

	Greater SM Youth Council
Application Completeness Check for 2026 HSAB Funding	Family and Youth Success
Amount Requested	\$45,000
Questions	
Are all questions answered?	Yes
Is the application signed? (this is a certification)	Yes
Does the program have measurable outcomes?	Yes
Is the agency a Human Services Agency?	Yes
Is the agency overseen by a Board of Directors?	Yes
Required Attachments	
BUDGETS	
1. Program budget for current fiscal year	Yes
2. Program budget proposed for next fiscal year	Yes
3. Budget showing the exact uses of the HSAB funding, to be included in the contract	Yes
BOARD OF DIRECTORS INFORMATION	
4. Board of Directors membership roster	Yes
5. Board of Directors City of Residence	Yes
6. Board of Directors Meeting Attendance Record	No
7. Board of Directors membership criteria	Yes
ORGANIZATION INFORMATION	
8. Current IRS Form 990, pages 1 and 2 (not required for churches)	Yes
9. Non-discrimination policy statement	Yes
PROGRAM INFORMATION	
10. Final Performance Report for 2024 Funding (if funded)	No
11. Letters of support for the program - how many	3 letters
12. Policies and Procedures for the proposed Program, if available	Yes

**City of San Marcos Human Services Grants
FY2026 Application**

I. SUMMARY INFORMATION

Please spell out organization name and program name completely, without acronyms.

Applicant Organization: Greater San Marcos Youth Council

Contact Name: Julia Ramsay New Telephone: [REDACTED]

Contact E-Mail Address: [REDACTED] Website: www.gsmyc.org

Mailing Address: PO Box 1455, San Marcos, Texas 78667

San Marcos Service Address for this Program: 1402 IH 35 North, San Marcos, Texas 78666

Who is authorized to execute program documents? (Name, Title) Julia Ramsay New, Executive Director

Program Name: Family and Youth Success (FAYS)

Amount of Funds Requested: \$45,000

What percentage of the cost of this program is requested as funding through this application? 10.5%

II. QUESTIONS

All questions must be answered. Please type your answers. Application evaluations will be based on, but not necessarily limited to the criteria stated in each section.

OVERVIEW

1. Summarize the program for which funding is being requested, the services it provides, and the clients it serves.

The Family and Youth Success (FAYS) program supports families with children aged 6–17 who are experiencing crisis or conflict. Offered free of charge in all 254 Texas counties, FAYS aims to prevent child maltreatment, juvenile delinquency, truancy, and other risky behaviors while strengthening family resiliency and protective factors.

In San Marcos, the Youth Council is the only local agency providing 24/7 access to this wide range of prevention and intervention services.

Core Services Include:

- Individual & Family Counseling
- Parenting & Anger Management Classes
- Youth Skills Groups
- On-Campus Counseling & Case Management
- Truancy & Delinquency Prevention
- 24/7 Crisis Hotline
- Temporary Shelter for Youth in severe home conflict situations

Emergency Financial Assistance:

- Gift cards for food, gasoline, hygiene, cleaning supplies, clothing, and shoes

- Partial utility or rental payments made directly to vendors or landlords

These services are designed to stabilize families, keep children safely at home, and ensure youth are supported through times of crisis.

COMMUNITY NEED AND JUSTIFICATION –15 POINTS

Evaluation: documentation and justification of the need for the program in the City of San Marcos.

1. Describe in detail the need for this program in San Marcos.

The Family and Youth Success (FAYS) program is designed to support families facing a wide range of crises, including mental health issues, suicide, poverty, homelessness, substance abuse, domestic violence, child or sexual abuse, and involvement with the justice system.

The children and families of San Marcos—and communities across Texas—face serious and complex challenges that deeply impact their well-being. Although organizations like the Greater San Marcos Youth Council (GSMYC) work tirelessly to provide critical support, persistent systemic issues continue to threaten the health, stability, and future opportunities of the state's youth.

Statewide, Texas ranks 43rd in the nation for overall child well-being, according to the 2024 *Texas Kids Count* report. The state performs poorly across several key areas. In health, Texas ranks 48th, reflecting major concerns in children's physical well-being. The state ranks 47th in the family and community domain, suggesting widespread instability and a lack of supportive environments. Economically, Texas ranks 43rd, underscoring the struggles many families face in achieving financial security.

Educational outcomes are also a concern, with Texas ranking 41st, indicating significant room for improvement in school readiness and achievement (WalletHub). Perhaps most troubling, Texas ranks 49th in children's mental health services, with access continuing to decline. For the second year in a row, Texas has been named the worst state in the nation for overall mental health care.

Locally, the challenges in San Marcos reflect these broader trends and, in many cases, are even more severe. The poverty rate in San Marcos is 27%, nearly double the state average of 14%. Within the San Marcos Consolidated Independent School District (SMCISD), over 55% of students are considered economically disadvantaged, and more than 77% qualify for free or reduced lunch. These economic hardships are often intensified by the limited availability of mental health services, which leaves many families without the resources they need to navigate crisis or sustain long-term stability.

These intersecting issues—poverty, insufficient mental health care, and educational disparities—create a difficult landscape for children and families to overcome. While agencies like GSMYC provide vital shelter, counseling, and outreach services, a broader, coordinated effort is necessary to drive meaningful change. Addressing these issues requires increased funding, policy reforms, and sustained advocacy at all levels of government.

To ensure that every child in Texas has the opportunity to thrive, we must invest in mental health services, reduce poverty, and improve access to quality education. Only through collaborative and systemic change can we build a stronger, more supportive future for the families of San Marcos and beyond.

2. Has the need for this program been increasing in recent years?

The demand for services has increased in recent years, driven by ongoing population growth in our area, as well as the impact of social and political events, economic uncertainty, and the influence of social media, particularly on children. In 2024, our counselors conducted an average of 241 sessions per month, including counseling, support, and parenting services, resulting in a total of 2,892 sessions for the year.

IMPLEMENTATION –15 POINTS

Evaluation:

- *The application demonstrates that resources needed to manage the proposed program are available and ready.*
- *Applicant has clearly defined objectives focusing on results and measurable outcomes vs. only program activities descriptions and numbers served.*
- *Past performance of programs funded by Human Services Grants has met expectations.*

1. Are all resources in place to be able to implement this program? If not, what is missing?

Yes, all resources are in place to implement this program.

2. What specific, measurable outcomes or results do you hope to achieve with this program?

The objectives of the Family and Youth Success (FAYS) program are to reduce child maltreatment, truancy, and juvenile delinquency while also strengthening families' protective factors and resilience during times of crisis. Client information is entered into the state data system, which is managed by the Texas Department of Family and Protective Services. This data is then evaluated, and each agency providing prevention and early intervention services is assigned a success rate based on outcomes.

Program goals are considered met when clients report improvements in their circumstances, a reduction or elimination of negative behaviors, and no longer require ongoing services. In 2024, our program achieved a 98% effectiveness rate, with 97.35% of participants remaining safe.

Children and parents evaluate our non-residential services through written surveys completed at the conclusion of services, followed by 90-day follow-up phone calls conducted by staff. During the service period, family sessions are held every 30 days to review the child's progress at school, at home, and with peers. These sessions help determine whether additional support is needed to address any lingering behavioral issues. Typically, noticeable improvements in youth behavior and positive family dynamics are observed within the first 30 days of services.

3. If funding is not available at the requested amount, what is the minimum Human Services Grant funding needed to be able to run this program?

\$40,000.00

IMPACT AND COST EFFECTIVENESS –15 POINTS

Evaluation:

- *impact on the identified need*
- *implementation costs compared to impact*
- *use of available resources (financial, staff, volunteer)*
- *impact compared to other applicants*

1. Programs can provide value by deeply impacting the lives of a few, with effects that may ripple through generations, or by providing smaller but meaningful impact to a larger group. Describe in detail the impact this program will have on the identified need and on San Marcos residents.

Local families with children have 24/7 access to trained professionals during times of crisis. We provide free counseling, support services, parenting classes, and referrals for needs that fall outside the scope of our agency.

Our shelter also serves as a vital resource for San Marcos families, offering a haven for runaway youth or a respite option for families in need of temporary relief.

Our impact on the San Marcos community is grounded in accessibility and responsiveness. Families in distress can count on our comprehensive, no-cost services, which include specialized counseling using Solution-Focused Brief Therapy (SFBT) and motivational interviewing. These approaches are tailored to address urgent challenges, foster emotional well-being, and promote lasting change. Our services lead to improved family relationships, enhanced school attendance and performance, reduced self-harm and suicide risk, and a decline in abuse, neglect, and runaway incidents.

In addition to therapeutic support, our parenting classes equip caregivers with practical tools and strategies to navigate difficult situations effectively. Our shelter remains a critical support system for families facing urgent crises, whether due to a child's absence or the need for temporary placement.

We also strengthen our reach and effectiveness through strategic partnerships with other local agencies, ensuring that families are not only aware of but easily connected to a wide range of community resources. This collaborative, community-centered approach allows us to provide both immediate relief and long-term support.

By stabilizing and empowering individual families, we contribute to a more resilient and connected San Marcos. Our program's influence extends beyond crisis intervention, nurtures the overall well-being of the community, and reinforces the social fabric, creating a stronger, more supportive environment for all residents.

2. Briefly describe other funding sources, volunteers, or in-kind donations that will be used with this program.

Our agency leverages support from the City of San Marcos as a foundation to secure additional funding and in-kind contributions from government entities, corporations, civic organizations, foundations, and individual donors. This local investment not only sustains our programs but also enhances our credibility with potential partners and funders.

In 1989, the City of San Marcos leased just under an acre of land to the Youth Council, enabling the construction of our 16-bed shelter. A few years later, the city granted an additional acre for the development of our counseling and resource center. In 2006, we secured a third acre behind the shelter, which has since been cleared and fenced to create a recreational space for children in our care. Plans are in place to further improve this space by adding picnic tables and shaded structures, ensuring a comfortable and inviting outdoor environment.

The continued support of local government is vital to our mission. It not only provides tangible resources but also adds institutional credibility, particularly important for those unfamiliar with our agency's long-standing presence and impact on the community.

Volunteers are an essential part of our operations. They enhance program quality and reduce financial strain by contributing their time, skills, and resources. We engage volunteers from throughout the community, including local schools, universities, civic groups, churches, and businesses. These individuals and organizations also support our fundraising efforts by helping collect both in-kind and monetary donations, further offsetting the costs of delivering vital services to families in need.

3. How many total annual unduplicated direct clients is this program expected to serve? What percentage will be San Marcos residents?

We anticipate serving 330 unduplicated direct clients who are residents of the City of San Marcos through our Family and Youth Success (FAYS) program, which addresses family conflict and everyday challenges while promoting strong family bonds and youth resilience.

COMMUNITY SUPPORT – 15 POINTS

Evaluation:

- *A minimum of three letters of reference that indicate strong local support for the program and the agency's ability to implement it as described in the application. Letters must be in support of the specific program requesting funding, not the agency as a whole. Letters will preferably be from San Marcos residents as well as direct clients of the program.*
- *Evidence that volunteers play a vital role in the program or agency's operation.*
- *Evidence that board members are actively involved in and supportive of the agency*

1. What actions do Board members take to support the programs of the agency?

Each board member provides financial support and actively participates in fundraising events. In addition to monetary contributions, board members donate their time and expertise to assist clients and support staff across our programs. They also play a vital role in community outreach by recruiting donors and volunteers and sharing their experiences to raise awareness and strengthen community engagement.

2. Briefly describe the number and role of volunteers in the program or agency's operation.

Throughout the year, volunteers have been an essential force behind GSMYC's success, serving as ambassadors of our mission and amplifying our impact across the community. A total of 74 volunteers generously contributed approximately 304 hours of service, supporting a wide range of initiatives. From event setup and community outreach to guest engagement, administrative support, and family-focused activities, our volunteers played a critical role in enhancing service delivery. Their commitment not only strengthened our day-to-day operations but also deepened our connection with local families, schools, and partners.

COUNCIL PRIORITIES - 30 POINTS

1. How long has this program served San Marcos residents? (10 points if at least 2 years)
39 years
2. Does the agency have an office in San Marcos? (10 points if it does)
Yes, and only in San Marcos.
3. Describe how this funding will create an increase in services or an increase in the number of people served. (10 points if creates an increase)

This funding will allow us to serve more families by reducing waitlists for counseling and support services, ensuring timely access to critical care. It will support increased outreach capacity enabling us to connect with underserved populations, provide earlier interventions, and expand our presence in schools and community spaces and expanding new programming. Ultimately, leading to a measurable increase in both the quality and quantity of services delivered, reaching more individuals and creating stronger support systems across the city.

RISK - 10 POINTS

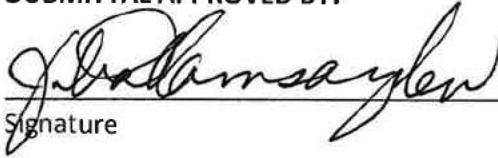
1. How many years experience does the agency have in implementing a program of this size and complexity? (5 points if more than 5 years)
34 years
2. What percentage of the program's funding is non-City? (5 points if at least 50%)
89.5%

III. FUNDING RESTRICTIONS

By signing this application I certify the following to be true:

1. All Human Services Grant funding will be spent on San Marcos residents, except for school-based programs, in which case it may be spent within the San Marcos Consolidated Independent School District boundary.
2. Funding requested is not more than 50% of the total funding for the agency.
3. Funding will not be used to fund more than 20% of a full time position.
4. Agency has been in existence for at least 2 years. (This can include serving communities other than San Marcos.)

SUBMITTAL APPROVED BY:


Signature

7-21-25
Date

Julia Ramsay New
Printed Name

Executive Director
Title



HUMAN SERVICES ADVISORY BOARD GRANT QUARTERLY PERFORMANCE REPORT

Agency Name: Greater San Marcos Youth Council

Program Name: Family and Youth Success (FAYS)

Program Year: 2024

Reporting Period: (check one)

- January through March (due April 30)
☒ April through June (due July 31)
☐ July through September (due October 31)
☐ October through December (due January 31)

Submit report to: [REDACTED]

PROGRAM STATUS

Please provide a written description of actions taken this period and how they helped achieve your program goals.

The Family and Youth Success Program (FAYS) program is designed to reduce child mistreatment and juvenile delinquency as well as to increase families' protective factors and resiliency to the crisis. The program targets families with children between the ages of 6-17 and offers individual and family counseling, parenting and anger management classes, youth skills groups, truancy and delinquency prevention, and case management. FAYS also provides short-term emergency financial assistance to working families who find themselves in a financial crisis. The financial assistance includes gift cards to local businesses for clothing, shoes, gasoline, food, and utility assistance.

PROGRAM BENEFICIARIES

For the program that received HSAB funding, please report either number of unduplicated individuals served or number of unduplicated households served.

Check one: ☒ Unduplicated Individuals ☐ Unduplicated Households

	Jan-Mar	Apr-Jun	Jul-Sep	Oct-Dec	Year to Date
Total Served	130	161			
San Marcos Residents Served	48	63			
% San Marcos Residents	37%	39%			

PROGRAM EXPENDITURES

For the final report of the year, please provide a bulleted list that briefly summarizes how the HSAB funding was spent.

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-
-
-
-
-
-

Certification:

I certify that to the best of my knowledge and belief the information reported in this Quarterly Performance Report is factual and accurate.

Kara Lueckemeyer
Signature

July 15, 2024
Date

Kara Lueckemeyer
Printed name

Program Assistant
Title

Greater San Marcos Youth Council, Inc.
GSMYC FY25 FAYS Budget
September 2024 through August 2025

Expense	
Payroll Expenses	\$404,250.00
Insurance - Health/Dental/Life	\$17,062.50
Insurance-Prof Liability	\$6,615.00
Insurance-Building	\$5,775.00
Insurance-Vehicle	\$4,200.00
Insurance Worker's Compensation	\$1,968.75
Supplies	\$14,700.00
Repairs	\$6,825.00
Grounds Maintenance	\$1,575.00
Security System	\$525.00
Telephone	\$1,260.00
Utilities-Cable	\$525.00
Utilities	\$9,450.00
Utilities-Dumpster	\$157.50
Postage	\$525.00
Transportation - Mileage	\$262.50
Transportation - Fuel	\$2,625.00
Expense Reimbursement	\$1,050.00
Printing and Advertisement	\$7,875.00
Staff Development and Education	\$3,675.00
Dues and Subscriptions	\$1,050.00
Licenses and Permits	\$525.00
Recreation/Entertainment/Act.	\$1,050.00
Accounting and Auditing Fees	\$9,975.00
Program Expense	\$4,200.00
Total Expense	\$507,701.25

Greater San Marcos Youth Council, Inc.
GSMYC FY26 FAYS Budget
September 2025 through August 2026

Expense	
Payroll Expenses	\$445,685.63
Insurance - Health/Dental/Life	\$18,811.41
Insurance-Prof Liability	\$7,293.04
Insurance-Building	\$6,366.94
Insurance-Vehicle	\$4,630.50
Insurance Worker's Compensation	\$2,170.55
Supplies	\$16,206.75
Repairs	\$7,524.56
Grounds Maintenance	\$1,736.44
Security System	\$578.81
Telephone	\$1,389.15
Utilities-Cable	\$578.81
Utilities	\$10,418.63
Utilities-Dumpster	\$173.64
Postage	\$578.81
Transportation - Mileage	\$289.41
Transportation - Fuel	\$2,894.06
Expense Reimbursement	\$1,157.63
Printing and Advertisement	\$8,682.19
Staff Development and Education	\$4,051.69
Dues and Subscriptions	\$1,157.63
Licenses and Permits	\$578.81
Recreation/Entertainment/Act.	\$1,157.63
Accounting and Auditing Fees	\$10,997.44
Program Expense	\$4,630.50
Total Expense	\$559,740.63

Program Activity (GSMYC FAYS Program)	City General Funds
Salaries and Benefits for full-time employees (No more than 20% of yearly salary)	\$37,000.00
Utilities (Electric, Water)	\$8,000.00
PROJECT TOTAL:	\$45,000.00

Board of Directors Membership Criteria

Greater San Marcos Youth Council's Board of Directors are individuals who are active in the community and have expertise through education and/or experience beneficial to the agency, a commitment to attend board meetings and to participate in fundraising and other supportive efforts.

The community leaders who are approved to serve shall exercise ordinary business judgment in managing the affairs of the Corporation. In acting in their official capacity as directors of this Corporation, directors shall act in good faith and take actions they reasonably believe to be in the best interests of the Corporation and that are not unlawful. In all other instances, the Board of Directors shall not take any action that they should reasonably believe would be opposed to the Corporation's best interest or would be unlawful. A director shall not be liable if, in the exercise of ordinary care, the director acts in good faith, relying on written financial and legal statements provided by an accountant or attorney retained by the Corporation.

<u>GSMYC Board of Directors</u>	<u>Attendance</u>
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President - Jeff Caldwell	100%
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[REDACTED]
San Marcos, TX 78666
Resident City: San Marcos, Texas
[REDACTED]

Vice-President - Rebecca Dickey	100%
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Texas State University-San Marcos
[REDACTED]
San Marcos, TX 78666
Resident City: San Marcos, Texas
[REDACTED]

Treasurer-Vickie Dorsett	90%
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Hays County Historical Courthouse
(Retired from County)
[REDACTED]
San Marcos, TX 78666
Resident City: San Marcos, Texas
[REDACTED]

Secretary-Crystal Dixon	90%
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Edward Jones, Crystal Dixon
[REDACTED]
Resident City: Mountain City, TX 78610
[REDACTED]

Matt Murphree	70%
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Randall Morris & Associates
[REDACTED]
San Marcos, TX 78666
Resident City: San Marcos, Texas
[REDACTED]

John Schramm	50%
Thermon Manufacturing	
[REDACTED]	
San Marcos, TX 78666	
San Marcos, Texas	
[REDACTED]	

Sebastian Hernandez	50%
HEB	
[REDACTED]	
Resident City: Kyle, TX 78640	

Lisa Day	90%
Hays County Juvenile Probation	
[REDACTED]	
San Marcos, TX 78666	
Resident City: San Marcos, Texas	
[REDACTED]	

Clint Pulpan	100%
[REDACTED]	
San Marcos, TX 78666	
Resident City: San Marcos, Texas	
[REDACTED]	

Return of Organization Exempt From Income Tax

OMB No. 1545-0047

Department of the Treasury
Internal Revenue Service

Under section 501(c), 527, or 4947(a)(1) of the Internal Revenue Code (except private foundations)

Do not enter social security numbers on this form as it may be made public.

Go to www.irs.gov/Form990 for instructions and the latest information.

2023

Open to Public
Inspection

A For the 2023 calendar year, or tax year beginning Sep 1, 2023, and ending Aug 31, 2024

B Check if applicable: ☐ Address change ☐ Name change ☐ Initial return ☐ Final return/terminated ☐ Amended return ☐ Application pending	C Name of organization <u>Greater San Marcos Youth Council, Inc.</u> Doing business as Number and street (or P.O. box if mail is not delivered to street address) Room/suite <u>P.O. Box 1455</u> City or town, state or province, country, and ZIP or foreign postal code <u>San Marcos, TX 78667-1455</u>	D Employer identification number <u>74-2553659</u> E Telephone number <u>[REDACTED]</u> G Gross receipts \$ <u>2,077,476.</u>
I Tax-exempt status: ☒ 501(c)(3) ☐ 501(c) () (insert no.) ☐ 4947(a)(1) or ☐ 527	F Name and address of principal officer: <u>Julia Ramsay-New, 2305 Ledgerock Road, Wimberley, TX 78676</u>	H(a) Is this a group return for subordinates? ☐ Yes ☒ No H(b) Are all subordinates included? ☐ Yes ☐ No If "No," attach a list. See instructions. H(c) Group exemption number
J Website: <u>www.gsmvc.org</u>	K Form of organization: ☒ Corporation ☐ Trust ☐ Association ☐ Other	L Year of formation: <u>1986</u> M State of legal domicile: <u>TX</u>

Part I Summary

Activities & Governance	1	Briefly describe the organization's mission or most significant activities: <u>Youth at risk and emergency shelter</u>		
	2	Check this box ☐ if the organization discontinued its operations or disposed of more than 25% of its net assets.		
	3	Number of voting members of the governing body (Part VI, line 1a)	10	
	4	Number of independent voting members of the governing body (Part VI, line 1b)	9	
	5	Total number of individuals employed in calendar year 2023 (Part V, line 2a)	35	
	6	Total number of volunteers (estimate if necessary)	200	
	7a	Total unrelated business revenue from Part VIII, column (C), line 12	0.	
b	Net unrelated business taxable income from Form 990-T, Part I, line 11	0.		
Revenue	8	Contributions and grants (Part VIII, line 1h)	1,211,975.	1,457,067.
	9	Program service revenue (Part VIII, line 2g)	471,675.	312,302.
	10	Investment income (Part VIII, column (A), lines 3, 4, and 7d)	147,861.	
	11	Other revenue (Part VIII, column (A), lines 5, 6d, 8c, 9c, 10c, and 11e)	87.	308,107.
	12	Total revenue—add lines 8 through 11 (must equal Part VIII, column (A), line 12)	1,831,598.	2,077,476.
	Expenses	13	Grants and similar amounts paid (Part IX, column (A), lines 1–3)	
14		Benefits paid to or for members (Part IX, column (A), line 4)		
15		Salaries, other compensation, employee benefits (Part IX, column (A), lines 5–10)	1,133,446.	1,105,348.
16a		Professional fundraising fees (Part IX, column (A), line 11e)		19,140.
b		Total fundraising expenses (Part IX, column (D), line 25)	19,140.	
17		Other expenses (Part IX, column (A), lines 11a–11d, 11f–24e)	293,356.	266,956.
18		Total expenses. Add lines 13–17 (must equal Part IX, column (A), line 25)	1,426,802.	1,391,444.
19	Revenue less expenses. Subtract line 18 from line 12	404,796.	686,032.	
Net Assets or Fund Balances	20	Total assets (Part X, line 16)	1,967,938.	2,668,166.
	21	Total liabilities (Part X, line 26)	34,701.	48,897.
	22	Net assets or fund balances. Subtract line 21 from line 20	1,933,237.	2,619,269.

Part II Signature Block

Under penalties of perjury, I declare that I have examined this return, including accompanying schedules and statements, and to the best of my knowledge and belief, it is true, correct, and complete. Declaration of preparer (other than officer) is based on all information of which preparer has any knowledge.

Sign Here	Signature of officer <u>Julia Ramsay-New</u>	Date <u>02/17/2025</u>			
	Type or print name and title <u>Julia Ramsay-New, Executive Director</u>				
Paid Preparer Use Only	Print/Type preparer's name <u>Julie Bryant</u>	Preparer's signature	Date	Check ☐ if self-employed	PTIN <u>P01269961</u>
	Firm's name <u>Business ServicesGO, LLC</u>	Firm's EIN <u>87-1611081</u>			
	Firm's address <u>1535 S 145th East Ave, Tulsa, OK 74108</u>	Phone no. <u>[REDACTED]</u>			

May the IRS discuss this return with the preparer shown above? See instructions ☒ Yes ☐ No

Statement of Program Service Accomplishments

Check if Schedule O contains a response or note to any line in this Part III

1 Briefly describe the organization's mission:

Youth at risk emergency shelter

2 Did the organization undertake any significant program services during the year which were not listed on the prior Form 990 or 990-EZ? ☐ Yes ☒ No

If "Yes," describe these new services on Schedule O.

3 Did the organization cease conducting, or make significant changes in how it conducts, any program services? ☐ Yes ☒ No

If "Yes," describe these changes on Schedule O.

4 Describe the organization's program service accomplishments for each of its three largest program services, as measured by expenses. Section 501(c)(3) and 501(c)(4) organizations are required to report the amount of grants and allocations to others, the total expenses, and revenue, if any, for each program service reported.**4a** (Code:) (Expenses \$ 802,035, including grants of \$ 0.) (Revenue \$ 1,037,998.)

Co-ed crisis shelter for homeless and runaway children ages 2-17 years

4b (Code:) (Expenses \$ 508,111, including grants of \$ 0.) (Revenue \$ 733,070.)sk non resident programs designed for family intervention
and reven on**4c** (Code:) (Expenses \$ including grants of \$) (Revenue \$)**4d** Other program services (Describe on Schedule O.)☐ (Expenses \$ including grants of \$) (Revenue \$)**4e** Total program service expenses 1,310,146

GSMYC will make reasonable accommodations for qualified individuals with known disabilities unless doing so would result in an undue hardship. If at any time employees have a complaint or inquiry regarding this policy, the Executive Director should be contacted immediately. Employees should understand they can raise concerns and make reports without fear of reprisal. Anyone found to be engaging in any type of unlawful discrimination would be subject to disciplinary action.

Immigration Reform and Control Act of 1986

Under the U.S. Immigration Act, we have a continuing duty to assure that all employees have valid documentation of a right to work in the United States. We will also verify the right to work in other international locations of assignment. Therefore, employees will be asked to verify their immigration status and social security number from time to time if employed in the United States.

At-Will Employment Relationship

This manual is not intended to create or constitute an expressed or implied contract between GSMYC and any one or all of its employees. The Agency or the employee may terminate the employment relationship at any time, without prior notice. This is called “At-Will Employment.”

Commitment to Employer

- I shall work to improve the effectiveness and efficiency of services provided by the agency.
- I shall act to prevent and eliminate discrimination in work assignments or in personnel policies.
- I shall abide by all state licensing standards, agency policies, procedures, and management decisions.
- I shall support the integrity and reputation of the agency.
- I shall exercise special care when making my professional recommendations of opinions public through testimony or other public statements.

Code of Ethics and Harassment

A signed copy of the Code of Ethics will be kept in each employee's file.

Harmonious Work Environment

In support of our service values, GSMYC is committed to a harmonious work environment. Rude, abrasive, argumentative, condescending behavior and spreading of rumors will not be tolerated.

Comments and gossip about another employee's performance will not be tolerated. Participating in this type of behavior is detrimental to the quality of care of the people we serve. This type of behavior could result in disciplinary action up to and including termination of employment.

Employees who behave in a manner that creates a hostile work environment or poor public image will be subject to disciplinary action, up to and including termination of employment.

Equal Opportunity, Anti-Discrimination, Harassment, and Bullying Policy

GSMYC is committed to providing a workplace free of all forms of discrimination and harassment including bullying. It aims for equality of opportunity for all employees – staff, contracted and temporary – and is consistent with our policy of merit-based selection and promotion. By effectively implementing our Equal Employment Opportunity (EEO) Policy, we will attract talented people and use their abilities to maximum advantage for both the organization and the employee.

EEO programs are increasingly part of what best-practice companies do to ensure the maximum contribution from their people by managing diversity effectively. GSMYC seeks to make this best practice approach an integral part of our organization's culture.

It is the responsibility of management to provide a working environment free from discrimination, harassment, and bullying. To this end, GSMYC will take all practicable steps to ensure our residents provide a similar working environment.

In addition, Management and their delegates are to ensure all complaints are treated confidentially, seriously, and sympathetically. Thus, we have developed a Grievance Procedure to assist our employees who raise issues of concern. Relevant disciplinary action will be taken against anyone found to have breached this policy.

No employee will be penalized or disadvantaged as a result of raising concerns or complaints relating to discrimination or harassment.

What is Discrimination?

Unlawful discrimination occurs when a person considers they have been treated unfavorably due to an attribute (listed below).

Protected attributes include, but are not limited to:

- Age
- Disability/impairment
- Marital status, including defacto
- Physical features
- Political belief or activity
- Pregnancy/breastfeeding
- Race
- Religious belief or activity
- Sexual Orientation
- Gender
- Status as a parent or care giver
- Personal association with someone of the above attributes

Employees with Disabilities Act

The Americans with Disabilities Act of 1990, as amended, prohibits discrimination on the basis of disability, and protects qualified applicants and employees with disabilities from discrimination in hiring, promotion, discharge, pay, job training, fringe benefits, and other terms and conditions of employment. The law also requires that covered entities provide qualified applicants and employees with disabilities, as defined by the Act, with appropriate reasonable accommodation, if such accommodation does not impose an undue hardship. If you believe that you have been discriminated against based upon a disability, or you have a disability and require some accommodation, you should contact your supervisor or the Executive Director immediately. For more information on this Act, please reference the Americans with Disabilities Act of 1990 and amendments.

What is Harassment?

Harassment is an unwanted behavior and can take many forms. It may involve inappropriate actions, behavior, comments, or physical contact that is objectionable or



FAMILY AND YOUTH SUCCESS PROGRAM (FAYS)

Program Operations Guide

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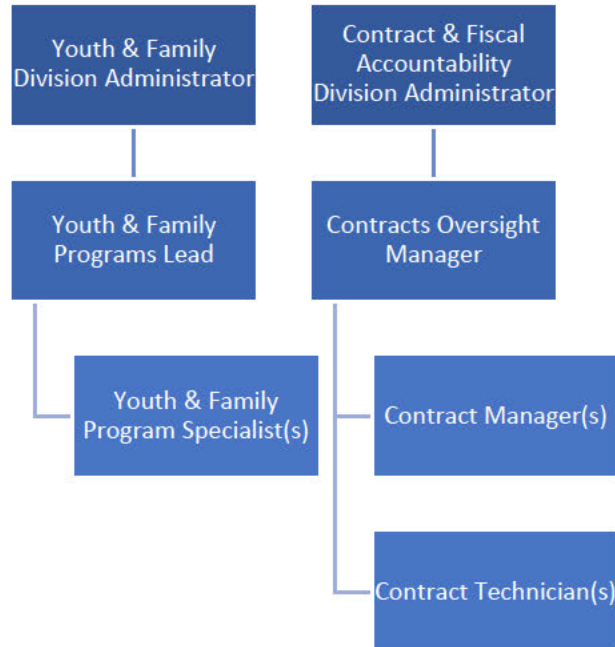
Introduction to the FAYS Program Operations Guide

The purpose of the Program Operations Guide is to assist current Family and Youth Success Program (FAYS) Grantees with procedures, policy clarifications, and frequently asked questions that are related to the programmatic components of their Family and Youth Success Program contract. This guide includes an overview of DFPS Prevention and Early Intervention (PEI) Division and is divided into sections based on the Request for Application issued in FY16. The Family and Youth Success program was formerly named the Services to At-Risk Youth (STAR) Program. Beginning in 2019, PEI began the process of renaming the program, soliciting input from internal and external program stakeholders. In the spring of FY20, the name Family and Youth Success Program was identified, and a logo design contest was implemented, and the final logos were selected.



Prevention and Early Intervention (PEI) Overview

All PEI Programs consist of the following team members:



Who do I contact on my PEI Team?	
Team Member	When to Contact
Youth & Family Program Specialist(s)	Questions about programmatic operations, interpretations, policy clarifications, reports, procedures, staff changes, technical assistance requests, client concerns, outreach and stakeholder concerns, and training needs.
Contract Manager/Technician	Billing, Background checks, Budget Concerns and/or Budget Changes.
Research & Evaluation Team	Access to PEIRS, PEIRS technical issues: [REDACTED]
Youth & Family Email Inbox	Quarterly and annual reports are submitted to this email address for Family & Youth Success Program in addition to occasional special projects submissions: [REDACTED]
Operation & Program Support Team	Please contact the OPS team when you have training requests or need assistance with a PEI-sponsored event or training (including webinars) [REDACTED]

Getting Connected With PEI

As a PEI Grantee, you and your staff will work with several different other teams within PEI, such as Operation & Program Support Team, Research & Evaluation Team, and Contract Management and Oversight. Each team plays a critical role to the implementation and management of your contract and services.

1. **Operation & Program Support Team:** PEI's Operation & Program Support (OPS) Team oversees multiple avenues of external communications to benefit PEI's programs; as well as, develop positive parenting messaging to Texas families. OPS supports mission objectives in these key areas: Communications and Public Awareness, Training and Professional Development, Community Impact and Parent Engagement. Additional Communication supports are listed below:
 - **PEI Provider News:** PEI's e-newsletter is distributed monthly. PEI Provider News includes news about PEI initiatives, staff, and news related to prevention and early intervention statewide. Family & Youth Success Program Grantees should ensure their programmatic points of contact register for PEI Provider News by clicking here: [PPN Registration Link](#)
 - **The Texas Prevention Network:** is a channel for informing stakeholders about key updates. This network is comprised of a diverse set of stakeholders including advocates, service providers and coalitions. PEI communicates with the network via email newsletters sent periodically. To sign up for TPN: [TPN Registration Link](#)
 - **PEI Learning Hub:** the [PEI Learning Hub](#) is available to all PEI Grantees and serves as an engaging, web-based professional development portal providing training on a variety of topics. The interactive learning management system is designed for community providers, home visitor staff, and other partner agencies serving families through PEI contracts. Grantees and partner agencies can use it to stay up-to-date on best practices and professional development opportunities. [Click here](#) to access the recorded webinar for step-by-step directions on how to create a user account and an overview of the content currently available.
 - **Training Tuesday Webinars:** The webinars explore current relevant topics based on state trends, featuring PEI speakers, and guest experts. Register for the [PEI Provider News](#) and receive the upcoming registration links or email 
 - **Get Parenting Tips Website:** The Get Parenting Tips website was developed to provide a platform to connect Texas parents and caregivers with positive parenting information and resources. Grantees are encouraged to visit [GetParentingTips.com](#).
 - **PEI Calendar:** PEI produces an annual Parenting Tips Calendar. This free family resource is filled with helpful tips for parents and caregivers of children of all ages. It is available in English and Spanish. The calendar is endorsed by the Texas Pediatric Society and is a great resource for families participating in early childhood programs. Place your order online at: www.printmailpro.com/dfps
 - **Technical Assistance Vendor Pool:** provides access to qualified experts and agencies that can provide subject matter expertise on various topics to our external and internal stakeholders statewide who are dedicated to supporting children and families in Texas. The Technical Assistance Vendor pool allows PEI to deliver services in a

manner that increases competency within a community or cohort to effectively serve and support children and families in Texas. The Technical Assistance Vendor provides quality and effective technical assistance, training sessions and event workshops, and/or opportunities for peer to peer learning. Opportunities may vary in delivery method, scale, timeline, and topic and may include intensive sessions and/or workshops, preparation of customized reports and maps, compilation of toolkits/academic literature, or other methods.

2. **Research & Safety Team:** is composed of two units, the Research and Evaluation (R&E) team and the Office of Child Safety. Most Family & Youth Success Program Grantees will work with the R&E team to request DRITS and get assistance with the PEIRS database. The Research and Evaluation team is responsible for managing PEI's IT projects, data management, data quality assurance, continuous quality improvement efforts, internal research and evaluation, and oversight of third-party evaluation contracts. Key projects include the Prevention and Early Intervention Reporting System (PEIRS), facilitation of the Research Roundtable, and federal and state mandated data and outcomes reporting.
 - **DRIT (Data Request Intake and Tracking Form):** The FAYS program has many different reports to pull data from, but your agency may need data for a specific project. To obtain this information, you will need to complete a Data Request Intake and Tracking Form and submit it directly to the Database team at: [REDACTED] Please contact your Program Specialist for a DRIT form.
 - **PEIRS Database:** All PEI Grantees utilize the PEIRS database to input data and submit billing. PEIRS stands for Prevention and Early Intervention Reporting System. This system is designed to capture data reporting requirements for all programs funded through Prevention and Early Intervention. To request access into the PEIRS database, you will first need to complete the online PEIRS training at: <https://learninghub.dfps.state.tx.us/>. Once you have completed the training, you will need to e-mail your training certificate to our database team at [REDACTED] and register for access into the HHS Enterprise Portal. For step-by-step instructions on how to register for access into the HHS Enterprise Portal, please refer to the PEIRS database entry manual. If you need a copy of the PEIRS data entry manual, please contact your Program Specialist or the database team at: [REDACTED]
3. **Contract Management and Oversight:** PEI's Contract Management and Oversight team is responsible for planning, developing, awarding and managing all contracts for the division. Primary responsibilities include developing solicitation documents, writing contracts and amendments, awarding contracts, reviewing contract budgets, monitoring of contracts, ensuring contract fulfillment and processing invoices. Your Contract Manager will contact your agency's designated primary contract point-of-contact when the above concerns arise. Your Contract Manager coordinates budget reviews and will work directly with each Grantee regarding that process. In addition, each year Contract Managers and Program Specialists work with the monitoring team to identify candidates for several ad hoc monitoring to occur. While Contract Managers and Program Specialists conduct their own monitoring activities, the official monitoring report will be issued by the monitoring team.

Family & Youth Success Program Overview

The Family & Youth Success (FAYS) Program's primary focus is on primary and secondary prevention of child maltreatment. Primary and secondary prevention services are foundational principles of the U.S Department of Health and Human Services' Child Maltreatment Prevention Framework (more information on the framework can be referenced on page 29). Opportunities provided through FAYS are intended to be strengths-based and build resiliency through approaches that prevent or reduce child maltreatment and/or juvenile delinquency and increase family functioning and parental protective factors.

PEI contracts with community-based agencies to provide program services to youth and families in all 254 counties in Texas. Youth ages 6-17 and their family members are eligible for Family & Youth Success program services when a family/youth is in crisis, when the youth or family requests services to address a presenting concern related to family or peer conflict, school attendance issues, runaway behaviors, juvenile delinquency or homelessness, or to increase family/youth resilience in coping with stressful life situations. Services are provided to youth and families regardless of their economic status and are provided voluntarily. Voluntary means that a family and/or youth may not be pressured, court-ordered or mandated to attend FAYS services. FAYS services are only to be sought after if the youth or family requests and/or wishes to participate in services. More detailed information regarding client eligibility guidelines can be referenced on page 7.

The primary role of services is developing and strengthening coping skills for the purpose of restoring family stability, building resiliency among youth, and enhancing parental protective factors. Without youth and caregivers possessing these characteristics, maladaptive behaviors and coping strategies can develop, contributing to the long-term impact on youth and families and may impact the incidence of child maltreatment and juvenile delinquency.

The original programmatic guidelines for FAYS were outlined in the procurement RFA and PEI issues policy changes or clarifications via written memos and other external written communications.

Required Conferences:

Each agency contracted with Family & Youth Success Program is required to have staff attend the two events below. The costs for staff attendance are built into each Grantee's budget.

- Partners in Prevention (PIP) Conference: Every year this conference creates an opportunity for Grantees, community partners, and other professionals in the field from across Texas to network. It allows the opportunity to acquire comprehensive information on the prevention of child abuse and neglect and related problem behaviors such as family violence, substance abuse, and juvenile delinquency. PIP takes place in the fall, rotating locations throughout the state. Information regarding PIP registration, hotel accommodations, room rental codes, etc. will be sent out in PEI Provider News.
- Family Youth & Success Program Annual Meeting/Grantee Webinars: The Family & Youth Success Program has its own program-specific conference each spring, or as otherwise noted. The Family & Youth Success Program's annual meeting is designed to provide program directors and other administrative-level Family & Youth Success Program staff with information and support related to programmatic operations.

Service Area

The FAYS Program solicited services for all 254 counties in the state of Texas. These are listed by the Grantees in the Statement of Work and Project Work Plans. Services must be delivered to all counties within the service area. All core services of the FAYS program must be available on an as-needed basis and readily accessible to all communities of the county or counties served, regardless of the size of their population. Only one Grantee per county will be selected to provide FAYS services; no counties will be served by more than one Grantee, and if Subgrantees will be utilized, the respective counties of the overall service area must be identified for each subcontract.

Additionally, due to the nature of the FAYS program Grantees are required to have:

- Flexible service delivery plan that is responsive to the needs of clients who have arranged/scheduled services,
- Regular office hours for clients who may walk-in to inquire about FAYS services
- All core FAYS services available to eligible clients in all counties

Question: We are contracted to serve clients in County X and another FAYS Grantee is contracted to serve clients in County Z. We have a FAYS service office in a school in County X whose students live in both County X and County Z. Can we provide services to students who live in County Z?

Answer: Yes. Since the school is physically located within the county you are contracted to serve, and this service location meets the client's needs, as it is the school they attend, it is permissible to serve students who live in County Z who attend this school.

Eligible Client Population

The eligible client population to be served utilizing FAYS funds is described below. This includes the update in the Policy Memo issued by PEI Leadership in December 2019.

Families with children ages 6-17. Families with youth who turn 18 years old during the school year will be permitted to participate in the FAYS program until program goals are met or the end of the current fiscal year, provided they were 6-17 years old when first enrolled in the FAYS program. Given that the statute for FAYS outlines the intended age range as 6-17, PEI will not allow for enrollments at 18 or older to be in line with direction of the Legislature. A program site may choose to serve young people 18 and over with other funds.

- Youth whose cases are pre-adjudicated, informally adjudicated, or whose adjudication has been deferred are eligible for FAYS services. Youth who have been adjudicated and convicted of either a misdemeanor or state jail felony offense are NOT eligible for FAYS services.
- Youth in the conservatorship of CPS (named in a CPS referral or open case) are eligible to receive FAYS services, including emergency care regardless of the presenting concern, if intake and assessment process indicates the youth would be appropriately served by the available FAYS opportunities.
- Families with youth between the ages of 0-5, if it is demonstrated that this age group needs services due to lack of other resources or community services.

For further questions regarding the eligible client population please contact your PEI Youth and Family Program Specialist.

NOTE: In each Grantee's Project Work Plan, Grantees must identify the criteria utilized to determine appropriateness of fit as well as their assessment process. It is intended that the bulk of recipients of FAYS services do not have a confirmed or open CPS case as the FAYS program has a focus on primary and secondary prevention. While clients with a current or a previous history with Child Protective Services are eligible to be served, outreach efforts must focus on those with at-risk characteristics and behaviors who have not been previously involved with CPS. If determined by PEI, the population served falls excessively outside of the primary and secondary prevention focus, it will provide technical assistance on outreach efforts if necessary.

Question: Our agency has accepted referrals from our local CPS office, but we are unsure of the number of CPS clients we have served. How do we get this information?

Answer: Grantees may request this information from their Program Specialist who will work with PEI Research and Evaluation to obtain this information.

Question: Is there any circumstance in which a youth can enroll in services without the consent of their primary caregiver?

Answer: If the circumstances align with Texas Family Code terms outlined in §32.004.

Consent to Counseling. Found at:

<https://statutes.capitol.texas.gov/Docs/SDocs/FAMILYCODE.pdf>

FAYS Statement of Work and Project Work Plan

Statement of Work:

The Statement of Work (SOW) document is one of several key components of an organization's FAYS contract. The SOW provides an executive level summary of the Grantee's proposed service delivery program, list of services including service area, eligible population, annual performance measures, and additional contract requirements. The Statement of Work is a part of a signed contract with PEI and cannot be altered or changed without a bilateral contract amendment by both parties. Thus, changes or edits to the SOW require a formal contract amendment. For questions about changes to your Statement of Work, contact your FAYS Program Specialist.

Project Work Plan:

The Project Work Plan is a complement to the Statement of Work. It documents how a Grantee will achieve the performance measures outlined in the contract. It is a flexible document, meaning that changes can be made with written approval from both PEI and the Grantee, which are recorded in the Project Work Plan.

The PWP has been organized into multiple sections, each of which contain current descriptions of the Grantee's programmatic processes. The sections are:

- General Information
- Contact Information
- Service Summary Table
- Outputs
- Target Population – including serving children 0-5 and FAYS Express

- Project Structure and Staffing
- Goals and Objectives
- Programming and Service Delivery
- Core and Ancillary Services Provided
- Model Fidelity
- Public Awareness and Education Work/Other Initiatives (Universal Child Abuse Prevention-UCAP)
- Community Coalition Work
- Program Promotion, Outreach and Partnerships
- Data and Data Use
- Standards of Quality for Family Strengthening and Support
- Subcontractor Management and Monitoring
- Virtual Services
- Record of Project Work Plan Changes

Project Work Plan Change Requests:

Changes can be made to the Project Work Plan as different situations evolve over the life of the contract. Reasons for requesting a change to a Project Work Plan could include updating program contact information, services, locations, schedule, or other minor process changes. The process for requesting changes to a Project Work Plan are as follows:

1. Open your most current Project Work Plan in Microsoft Word and turn on “Track Changes” in the “Review” tab.
2. With track changes on, make your desired updates to the Project Work Plan.
3. Once you have made your updates, save changes and email your Program Specialist with a Microsoft Word version of the revised Project Work Plan attached.
4. Your Program Specialist will review your changes. Upon approval, your Program Specialist will accept all changes made, record changes in the Record of Project Work Plan Changes table and send the approved document back to you noting your change request is approved.

FAYS Core Services

There are 6 core service components of the FAYS program and all 6 components are required to be provided by FAYS Grantees.

Core Services	
1	Family Service (choice of one or both) • Sessions • Counseling

2	Individual Service (choice of one or both) • Sessions • Counseling
3	Parenting skills training
4	Youth skills training
5	Initial Intake session
6	Emergency shelter care services

Family and Individual (Sessions):

Family and Individual sessions are defined as "a curriculum-based skills approach session and designed to reduce conflict, stress and tension among family members so a child or youth can remain in, or be returned to, his or her home."

The purpose of Family and Individual sessions is to promote protective factors, develop youth coping skills that will help build their resiliency, provide guidance and support to families and individual youth. Family and Individual sessions are not a substitute for individuals who need intensive or long-term counseling or psychiatric care. Respondents should address the following items in their Project Work Plan:

- Family and Individual Sessions must be a minimum of 35 minutes per session. There is no maximum.
- FAYS Family Support Specialist minimum staff qualifications are a bachelor's degree, plus at least one (1) year experience with at risk youth and families. An additional year of experience in working with at-risk youth and families may be substituted for each year of college (30 credit hours) to secure a bachelor's degree.
- The FAYS Family Support Specialist is expected to work with the family and/or youth to identify the presenting concern and subsequent concerns, identify the family and individual's strengths and use an evidenced-based program curriculum or a combination of approaches to explore behavior alternatives, identify steps to resolve the problem and measure progress.
- Family sessions/counseling are considered to be a service delivered to two or more clients, one of them being a registered Target Youth, Primary Caregiver, Secondary Caregiver, other registered adult or registered sibling.
- Individual sessions/counseling is considered to be a service delivered to a single individual. This individual may be the Target Youth, Primary Caregiver, Secondary Caregiver, other registered adult or registered sibling.
- Family and Individual sessions and counseling must be offered within one week of the initial referral and must be provided to the family and the youth needing services. It is encouraged to include other family members living in the same household. Family sessions/counseling is a core service and strongly encouraged for family conflict, school attendance issues, runaway, homeless, and misdemeanor offense issues. The expectation is that the majority of families

will be served as a family unit, and Grantees are expected to promote FAYS services as a family-based program.

Question: How do we determine what evidence-based curriculums to use?

Answer: PEI has compiled a list of evidence-based curriculums that may be used in FAYS Services. The list was developed based on curriculums submitted to be utilized beginning with this RFA. A copy of the most current list can be requested from your Program Specialist. If a Grantee would like to utilize a new curriculum that is not listed, they can complete an Evidence-Based Program Information and Ranking Tool and submit it to their Program Specialist who will review and also send to PEI's research team for approval. This tool should be completed any time a new curriculum is proposed for use in FAYS family sessions, individual sessions, youth skills or parenting skills. FAYS Grantees identify the curriculums they use for sessions and skills training in Core and Ancillary Services Provided and the Model Fidelity sections of their Project Work Plan.

It should be noted that therapeutic modalities provided in Individual and Family Counseling sessions (example, Dialectical Behavior Therapy) do not require the completion of an Evidence-Based Program Information and Ranking Tool. Utilization of appropriate evidence-based modalities in these services are left to the discretion of the licensed mental health professional. If counseling modalities change or are added, a Project Work Plan update is needed.

Question: We held a family session with family members of a registered FAYS target youth - but the target youth was not present. How do we enter this into the database?

Answer: You will always enter Family Sessions or Family Counseling under the family's enrollment.

Question: During a family session, 3 members of the family attended. How many units do we enter and how many units are we able to bill for?

Answer: In the enrollment you can enter who was present at the family session. You are only able to bill for one single session. The unit rate you set for Family Sessions is the amount you may bill for no matter if 2 or 7 family members are present.

Family and Individual (Counseling):

Family and Individual Counseling is defined as a therapeutic model of counseling designed to reduce conflict and negative behaviors, improve communication, change thought patterns, learn acceptance and intervene with a solution-focused, trauma-informed therapeutic approach. Family and Individual Counseling is not a substitute for individuals who need intensive or long-term counseling or psychiatric care. The following terms outline these services:

- In the project work plan, in *Core and Ancillary Services Provided* and *Model Fidelity* sections, describe the evidence-based therapeutic approaches that will be implemented with FAYS clients in individual and family counseling sessions.
- Explain how the proposed evidenced-based therapeutic approach will meet the needs of youth and families and indicate its evidence basis.
- For Family and Individual counseling, a provider must have a minimum of a Master's degree in social work, counseling, psychology or related field with at least one (1) year experience in counseling/direct service and be licensed in one of the following:

Licensed Master of Social Work (LMSW), Licensed Clinical Social Worker (LCSW), Licensed Professional Counselor or Intern (LPC), Licensed Marriage and Family Therapist or Associate (LMFT), Licensed Psychological Associate or Psychologist. Family Support Specialists may not provide Individual Counseling or Family Counseling sessions.

- The FAYS Counselor is required to work with the family and/or youth to identify the presenting concern and subsequent concerns, identify the family and individual's strengths and use a therapeutic approach or combination of approaches and evidenced based program curricula to help clients process their feelings, resolve problematic behavior, build effective coping strategies and measure progress for a minimum of fifty (50) minutes of counseling time.

Question: Can we bill for Family or Individual Counseling sessions conducted by an intern enrolled in a Master's or Bachelor's program?

Answer: Family and Individual Counseling can be billed only if the staff member conducting the service meets the minimum staff qualifications. The qualifications are:

- *Minimum of a Master's degree in social work, counseling, psychology or related field and at least 1 year of experience in counseling/direct service*
- *One of the following professional licenses: Licensed Master of Social Work (LMSW), Licensed Clinical Social Worker (LCSW), Licensed Professional Counselor or Intern (LPC), Licensed Marriage and Family Therapist or Associate (LMFT) Licensed Psychological Associate or Psychologist.*

Note: Most interns in Master's or Bachelor's programs do not meet the billing requirements for counseling sessions because they are still in graduate school and do not possess one of the professional licenses listed.

Guidelines for Sessions and Counseling Services:

There are many theories on what constitutes an effective short-term, evidenced-based session and counseling approach. Grantees must address, in their project work plan, the following elements which must, at a minimum, be included in the session and counseling services of the FAYS Program proposed:

- Establishment of rapport – develop a cooperative constructive alliance with the client;
- Identification of the major problem(s) or concerns and each individual's strengths through an assessment process;
- Exploration of behavioral alternatives – create a solution-based versus problem focused approach
- Develop an Action Plan, using the Action Plan Template describing the implementation of steps to resolve the problem – the FAYS Counselor/Family Support Specialist and clients must jointly develop attainable/measurable tasks. An example of an Action Plan Template can be requested from your Program Specialist.
- Establish a method to measure progress – on-going assessment of the attainment of the goals and progress;
- Implementation of follow-up strategies with the participants;
- Maintain documentation summarizing the aforementioned components in case notes which should be separate from the Action Plan.

For billing purposes, family sessions/counseling are considered to be a service delivered to two or more clients, one of them being a registered Target Youth, Primary Caregiver, Secondary Caregiver, other registered adult or registered sibling. Individual sessions/counseling is considered to be a service delivered to a single individual. This individual may be the Target Youth, Primary Caregiver, Secondary Caregiver, other registered adult or registered sibling. If all other criteria are met, initial intake sessions (a core service) may be billed separately, regardless of the number of participants.

Family and Individual sessions and counseling must be offered within one week of the initial referral and must be provided to the family and the youth needing services. The expectation is that the majority of families will be served as a unit, and Grantees are expected to promote FAYS services as a family-based program. In the event a Primary Caregiver refuses to participate in the FAYS services, the Grantee must document, in the case file, the reason(s) the Primary Caregiver is not participating in family sessions/counseling. Although, it is imperative that family sessions be provided to all open FAYS cases, PEI understands that some Primary Caregivers are unwilling to participate. The expectation is that Grantees make strong efforts to serve the family unit or document in the client file why it is not possible.

Question: If a staff member provided individual counseling to a target youth and towards the end of the session, the parent came in to talk to the practitioner and youth, would this be considered an Individual Session or Family Session?

Answer: If 50% or more of the session duration (25 minutes or more) was spent with just the Target Youth, then the session should be billed as an Individual Session and must be documented in the Case Note.

Telehealth Services:

Face-to-face Family and Individual sessions and counseling are preferred and should encompass the majority of service delivery methodology; however, telephone services, online services, webinars, and video conferencing may also be provided if a face-to-face service is not feasible. Respondents should address the following items, at a minimum, in their proposal:

- Payment for services can only be requested for face-to-face, telephone and video conferencing services.
- Telephone and video conferencing services will be billed at the individual rate of the respective service being offered (session or counseling) and must follow the same duration and staff qualification guidelines. It is not permissible to bill a family rate for delivering a telephone or video conferencing service, unless otherwise noted by PEI.
- Non-billable services such as online services, texting, emails or webinars must be taken into account in each of the fee for service unit rates.

Note: In addition, Grantees who use alternative mediums (as those listed above that use technology) to provide services must ensure client confidentiality and submit, as part of the proposal response, their agency's confidentiality plan and Data Use Agreement (DUA) and Security and Privacy Initial Inquiry (SPI).

Parenting Skills Training:

Parenting Skills Training is defined as an evidence-based program curriculum delivered to a group of adult caregivers in a class/training setting for the purposes of improving family functioning skills and building resiliency. Respondents should address the following items, at a minimum, in their proposal:

- Classes will address topics like communication, coping skills, problem-solving, conflict resolution, decision making, anger management and other adult and parenting specific topics.
- The adult caregiver does not necessarily have to be living in the same house as a registered youth; however, there must be a registered target youth identified for the Grantee to bill for the adult caregiver's participation in the skills class.
- The billable rate should match the Parenting Skills fee-for-service rate.

Question: The RFA states that Grantees "must provide and have available at a minimum" all of the Core Services. Is there a specific number of training classes that need to be held?

Answer: All of the core services must be made available to FAYS clients. In your project work plan you will identify how often you will hold Parent Skills Training classes and how caregivers who would benefit from participation can be referred/access the classes. There is no minimum or maximum amount. Please ensure that core services are available to clients in all counties included in your contract.

Youth Skills Training:

Youth Skills Training is defined as an evidence-based program curriculum delivered to a group of registered youth in a class/training setting for the purposes of improving youth coping skills and building resiliency. Classes should address topics like communication, problem-solving, decision making, managing peer pressure, coping skills, conflict-resolution, anger management, and other youth specific topics such as bullying prevention or online-safety.

Initial Intake:

Initial intake is a service for first time clients or returning clients reopening a case that has been closed for three months (90 days) or longer. An initial intake session is the first session scheduled with the client where intake paperwork is completed including the PEI Client Enrollment Form, the Pre-Protective Factors Survey (PFS), signing and completing any agency specific paperwork, completion of the client/family assessment, development of the Action Plan, and building rapport with the youth and/or the family.

For an initial intake to be billed separate from a family or individual session/counseling, the initial intake would need to be at least seventy-five (75) minutes in duration.

All new youth and returning youth with a case that has been closed for 90 days or more must participate in an Initial Intake Session. The sessions may be billed as an Initial Intake Session if it is 75 minutes in duration or longer. If the session is less than 75 minutes, it can be billed as an Individual session or Family session dependent upon who is physically present during the intake:

Regardless of the length of the session, the following must be completed during an initial intake:

- Building rapport with the youth and/or family;

- PEI Client Enrollment Form
- Pre-Protective Factors Survey;
- Development of the Action Plan;
- Any agency-specific paperwork or assessments

Question: How do we bill for an intake if it does not last 75 minutes?

Answer: It is billed as either an Individual Session or a Family Session – depending on who was present during the intake. For example, if only the target youth was present then it would be billed as an individual session.

Question: May we bill more than one initial intake per family? May we bill more than one initial intake per family on the same day?

Answer: FAYS is designed so that each registered target youth receives their own initial intake. Since an initial intake is 75 minutes, Grantees who have conducted more than one initial intake per family on the same day (2 intakes would span at least 2 ½ hours) are asked to justify in the case notes why that was in the client's best interest. For example, "family resides in rural area and meeting with staff/family is limited due to extensive travel distance." For staff members who have conducted two intakes, but one was 80 minutes, and the second was 37 minutes, you would bill for one initial intake and one family session.

Question: What if a PCG enrolls 3 siblings in one initial intake session (75 min total) and completes the index child forms – Do we bill for 3 intakes or bill for 1 intake? When would I bill for separate intakes? Would each youth present at the intake and registered be counted as an unduplicated target youth?

Answer: If you are doing one intake with the entire family at the same time, you would just bill for one intake. If you are spending 75 minutes with each youth in a family separately, you can bill for three separate intakes. Each youth present at the intake and registered would be counted as an unduplicated target youth.

Emergency Care Services:

Short-term, temporary emergency care services must be available 24 hours/7 days a week, including holidays. Emergency care services are limited to youth aged 10-17 and cannot exceed fifteen (15) calendar days in a fiscal year per registered youth. The purpose of emergency care services is to reduce child maltreatment and family conflict and should be the last resort after attempts to de-escalate the situation, provide crisis intervention techniques, and all kinship/relative placements have been explored. Grantees are responsible for delivering family and/or individual counseling/sessions a minimum of one time daily for each day the youth is in emergency care. Steps in providing Emergency Care Services are as follows:

- Emergency care services may be provided by emergency shelters, foster homes, or other short-term care facilities. All facilities that are used to provide short-term shelter care and foster homes must be licensed by the Child Care Licensing Division of DFPS. A list of the System Agency licensed facilities can be found at:
http://www.dfps.state.tx.us/Child_Care/Search_Texas_Child_Care/

- Placement of a youth in a shelter must always be preceded by an intake and assessment.
- If emergency care is to be provided by an emergency shelter, a parent or conservator consent should be given before the placement occurs, if possible. Emergency shelter placements that occur without parent or conservator consent must include a search and clearly documented by Grantees attempting to locate parents or conservators. Child Placement Agencies must notify the child's parent before placing the child in emergency care services.
- A contingency plan for providing emergency care must be developed for situations when the Grantee may be unable to accept a youth for emergency care services as a result of licensing constraints or capacity issues. The Grantee must work with local authorities and/or other agencies to locate an appropriate, alternative facility or licensed foster care home through a licensed child-placing agency that can house the youth when necessary.

Additionally, Grantees may subcontract with a licensed facility to provide emergency care services for youth. See steps below if emergency care is subcontracted service:

- Staff of the primary Grantee must arrange face-to-face contact with the youth within twenty-four (24) hours and will be responsible for developing the FAYS Action Plan.
- Action Plans for youth in emergency care (whether a subcontracted service or own shelter facility) must be reviewed and updated weekly to note progress and determine if they may benefit from any additional FAYS services.
- While in care, the youth must be seen at least one (1) time daily with coordinated services provided by the primary Grantee and subcontracted facility staff, if applicable.
- All services must be documented and maintained in the youth's case file.

Question: Our back-up shelter was a local non-profit that has closed its doors. What are our next steps?

Answer: Contact your Program Specialist to inform them. You will need to identify another back-up shelter. When a relationship with a new Grantee has been formalized, you will update your project work plan with this information. Train all staff members responsible for manning your Crisis Hotline with the updated back-up info.

Question: How do youth find out about our emergency care services?

Answer: In addition to your program's outreach and referral efforts, youth are referred to FAYS Grantees by the Texas Youth Helpline. Texas Youth Helpline staff take calls 24 hours a day, 7 days a week. Helpline staff assisting callers in need of any FAYS core service give callers the crisis helpline number for the FAYS Grantee in their area.

FAYS Express

For FAYS Express utilization there is a new policy clarification that differs from the guidance initially provided in the RFA. It is important that Grantees follow the revised programmatic guidelines. Please see below for the current FAYS Express guidelines:

- FAYS Express provides a single-instance skills training opportunity to youth or caregivers. For example, a one-time parenting skills workshop on online safety.

- FAYS Express clients differ from general FAYS clients in that they are attendees of the one-time-only skills training event. FAYS Express clients do not receive any other core services of the FAYS program.
- FAYS Express clients are registered in PEIRS only for billing for the FAYS Express event they participated in. These are entered under the FAYS Express workflow as youth skills or parent and education training groups.
- Initial Intake rates do not apply to registering FAYS Express clients. FAYS Express clients need to be discharged from PEIRS immediately after the conclusion of the FAYS Express event.

Clients enrolled in FAYS Express need to complete the PEIRS Enrollment Form. A brief case note is also required for each participant and must be included in the participant's permanent case file:

Service	FAYS Program/PEIRS Form
Youth Skills Training (1-time session)	Enrollment Form
Parenting Skills Training (1-time session)	

***Question:** We plan on offering FAYS Express several times a year as part of a partnership we have with a local youth organization. We would like to do some one-day trainings with parents on internet safety as well as some one-time trainings with youth on online bullying/online safety. How do we bill for this?*

***Answer:** You will register all participants into PEIRS using your FAYS Express workflow. You will then be reimbursed for youth skills training participants at your agency's contracted youth skills rate and parenting skills training participants at your agency's contracted parenting skills training rate.*

FAYS Ancillary Services

There are eleven (11) optional ancillary service components of the FAYS Program:

Ancillary Services	
Parent Advocacy Sessions	• Provide support, recommendations, or guidance services for Primary or Secondary Caregivers assisting in completing a task or navigating a system/process. • These services include but are not limited to: accompanying a caregiver to apply for government assistance, supporting a caregiver through a legal or domestic issue (i.e.: filing a Domestic Violence Protective Order); or Guiding them along the school system processes.
	• Provides a service that brings participants from their current location to the location of a FAYS service.

Transportation Services	• These services include but are not limited to: worker transportation in a personal or agency owned vehicle, purchasing a bus or metro pass, paying for a taxi or ride-sharing service. • Note: Transportation Services are no more than 100 miles round trip, but a participant may utilize this service as often as needed in conjunction with a FAYS service.
Child Care in Conjunction with a FAYS Service Activity	• Child Care Services provides the supervision, care and nurturing of a child(ren). • Child Care Services include casual and informal services provided by a babysitter, volunteer or child care provider for the duration of a FAYS service being attended by a registered youth, Primary and/or Secondary Caregiver. Length equal to the co-occurring FAYS activity.
Educational Support Services	• Provides skills classes dedicated to the academic success of youth. • Services include but are not necessarily limited to: college preparation activities, researching and applying to schools, FAFSA education and scholarship searches, SAT and GED study courses, understanding GPA's, and truancy prevention classes.
Education Direct Services	• Allow for the purchase of reasonable and necessary items related to a positive educational experience. • Services could include but are not necessarily limited to: paying for college application fees, purchasing of graduation cap and gown, testing expenses of college entrance exams, and costs associated with taking the GED.
Prison Parenting Sessions	• Provides parenting classes delivered to incarcerated caregivers of eligible youth. • Sessions could include but are not necessarily limited to: re-unifying with their family, parenting skills, coping skills, anger management, job skills, and good decision making. • Evidenced-Based Program curriculum required.
	• Provided through referrals, in-kind, purchased or donated items, providing to a family's basic needs.

Basic Needs Acquisition	• Financial reimbursement from the System Agency for basic needs acquisition can be no more than \$150 per family for the duration of their participation in the FAYS program on a cost reimbursement basis. • During emergency or crisis situations, PEI may provide updated guidance on allowable funding for basic needs support. • Basic needs could include but is not limited to: food, shelter, home furnishings, baby supplies, clothes, school supplies, utility assistance, job training/interviewing skills, referrals to substance abuse programs, transportation not related to participation in FAYS services, medical assistance, budgeting, child care, and supportive counseling services and/or legal aid.
Teen Homeless Outreach	• Serves youth who are vulnerable to running away and/or becoming homeless. • May provide direct outreach to street youth who are homeless, disenfranchised, unsupervised, or at risk of involvement with negative peer groups/gangs, particularly in major urban areas. • Can be achieved by: creating, printing and delivering outreach brochure material with contact and referral information, packaging and delivering care packages of clothes, food supplies and/or toiletries, or providing outreach activities to targeted population. • If this service will be utilized, it must include a description of their teen homeless outreach program in the Project Work Plan. • Provide some operational detail regarding activities: e.g. How often will this activity occur? Which staff members will deliver packages and to what areas of town?
Mentoring Services	• A development strategy for a youth's successful path to adulthood. • In a structured mentoring program, a supportive individual works with a youth to build a relationship by offering guidance, support, and encouragement to cultivate the youth's positive and healthy development.

	• This service provides youth with mentors who will help them create a plan and work toward achieving goals that will help the youth succeed. • Mentoring relationships can be formal or informal. The essential components include creating caring, empathetic, consistent, and long-lasting relationships, often with some combination of role modeling, teaching, and advising. • Mentoring must be conducted in individual or small group settings and must primarily focus on facilitating an ongoing positive relationship between the target youth and a caring adult role model who provides help to the younger person as he or she goes through life. The ratio of mentoring group settings should be no larger than four (4) youth to one mentor. • Only face-to-face interactions will be considered direct services to youth, unless otherwise approved by PEI. • Grantees should aim to use an evidence-based or promising practice curriculum for the mentoring process, recruitment/training of mentors, and management of the mentoring relationship to ensure participant safety and positive outcomes.
Fatherhood Skills Classes	• A program that specifically aims to strengthen fatherhood skills in men. • An evidenced-based or promising practice program designed to assist fathers or other male father figures with parent education skills, guidance and support systems which help them improve the well-being of their children by being involved, responsible and committed fathers. • Services include but are not necessarily limited to: parenting skills, group sessions, support groups, basic need supports, case management, respite services, discipline techniques, communication skills, and other training and technical assistance endeavors designed to help fathers become better caregivers.
Other (specify)	• The option to propose a service not listed above would fall under “Other”. • Some examples are Grandparent Support Group or Service Coordination and Support.

NOTE: In order to receive a FAYS ancillary service, a client must be enrolled in the FAYS program. Grantees are not required to provide ancillary services; however, if a need for a service is identified in

a community, Grantees are encouraged to offer this service. If you propose to add an ancillary service, contact your Program Specialist for approval.

Example: If Grantees note that youth and their caregivers frequently need support with accessing resources or advocacy with care coordination meetings, ARDS, etc., Grantees may consider Parent Advocacy Sessions as an ancillary service.

Question: Our agency has Basic Needs Acquisition as one of our ancillary services and we provided a family with Basic Needs support this month. How do we bill for that in PEIRS?

Answer: Great question! You can only bill after the cost has been incurred. When you are ready to bill, please follow the following steps:

- *List the total amount being requested for reimbursement on the Basic Needs Acquisition line item in the Cost Reimbursement section of the FAYS Purchased Services Expenditure Report (Form 2014);*
- *Include the expense on the billing support documentation spreadsheet and itemize each expense for which reimbursement is requested;*
- *Cost reimbursement expenses should be included on the expenditure report for the month the cost was incurred; however, reimbursement may be requested any month after the cost has been incurred.*
- *Documentation of costs incurred, such as receipts, should be maintained in your records and made available to PEI upon request.*

NOTE: Grantees must maintain supporting documentation for all costs associated with expenses paid through cost reimbursement and the documentation must be presented upon request.

Question: Our agency does not offer mentoring as an ancillary service and although quite a few of our FAYS youth could benefit from mentoring we are not sure that we have the bandwidth to offer this service. What are your recommendations?

Answer: Great question! One of PEI's other free youth-serving programs, Community Youth Development (CYD), is available in 21 zip codes in Texas. CYD Grantees offer mentoring, youth leadership programs, opportunities to serve on Youth Advisory Councils, a yearly Youth Summit and other positive youth development activities to their participants. If you would like to know more about the program, or refer a client from your agency, please email:

[REDACTED] or reach out to your local CYD Grantee

[PEI Provider Directory FY2021.](#)

Payment for Ancillary Services:

Grantees may select the ancillary service(s) they wish to offer, understanding they can propose a different ancillary service to fit their program capacity, needs of families served and/or gaps in their community. Based on market research and considering expenses associated with the service(s), Grantees will be responsible for assigning a cost value to the service(s), determine unit of measure (cost per session, per family, per youth) and how many units of service will be delivered during the fiscal year (twenty-four (24) sessions per year, 200 families served). Grantees will determine the yearly expense for delivering each service as proposed and submit an overall budget for providing the chosen ancillary service(s).

Note: PEI reserves the right to modify the ancillary budget amount if the Grantee fails to deliver the ancillary service(s) as proposed without submitting an updated Project Work Plan.

Question: How are rates applied to Core and Ancillary services?

Answer: In each FAYS contract, Grantees identify a distinct unit rate for each Core and Ancillary Service provided. Grantees develop their own rate based upon their budget, internal needs and the needs of the community. 1-unit rate = 1 service unit. For example, 1 unit of Parent Skills Training would be \$30 and 1 unit of Family Counseling would be \$191. Changing a unit rate requires a formal amendment of the contract. Contact your Program Specialist and Contract Manager for more information.

Additional FAYS Service Components

FAYS Grantees are required to provide three additional program components:

- Toll-Free Crisis Hotline
 - **NOT** an answering service or forwarding to the Texas Youth Helpline
 - **NOT** a service that can be subcontracted
- Program Outreach and Awareness
- Universal Child Abuse Prevention (UCAP)/Primary Prevention

Service	Requirements
Toll-Free Crisis Hotline	• A dedicated publicized phone line for immediate crisis services available 24/7 (including holidays and weekends) • Within 24 hours of the crisis referral, a client must have access to a crisis intervention specialist by phone and a face to face service with a FAYS Family Support Specialist/Counselor. • If an emergency situation arises such as harm to self or others, the Grantee must take appropriate action to ensure the safety of the youth and family. • Detailed assessment process to determine the level of crisis and identify immediate needs of the youth and/or family • Must be outlined in Project Work Plan • Any changes to the telephone number should be shared with the PEI Program Specialist immediately (for public website update and awareness).
Program Outreach and Awareness	• Promoting awareness of FAYS services in their geographic service area • Providing child abuse and neglect prevention information to the community at-large

	• Outreach and awareness plans must be included in the Project Work Plan, including how outreach is conducted, the staff responsible for outreach activities, and oversight of outreach planning and development.
Universal Child Abuse Prevention (UCAP)/Primary Prevention	• Promote child abuse awareness through primary prevention awareness activities, healthy parenting and family interaction, increase knowledge and awareness of child maltreatment • All activities must be available to the community at large, including all families • Available year-round with emphasis in April for <i>Child Abuse Prevention Month</i> • Examples of primary prevention approaches include: public service announcements, parent education programs, media campaigns, educational presentations, family strengthening programs, resources to support positive interactions, etc. • Required to be outlined in the Project Work Plan • Required to provide UCAP in all counties contracted to serve

Note: The Texas Youth Helpline uses FAYS Grantees' toll-free crisis hotline numbers, as well as daytime phone numbers, as contact information for all callers requesting help, particularly for counseling referrals and youth needing emergency respite. The Texas Youth Helpline staff meet regularly with PEI staff. When Texas Youth Helpline staff encounter difficulty connecting a caller via the FAYS Grantee's crisis line, PEI program specialists are notified so the Grantee is aware and can take immediate action to resolve the issue.

Here is how to get connected to the Texas Youth Helpline:

- www.texasyouth.org
- Chat 24/7 - www.texasyouth.org
- Call 24/7 - (800)-98YOUTH (96884)
- Text 24/7 - (512) [REDACTED]
- [Facebook.com/TexasYouthHelpline](https://www.facebook.com/TexasYouthHelpline)

FAYS Service Documentation & FAYS Program Forms

Service Documentation:

Grantees must provide services in accordance with the terms of the contract. All services provided must be supported by documentation to support the claim that participants actually received services. Requirements for service documentation, at a minimum, include:

- General Service Documentation; which MUST include:
 - Enough detail to support determination that quality services were delivered and

- Verify participant attendance in program activities, either by sign-in sheets or attendance rolls including a signature certifying the validity of the information.

All program participants who are eligible and receive services, including Primary Caregivers, will be required to be registered in the PEIRS database. Grantees must track all services provided in accordance with the Grantee's Statement of Work and Project Work Plan and using the appropriate PEI documentation forms.

Grantees must ensure that all service documentation is complete, accurate, maintained in an organized fashion, and made available to PEI staff upon request. Grantees must maintain records in a manner which protects the confidentiality of the families being served.

Participant files receiving on-going FAYS services must include:

- FAYS PEIRS Enrollment Form
- Action Plan developed with the target youth and/or caregiver
- Pre-Service & Post- Service Protective Factors Survey
- Case notes for each instance a service is delivered
- Sign-in sheet for skills training
- Program Experience Survey (completed at discharge)
- Follow-up Program Experience Survey (administered at 90 days after discharge).

All FAYS Forms are available in the "Documents" tab in your FAYS workflow. You may also contact your Program Specialist for a copy or assistance with these forms.

Additional service documentation may include but is not limited to:

- Initial and Ongoing assessment tools
- Consent for services
- Release of information
- Confidentiality statements
- Agency's program guidelines
- Service plans
- Referral source/logs
- Monthly Service Tracking forms
- Additional intake or assessment information
- Resource and Referral information for services outside of the scope of the FAYS program

FAYS Program Forms:

Here is a list of current forms:

- **PEIRS Enrollment Form:**
 - Grantee is required to complete all fields of program forms in their entirety, including any social security number fields. If a client refuses to provide their social security number, Grantee must document refusal on the Enrollment Form (social security line). The expectation is that Grantees make a good faith effort to obtain social security numbers and other information listed on the program form. Items with an asterisk on program forms are required fields in the database; however, the expectation is that the form is completed thoroughly. Primary caregivers must sign program forms giving consent for services prior to the provision of services.
- **Pre-Protective & Post-Protective Factors Survey:**

- These surveys are administered to a youth's primary caregiver at the start of services (the Pre-PFS) and again at the close of services (the Post-PFS), in order to assess changes in family protective factors.
- **PEIRS Discharge Information Form:**
 - When a participant is no longer receiving services and needs to be discharged this form of needs to be completed. It must include: First and last name, assigned staff, enrollment discharge date, service end date, discharge reason, and if client met program objectives.
 - Note: Since PIERS Expansion there is a difference between the discharge of an index child/youth and discharge of an entire family/enrollment. For more information regarding the discharge of an index child/youth please see page 47 of the PIERS Guidebook.
- **Appropriate "Discharge" Program Experience Survey (completed by Youth and/or Primary Caregiver Dependent Upon Age)**
 - The Program Experience Survey (PES) is given at discharge and is used to gather information and data. Please see "Program Surveys" section for more details.
- **Appropriate "Follow-up" Program Experience Survey (completed by Youth and/or Primary Caregiver Dependent Upon Age)**
 - This survey is given 90 days after the discharge date. Please see "Program Surveys" section for more details.
- **Action Plans (No official PEI form but is a required component and must be updated every 30 days)**
 - These are plans that are updated frequently, should be viewed as a brief social contract, and include the goals and steps the youth and/or caregiver have agreed to work on during services. See below for more details on what needs to be included in an Action Plan.
- **Case Notes/Sign in sheets (No official PEI forms but is a required documentation component)**
 - They are used to keep track of the effectiveness of their interventions and plans for next steps, document assessments of the participant's situation from meeting to meeting; as well as, verifies the sessions for which the Grantee's bills have been delivered and ensures the quality of each service. See below for more details on what should be included in case notes.

NOTE: If the above information is unknown or the participant refuses to provide the information, "refused" or "unknown" must be entered in the blank.

Action Plans:

Grantees must engage a participant in the development of an Action Plan, once the intake and assessment have taken place. The FAYS Action Plan, at a minimum, must:

- Be family-focused
- Identify the specific behavioral changes or actions that each participating family member has committed to make to address the issues
- Be written in the language of the participant and in a way that it is easily comprehended and clearly understood by the Target Youth or family
- Document other resources or referrals offered to the participants
- Be updated with the participant at least every 30-days with progress toward goals documented and any new goals/tasks indicated

- Be signed by the Target Youth and all participating family members with a copy provided to all participants
- Be maintained in the participant's case file.

The Elements of an Action Plan must include:

- Name of the participant;
- Age of the participant;
- Parent(s) name;
- Overall functioning scale;
- Participant/Family strengths;
- State the current behavior/presenting concern;
- Identify main goal;
- Identify measurable tasks needed to achieve goal;
- The timeframe to complete task (by ____ date or ____ times a week);
- Identify who is responsible for completing the tasks/meeting the goal; and
- Signature for youth and PCG (document in participant file if signature cannot be obtained).

Question: One of the parents has very little contact with the Target Youth. How should we address this when making an Action Plan?

Answer: The Action Plan is designed to be made by the target youth in conjunction with the primary caregiver. The Action Plan should have actionable goals for both caregiver and youth related to family conflict and resolving family conflict. For example, identifying specific activities to repair the relationship between the target youth and parent.

Question: Both youth and PCG are required on the action plan signatures, but if one of them is not able to sign the plan for some reason, does one signature make the action plan update valid?

Answer: Yes, it will be valid. Action Plans should include the signatures of both the youth and PCG when at all possible. Staff can document attempts to schedule the family session to engage the parent/youth and obtain the required signatures. It is encouraged to update the Action Plans when both the youth and PCG are present and available.

Case Notes:

Case note information must be complete so anyone reading the charting notes can understand who the participant is, what brought them to the FAYS program, what goals were established, what the plan is for the youth/family, what interventions were utilized, effectiveness of interventions and what referral/follow up will occur. Case notes should include, but are not be limited to, the following elements:

- Service type;
- Date and duration of service;
- Participants in the service;
- Briefly identify topic/problem discussed;
- Response/communication from the participant; and
- Identified plan or next steps to address behavior changes.

Question: Are action plans supposed to be done as a family and case notes individually?

***Answer:** Action Plans should be planned and done as a family when at all possible. Case Notes can be done based on the session done with the youth/family. For example, if you are doing a family session but not updating the action plan in that session, then a case note can be completed to document the session. Similarly, if you meet with the youth individually, the case note will document that only the youth was present. You can review section 2.11.6 of the RFA for more information on Case Notes.*

Case Closure/Discharge:

For the case closure, Grantees, at a minimum must:

- Collect post-service Protective Factors Survey,
- Administer the Discharge Program Experience Survey; as well as, administer the Follow-Up Program Experience Survey 90 days after the discharge date.
- Document closure of the case on the FAYS Client Discharge Form and in the PEIRS database within 90 calendar days from the end of the last service.
- In the participant's case notes document the following when services are completed:
 - Administration and attempts of surveys completed
 - Completion of discharge form, including any internal forms
 - Referrals made for additional services to other local social service providers

90-Day Program Experience Survey:

Grantees must attempt to contact the program participant to obtain the 90-day Program Experience Survey (PES) follow-up within 75 to 105 calendar days after case closure. The attempt may be in person, by telephone, or email. Attempts to complete the follow-up 90-day PES must be documented in the case notes in the participant's file, and information recorded in PEIRS database within thirty (30) calendar days.

Participant Recruitment/Referral, Intake, Discharge and Resumption

Participant Recruitment & Referral Process:

FAYS participants may be self-referred, referred by CPS, a juvenile court, county judges, school administrators/counselors, the DFPS Texas Youth Helpline or other social service agencies. All FAYS services are voluntary for participants. Participants must not be court-ordered or mandated to receive services. Grantees are expected to document referral sources for each FAYS client.

Grantees must:

- Track the primary means of recruitment of new participants, including the names of the referring agencies.
- Track families/youth referred to the Grantee for services, including the origin of the referral, whether services were provided and/or if subsequent referrals were made to another social service provider. Efforts must be made by the Grantee to ensure that families and youth are not denied or delayed services due to a waitlist.
- Have referral policies and processes in place that provide alternative service options either through the Grantee or through other community resources when the contract is at capacity.

Question: If a participant who is referred to our program is identified as having mental health needs that exceed the capacity of our staff, how should we proceed?

Answer: This is an excellent question. In your Project Work Plan, your agency should identify alternative community service providers whom participants can be referred to.

Intake Process:

Grantees' intake process must ensure that the issues presented by the potential participant are appropriate for the FAYS program. Grantees must:

- Complete the FAYS Enrollment Form and enter data fields on the form into the PEIRS database.
- Be responsible for obtaining the Pre-Service Protective Factors Survey from the family and entering the data into the PEIRS database.
- Have a process for intake and assessment of youth/family need(s) for services and this intake must be documented in each participant's case file.

Question: One of the core services of FAYS is an Initial Intake. Is this section providing us a different set of instructions?

Answer: Great question! There are two ways that participants can receive FAYS services through participation in the full FAYS program or for FAYS Express. Clients being enrolled in the FAYS program receive an Initial Intake. FAYS Express clients only complete the PEIRS Enrollment form as part of the intake process.

Resumption of a Client:

If a target youth or their family is not receiving a regular service from the FAYS program, attempts should be made to contact the client and schedule a service. All PEI programs should be following the 90-Day Rule: if a service is not provided in ninety (90) calendar days, the Grantee should close the case as of the last date of service and discharge them from PEIRS.

Should the client return and request services within ninety (90) calendar days of the date of closure, it is not necessary to complete the entire intake process or bill for an initial intake service. If they return within the next 30 days (120 days since their last service) a Provider Fixer, Provider Administrator, or PEI Staff can use the Undo Discharge function to reactivate the old registration, rather than re-registering them.

All former participants whose PEIRS registration has been closed should develop a new Action Plan, review their FAYS Enrollment Form to ensure information is still current, and complete any additional resumption paperwork deemed necessary by PEI or the Grantee during their resumption appointment.

Question: If we provided a service to the index youth on March 1st but then met with primary caregiver on March 10th which would we consider the last date of service?

Answer: Since the primary caregiver is associated with the index youth in PEIRS, March 10th would be the last date of service. You can proceed forward with the discharge if you know the family no longer wants or necessitates services (i.e. They met their goals). However, if you are unsure you do not have to discharge until the 90 days with no service provision has passed.

Question: If we have been working with an index youth and their primary caregiver for several months and they have met all their action plan goals and had their last session on November 15th - when do we discharge the registration?

Answer: You can discharge the registration at any time. You do not need to wait 90 days. In fact, PEI recommends you discharge the participant without waiting unless you or other staff members believe the participant may return for services.

Question: What if you have two siblings under one enrollment, and sibling A is done with services, but sibling B is continuing with services?

Answer: Then it will be essential that only sibling A is discharged and not the enrollment. Use the following steps to ensure only one sibling is discharged:

- ***Go to the Enrollments Tab under your workflow and select Active Enrollments. Then, select the youth that is being discharged by clicking the Edit button (Not the Discharge option). NOTE: If the Discharge button is clicked, it will discharge the entire enrollment, which means that all youth (siblings) under this enrollment will be closed.***
- ***After selecting the edit button, it will take you to the Enrollment Person Detail page and have a breakdown of all the Index/Child Youth Information. For each child you will see on the right side two options: Discharge Index Child and Delete Index Child. Click Discharge Index Child to discharge the youth.***
- ***Fill out the index child/youth's discharge date in the pop-up window and click save. This youth has now been discharged, and the enrollment remains active for sibling(s) that are still receiving services. NOTE: The date of discharge should be on the last date of service entered into PEIRS.***

Prevention Framework & Protective Factors

Child Maltreatment Prevention Framework:

The U.S. Department of Health and Human Services Administration on Children, Youth and Families identified a public health framework for the child maltreatment provision. *The Framework for Prevention of Child Maltreatment* consists of 3 levels of service provision: Primary, Secondary and Tertiary.

- **Primary prevention:** consists of activities that aim to stop maltreatment before it occurs. Primary programming is directed at the general population.
- **Secondary prevention:** consists of activities for high-risk populations (in which one or more risk factors associated with child maltreatment is present). Programming is directed towards communities that have a high incidence of any or all risk factors.
- **Tertiary prevention:** consists of services provided to families in which maltreatment has already occurred (indicated). The goal is to reduce the impact of the consequences of maltreatment and prevent its reoccurrence. Programming is targeted to families in this category.

For more information on the Prevention framework, or to reference the information outlined above please visit: <https://www.childwelfare.gov/topics/preventing/overview/framework>

Protective Factors:

The U.S. Department of Health and Human Services Administration on Children, Youth and Families defines protective factors as “conditions or attributes in individuals, families, communities, or the larger society that mitigate or eliminate risk in families and communities, thereby increasing the health and well-being of children and families. Research has shown that protective factors are linked to a lower incidence of child abuse and neglect.”

(<https://www.childwelfare.gov/topics/preventing/promoting/protectfactors/>). There are many different protective factors approaches used by various programs and agencies. The FAYS program utilizes the Strengthening Families framework. The Strengthening Families framework, created by the Center for the Study of Social Policy, utilizes the following five protective factors to help families make small but significant changes:

- Family Functioning/Resiliency
- Nurturing and Attachment
- Knowledge of Parenting/Child Development
- Social Emotional Support
- Concrete Support

PEI incorporated the Protective Factors Survey (PFS) into the FAYS program as a part of this framework. More information on the PFS can be found on page 24 of this manual. Taking note of the definitions of the five protective factors, as delineated by FRIENDS, is a helpful first step in learning about child maltreatment prevention:

Family Functioning/Resiliency	Having adaptive skills and strategies to persevere in times of crisis. Family’s ability to openly share positive and negative experiences and mobilize to accept, solve and manage problems.
Nurturing and Attachment	The emotional tie along with a pattern of positive interaction between the parent and child that develops over time.
Knowledge of Parenting/Child Development	Understanding and using effective child management techniques and having age-appropriate expectations for children’s families.
Social Emotional Support	Perceived informal support (from family, friends, neighbors) that helps provide for emotional needs.
Concrete Support	Perceived access to tangible goods and services to help families cope with stress, particularly in times of crisis or intensified need.

FAYS Performance Measures, Grantee Reports, & Grantee Supports

All FAYS Grantees have three Outputs and six Outcomes. The target metrics for Output 3 and Outcomes 1-6 are standardized across FAYS contracts while Output 1 and Output 2 target metrics are individualized through negotiations with each Grantee. Each FAYS Grantee's Statement of Work and Project Work Plans include the table below.

OUTPUTS	TARGET
OUTPUT 1: Expected average number of Target Youth* served monthly.	SPECIFIC TO EACH GRANTEE
OUTPUT 2: Expected number of Target Youth* served annually.	SPECIFIC TO EACH GRANTEE
OUTPUT 3: Primary Caregivers Complete Both Pre- and Post- Protective Factors Survey	60%
OUTCOMES	TARGET
OUTCOME 1: An average increase in the score for at least one protective factor is reported by primary caregivers completing the Pre- and Post-Protective Factors Survey.	75%
OUTCOME 2: Percent of Target Youths not referred to Juvenile Justice while receiving services.	95%
OUTCOME 3: Target Clients report better outcomes 90 days after termination	80%
OUTCOME 4: Target youth remain safe** while receiving services.	100%
OUTCOME 5: Target Youths remain safe** 12 months after termination of services.	100%
OUTCOME 6: Target Youths remain safe** 3 years after termination of services.	100%
DELIVERABLES	TARGET
NFSN Deliverables	See Project Work Plan for Deliverables.

Question: How can I track performance for our three Outputs?

Answer: Log on to PEIRS! Grantees can log into PEIRS any time to view their performance for Outputs 1-3. By using the "Reports" tab, they can run reports to view performance at any time. Follow up with your Program Specialist if you need assistance running reports.

For more information on the report specific to each output and outcome, and where to locate it, please see the table below. In the middle column you will find the name of the report you need to reference, and the right-hand column indicates where you can find the report.

Output/Outcome	Name of Report	Where to Obtain
OUTPUT 1	Report #1 PEIRS	PEIRS Reports Feature
OUTPUT 2	Report #1 PEIRS	PEIRS Reports Feature
OUTPUT 3	Report #3 PEIRS	PEIRS Reports Feature
Note: Reports for Outcomes 1-6 will be provided by PEI when available.		

Service by Service Provider Reports:

The Service by Service Provider report shows what services are being provided, to which clients, and by whom. The report can be broken down by Subgrantees, multiple workflows and larger geographic services. This report shows what specific services are being provided to specific enrollments (Index Youth, Children, Caregivers and Other Family Members) and by whom. The report also displays how many enrollments are active in PEIRS without receiving a service in a given period of time.

Your PEI Program Specialist will run your report at the beginning of each month and upload it to your PEIRS FAYS Workflow, under the Documents tab.

Grantee Performance Management and Support:

PEI's Contract Managers and Program Specialists are responsible for providing training and technical assistance to all PEI Grantees. Staff review assigned contracts and contract requirements which include Outputs, Outcomes, billing and service delivery.

Additionally, the Program Specialist reviews Output and Outcome data reports as well as monthly and/or quarterly programmatic reports. The Program Specialist identifies any training and technical assistance opportunities through an annual planning process and a review of quarterly reports. Grantees can request training and technical assistance or PEI staff initiate assistance.

Training and technical assistance opportunities include the following, but are not limited to:

- Training on Contract Outputs, Outcomes, and Reports
- Billing Processing Assistance
- Client Service Delivery; including Onsite Observations
- PEIRS Data Entry Assistance
- Contracting Deliverables and Submissions Procedures
- Monitoring Subgrantees
- Internal Controls Policies and Procedures
- Continuous Quality Improvement
- Programmatic Implementation
- Evidence-Based Programs
- Budgeting
- Forms and Surveys

The Contract Manager and Program Specialist work closely with Grantees as partners to enhance the delivery of quality services in their local community.

Performance Management: Letters of Concern and Corrective Action Plans:

PEI has developed internal policies and procedures to structure improved contract compliance and contract violations outside of the formal Contract Monitoring process. Upon identification of contractual non-compliance, PEI staff meet internally with members of leadership to determine root cause, actions taken to-date such as follow-up communications with Grantee, training & technical assistance, and site visits. Follow-through actions include issuing a Letter of Concern or implementation of a Corrective Action Plan.

Letter of Concern (LOC):

A Letter of Concern (LOC) is a tool to assist Grantees in meeting contract requirements. A LOC serves as a formal notification of an observed deviation from contract performance, Project Work Plan or other requirements. A LOC may be issued in the following circumstances:

- Outputs are not met for two (2) consecutive months.
- A core program (as determined by DFPS) component is not delivered for one (1) quarter.
- Identified reoccurring or ongoing issues that impact program performance for two (2) months.
- Required data is late, incomplete or missing in PEIRS for two (2) consecutive months.
- Monthly billing is late, incomplete or missing for two (2) consecutive months.

If there are still observed deviations three months after issuance of a LOC, PEI may then begin a Corrective Action Plan (CAP).

Corrective Action Plans (CAPs):

DFPS will provide Grantees with a CAP that identifies areas of noncompliance, poor performance, or other deficiencies. Grantee must respond in writing within the timeframes required in

the CAP, address each identified defect, and provide an appropriately thorough response to DFPS for review and approval. Upon receipt of DFPS approval, the Grantee must implement and maintain compliance with the requirements of the CAP. A CAP may be issued in the following circumstances:

- A core program component (as determined by DFPS) is not delivered for two (2) quarters.
- Outputs are not met for four (4) consecutive months.
- Identified reoccurring or ongoing issues impact program performance for four (4) months.
- Required data is late, incomplete or missing in PEIRS for four (4) consecutive months.
- Monthly billing is late, incomplete or missing for four (4) consecutive months.

Monthly Technical Assistance Calls:

PEI staff developed a monthly call process to foster communication and support between Grantees and PEI staff (primarily Program Specialists and Contract Managers). The purpose of these calls includes:

- Check-in on the health of the program, by simultaneously examining programmatic and operational aspects
- Monitor output/outcome progress on a monthly basis
- Ongoing budget review to monitor Grantee progress on spending plans
- Receive updates on progress and any changes impacting the overall program and/or budget
- Document communication, lapse projections and any information impacting the budget
- Identify any overall programmatic needs/opportunity areas

FAYS Program Reports

Required Reports:

Grantees must comply with the following required reporting displayed in the chart below. Please note the due dates have been updated from the original RFA per a policy change made by the Youth and Families Team during FY2018.

Required Report	Purpose of Report	Minimum Requirements	Due Dates
Quarterly Report	For PEI and Grantees to monitor progress on program activities on an ongoing basis.	Complete responses to questions included in the report template.	Q1: January 15 th * Q2: April 15 th * Q3: July 15 th * <i>*Or next business day</i>
Annual Report	A summary of the achievements and challenges of the contract year and plans for program changes in upcoming fiscal year.	Complete responses to questions included in the report template.	Oct. 15 th * <i>*Or next business day</i>

NOTE: Your programmatic point of contact will be sent Quarterly and Annual Report Templates via email to complete and submit. Submission instructions are included in the email. Structured feedback will be provided by your Program Specialist via email and a deadline for response will be given. Reports, feedback, and feedback responses will be uploaded into PEIRS under the ‘Documents’ tab in your FAYS Workflow for record keeping purposes.

FAYS Program Surveys

PEI utilizes two surveys to evaluate the FAYS program: The Protective Factors Survey (PFS) and the Program Experience Survey (PES). Both surveys are tied to specific contract performance measures.

- Protective Factors Survey: Output 3 & Outcome 1
- Program Experience Survey: Outcome 3

Grantees are required to follow PEI’s general guidelines when administering each tool with participants. However, there is some flexibility in training staff and collecting surveys. For example, some Grantees administer follow-up surveys electronically. Grantees describe their agency's processes in their Project Work Plan.

Pre-Service and Post-Service Protective Factors Surveys (PFS):

Protective Factors Survey (PFS) is a survey given to primary caregivers. The survey is administered to a youth/family’s primary caregiver at the start of services (the Pre-PFS) and again at the close of services (the Post-PFS), in order to assess changes in family protective factors. The PFS consists of 20 questions which measure the five protective factors (Family Functioning/Resiliency, Social Support, Concrete Support, Nurturing and Attachment and Knowledge of Parenting/Child Development).

All FAYS Grantees must administer the Protective Factors Survey (PFS) to FAYS participants. The PFS is administered twice: once at the start of services (during intake) and again at the close of services (discharge). Only one Pre and Post PFS is required per enrolled family (not per index child/youth).

- Example: Four siblings are enrolled in FAYS services. One Pre-PFS is administered to the primary caregiver at Initial Intake. Two siblings are discharged in December and two siblings are continuing with services in January. The Post PFS is administered when the last sibling (the entire family) is discharged.

Program Experience Survey:

The Program Experience Survey (PES) is given at discharge and again 90 days later (at follow-up). The PES is administered to either the youth or the primary caregiver based upon the child’s age at discharge. Youth ages 10 and up should be given the survey. For children ages 0-9 years old, the primary caregiver should be given the survey.

The table below outlines the PFS and PES surveys. The middle column clarifies who completes it and the right-hand column clarifies when to administer it. Please reference the important administration notes under the table.

Survey	Who Completes	When to Give
Protective Factors Survey – PFS Pre	Primary Caregiver	At Enrollment
Protective Factors Survey – PFS Post	Primary Caregiver	At Discharge
Program Experience Survey	Target Youth Completes <i>(when age 10 years – age out)</i>	At Discharge <i>AND</i> Follow-up at 90 days
Program Experience Survey	Primary Caregiver Completes <i>(when target youth is 0-9 years old)</i>	At Discharge <i>AND</i> Follow-up at 90 days

Program Experience Survey Notes:

- Please choose who completes the PES survey based on the youth's age at discharge. This ensures that the same survey tool is given at both discharge and follow-up. *For example: if a youth is nine years old at discharge but turns 10 years old during the 90-day follow-up period, administer the PES to the Primary Caregiver at both discharge and follow-up.*
- When FAYS staff administer both PFS and PES surveys these efforts should be documented in the participant's case notes. Staff attempts to administer surveys should also be documented. The staff's notation should include date and name and signature of staff. Survey attempts should provide some context on how staff attempted to administer – for example, *"Called and left voicemail with primary caregiver."*
- A hard copy of each completed survey should be included in the participant's case file.

PEIRS Access and Data Entry Requirements

PEIRS Database:

- Grantees are responsible for accurately entering all data into the PEIRS database within the required timeframe using a secure internet connection.
- Enter all data for a specific month into the system no later than thirty (30) calendar days following the close of the month in which a registration occurred, services were provided, or the file was closed.

Fatherhood Skills Classes	Parent Education & Training Group
Grandparent Support Group	Support Group
Emergency Shelter	Intermediate Care (input # of hours)
<i>#11. Other – Determined Case-by-Case Basis</i>	<i>Dependent Upon Service Type</i>

FAYS Additional Services	PEIRS Service Term
Toll Free Crisis	Event, UCAP
Program Outreach	Event, Outreach Seminar
UCAP	Event, UCAP

NOTE: The three Additional FAYS services, the Toll-free crisis hotline, Program outreach and UCAP should be entered using the Events tab. A separate handout with more detailed instructions is available. At this time PEI does not require FAYS Grantees to enter data for the toll-free crisis hotline into PEIRS. For more detailed instructions on entering data into PEIRS, please reference Addendum III: FAYS Services & PEIRS Data Entry Guide.

2-1-1 Area Information Center

Grantees are required to add their services to the database of resources for the respective 2-1-1 Area Information Centers in all counties served by the FAYS program. Grantees must update 2-1-1 information within thirty (30) calendar days of any changes in the scope of their program.

If services are provided through a Subgrantee, this requirement must be included in the subcontract, and must be monitored by the Grantee to ensure compliance. Grantees may add, change or update their contact and service information by contacting the Resource Manager at the local 2-1-1 Area Information Center (AIC) by dialing 2-1-1 or by visiting the 2-1-1 Texas website at: www.211Texas.org.

Staff Qualifications & Training

Minimum Staff Qualifications:

Qualified staff must be trained and supervised to ensure that the needs of FAYS participants and contractual obligations are met at all times. Grantees may employ two (2) types of direct service staff: Family Support Specialists and Counselors.

Family Support Specialists	Counselors
Family Support Specialists may provide crisis intervention, Family and Individual sessions, curriculum-based parent and youth skills training classes, any ancillary service and emergency care services.	Counselors may provide any FAYS core or ancillary service (in addition to Family and Individual counseling).
Family Support Specialists, at a minimum, must meet the following qualifications: • A Bachelor's degree from an accredited university and at least one (1) year of experience working with at-risk youth	Counselors, at a minimum, must meet the following qualifications: • Master's degree in social work, counseling, psychology or a related field and at least one (1) year of experience in counseling/direct practice (one (1) year total experience); and

and families (1-year total experience); or • An additional year of experience in working with at-risk youth and families may be substituted for each year of college (30 credit hours) to secure a bachelor's degree.	• Be licensed as one (1) of the following: Licensed Master of Social Work (LMSW), Licensed Clinical Social Worker (LCSW), Licensed Professional Counselor or Intern (LPC), Licensed Marriage and Family Therapist or Associate (LMFT) or Licensed Psychological Associate or Psychologist.
--	--

Supervisory Staff:

Family Support Specialist Supervisor who will oversee the duties of the FAYS Program Family Support Specialist, at a minimum, must meet one of the following criteria:

- Bachelor's degree;
- At least two (2) years professional experience in delivery of direct services and at least one (1) additional year in a supervisory capacity (three (3) years total experience); or
- Three years professional experience in delivery of direct services with at least two additional years in a supervisory capacity (five (5) years total experience).

Counseling Supervisor:

Counseling Supervisor who will oversee the duties of a FAYS Counselor delivering a therapeutic intervention, at a minimum, must meet one (1) of the following criteria:

- Master's degree in social work, counseling, psychology or related field and at least three (3) years professional experience in counseling/direct practice with at least two (2) additional years in a supervisory capacity (five (5) years total experience); and
- Counseling Supervisors must be licensed as one of the following: Licensed Master of Social Work (LMSW), Licensed Clinical Social Worker (LCSW), Licensed Professional Counselor or Intern (LPC), Licensed Marriage and Family Therapist or Associate (LMFT) or Licensed Psychological Associate or Psychologist.

NOTE: If an Applicant does not have a Counseling Supervisor who meets the above qualifications but does have a FAYS Counselor(s) on staff and wishes to provide Family/Individual Counseling services, the applicant would need to identify a clinical supervisor within the agency that does meet the Counseling Supervisor requirements and describe their plan for making that person accessible to the FAYS Counselor for clinical consultation.

Financial Manager:

The Financial Manager is responsible for financial oversight of the organization. The Financial Manager at a minimum, must meet the following qualifications:

- Associates Applied Science Degree in a financial field such as Accounting or Finance with a minimum of five (5) year's work experience in accounting and have proficient skill in automated accounting system(s) and Microsoft Excel;
- Bachelor's Degree or higher in a financial field, such as Finance or Accounting, with a minimum of two (2) years of work experience in accounting, and have proficient skill in automated accounting system(s) and Microsoft Excel;
- Experience may be substituted for education on a year for year basis if the person holding the Financial Manager position does not have a Bachelor's Degree in a

financial field, in which case said person must have a minimum of seven (7) years of accounting experience; and

- This staff position must obtain a minimum of twenty-four (24) hours of job-related training which can include the cultural competency and new employee orientation trainings.

Program Director:

The Program Director will be the primary program contact and will be responsible for program oversight. The Program Director at a minimum, must meet the following qualifications:

- Bachelor's degree in a Human Services field and a minimum of five (5) years of work experience in human services;
- Experience may be substituted for education on a year for year basis if the person holding the position of Program Director does not have a Bachelor's Degree in a human services field, in which case said person must have a minimum of seven (7) years of human services experience; and
- If licensed, this staff position must meet the training requirements to obtain the CEUs needed to maintain their license.

Minimum Staff Training Requirements:

Grantee will be responsible for staff training. Requirements for staff training, at a minimum, include:

- Grantee will be responsible for developing and managing a staff training plan that addresses the appropriate level of training for its direct service, administrative staff, and volunteers; as well as, Subgrantee staff (if applicable) that will ensure the delivery of a quality FAYS program.
 - Suggested training that could be designed in the staff training plan might include, but is not limited to:
 - Crisis intervention, trauma-informed care, addressing mental health in youth and adults, cultural competency and evidence-based or promising practice program training.
- Grantees are encouraged to consider staff training and opportunities for professional development in their proposed fee for service rates for the core FAYS services. Grantees should plan for additional conferences, other than the annual Partners in Prevention Conference; as well as, the purchase of new program and training curriculum for their youth and parenting classes.
- All training must be documented in the personnel files. Training plan and documentation should be maintained on-site for monitoring purposes.

Billing and Payment

Billing and Payment

Grantees are required to submit requests for reimbursement on a monthly basis. Expenditure documentation must be submitted to DFPS no later than 30 calendar days after the last day of the month of service provision or as required in their contract. Any bill submitted to DFPS later than 2 years after the due date may not be processed for payment.

When requesting reimbursement, PEI Grantees submit the following:

- DFPS Purchase Voucher Form 4116;
- Billing spreadsheet reflecting the actual expenses for any specific month

- DFPS Budget Form 2030 (cost reimbursement contracts) or Expenditure Report (fee-for-service Grantees).

Contract management and oversight staff may request additional information for monthly billing documentation.

TASK 1: GRANTEE SUBMITS BILL PAYMENT REQUEST (or INVOICE)

- **How to complete:**
 - The Grantee submits monthly expenses through PEIRS and the contract staff facilitate approvals or rejections, see tasks 3-5.
 - **Timeframe**
 - No later than no later than 30 calendar days after the last day of the month of service provision or as required in their contract.

TASK 2: CONTRACT TECHNICIAN RECEIVES AND REVIEWS BILL PAYMENT REQUEST

- **How to complete:**
 - Bill payment request arrives in PEIRS.
 - The Contract Technician reviews bill payment requests
 - The Contract Technician discusses proposed budget transfers and any questionable amounts with Contract Manager and Program Specialist, as needed.
 - **Timeframe:**
 - The Contract Technician reviews and approves or rejects bill payment requests in PEIRS.
 - Approval or rejection *must* occur no later than three (3) business days from receiving a bill payment request.

NOTE: Grantees receive an automated confirmation of submission through PEIRS.

TASK 3: BILL PAYMENT REQUEST APPROVAL

- **How to complete:**
 - After the decision to approve occurs, the Contract Technician processes budget adjustments directly in IMPACT, as necessary. The Contract Technician approves the bill payment request in PEIRS.
 - PEIRS auto generates the bill payment request in IMPACT to enable the review of second approver (the Contract Manager).
 - Generation of Bill Payment Requests:
 - For contracts in PEIRS, PEIRS generates the bill payment requests.

NOTE: Processing happens overnight in daily DFPS batch processing.

TASK 4: BILL PAYMENT REJECTION

- **How to Complete:**
 - When a bill payment request is rejected, an email goes to the Grantee and assigned Contract Manager.
- **Timeframe:**
 - Process in IMPACT, no later than one (1) business day after issues resolved

- If not approved:
 - Send the bill payment request to Grantee within a three (3)-business day turnaround; or
 - Send to second (2nd) approver for two (2)-business day turnaround after the processing of the budget adjustment.

TASK 5: IMPACT BILL PAYMENT REQUEST REVIEW AND APPROVAL

- **How to Complete:**
 - After generation of bill payment requests in IMPACT (through overnight batching, see tasks 3 and 4):
 - The Contract Technician notifies the Contract Manager of the IMPACT bill payment request; and
 - The Contract Manager reviews the billing documentation and approves the bill payment request in IMPACT.
 - **Timeframe:**
 - The Contract Manager approves the bill payment request ASAP and no later than two (2) business days
 - IMPACT sends the request automatically to the Office of the Comptroller.

TASK 6: GRANTEE RECEIVES REIMBURSEMENT

- **How to Complete:**
 - Receive via direct deposit
- **Timeframe:**
 - State Comptroller processes the payments using direct deposit
 - Post within three (3) days of IMPACT approval.

TASK 7: PEI TRACKING

- **How to Complete:**
 - The Contract Technician follows-up to ensure payment processing
- **Timeframe:**
 - Follow up no later than 10 business days after the Contract Manager approves bill payment requests:
 - The Contract Technician manually tracks all IMPACT bill payment requests in PEI Invoice Log until paid
 - The Contract Technician submits a trouble ticket for any submitted and unpaid IMPACT bill payment requests after 10 business days;
 - PEI budget staff track all items submitted directly to Accounts Payable; and
 - The Contract Manager notifies the Grantee, if unpaid after 10 business days.

Addendum I: Entering FAYS Events Into PEIRS

The Events section of the database will help with your reporting and records retention if you are asked to report Outreach efforts, UCAP events and the Toll-Free Crisis Hotline. You may also use this feature if your agency would like to utilize this feature for your own administrative needs.

NOTE: In regard to your Toll-Free Crisis Hotline, your agency is required to retain your own records offsite. The PEIRS database can be used to compliment those Hotline records.

Program Outreach: An informational session geared toward prospective clients designed to increase enrollment in the workflow. Examples would include booths at back to school nights, presentations at community events, informational sessions at places of worship, etc.

- In the database click on Events
- Click the blue Add button
- Choose "Outreach Programs"
- Enter in Date of Event
- Enter Best Estimate of Attendees (or number on a sign-in sheet if available)
- Do not Enter Number of clients (as this is not an event where clients attended to receive a service)
- In Comments List: Hosted/Outreach Awareness/Name of Committee/County(ies) that were targeted
 - *Ex: Attended/Outreach Awareness/Teen Mental Health Task Force/Travis Williamson Counties*

UCAP: Events and activities that seek to raise the awareness of the general public, service providers, and decision-makers about the scope and problems associated with child maltreatment. Includes public service announcements that encourage positive parenting, programs and support groups that focus on child development, family strengthening programs that provide resources to support positive interactions among family members.

- In the database click on Events:
- Click the blue Add button
- Choose "UCAP"
- Enter in Date of Event
- Enter Best Estimate of Attendees
- Enter Number of clients (if current clients attended)
- In Comments List: Hosted/Type of Activity/Name of Activity/County(ies) that were targeted
 - *Ex: Hosted/Educational Presentation/Water Safety with Colin's Hope/Bexar County*

Toll-free Crisis Hotline Calls:

- In the database click on Events:
- Click the blue Add button
- Choose "UCAP"
- Enter in Date of Event
- In Comments List: County Location of Caller/Time/Date
 - *Ex: Johnson County/200am/Jan.15.2018*

Addendum II: PEIRS Data Entry Guide

In this section you will see more detailed instructions on how to enter data for the services provided to participants, caregivers and other family members. Please see page 37-38 for list of services and terms.

Data Entry Instructions for Participant Services:

Enter the total number of each type of FAYS service received by an enrollment in the month in the “Total Service Units” (A) line on the “Service Enrollment Activity” page. In the Participants section, enter the total number of each type of service provided to each individual in the month (B).

Example: In the month of March, the following services were provided to a family:

- 1 intake with the Primary Caregiver and the Index Child/Youth
- 1 family session with the Primary Caregiver and the Index Child/Youth
- 3 family sessions with the Primary Caregiver, Secondary Caregiver, and Index Child/Youth
- 1 individual session with the Index Child/Youth

March data entry for this enrollment should be:

Total Service Units: 1 Intake Assessment (C), 4 Family Based Curriculum (D), 1 Curriculum Based Life Skills Training (E)

Primary Caregiver: 1 Intake Assessment (F), 4 Family Based Curriculum (G)

Secondary Caregiver: 3 Family Based Curriculum (H)

Index Child/Youth: 1 Intake Assessment (I), 4 Family Based Curriculum (J), 1 Curriculum Based Life Skills Training (K)

NOTE: See corresponding letters A-K in the PEIRS image on the next page.

Agency ID/Contract: FAYS - 12345678 FAYS Grantee

Workflow: FAYS (Family and Youth Success)

Service Enrollment Activity

March
2021

LASTNAME, FIRSTNAME

Save & Stay

Save & Return

Cancel

* Subcontractor: FAYS Grantee

* Required Field
± Conditionally Required Field

A ± Total Service Units:
this Enrollment, this Subcontractor, this Service, this Month

Basic Needs Support	Curriculum Based Life Skills Training	Family Based Curriculum	Family Counseling	Individual Counseling	Intake Assessment	Parent Advocacy	Parent Education & Training - Group	Parent Education & Training - Individual	Respite Care - Daily	Telephone Counseling	Youth Skills Training
	C 1	D 4			E 1						

B

Participant	Role	Basic Needs Support	Curriculum Based Life Skills Training	Family Based Curriculum	Family Counseling	Individual Counseling	Intake Assessment	Parent Advocacy	Parent Education & Training - Group	Parent Education & Training - Individual	Respite Care - Daily	Telephone Counseling	Youth Skills Training
LASTNAME, FIRSTNAME	Index Child/Youth		K 1	J 4			I 1						
LASTNAME, FIRSTNAME	Primary Participating Caregiver			G 4			F 1						
LASTNAME, FIRSTNAME	Secondary Participating Caregiver			H 3									

Save & Stay

Save & Return

Cancel



**McCOY CORPORATION
HEADQUARTERS**

1350 I.H. 35 North
P.O. Box 1028
San Marcos, Texas 78666

mccoys.com

July 14, 2025

Human Services Advisory Board Members

Dear Board Member,

My name is Angie Williams, and I serve as the Director of Credit and Collections at McCoy Corporation. Over the past 30 years with the company, I have had the privilege of being involved with the Greater San Marcos Youth Council (GSMYC) in various capacities. The proximity of GSMYC to our offices has allowed us to foster a meaningful partnership, hosting numerous events such as Easter Egg Hunts, Christmas celebrations, and back-to-school activities.

It has truly been a blessing to collaborate with the dedicated individuals at GSMYC, who provide essential care, compassion, and a safe haven for children in need. While we wish for a world where such services were unnecessary, the reality is that many young people depend on GSMYC for safety and support.

Beyond the invaluable onsite services provided to children, GSMYC extends its impact by assisting local families facing crises, offering counseling and support programs that strengthen our entire community.

Continued support for the Greater San Marcos Youth Council represents a prudent and enduring investment in the well-being of vulnerable youth and the broader community. Such support yields lasting benefits and underscores the organization's merit for ongoing generosity.

With heartfelt gratitude,

A handwritten signature in blue ink, appearing to read "Angie Williams", with a long, sweeping horizontal line extending to the right.

Angie Williams
Director of Credit and Collections
McCoy Corporation, Inc.



Subject: Letter of support

From: Pris Sandoval <pris2024@yahoo.com>

Sent: Wednesday, July 16, 2025 2:57 PM

To: Liz Orman <lorman@gsmc.org>

Subject: Letter of support

> To whom it may concern

>

> I am writing to express my appreciation for the support and guidance my family has received through Greater San Marcos Youth Council.

> We've been fortunate to receive services for our son, off and on, for a few years now. I have always felt that we were welcomed, respected, and understood every session and during NFSN meetings. Greater San Marcos Youth Council has made a significant difference in our lives. The safe and supportive environment they provide allow us to communicate openly, address our challenges, and grow stronger as a family.

> I am especially grateful for the practical tools and strategies my son's counselor has shared with him. Because of those strategies he has built healthier relationships. He is navigating difficult situations with greater confidence. Thank you for your dedication to helping families in our community. We are forever grateful for Greater San Marcos Youth Council. Their positive impact on our lives will always be appreciated!

>

> My son's biggest advocate,

> Priscilla Sandoval (Mom)

>

> San Marcos, Tx 78666

To whom it may concern

I want to thank Greater San Marcos for the great work they do in our community.

The support that my daughter Fedra Olivares has received from Lizzy Orman has helped her overcome many obstacles, fears and struggles that she has experienced. I have been able to see how the conversations with Lizzy bear fruit in my daughter's life.

The people who work here make us feel like we're at home.

I appreciate the support you have given my daughter, and I am sure you provide to our community.

Sincerely

Elizabeth Pantoja

[REDACTED]

San Marcos, TX 78666

[REDACTED]