in three languages: English, Cantonese, and Mandarin.
- Pleasant personality, fast learner, excellent communication and organizational skills.

---

## EDUCATION

- 1991 MA in Social Work**  
The University of Hull, Hull, United Kingdom
- 1989 Diploma in Social Work (Graduate Cum Laude)**  
Hong Kong Shue Yan College, Hong Kong  
(Accredited as Hong Kong Shue Yan University in 2007)
- 1985 Ottawa Hills High School, Grand Rapids, Michigan**

---

## PROFESSIONAL QUALIFICATIONS

**Licensed Clinical Social Worker (LCS24062)** by California Board of Behavioral Sciences.

**Certificate of Qualification in Social Work (CQSW)** by Central Council for Education and Training in Social Work, Rugby, United Kingdom

---

## **FULL-TIME EMPLOYMENT**

**Aug 2010 – Present                      Health Services Program Coordinator  
Glenn County Health Services**

- Supervise and coordinate the Intensive Case Management program to provide seven days out-patient services to support adult clients to transition from Board and Care facilities to reintegrate in the communities.
- Supervise out-patient case management services for children and adults, as well as juvenile drug court services.
- Advocate for clients' needs by organizing and facilitating in-house and inter-agency program meetings to develop treatment plans and services coordination.
- Supervise day and night crisis services and in-patient hospitalization.
- Provide clinical hours for ASWs towards their licensing, as well as supervise ASWs and LCSW's clinical services.
- Supervise MSW student interns from California State University, Chico.
- Assists clients in identifying and accessing health and community services as needed.
- Coordinate specialized mental health services for Glenn County EPSDT clients, 26.5 services, Therapeutic Behavior Services, and Out-of-home placement.

**Apr 2002 to July 2010                  Senior Mental Health Counselor  
Children's System of Care Program  
Glenn County Health Services**

- Screened referrals, completed intake and packet and mental health assessment for children's mental health services requests.
- Developed clients' treatment plan.
- Provided individual and family counseling to children, youth, families and adults in multi-disciplinary setting.
- Advocated for clients' needs and rights by collaborating with schools, probation, CPS and other community services.
- Conducted specialized assessments such as 26.5 services and Therapeutic Behavior Services.
- Coordinated services with partner agencies for out-of-county services, out-of-home placements and Therapeutic Behavior Services.
- Supervised MSW Interns from California State University, Chico
- Provided clinical hours for Associate Clinical Social Workers towards their licensing.

**Sept 1993 to August 1997          Dean of Student Affairs  
Hong Kong Shue Yan College, Hong Kong**

- Supervised the non-academic student service program, i.e. Activities and Amenities, Student Finance, Physical Education, Counseling, Employment, and Further Education.
- Organized annual activities such as Orientation Program, Graduation Ceremonies as well as Registration Days.
- Collaborated with the other universities' Student Affairs Offices for joint student programs and foreign exchange activities.
- Being a team member to prepare for the college's accreditation.

- Represented the College to participate in the activities organized by Hong Kong Student Services Association (HKSSA), an inter-collegial collaboration to coordinate student services among the universities in Hong Kong and China.
- Served as Selection Committee member for HKSSA Outstanding Services Awards, and Sir Edward Youde Memorial Scholarships by Student Financial Assistance Agency, Hong Kong Government.

**Nov 1993 to August 1997      Program Coordinator**  
**Master of Social Work (MSW) Hong Kong Program**  
**The University of Alabama and Hong Kong Shue Yan College**

- Responsible for student recruitment, preliminary admissions reviews, and maintaining student records.
- Coordinated with social work faculty and students for programmatic needs and concerns.
- Provided student advising for housing, medical care and immigration issues for the current MSW Hong Kong students.
- Liaised with Field Education Coordinators in Hong Kong and the US for the field education arrangements.
- Prepared for the MSW Program Accreditation by Council on Social Work Education.

**Feb 1992 to Aug 1993      School Social Worker**  
**Hong Kong Children and Youth Services, Hong Kong**

- Provided school social work services to three high schools with the total student populations of 2500 concurrently.
- Provided individual and family counseling.
- Organized groups and outreach programs for the students with emotional, educational, interpersonal or family problems.
- Coordinated with school personnel and social service agencies through case conference and treatment team meetings.

**May 1990 to Aug 1990      Assistant Center-in-charge**  
**The Boys' and Girls' Clubs Association of Hong Kong**  
**Tsz Wan Shan (South) Children Center, Hong Kong**

- Organized educational, social skill training groups and other activities for children aged four to fourteen year old.
- Collaborated with a school to pioneer services for the new immigrants from Mainland China to help with their adjustment to live in Hong Kong.
- Supervised the operation of the children library.

**June 1989 to May 1990      House Parent**  
**Hong Kong Juvenile Care Center, Hong Kong**

- Provided supervision of their daily living, guidance and treatment of the clients who were placed in residential care.
- Provided social skill training to reinforce positive behavior.
- Part of treatment team to make recommendations for their future treatment plan.
- Participated in case conferences to provide feedback and reports of the residents' performance.

---

## **PART-TIME EMPLOYMENT**

- May 2011 to present**      **Governor Appointed LCSW Member  
California Board of Behavioral Sciences**
- Participate in committee or board meetings to set policies and strategies plan, and sponsor or adopt regulations for consumer protection and improved mental health services in California.
  - Make decisions on licensee's disciplinary actions or hearings
- October 2008 to present**      **Mental Health Clinician  
Butte County Probation Department**
- Provide mental health assessment, individual and family counseling to the minors who are enrolled in Minor Adjustments Program while they are incarcerated in the juvenile hall and upon returning to the community
  - Collaborated with Probation Officer and Association of Boys and Girls Clubs to coordinate treatment plan and service when the minor are reintegrated in their community.
  - Supervise MSW student interns from California State University, Chico.
- March 2002 to present**      **Free-lance Grant Writer  
Gary Bess and Associates**
- Collected data, liaised with the applicant agencies, and prepared grant proposals submitted to local and federal funds.

---

## **VOLUNTARY SERVICES**

- July 2008 to June 2012**      **Region D Director, Board of Director  
National Association of Social Workers, California Chapter**
- July 2006 to June 2008**      **Region D, Alternate Director North  
Chair, Chico Unit  
National Association of Social Workers, California Chapter**
- August 2006 to present**      **MSW Field Instructor, School of Social Work  
California State University, Chico**
- Sept 1999 to August 2000**      **Research Associate and Volunteer  
Department of Social Work  
California State University, Chico**
- Sept 1997 to August 1999**      **Research Associate and Volunteer  
Department of Social Work  
The University of Texas, Pan American, Edinburg, Texas**



BOARD OF BEHAVIORAL SCIENCES  
1625 NORTH MARKET BLVD., SUITE S-200  
SACRAMENTO, CA 95834  
916 574-7830

# LICENSED CLINICAL SOCIAL WORKER

LICENSE NO. LCS 24062  
RECEIPT NO. 00314045

VALID UNTIL FEBRUARY 28, 2015

CHRISTINA WAN HA WONG  
242 N VILLA  
WILLOWS CA 95988

In accordance with the provisions of  
Division 2 Chapter 14 of the Business  
and Professions Code, the person named  
hereon is issued a Clinical Social Worker  
renewal license.

2/12/13  
2/12/13

----- NON-TRANSFERABLE --- POST IN PUBLIC VIEW -----

WBSLCS 12/31/07



# Tracy Harrison

272 White Ave. Chico, CA 95926 • (530) 961-2687 • turtletides@hotmail.com

---

## EDUCATION

**Masters of Social Work**, California State University, Chico, May 2009.

**Bachelor of Arts, Psychology**, Humboldt State University, August 2001.

---

## PROFESSIONAL DEVELOPMENT

- Associate Clinical Social Worker (ASW) 2009. Licensure #26647.
  - Group Home Administrator, State of CA: Community Care Licensing Board # 5593657730.
  - National Association of Social Workers, Director, Region D (2010-2015).
  - 60 Hours crisis/ suicide intervention training, White Bird, OR (2005).
  - First Aid/ CPR certified through 2013.
- 

## PROFFESIONAL EXPERIENCE

- **Senior Mental Health Counselor I.** Glenn County Mental Health, Orland, CA (presently employed). Specialized in Transitional Age Youth (ages 12-21) counseling and family therapy.
- **Program Coordinator.** Coleen's House Youth Shelter, Youth For Change, Chico, CA (2010-2011). Provided support and supervision to 7 employees, facilitated staff meetings & trainings, general shelter functioning, timesheets, Medi-Cal billing, and coordination of services for youth ages 14-17.
- **Social Worker.** Coleen's House Youth Shelter, Youth For Change, Chico, CA (2009-2011). Provided intensive case management services to youth in crisis ages 14-17. Facilitated family reunification meetings, individual therapy with youth, and worked effectively with community social service agencies to provide clients' effective transition to appropriate placements. Also provided supervision to a second year MSW intern.
- **Program Coordinator.** Housing In Progress, Youth For Change, Chico, CA (2009-2010). Helped to initialize housing program. Created program guidelines, intake & on-going assessment tools, and provided social work case management to youth ages 18-24.
- **Case manager & Social Work Intern.** 6<sup>th</sup> Street Center, Youth for Change, Chico, CA (2008-2009). Provided crisis intervention, counseling, and case management for homeless youth ages 13-24. Assisted in the development of program policies and procedures. Coordinated and facilitated groups. Billed for Medi-Cal.
- **Social Work Intern.** Foster Family Associates, Youth for Change, Paradise, CA (2007-2008). Provided case management services for youth in foster care placements and transitional housing program. Conducted weekly home visits. Completed needs assessment and quarterly reports. Assisted in coordination of the Paradise Ridge homeless census.
- **Counselor/ Advocate II, Team Lead.** Shelter Care/ Royal Avenue Program. Eugene, OR (2003-2007). Crisis Intervention, social work, and case management for clients with severe and persistent mental health issues including dually diagnosed and homeless populations. Facilitated groups and community activities. Provided daily medication management. Supervised a team of five, responsible for quality control and shift management.
- **Crisis Counselor, Shift Supervisor.** White Bird Clinic. Eugene, OR (2005-2007). Direct counseling and crisis intervention within a community crisis center. Conducted suicide assessments and interventions, advocacy and negotiation of community services through walk-in, phone, and mobile capacities. Staff training and quality control.

STATE OF CALIFORNIA



DEPARTMENT OF CONSUMER AFFAIRS



BOARD OF BEHAVIORAL SCIENCES  
1625 NORTH MARKET BLVD, SUITE S-200  
SACRAMENTO, CA 95834  
916 574-7830

**ASSOCIATE CLINICAL SOCIAL WORKER**

REGISTRATION ASW 26681  
RECEIPT NO. 31860363

VALID UNTIL AUGUST 31, 2014

TRACY JEAN HARRISON  
272 WHITE AVE  
CHICO CA 95926

In accordance with the provisions of  
Division 2 Chapter 14 of the Business  
and Professions Code, the person named  
hereon is registered as an Associate  
Clinical Social Worker.

07/09/13  
07/09/13

----- NON-TRANSFERABLE --- POST IN PUBLIC VIEW -----

WBSASW 12/31/07

# California State University, Chico

The Trustees of

The California State University

upon recommendation of the Faculty have conferred upon

**Tracy Jean Kelly**

the degree of

**Master of Social Work**

**With Distinction**

With all rights and privileges pertaining thereto.

Awarded at Chico, California on this thirty-first day of May in the year two thousand and nine.

*Arnold S. Brown*

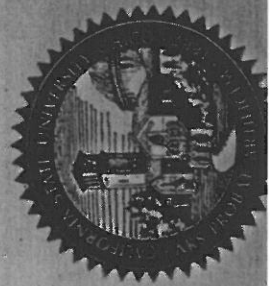
Governor of California  
President of the Trustees

*Charles B. Reed*

Chancellor  
The California State University

*Robert F. Hartung*

Chancellor





GLENN COUNTY  
HUMAN RESOURCE AGENCY  
HRA



SOCIAL SERVICES

DIVISION  
P.O. Box 611  
420 E. Laurel St.  
Willows, CA 95988  
(530) 934-6514

SCOTT GRUENDL  
DIRECTOR

ROBYN KRAUSE  
CHIEF DEPUTY DIRECTOR

CHRISTINE ZOPPI  
DEPUTY DIRECTOR

COMMUNITY ACTION

DIVISION  
420 E. Laurel St.  
Willows, CA 95988  
(530) 934-6510

September 5, 2013

California Governor's Office of Emergency Services  
Criminal Justice/Emergency Management & Victim Services Branch  
Attn: CHAT Program-Children's Unit  
3650 Schriever Avenue  
Mather, CA 95655

Re: VOCA Match Waiver Request

The County of Glenn/Human Resource Agency is requesting a VOCA 2013 match waiver for the CHAT Program, grant award period of 10/1/13-9/30/2014 for VOCA 2013 funds.

Despite the Agency's best efforts to recruit and retain volunteers, volunteers are limited in this area. The Agency has been successful in recruiting interns, but because they are compensated; their time cannot be considered as match. Overall, a lack of funding that can be used as match has been of concern for several years. Additionally, a primary source of match dollars has been funding from Child Welfare Improvement Activities; this source of funding has decreased markedly over the past couple of years making the VOCA match requirement extremely difficult to meet.

The 20% VOCA match requirement creates a huge burden that hinders the County's ability to provide child victims critical victim services, yet failure to meet this requirement puts the Glenn County CHAT program and its services to child victims in jeopardy.

We appreciate your consideration of this request.

Warm Regards,

Scott Gruendl  
Director

SOUTH COUNTY FACILITY LOCATION

420 E. Laurel St.  
Willows, CA 95988

TOLL FREE 1-800-287-8711

NORTH COUNTY FACILITY LOCATION

604 East Walker Street, Suite A  
Orland, CA 95963