

Ready by Five Early Childhood Millage

Service Provider Manual

Effective October 1, 2025



Supported by the Kent County Ready by Five Millage

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Effective October 1, 2025

Introduction

This Service Provider Manual is designed to assist Service Providers who receive funding from the Ready by Five Early Childhood Millage in understanding the regulations, laws, policies, and procedures affecting service provision. It describes required program components and financial requirements that apply to funded services. It also will assist in locating specific information for particular issues or unusual circumstances. Nothing in this Manual is intended to provide legal advice; the Service Provider is advised to seek their own legal counsel for any such advice.

First Steps Kent reserves the right to amend or revise the Manual, upon notice to the Service Provider. The terms of this Manual may be modified by contract with the Service Provider. In the event of conflict between such a contract and this Manual, the terms of the contract will take precedence. First Steps Kent reserves the right to waive any requirements prescribed under this Manual on a case-by-case basis, at First Steps Kent's sole discretion.

Questions regarding the Service Provider Manual should be directed to:

First Steps Kent
401 Hall St SW, Suite 385
Grand Rapids, MI 49503

Direct Line: 616.632.1003

Email: readybyfivekent@firststepskent.org

www.firststepskent.org

Ready by Five Early Childhood Millage Service Provider Requirements

1. Program and Service Requirements

1.1 Families Served: Eligibility

Services shall be provided only to families with expectant parents and children through age five currently residing in Kent County, Michigan.

Family: is defined as an unborn child(ren) or living child(ren) through age five and at minimum one legal guardian or caregiver living in the same home.

Household: is defined as a household unit where individuals, related or unrelated, live for more than one year together.

Homeless: is defined as an individual or family that lacks a fixed, regular, and adequate nighttime residence, as outlined by [HUD's four categories](#), with separate note for education partners using the [McKinney-Vento](#) definition.

Service Provider shall serve all eligible persons under the Service Provider Agreement regardless of other criteria for services usually applied by the Service Provider and further agrees not to refuse services to any person determined to be eligible for services as long as funding permits. Where program resources are insufficient to meet the demand for services, criteria for prioritizing individuals to be served should be developed which will take into account indicators of need.

1.2 Serving Families and Individuals

In their approach to identifying the need for planning and delivering services, Service Providers will consider group-based factors and deploy specialized approaches that address the varying needs and circumstances of each group or community eligible for Ready by Five funded services.

Substantial emphasis must be given to serving eligible persons with the greatest social and/or economic needs, with particular attention to low-income minority individuals and those from historically disadvantaged communities. "Substantial emphasis" is regarded as an effort to serve a greater percentage of families with economic and/or social needs than their relative percentage of the total population within the geographic service area.

- Economic Need is defined as households with income below 200% Federal Poverty Level.
- Social Need is defined as serving one or more of the following: families from historically marginalized or disadvantaged communities, families of color, as well as families who are non-English speaking or from limited-English speaking households.

Each Service Partner must specify how they will satisfy the service needs of the families they serve and, to the maximum extent feasible, provide services in accordance with those needs.

Families shall not be denied or limited services because of their income or financial resources.

Where program resources are insufficient to meet the demand for services, each service program shall establish and utilize written procedures for prioritizing individuals receiving and waiting to receive services, based on social, functional, and economic needs.

See Appendix A: Ready by Five Equity and Inclusion Statement for more information.

1.3 Family Prioritization: Waitlists

A prioritization tool must be implemented that defines how individuals seeking services shall be given preference for enrollment in each service. The prioritization tool shall be shared with First Steps Kent before it is implemented. If the prioritization tool does not take into account family eligibility for engagement in services, the Service Provider must make appropriate changes before implementation of the tool.

Individuals on waiting lists for services for which cost-sharing is allowable may be afforded the opportunity to acquire services on a 100% cost-share basis until they can be served by the funded program.

When a waiting list for services becomes necessary, service levels for children or expectant parents should be evaluated in conjunction with the families/individuals already being served to determine whether services can be reduced without affecting the child's or expectant parent's safety or well-being. Resulting service reductions may enable additional children or expectant parents to be served. When a waiting list is in effect, individuals served entering the program should receive services at the minimum level that addresses their safety and well-being.

Each Service Provider must maintain a written list of children and expectant parents who seek services but cannot be served at that time. Such a list must include the date service was first sought and the requested service. The program must determine whether the person seeking service qualifies for the service requested before being placed on a waiting list. Wait list information must be reported quarterly to First Steps Kent.

1.4 Intake and Referral Procedures

Standard Intake Requirements

The record of services provided and referral information for each individual served will be collected in the format as defined in the Ready by Five Data Collection Policy and the Service Provider Agreement.

Documented intake procedures will be maintained by each agency providing Direct services:

- This includes the collection of all demographic information required by First Steps Kent. (See Monthly Data Submission Reporting in Section 1.8)
- All families or individuals served will provide consent prior to engagement in services, and identifiable data being shared with the Kent County Health Department. (See Appendix C)
- All individuals served will receive a copy of the Ready by Five Privacy Practices. (See Appendix D)
- Note: Refer to the Ready by Five Services Overview, the Contract Specification under each Service and Program Type to determine if a program falls under "Direct" or "Indirect" programming type.

All individuals served will provide consent prior to engagement in services, and identifiable data being shared with the Kent County Health Department. All families must be assured that providing demographic information is not a prerequisite for receiving a service and that all information collected will be kept confidential.

Service Providers will refer to reporting instructions to determine how data will be submitted when a family does not consent to sharing personal information with the agency providing the service and/or the Kent County Health Department.

At a minimum, the agency must always provide the following demographic fields for all individuals served: the Agency's ID, the individual's agency-assigned Record ID, the Record Type, as well as the child's date of birth and zip code. See the most current File Definition Document on the [Ready by Five Millage Portal](#) for complete information.

Referrals

Service Providers funded by the Ready by Five millage, providing referrals, must obtain informed written consent prior to making any family/individual referrals to other agencies providing services. Such consent must be in writing unless obtaining written consent is deemed impracticable by the Service Provider, in which case consent may be obtained by telephone.

If consent is obtained by telephone, the Service Provider shall create and maintain an ongoing written record of the telephone conversation. If a Ready by Five Service Provider collects consent over the telephone, they must relay all parts of the written Ready by Five Early Childhood Consent Form, in the appropriate language, to any individual whose information is to be disclosed.

If a program opts to include the additional language for referrals, a signed agreement must be established with each agency included in this section. At minimum, the agreement will include the terms for how referrals will be received, expectations for services the agency will provide to individuals referred, and the scope of information about a family that will be shared by the referring agency (See language for referrals).

1.5 Service Provider Feedback

Feedback From Families

All programs providing Direct services are required to collect and interpret feedback from families about their level of satisfaction with services, as well as engage families' voices within programming. (Note: see Contract Specification under each Service and Program Type to determine if a program falls under "direct" or "indirect" program type.)

Service Providers may include the example standardized survey question in their current parent satisfaction questionnaire tool

Standardized Family Satisfaction Questions		
	English	Espanol - Spanish
Question 1	<p><i>Overall, how satisfied are you with your most recent interaction with [Program, Agency]?</i></p> <p><input type="checkbox"/> <i>Extremely satisfied</i></p> <p><input type="checkbox"/> <i>Somewhat satisfied</i></p> <p><input type="checkbox"/> <i>Neither satisfied nor dissatisfied</i></p> <p><input type="checkbox"/> <i>Somewhat dissatisfied</i></p> <p><input type="checkbox"/> <i>Extremely dissatisfied</i></p>	<p>En general, ¿qué tan satisfecho está con su interacción más reciente con el Programa de [_____]?</p> <p><input type="checkbox"/> Extremadamente insatisfecho</p> <p><input type="checkbox"/> Algo insatisfecho</p> <p><input type="checkbox"/> Ni satisfecho ni insatisfecho</p> <p><input type="checkbox"/> Algo satisfecho</p> <p><input type="checkbox"/> Extremadamente satisfecho</p>

Question 2	If you were to share and additional comments about your most recent interaction, please enter them here: _____	Si desea compartir comentarios adicionales sobre su interacción más reciente, ingréselos aquí: _____
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Service Providers are encouraged to include additional mechanisms to solicit family feedback. The mechanism may include surveys and focus groups, review of assessment records, etc.

Each program will describe how families will be engaged as key stakeholders by a) collecting and incorporating family feedback in programming, and b) engaging with families as partners to provide voice within programming decisions.

Additional information about how parents can be engaged in programming is available on the [Center for the Study of Social Policy's Parent Leader Network](#) website.

Results will be documented by the Service Provider and available for review by First Steps Kent during standard reporting or upon request.

Partner Feedback

Service Providers will be required to collect feedback from their partners under the following circumstances:

- Parent Education and Support, Translation and Interpretation – all agencies will provide an opportunity for partner agencies utilizing services to provide feedback on their satisfaction with service delivery.
- Outreach and Navigation – all agencies will provide an opportunity for all partner agencies to provide feedback on their satisfaction with service delivery. (Note: in this circumstance, partner is defined as an agency in which there is a formal agreement or MOU in place with the Outreach and Navigation program).
- First Steps Kent may request that partner feedback be collected in certain additional situations. This request will be documented in writing to the Service Provider.

The mechanism may include surveys or focus groups. Results will be documented and available for review by First Steps Kent during standard reporting or upon request.

1.6 Family Complaints, Appeals, and Grievances

Each Service Provider must have a written procedure in place to address complaints, appeals, and grievances from families or individuals, which provides protection from retaliation against the complainant. At minimum, the following must be included in the Service Provider's written procedure:

- The complaint, appeal, and grievance process must be presented to a family or individual served at the start of service. It must also be made available to First Steps Kent for review.
- An individual served may make a complaint about a program or service through written or verbal notice to the designated Program Lead or Manager of the Service Provider agency.
- The individual may file an appeal with a Service Provider if it is determined that the individual(s) is ineligible for services or if services have been terminated. Appeals should be directed to the designated Program Lead or Manager of the Service Provider agency.

- The Program Lead or Manager shall then respond to the individual submitting the complaint or appeal and include in writing a copy of the Service Provider's complaint, appeals, and grievances procedure.

Addressing Program Grievances- Service Provider

Unresolved complaints or appeals become grievances if they cannot be resolved with the designated Program Lead or Manager. Grievances are addressed by the executive staff leadership of the Service Provider agency (i.e., Executive Director, President, CEO).

When resolved, the executive staff leadership will document the outcome in writing, summarize the events and resolution, secure the individual filing of the complaint's signature, and provide the summary for First Steps Kent's review.

Definitions and Escalation Steps

- **Complaint:** An initial statement of concern or dissatisfaction about services, discrimination, or agency decisions. Complaints can be submitted verbally or in writing to the designated Program Lead or Manager. After review, the Program Lead or Manager will notify the individual in writing about the agency's appeal procedure and inform them that unresolved matters may be elevated to First Steps Kent for further resolution.
- **Appeal:** If a complaint regarding service eligibility, termination, or provision is not resolved, an individual may formally request reconsideration through the Service Provider's appeal process. The Service Provider must notify recipients of their right to appeal and provide instructions on how to do so.
- **Grievance:** If a complaint or appeal remains unresolved, it becomes a grievance. The grievance is formally reviewed by the Service Provider's executive leadership, who will document and summarize the outcome and provide it for First Steps Kent's review. If not resolved at the executive level, the grievance is forwarded to First Steps Kent.

Unresolved Grievances Resulting in Escalation to First Steps Kent

Unresolved differences between a Service Provider and an individual pertaining to service provision will be forwarded to First Steps Kent through the following steps:

1. Following the Service Provider's decision, the individual shall provide written notice of the unresolved grievance to the President of First Steps Kent.
2. The written notice shall be dated and signed by the individual(s), and it shall contain an explanation of the incident(s) for which the complaint has been filed.
3. The written notice shall be initiated within 30 calendar days following the date on which the Service Provider's original decision was made.
4. All unresolved grievances shall be given fair and prompt consideration by the President or designee of First Steps Kent within 10 calendar days after receipt of the written notice.

The individual or family shall have the right to appeal the President or designee of First Steps Kent's action by submitting written notice to the First Steps Kent Board Chairperson within 10 calendar days after the First Step Kent President or designee's decision.

The Chairperson of the First Steps Kent Board of Directors will render a decision on the appeal within 30 calendar days after receipt of the written notification.

1.7 Service Discharge and Termination Procedures

Programs that serve families must establish a written service discharge and termination procedure that includes formal written notification of the ending of services and documentation of such in the family's files. The written notification must state the reason for discharge or termination, the effective date and advise about the right to appeal. Reasons for discharge or termination may include, but are not limited to the following:

- The family's decision to stop receiving services,
- Reassessment that determines an individual or family to be ineligible,
- There is no longer a need for services,
- A change in circumstances which makes an individual eligible for services paid for from other sources,
- An increase in the availability of support from friends and/or family,
- The program becomes unable to continue to serve the individual or family and referral to another provider is not possible,
- The child is older than five years of age, or
- The individual or family moves out of Kent County.

1.8 Service Provider Reporting and Data Collection Requirements

Service Provider Reporting Requirement

Agencies awarded funding will be required to provide progress updates on progress and outcomes measurements related to each contract via the following reports:

Outcome Measurements and Updates	Monthly Invoice (By the 10 ^h of the month)	Monthly Data Submission Demographic, Service, and Referral (by the 15 th of each month)*	Quarterly Report (30 th of the month - April, July, October, and January)	Additional Details
Submission Method	<i>Via Submittable</i>	<i>Submitted to KCHD</i>	<i>Via Submittable</i>	<i>As specified by FSK</i>
Actual Expenses	X			<i>Program financials provided upon request from FSK</i>
Number Served		X	X	
Number of Encounters		X		

Ready by Five Indicators		X		
Program Specific Outcome			X	
Narrative Explanation of Variances & Implementation Timeline Update			X	
*Note: This is not applicable to contracts that operate on an indirect service reimbursement structure.				

Each report will be submitted as follows:

Monthly Data Submission (MDS) Reporting*	<p>Service partners must refer to and follow the standards for data collection and submission as outlined in the File Definition Document and Data Field Definition documents. Both documents are available on the Millage Portal at: https://www.firststepskent.org/millageportal</p> <p>Each Service Provider Agreement provides additional specifications on what data fields are required by each program, and how codes should be applied for each program submitting data.</p> <p>Data will be submitted at the individual level and for each service provided. Each Individual Record of Service is submitted in the following three files:</p> <ol style="list-style-type: none"> 1. Demographic File 2. Referral File 3. Service File <p>Submission Method: monthly to the Kent County Health Department (KCHD). Files will be submitted in the defined format (Comma Separated Values or .csv file). Identifiable data will be sent via a secure file transfer process to the Kent County Health Department and only as directed. Under no circumstances will identifiable data be sent to First Steps Kent.</p> <p>Purpose of Record: Provides a documented record of who is served and what services occurred. Contract performance is based on counts from the MDS.</p> <p><i>* This is not applicable to contracts that operate on an indirect service reimbursement structure</i></p>
Quarterly Reports	<p>Service Providers must report on program-specific goals established during the procurement and contracting process. All contractual obligations are required to be documented and submitted through quarterly reports.</p>

	<p>Parent Satisfaction data is also required for all programs providing direct service to children and/or expecting parents. Results from satisfaction surveys will be submitted in the quarterly report.</p> <p>Submission method: Submitted to First Steps Kent by all Service Providers through Submittable.</p> <p>Under no circumstances will identifiable data be included in the Quarterly Report submitted to First Steps Kent.</p>
<p>Monthly Invoices</p>	<p>See Section 2.2 Reimbursement.</p> <p>Submission Method: All Service Providers must submit reimbursement requests to First Steps Kent through Submittable. Within Submittable, each provider completes a monthly reimbursement form that includes a detailed budget outline showing actual expenses incurred under approved budget categories. Supporting documentation, such as receipts, invoices, or payroll records, must be attached directly within the Submittable request for verification.</p>

Outcomes Measurement

Each program must have outcome statements and measurable indicators that represent achievements of the outcome for its program and reflect the desired outcomes for the Ready by Five Network as a whole.

All outcome measurements and goals will be established within the Service Provider Agreements(s).

From the data and reports submitted as described above, contract metrics will be tracked as follows:

- First Steps Kent uses the average monthly amount as an estimation to identify programs that may be underspending or overspending. All Service Providers will be required to provide a narrative to explain why there is a deviation from the average monthly amount (specifically, the annual award/total number of months in the award period) of projected expenses if 10% or greater.
- The actual number of individuals served by a Service Provider will be compared to the projected number as detailed in the Service Provider Agreement. Service Provider will be required to provide a narrative to explain why there is a deviation in the estimated number of individuals served if 10% or greater. *Note: This is not applicable to contracts that operate on an indirect service reimbursement structure.*
- Encounter units will be tracked as part of the contract monitoring process. Actual encounters will be compared to the projected number of encounters per individual served stated in the Service Provider Agreement. The number of encounters per individual will be confirmed during the contracting process. Service Providers will be required to report on encounters completed. If applicable, agencies will explain why there is a deviation in the number of actual units completed throughout the contract period. *Note: This is not applicable to contracts that operate on an indirect service reimbursement structure.*

- Information from the monthly Demographic, Service, and Referral data submissions sent to Kent County Health Department will be reconciled with the number of individuals served and encounter units stated in the contract as well as numbers submitted in the quarterly reports and overall spending. *Note: This is not applicable to contracts that operate on an indirect services reimbursement structure.*
- Information submitted within the Quarterly Report will be used to understand the context behind spending, program outcomes and goals, parent engagement, number served, and number of services provided (if applicable). Information in this report will also show how the program-specific metrics are achieved.

The Service Provider further agrees to provide other reports concerning contracted services which First Steps Kent may reasonably require. First Steps Kent shall notify the Service Provider in writing at least 30 calendar days prior to the initial submission date. The notification shall minimally include the required data, format, and the deadline to submit.

Report submissions are required for uninterrupted payment of invoices. Invoices submitted without Monthly Data and/or Quarterly Report submission(s) requirements will be considered incomplete and will result in a delay in future monthly reimbursement(s), and/or a notice of contract.

Kent County's Role and Responsibilities

All identifiable data submitted in the Monthly Data Submission file will be warehoused at the Kent County Health Department.

The Kent County Health Department will review files submitted by Service Provider. The Kent County Health Department may reject files submitted by Service Providers for reasons such as:

- Structural issues with the data file submission (i.e., formatting of fields is incorrect, or file is not submitted in the required .csv format)
- One or more of the files are missing critical fields. See Ready by Five's File Definition Document for more specification.
- Incorrect or obsolete codes are included in the file.
- Fields entries are incomplete or blank.

The Kent County Health Department will regularly send de-identified reports to First Steps Kent as defined by a data agreement in place between the two organizations.

All Ready by Five related data developed by Service Providers will be owned by Kent County. First Steps Kent and Service Providers are allowed to use data for purposes of administration or service provision as related as outlined in their Service Provider agreement.

First Steps Kent's Role and Responsibilities

First Steps Kent will provide a schedule of deadlines for each report by October 1 of each year.

First Steps Kent will track utilization by service provider and service type metrics including:

- Number of children served through age five and younger
- Number of new children served through age five and younger
- Number of expectant parents served

- Number of encounters for each program category
- Retention within services
- Family satisfaction with services
- Cost per service
- Types of referral connections to community resources and programs

First Steps Kent may track services and metrics by specific attributes, including, but not limited to race, ethnicity, income, zip code, health benefit, and age of child.

First Steps Kent may track additional metrics at their discretion, but limited to those specific data fields that are gathered by the Service Providers and that can be shared in de-identified form.

Data submitted will also be utilized by First Steps Kent to validate monthly invoices for payment to the Service Providers.

First Steps Kent will review monthly data submissions to ensure the following:

- Service Provider is submitting fields and codes in accordance with the Service Provider Agreement, Ready by Five's File Definition Document, and the Data Field Definition Document.
- Data conveys an accurate description of actual individuals served and services provided.
- Service Provider is meeting contractual obligations with the number of individuals served, number of encounters, or other performance metrics outlined in the Request for Proposal's Service Specifications.
- Service Provider submits complete files each month.
- Counts of individuals and service provided included in the Monthly Data Submission can be reconciled with information submitted in the Quarterly Report.

First Steps Kent reserves the right to request resubmission of Service Provider's data files if the Monthly Data Submissions are incorrect, incomplete, or do not follow requirements as outlined in the Service Provider Agreement, Ready by Five's File Definition Document, and the Data Field Definition Document.

Ready by Five Early Childhood Millage Standard Data Collection Fields and File Definitions will be updated annually by October 1 of each year.

First Steps Kent will not warehouse data with identifiable attributes.

To ensure report submissions are timely and complete, the Service Provider may request technical assistance from First Steps Kent.

1.9 Confidentiality

Each Service Provider must have written procedures to protect confidential information about children and families. The procedures must ensure that information about any recipient of services is disclosed in a form that does not identify the individual without the informed, written consent from the family served. However, disclosure may be allowed by court order, or for program monitoring by authorized federal, state, or local agencies, which are also bound to protect the confidentiality of individual information. All individual information shall be maintained in controlled access files.

Each Service Provider must have available, upon First Steps Kent request, policies and procedures detailing the agency's methods of storing and destroying confidential physical and non-physical information as well as how access to protected information is controlled.

It is the responsibility of each Service Provider to determine if they are a covered entity regarding Health Insurance Portability and Accountability Act (HIPAA) regulations and complete a HIPAA business agreement with the Kent County Health Department.

1.10 Records

The Service Provider agrees to record and maintain data about individuals or families, per Service Provider Agreement requirements.

The Service Provider is required to retain all programmatic records, supporting documents, and other records required by Federal and State government agencies or otherwise reasonably considered pertinent to the Service Provider Agreement.

All non-financial records shall be retained for a period of three years. The retention period starts on the day the Service Provider submits to First Steps Kent its last expenditure report for the Service Provider Agreement.

If any litigation, claim, negotiation, audit, or other action involving the records has been started before the expiration of the three-year period, the records shall be retained until completion of the action and resolution of all issues that arise from the action or until the end of the regular three-year period, whichever is later.

1.11 Mandated Reporting

Each service program shall have a written procedure in place to bring to the attention of appropriate officials for follow-up, conditions or circumstances that place the child, or the household of the child, in imminent danger (e.g., situations of abuse or neglect).

The policy will define the specific program professionals required to attend annual Mandated Reporting training. *Note: Service Providers of services that do not provide services directly to families that are funded by Ready by Five Millage are not required to maintain a Mandated Reporting procedure.*

Mandated reporters shall make an immediate report to Centralized Intake by telephone or through the online reporting system, of suspected child abuse or child neglect. Within 72 hours after making an oral report by telephone, the reporting person shall file a written report (DHS-3200). If the immediate report has been made using the online reporting system, no additional written report is required.

Reporting the suspected allegations of child abuse and/or neglect to the head of the organization does not fulfill the requirement to report directly to DHHS.

The verbal report can be completed by calling 855-444-3911.

The individual who had contact with the child must make the report and provide as much detail as possible about the following information:

- The child's primary caretaker, including name and address.
- Names and birth dates for all members of the household.
- Name and birth date of the alleged perpetrator(s).

- Whether the alleged perpetrator lives with the child.
- Address where the alleged abuse or neglect occurred.
- What makes the mandated reporter suspect the child is being abused or neglected.

The Child Protection Law requires that the DHS-3200 form be filed and include the following information:

- Name of child.
- Description of abuse or neglect.
- Names and addresses of child's parents/guardians.
- The persons with whom the child resides.
- Child's age.
- Other information available to the reporting person that might establish the cause of the abuse or neglect, and the manner in which the abuse or neglect occurred.

MDHHS encourages the use of the Report of Actual or Suspected Child Abuse or Neglect (DHS-3200) form when filing the written report, which includes all the information required under the law.

If more than one mandated reporter suspects child abuse or neglect based upon the same incident, only one DHS-3200 form is required.

If a mandated reporter is dissatisfied with the response by MDHHS, the mandated reporter may contact the Mandated Reporter Hotline at 877-277-2585. Prior to doing so, the mandated reporter must first attempt to talk with our local MDHHS office director about the concerns.

For complete information about Michigan's Mandated Reporter requirements, visit the MDHHS website at: <https://www.michigan.gov/mdhhs/adult-child-serv/abuse-neglect/childrens/mandated-reporters/mandated-reporters-list>

1.12 Family/Individual Treatment and Notification of Adverse Events

It is the policy of Ready by Five Early Childhood Millage that each family and individual served is entitled to kindness, dignity, and respect from all Service Providers. Any form of physical, verbal, psychological, or sexual abuse/neglect, or exploitation is prohibited. Any form of retaliation against individuals or staff who report an incident is prohibited.

Service Providers will immediately notify First Steps Kent of all reports to authorities or Child Protective Services that implicate program staff funded with Ready by Five Millage Early Childhood Millage funds.

1.13 Services Publicized

Every program must publicize its services for families with children through age five and expectant parents to access them. Services must be publicized to the population the Service Provider plans to reach by utilizing the promotional tools proven most effective in reaching the target population.

Any activities receiving support under the Service Provider Agreement shall contain acknowledgment of Kent County and First Steps Kent either through the use of the dual logo or written description. The logo should go

on any promotional materials that align with the service or program that was made possible by Millage dollars, i.e., publications, brochures, documents, PowerPoints, social media posts, website articles, etc.

First Steps Kent and Kent County reserves the option to receive, free of charge, up to three copies of any publication published, herein included, as a part of the Service Provider Agreement.

Where activities under the Service Provider Agreement result in a book or other copyrighted material, the author is free to obtain a copyright, but First Steps Kent reserves a royalty-free, non-exclusive, and irrevocable license to reproduce, publish, or otherwise use and to authorize others to use all such material.

See Policy 1.14 Communications Expectations for more information.

1.14 Communications Expectations

First Steps Kent will generate content about the Ready by Five Early Childhood Millage. This content will be relayed to Service Providers to share widely with their networks through social media, email newsletters, and other communications materials.

Communications expectations include:

- Dispersing Ready by Five reports developed by First Steps Kent.
- Dispersing Ready by Five content, such as email updates.
- Sharing Ready by Five social media content.
- Publicizing that program funds are provided by the Ready by Five Early Childhood Millage
- Providing First Steps Kent with non-confidential data and/or pictures and success stories for the use of Ready by Five communications.
- Incorporating the dual First Steps Kent and Kent County logo within any program-specific material that is publicized by the Service Provider.
- Ensuring that all information shared is current and accurate. Service Provider may reach out to First Steps Kent with any questions.
- Programs are required to contact First Steps Kent before publicly sharing any content that is directly related to First Steps Kent or the Ready by Five program.

Note: All logo files and information about current communication standards can be found on the Ready by Five Millage Portal.

1.15 Insurance Requirements and Recommendations

The Service Provider is required to meet the following minimum insurance requirements.

- Property: Special Cause of Loss Form (all risk); Replacement Cost Valuation for all owned property
- Crime or Employee Dishonesty Coverage: \$250,000 Each Occurrence
- General Liability: \$1,000,000 Each Occurrence; \$2,000,000 Products & Completed Operations Aggregate; \$2,000,000 General Aggregate
- Automobile: \$1,000,000 Each Occurrence; includes hired and non-owned auto liability
- Worker's Compensation

- Statutory in the State of Michigan
- \$500,000 Employers Liability Limits
- Professional Liability (Errors & Omissions): \$1,000,000 Annual Aggregate
- Unemployment Insurance: As required by the State of Michigan

The Service Provider is recommended to have the following insurance:

- Directors & Officers Liability Insurance: \$1,000,000 Annual Aggregate
- Umbrella Liability: \$1,000,000 Each Occurrence
- Cyber Insurance: \$50,000 Aggregate

The Service Provider shall, upon the execution of this agreement, provide a Certificate of Insurance showing the minimum required insurance as noted above. For all required insurance, the certificate shall include a 30-day written notice to First Steps Kent of any cancellation or material change in coverage. Further, the certificate shall name First Steps Kent as an additional insured with respect to the general liability insurance. The general liability insurance shall also contain a waiver of subrogation clause and be primary and non-contributory to First Steps Kent general liability policy.

Any buildings, equipment, supplies, and other property purchased in whole or in part with Ready by Five Early Childhood Millage funds are to be insured under property insurance as noted above at the full replacement cost value of the asset at the time of loss.

1.16 Hold Harmless

Service Providers shall indemnify and hold harmless First Steps Kent, Kent County, and their respective directors, officers, employees, agents and representatives from all claims, lawsuits, settlements, judgments, costs, penalties, and expenses, including reasonable attorney fees, resulting from, or arising out of, or in connection with Service Provider's rendering of its Services under the Service Provider Agreement.

In the event the Service Provider becomes involved in or is threatened with litigation relating to this Agreement or to the performance of the Services, the Service Provider shall immediately notify First Steps Kent in writing. First Steps Kent may in turn notify the County. Service Provider will not object to any action by First Steps Kent to join such litigation as First Steps Kent may deem necessary or appropriate to protect its interests.

Service Providers shall indemnify, defend, and hold harmless First Steps Kent from and against all claims and shall assume full responsibility for payment of all Federal, State, and local taxes or contributions imposed or required under unemployment insurance, Social Security, and income tax laws, with respect to the Service Provider and the Service Provider's employees. First Steps Kent shall not be held liable for any liabilities, penalties, forfeitures, or damages to the goods, property, or effects of the Service Provider, or to any other persons, nor for personal injury or death, arising from or caused by any negligent act or omission of the Service Provider.

1.17 Staffing

Each Service Provider shall employ competent and qualified personnel sufficient to provide services pursuant to the Service Provider Agreement. Each program shall be able to demonstrate an organizational structure including established lines of authority.

Each Service Provider must conduct, prior to employment or engagement, a criminal background review through the Michigan State Police for all paid and volunteer staff.

An individual with a record of a felony conviction may be considered for employment at the discretion of the Service Provider. The safety and security of families served by the Service Provider must be paramount in such considerations.

Service Provider staff shall receive a written job description, orientation, and training which must include an overview of the Ready by Five Early Childhood Millage requirements, maintenance of records and files, ethics, and emergency procedures, and at least a yearly written performance evaluation.

Service Providers must require and thoroughly check references for paid staff who will be entering individual homes. Supporting documentation for reference checks must be available in the personnel file of each employee and volunteer.

Service Provider staff who enter a participant's home must display proper identification, which may be either an agency photo card or a current, valid state-issued identification, and some other form of agency identification.

Service Provider will maintain an updated record of all positions funded by Ready by Five. Service Provider must report any changes in these positions to First Steps Kent within thirty (30) calendar days.

1.18 Orientation and Training

Each Service Provider must have a written orientation plan that is available for review by First Steps Kent.

First Steps Kent recommends, at a minimum, current professional development training for Service Providers delivering direct services to families in the following areas: early childhood development; First Aid and CPR (with an infant, toddler, and child focus), mandated reporter training, diversity, equity, and inclusion; and trauma-informed practices.

First Steps Kent expects that Service Providers will ensure staff meet all additional training requirements as specified by the respective program's model.

First Steps Kent will offer training opportunities that Ready by Five funded positions may be required to participate in. Requirements and offerings may change annually as these topics will be selected based on needs identified by partners in the Ready by Five Network. Information about current training offerings will be maintained in the designated Millage Portal section of First Steps Kent's website. Individuals may be waived from required training hours if the Service Provider can verify that the employee has received equivalent training within the past 12 months.

Records that detail dates of training, attendance, and topics covered are to be maintained and made available for review by First Steps Kent upon request.

1.19 Universal Precautions

Each Service Provider must evaluate the occupational exposure of employees to blood or other potentially hazardous materials that may result from the performance of the employee's duties and establish appropriate universal precautions. Each provider with employees who may experience occupational exposure must develop an exposure control plan that complies with Federal Occupational Safety and Health Act regulations.

1.20 Disaster Response

Each Service Provider must have established written emergency protocols for responding to a disaster and undertaking appropriate activities to assist victims in recovering from a disaster, depending upon the resources and structures available.

1.21 Drug Free Workplace

Each Service Provider must have written policies ensuring a drug-free workplace as a precondition to receiving millage funding.

1.22 Americans with Disabilities Act

Each Service Provider must operate in compliance with the Americans with Disabilities Act.

1.23 Workplace Safety

Each Service Provider must operate in compliance with the Michigan Occupational Safety and Health Act (MIOSHA). Information regarding compliance can be found at www.michigan.gov.

1.24 Disclosure and Ethics

Service Provider must submit to First Steps Kent all information requested about:

- Names of persons with an ownership or control interest in the Service Provider, any actual or potential conflict of interest, past business transactions, current or pending legal action against the Service Provider, and certain other disclosing entities.
- Articles of Incorporation and Bylaws if the Service Provider is non-governmental.

- If applicable, any persons with any ownership or on the Board of Directors who have been convicted of a criminal offense perpetrated against families and/or children.

First Steps Kent may refuse to consider the proposal of any Service Provider Agency that does not comply. Subsequently, First Steps Kent may immediately terminate the contract without liability if the Service Provider does not comply with requests for information.

All Service Providers shall abide by the Ready by Five Early Childhood Millage Code of Ethics found in Appendix B.

No officer, employee, or agency of a Service Provider who is involved in the planning, approval, or implementation of the Service Provider Agreement, shall participate in any decision relating to the Service Provider Agreement, which affects his or her personal or financial interest or the interest of any corporation, partnership, or association in which he or she may be directly or indirectly involved.

No officer, employee, or agency of a Service Provider who is involved in the planning, approval, or implementation of the Service Provider Agreement, shall engage in the transfer of any resources, assets, or direct or indirect benefits through the transfer of goods or entities to another officer, employee or agency with direct or indirect ownership, board associateship or membership.

1.25 Whistleblower

Organizations funded with Ready by Five Early Childhood Millage funds are required to observe high standards of business and personal ethics in the conduct of their duties and responsibilities. Organizations are expected to have procedures in place that ensure all employees funded with Ready by Five Early Childhood Millage funding have the ability to report suspected violations of the Ready by Five Early Childhood Millage policies or illegal activities within their respective organization.

It is contrary to the values of the Ready by Five Early Childhood Millage for anyone to retaliate against any board member, officer, employee, volunteer, or individual who in good faith reports an ethics violation; a suspected violation of law, such as discrimination or fraud; or suspected violation of any regulation governing the operations of the Ready by Five Early Childhood Millage. Anyone who retaliates against someone who has reported a violation in good faith is subject to discipline up to and including termination of employment.

Anyone filing a written complaint concerning a violation or suspected violation must be acting in good faith and have reasonable grounds for believing the information disclosed indicates a violation. Any allegations that prove not to be substantiated and which prove to have been made maliciously or knowingly to be false will be viewed as a serious disciplinary offense.

1.26 Applicable Laws and Regulation Compliance

The Service Provider must:

- Comply with all state, county, and local licensing standards, all applicable accrediting standards, and any other standards or criteria established by Kent County and First Steps Kent to ensure quality of services.

- Observe and comply with all applicable federal, state, and local laws, ordinances, rules, and regulations.
- Comply with applicable provisions and all subsequent revisions, modifications, and amendments to the Ready by Five Early Childhood Millage funding or regulations that affect the terms of the Service Provider Agreement.
- Not discriminate against any employee, applicant for employment, or recipient of service because of race, color, religion, national origin, age, sex, sexual orientation, height, weight, or marital status.

1.27 Open Meetings Act

Service Providers are subject to the provisions of the Open Meetings Act. In accordance with this Act, all public meetings must be open to the public and held in a place convenient to the general public. A meeting is defined as the convening of a public body for the purposes of deliberating or making a decision of or pertaining to public policy. The word decision refers to any determination, action, vote, or disposition upon a motion, proposal, etc., on which a vote by the members of the public body is required.

The following are additional rules prescribed in the Act:

- A public body may not meet informally, in advance of a public meeting, to determine what will be decided formally at the public meeting.
- Public Notices must state the date, time, and place of the meeting.
- Public Notices of rescheduled or special meetings must state the date, time, and place of the meeting and must be posted at least 18 hours prior to the meeting.
- The notice must be posted at the public body's principal office and any other location considered appropriate by the public body.
- Rules must allow for public participation and attendance.
- Minutes must be kept of all meetings and contain the date, time, place, members present, members absent, and decisions made at the meeting.
- Closed sessions may be held when considering the purchase or lease of real property, consulting with an attorney regarding trial or settlement strategy considering dismissal, suspension, or disciplining of a public official, employee, staff, etc., or negotiating collective bargaining agreements.
- Closed meetings must be in accordance with all rules relative to such meetings as indicated in the Act. (For a more detailed listing of rules within the Act, refer to Public Act 267).
- No officer, employee, or agency of a Service Provider who is involved in the planning, approval, or implementation of the contract shall participate in any decision relating to the contract, which affects his or her personal or financial interest or the interest of any corporation, partnership, or association in which he or she may be directly or indirectly involved.

1.28 Service Provider Agreements

Prior to receiving funding, the Service Provider will be required to enter into a written Service Provider Agreement with First Steps.

For Direct services, the Service Provider Agreement will include:

- Language describing the terms of funding
- Description of service to be provided
- Program's focus for populations and geography to be reached
- Plan for outreach to focus on populations identified
- Contingencies of funding awarded (if applicable)
- Timeline of how the program will be implemented
- Budget for how funds will be spent
- Data Profile Template detailing what data elements will be submitted to Kent County Health Department
- Invoice and reporting deadline schedule
- The Service Provider's response to the RFP and any subsequent correspondence shall become part of the Service Provider Agreement and will be incorporated by reference.

For Indirect services, the Service Provider Agreement will include:

- Language describing the terms of funding
- Description of service to be provided
- Contingencies of funding awarded (if applicable)
- Timeline of how the program will be implemented (if applicable)
- Budget for how funds will be spent
- Invoice and reporting deadline schedule
- Fee or rate schedule for payment per service (if applicable)
- The Service Provider's response to the RFP and any subsequent correspondence shall become part of the Service Provider Agreement and will be incorporated by reference.

Note: see the Ready by Five Services Overview and the Contract Specification under each Service and Program Type to determine if a program falls under "Direct" or "Indirect" programming type.

Through the contracting process, each organization will establish an authorized signer. This is the individual who is legally authorized to sign contracts and documents on behalf of the organization. The Service Provider must notify First Steps Kent within thirty (30) calendar days if there is a change to the authorized signer on record.

Service Providers must attain maximum service delivery capability within 30 days after the effective date of the Service Provider Agreement unless written authorization to the contrary is obtained from First Steps Kent.

Service Providers must maintain sufficient staff, facilities, equipment, etc., to deliver the agreed upon services and further agree to notify First Steps Kent thirty (30) calendar days before it will be unable to provide the required quality and/or quantity of services.

The Service Provider shall seek other funding sources and demonstrate effective planning for progressive program maintenance through its own resources.

Joint Service Provider Agreements or contracts with multiple primary parties may not be established.

Service Provider Agreement Budgets

As Service Providers prepare a budget request, they will consider the following:

- Costs included must be specific to supporting the program. This means that budgets may only include costs that can be identified specifically within a program and therefore are charged to that program.
- Request for funding may include necessary program-related and administrative costs, outlined below in the four budget category types. Funds should not be utilized to fill general gaps within the organizational budget that are unrelated or disproportionate to programming costs.
- Cost estimates should be based on the actual time for individuals that is necessary to implement the program.
- Agencies will be able to provide a calculation for each line item included in the budget.

Ready by Five funds may not be used for the following expenses:

- Supplies to be used as incentives to attend a program or engage in a service.
- The purchase of any supplies or materials that are not directly related to the program delivery or are currently provided by other agencies in the community. Examples of expenses would include, but are not limited to, emergency car repairs, diapers, formulas, food (including catering or food for events).
- Staffing costs are above and beyond what is included in the contract's budget. This includes incentives, bonuses, and meals (unless they are traveling for a period of time that requires an overnight stay) for program staff.

Providers must notify the funding administrator in advance of any significant expenditures not related to staffing. Examples include, but are not limited to, the purchase of program equipment (e.g., laptops, car seats, furniture), major outreach or marketing initiatives, software or subscription fees, and one-time consultant or contractor fees.

See Policy 2.5 Purchasing Requirements for additional requirements related to purchasing technology, property, and equipment.

All Service Providers requesting funds will be asked to submit a budget that includes expenses that fall in one of the following four types:

Section 1: Direct Program Expenses	Section 2: Supportive Program Expense	Section 3: Administrative Expenses
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<p>Expenses to support positions that are essential to service delivery, that directly support families and young children. Any position that gives supervision to Direct Service Positions would be included in this section.</p> <p><i>Note: If the program does not provide "face-to-face" services to families, it is considered an indirect service. Wages and benefits for professionals would be included under Section 2.</i></p> <p>Examples of expenses to include in this section:</p> <ul style="list-style-type: none"> • Wages/benefits of direct professionals (this includes professionals who support with family outreach, recruitment, and intake) • Wages/benefits of the immediate supervisor or manager position • Mileage/travel/parking for Direct Positions • All program supplies • All program-specific technology (may include subscriptions such as Zoom, Microsoft, etc., hardware under the set \$1,000 threshold, or mobile phone services) • All program-related professional development • All program-related printing and postage • Translation and interpretation* <p>Excludes:</p> <ul style="list-style-type: none"> • Incentives for families to participate in programming • Bonus or incentives for paid professionals • Meeting expenses for meals or food (for paid professionals) • Purchase of equipment or property • Unless they provide dedicated and direct program supervision, the CEO or other executive leadership, time may not be allocated to this section. The organizational chart must illustrate the % FTE they are providing and the positions they 	<p>This section is reserved for costs that identify specifically with the program but are not the resources providing face-to-face or direct support to families.</p> <p>Examples of expenses to include in this section:</p> <ul style="list-style-type: none"> • Wages/benefits for positions that provide community convening supports • Wages/benefits for positions that support with scheduling or other program coordination efforts that do not require direct contact with families • Data support • Program-specific compliance or quality assurance • Program specific marketing and communications professional supports <p>Excludes:</p> <ul style="list-style-type: none"> • CEO, executive leadership, and general or unrelated administrative assistant staff time may not be allocated to this section unless they provide dedicated and direct staff time in this area. The organizational chart must illustrate % FTE they are providing and the specific role in this type of situation. • Bonus or incentives for paid professionals • Meeting expenses for meals or food (for paid professionals) • Purchase of equipment or property • Back-office costs included in the budget's Administrative Expenses section • Fundraising expenses 	<p>This section is for specified "back-office" costs only. Cost estimates are based on the actual time for individuals that is necessary to implement the program.</p> <p>Ready by Five will not be utilized to fill general gaps within the organizational budget that are unrelated or disproportional to programing costs.</p> <p>Agencies will submit this as a single expense that represents a percentage of the agency's overall overhead as a percentage that is proportional to the program.</p> <p>First Steps Kent does not set a rate or formula for determining this percentage. The calculation for how this rate was developed must be included in the Budget Narrative Form under the section titled, 'Administrative Expenses - Narrative to Budget'.</p> <p>Examples of expenses to include in this section:</p> <ul style="list-style-type: none"> • Occupancy/rent/utilities • Financial services • IT services • HR • Insurance • Payroll • Audit • Leadership support
		<p>Section 4: Subcontractor Expenses</p>

<p>are overseeing in this type of situation.</p> <ul style="list-style-type: none"> • General or unrelated administrative assistant staff time may not be allocated to this section. • Backoffice costs included in the budget's Administrative Expenses section 		<p>Any partner agency or contractor included in the indirect/direct expense section who will be receiving Ready by Five funds through the contract is considered a subcontractor.</p> <p>This includes any agency providing work on behalf of the program that does not fall under an administrative cost.</p> <p>Includes:</p> <ul style="list-style-type: none"> • Partner agency subcontracts • Independent contractors providing services • Third-party evaluation
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All Service Providers receiving Ready by Five funding may request services for interpretation and translation. Service Providers will be asked to utilize Ready by Five's contracted Translation and Interpretation services as the first source of services. In addition to accessing the available contracted services, Service Providers may request funds within their own program budget to cover the cost of specific languages that are not regularly offered by Ready by Five Translation and Interpretation Services.

First Steps Kent Access

The Service Provider shall permit designated staff of First Steps Kent to attend advisory councils, community groups, and committees created for and specifically relating to the service and will provide First Steps Kent with enough notice of meetings of such groups.

The Service Provider shall permit First Steps Kent and any of their authorized agents access to any books, documents, papers or other records of the Service Provider (or any subcontracts under the Service Provider Agreement) which are pertinent to the Service Provider Agreement. Access shall also be granted to the facilities being utilized at any reasonable time to observe the operation of the program.

Subcontracts (Including Memorandums of Understanding (MOU) and Agreements)

Under each Service Provider Agreement, a Service Provider may include subcontracts to support the delivery of programming.

Agreements are required in the following scenarios:

- All instances where a community partner is receiving Ready by Five funding from the Service Provider,
- Agency partnerships that will be sharing demographic, service or referral information about families served with another agency, or
- The Service Provider has established a process in which the agency regularly refers families to a specified agency. (See Appendix C for the option to add referral language.)

Subcontracts must include the following:

- Clear language that subcontractors shall be subject to all conditions and provisions of the Service Provider agreement in place with First Steps Kent. Sections pertaining to liability, indemnification, insurance, data collection, governing law, and conflict of interest must align with Service Provider Agreement in place with First Steps Kent.
- Language that ensures all parties understand the expectation that they will follow policies as set out in the Ready by Five Service Provider Manual. The subcontractor will receive a copy of the manual for their records.
- The MOU or agreement must include clear language demonstrating the Service Provider is responsible for the performance and fund management of all subcontractors under the contract.
- For instances where funds are being exchanged: the MOU or agreement must include an explanation of what the subcontractor's scope of work is; schedule of payments; the amount of funds being sub-granted; a budget showing how the funds will be spent; and how the Service Provider will ensure that the scope of work will be completed. The scope of work will align with what was described in the approved proposal.
- For all scenarios where information about families is shared between two agencies: the agreement must include an explanation of the circumstances when family information will be shared; how information will be shared in a secure and confidential way; and how the family will consent to their information being shared. If family demographic information is collected by the subcontracted partner that will be submitted to Kent County Health Department in the Monthly Data Submission, the agreement will explain how consent from the families will be collected by the subcontracted partner.
- For scenarios where there is a process in which the agency regularly refers families to a different organization: the agreement will specify if there is prioritization for families referred; how information about the families will be shared in a secure and confidential way; and what the expected outcome of the referral is.
- In certain circumstances, First Steps Kent may require a description of how feedback on service satisfaction will occur. See Policy 1.5 Service Provider Feedback for complete information.

The Service Provider is responsible for reviewing the terms and performance of all subcontracts on an annual basis. Documentation of this annual review may be requested by First Steps Kent.

Service Provider agrees not to assign the Service Provider Agreement or enter subcontracts without obtaining prior written approval of First Steps Kent. An unsigned copy of the subcontract must be mailed or emailed to First Steps Kent for approval prior to implementation. Following approval, a copy of the signed subcontract must be sent to First Steps Kent before service begins.

The Service Provider shall submit copies of subcontracts with non-profit agencies to First Steps Kent, for review, and copies of all contracts with proprietary agencies for review and approval.

No assignment or subcontracting by Service Provider shall relieve or release it from its obligation under its Service Provider Agreement with First Steps Kent.

The awarded Service Provider shall be responsible for the performance of all assignees or subcontractors; however, First Steps Kent shall retain the right to monitor and assess or otherwise determine the performance of subcontractors.

Service Provider Agreement Revisions or Amendments

If there is any material change in the content or administration of an approved Service Provider Agreement or in the operation of the agency affecting the Service Provider Agreement, the Service Provider Agreement document shall be appropriately revised. The scope and nature of the requested revision will determine the appropriate updates to the agreement.

A substantive amendment is defined as any alteration in the Service Provider Agreement that substantially affects the character of the Service Provider Agreement, such that it is essentially different from what was originally approved by the First Steps Kent. Amendments covering substantive changes shall be subject to the same process of approval that governs the original approval of the Service Provider Agreement.

Substantive amendments shall include the following:

- Significant changes in the project objectives, including projections of individuals or units,
- Any addition of a new service category or deletion of a service category,
- A budget transfer from one service to another service,
- A change in the cost-sharing ratio,
- A change in the project period and budget year dates,
- Supplemental awards
- Any change that would affect compliance with federal or state procedures
- Other changes specified by First Steps Kent.

Administrative revisions are defined as changes in the Service Provider Agreement that are made for the purpose of facilitating the implementation of the project but are minor in nature and do not change the essence of the Service Provider Agreement. Requests for administrative revisions must be received at least 30 calendar days in advance of the Service Provider Agreement completion date. First Steps Kent shall review and respond in writing to administrative revision requests within 30 calendar days of a written request.

Requests for Service Provider Agreement amendments must be received at least 90 calendar days in advance of the Service Provider Agreement completion date. The notification of the amendment supersedes all other notifications relating to the budget year. The Service Provider Agreement shall only be amended by the written consent of all parties per the terms outlined in the Service Provider Agreement.

Notice of Contract Status

The Service Provider Agreement will contain all terms and conditions agreed upon by First Steps Kent and the Service Provider. There may be situations where First Steps Kent must seek clarification from the Service Provider or address concerns with non-performance or non-compliance.

Clarifications requested by First Steps Kent will be categorized into one of five types of notices outlined below. Service Providers may receive any type of notice at any time, without prior warning, based on the

circumstances. Unless specified within the notice by Ready by Five, these communications are not punitive and are intended as opportunities to clarify, correct, or improve contract performance.

Communication will include:

- The specific reason for the notice.
- Actions necessary to resolve the issue.
- Any resulting status changes or consequences, when applicable.

Accumulation of certain notices (e.g., repeated tardiness of quarterly reports or non-compliance with contract requirements) may result in contract termination or withholding of funds, subject to Ready by Five policies and Kent County approval.

Type of Notice	Example of circumstances would Include:
<p>Clarification of Agreement</p> <p>Purpose: Communication to ensure Service Provider is clear about expectations.</p> <p>Sent to: Program Lead and Data Lead (as applicable).</p>	<p>Minor clarification of contract terms.</p> <p>Monthly Data Submission with up to ten records -or- minimal records impacted.</p> <p>Tardiness of quarterly reports, or other contract requirements.</p>
<p>Request for Correction</p> <p>Purpose: Communication to ensure the Service Provider is clear about how to address a contract issue or program-related issue.</p> <p>Sent to: Program Lead and Agency Authorized Signor, and Data Lead (as applicable).</p>	<p>Non-achievement of performance goal reported in the quarterly report or annual assessment.</p> <p>Lack of response to a Clarification of Agreement Notification.</p> <p>Monthly Data Submission with more than ten records impacted.</p> <p>Consistent tardiness of required reports or deliverables.</p>
<p>Cause for Reimbursement Hold</p> <p>Purpose: Notification that the contract has been classified as non-compliant and initiation of a hold on reimbursement.</p> <p>Sent to: Program Lead and Agency Authorized Signor.</p>	<p>Non-completion of steps outlined in the Request for Correction Notice.</p> <p>Non-submission of the required Monthly Data Submission file.</p> <p>Unresolved contract requirement breaches.</p>
<p>Service Provider Agreement Probation</p> <p>Purpose: Notification that the contract has been classified as non-compliant; immediate action is required to remedy the situation to prevent termination of the contract.</p>	<p>Failure to resolve issues identified in prior notices. See related policy in Ready by Five Service Provider Manual (see below).</p>

Sent to: Program Lead and Agency Authorized Signor	
<p>Service Provider Agreement Termination</p> <p>Purpose: Notification that the contract will be terminated for non-compliance.</p> <p>Sent to: Program Lead and Agency Authorized Signor.</p>	Unresolved or egregious breaches as outlined in policies. See related policy in Ready by Five Service Provider Manual (see below)

Withholding of Funds

The Service Provider is responsible for fulfilling its obligations as stated in this Service Provider Manual and according to the terms within the Service Provider Agreement. Failure to meet these obligations in a timely and accurate manner will result in withholding funds until such obligations are met.

Service Provider Agreement Probation

When a Service Provider has failed to comply with the terms of a Service Provider Agreement, First Steps Kent may place the Service Provider on probation in whole or in part. Probation will commence upon First Steps Kent giving the Service Provider written notice of probation.

The notice of probation shall contain reasons for probation, any corrective action required, the effective date, the length of probation, and the right of the Service Provider to appeal the decision.

During the probationary period, the Service Provider will receive reimbursement for allowable expenses incurred as part of the Service Provider Agreement. If, during the probationary time frame, the Service Provider does not comply with the corrective actions, suspension or termination may be initiated.

Service Provider Agreement Suspension

If the Service Provider fails to comply with the terms of the Service Provider Agreement, First Steps Kent may, upon written notice to the Service Provider, suspend the Service Provider Agreement in whole or in part.

The notice of suspension will be issued 10 calendar days prior to the effective date of suspension and will state the reasons for the suspension, any corrective action required of the Service Provider, the effective date, and the right of the Service Provider to appeal the decision.

Suspensions shall remain in effect until the Service Provider has taken corrective action satisfactory to First Steps Kent or given evidence satisfactory to First Steps Kent that such corrective action will be taken, or until First Steps Kent terminates the Service Provider Agreement. Under extreme conditions (danger to individuals served or improper use of funds), immediate notice of suspension may be given.

In suspending Service Provider Agreement operations, First Steps Kent shall determine the anticipated length of suspension and the extent of operations suspended.

New obligations incurred by the Service Provider during the suspension period will not be allowed unless First Steps Kent expressly authorizes them in the notice of suspension or an amendment to it. Necessary and

otherwise allowable costs which the Service Provider could not reasonably avoid during the suspension period will be allowed if they result from obligations properly incurred by the Service Provider before the effective date of the suspension and not in anticipation of suspension or termination. First Steps Kent reserves the right to define allowable costs during the suspension period.

First Steps Kent may reinstate the suspended Service Provider Agreement operations if it determines conditions warrant such action. Such reinstatement shall be made by issuance of a new statement of award.

First Steps Kent financial participation in reinstated Service Provider Agreement operations may resume immediately upon reinstatement, but not for any costs incurred for these Service Provider Agreement operations while they were suspended.

Contract Termination

If, for any reason, the Service Provider fails to fulfill its obligations within the term of the agreement, or violates any of the covenants, agreements, or stipulations of the contract, First Steps Kent shall have the right to terminate the contract with the Service Provider.

First Steps Kent reserves the right to immediately terminate or reduce a contract in place with a Service Provider, bypassing a contract probation or suspension period.

The decision to terminate a Service Provider Agreement will be approved by First Steps Kent's Board of Directors.

Notification of termination will be issued by written notice and sent by certified mail to the Service Provider of such termination, including the effective date of termination and procedures to be followed for appeal.

Causes of termination shall include, but not be limited to:

- Lack of availability of funds
- The Service Provider violates conditions under which the contract was approved,
- Program performance is inadequate as documented through monitoring visits,
- Other resources were unavailable
- Response to assessment findings is inadequate for two semi-annual assessments
- Violation of the Ready by Five Early Childhood Millage Code of Ethics
- Suspension for more than three consecutive months
- Extreme conditions, including gross negligence in service delivery, misappropriation of funds, etc.

The Service Provider, for adequate cause, may terminate the contract at any time by giving written notice to First Steps Kent at least 30 calendar days, preferably 90 days, before the effective date of such termination and specifying the effective date thereof.

The Service Providers shall not be relieved of liability to First Steps Kent for damages sustained by First Steps Kent by virtue of any breach of the Service Provider Agreement by the Service Providers. First Steps Kent may withhold any payments to Service Provider for the purpose of set-off until such time as the exact amount of damages due First Steps Kent from Service Provider is determined.

If the Service Provider Agreement is terminated as provided, the Service Provider shall be entitled to receive just and equitable compensation for any satisfactory work completed. Upon termination of the Service Provider Agreement, the Service Provider shall return to First Steps Kent, upon demand, any unencumbered funds and any equipment or personal property purchased with funds provided under the related Service

Provider Agreement. Any equipment, supplies or personal property purchased with Service Provider Agreement funds must be disposed of. Any funds realized from the sale of such equipment, supplies, or personal property must be returned to First Steps Kent or will be an adjustment to the projected costs.

If, any cause, alteration or changes take place in the rules, regulations, laws, or policies to which First Steps Kent is subject, or if there is any termination or reduction in the allocation or allotment of funds provided to First Steps Kent, First Steps Kent shall have the right to immediately terminate or reduce the Service Provider Agreement in place with a Service Provider. Such termination or reduction in the amount to be paid shall take effect immediately upon receipt of written notice to the Service Provider unless a different effective date is specified in the notice.

When the financial support of a Service Provider Agreement terminates on completion of the approved Service Provider Agreement period or earlier, the Service Provider shall complete and submit a final project and financial report to First Steps Kent by the date established by First Steps Kent pursuant to the Service Provider Agreement.

Service Providers must cooperate with First Steps Kent staff and any new Service Providers selected by First Steps Kent to continue the terminated service. This refers to the transfer of individual records, service plans and other pertinent information needed to provide a smooth seamless service transfer.

See Policy 1.29 for how a Service Provider may appeal First Steps Kent's decision to terminate a contract.

1.29 Service Provider Appeals Procedure

The First Steps Kent Board of Directors must approve or deny the following actions:

- Deny any proposal for funding that is submitted by an agency through the Ready by Five RFP or other procurement process.
- The decision to terminate a Service Provider Agreement.

Within seven (7) calendar days of any Board decision, First Steps Kent shall provide written notice to the affected party of the decision.

Upon receiving notice, the affected party may:

1. Request to meet with First Steps Kent to discuss and ask questions about the notification. First Steps Kent may provide the affected party only with a general summary or commentary reflecting overall RPRB feedback. Individual reviewer scores, detailed comments, or any other information that could identify or be attributed to an RPRB member will not be shared. This practice ensures transparency about the rationale for funding decisions while fully protecting the confidentiality and anonymity of all Review Board members.
2. If a contract is denied funding or terminated, the agency may appeal the decision. The purpose of the appeal process is to determine if procedural errors occurred. Specifically, the appeal seeks to determine if: a) there was something unfair about the way that the review or a prospective or current contract was conducted; b) there was a mistake that occurred during the review process; and/or c) key information within a proposal or presented during an annual audit process was overlooked. If an

agency decides to appeal a decision, they must do so within ten (10) calendar days of receiving notification.

A request for an appeal hearing may be refused by the Chairperson of the First Steps Kent Board of Directors for the following reasons:

- Appellant's failure to comply with the appeals procedures and time frames as outlined below.
- The request fails to show standing.
- An appellant requesting an appeal for actions by First Steps Kent other than decisions related to a proposal not being funded or a Service Provider Agreement being terminated.

All appeal proceedings shall be conducted within an aggregate time frame of sixty (60) calendar days. The following steps shall occur:

Step 1	<p>A request for the appeal shall be in writing to First Steps Kent's President.</p> <p>The request for an appeal must be signed by the Service Provider's legal chairperson or chief executive. The written notice from First Steps Kent shall include a statement that the affected party may appeal in person or may designate a representative to appeal the First Steps Kent decision.</p> <p>The affected party must file a request for an appeal within ten (10) calendar days of the receipt of the written notification of First Steps Kent action.</p> <p>The notification will be forwarded to the First Steps Kent Board of Directors.</p>
Step 2	<p>The chairperson of First Steps Kent's Board of Directors (or their designee) must respond to the request for an appeal, set the time and place for the hearing, and send written notice of the hearing to the affected party, within thirty (30) calendar days of receiving the request for a hearing.</p> <p>Note: The chairperson of the First Steps Kent Board of Directors may change the time and place of the hearing if ten (10) calendar days' written notice is given to the parties involved.</p>
Step 3	<p>The chairperson of the First Steps Kent Board of Directors (or their designee) will preside over the hearing.</p> <p>At the discretion of the chairperson of the First Steps Kent Board of Directors, First Steps Kent may secure records, books of accounts, and other pertinent information from the affected party. A record of the hearing shall be maintained.</p> <p>Testimony may be given orally but not under oath. The chairperson of the First Steps Kent Board of Directors can require written testimony.</p>
Step 4	<p>Once information has been fully reviewed by the First Steps Kent's Chairperson, the affected party shall be sent a written notice with the hearing decision.</p>

If the appealing agency does not agree with the decision made, they may appeal a second time through the following process.

- Notification of the agency's intent to appeal against the decision must be received by First Steps Kent within ten (10) calendar days.
- The request for the appeal shall be in writing to First Steps Kent's President.
- The request for an appeal must be signed by the Service Provider's legal chairperson or chief executive.
- The notification will be forwarded to the First Steps Kent Board of Directors.

First Steps Kent's Board of Directors may decide how to proceed from the following two (2) options:

- Proceed with binding arbitration in accordance with the provisions of the American Arbitration Association or a similar recognized professional arbitration association. The decision of the arbiter is binding and is not appealable to First Steps Kent. The arbiter shall determine the distribution of costs between parties.
- Request the appeal process advance to the Kent County Board of Commissioners and County Staff to determine a final answer.

The First Steps Kent Board of Directors will respond in writing with the decision of how they will proceed within ten (10) calendar days of receipt of the second appeal request.

1.30 Disputes

The Service Provider shall notify First Steps Kent in writing of its intent to pursue a claim against First Steps Kent for breach of any terms of the Service Provider Agreement. No suit may be commenced by the Service Provider for breach of the Service Provider Agreement prior to the expiration of sixty (60) calendar days from the date of such notification. Within this sixty (60) calendar day period, the Service Provider, at the request of First Steps Kent, must meet with the President of First Steps Kent for the purpose of attempting resolution of the dispute.

If an occurrence resolution cannot be determined, the Service Provider and First Steps Kent may pursue binding arbitration in accordance with the provisions of the American Arbitration Association or a similarly recognized association. The decision of the arbiter is binding and is not appealable to First Steps Kent. The arbiter shall determine the distribution of costs between parties.

1.31 Waiver Requests

A Service Provider may request a waiver of the requirements listed in this Service Provider Manual by submitting a written request to First Steps Kent stating the reasons for the waiver.

First Steps Kent will review the waiver request, and if it is within its jurisdiction, First Steps Kent will either approve or deny the waiver request based on whether it believes the waiver will enable the Service Provider to more effectively carry out its functions and responsibilities.

First Steps Kent will respond in writing to the request within sixty (60) calendar days of receipt of the request.

Waivers must be reviewed and renewed with each new contract period.

2. Financial Administration Requirements

2.1 Requesting Funds

Applying for Ready by Five Funding

First Steps Kent offers the opportunity for agencies to apply for Ready by Five Millage funding on an annual basis. The annual opportunity to apply for funding will be conducted as follows:

All information about upcoming funding opportunities will be posted on the First Steps Kent website.

Agencies interested in funding opportunities must complete a letter of intent before the Request for Proposal is released. All agencies will be notified by First Steps Kent staff of approval or disapproval to complete a Request for Proposal should their Letter of Intent outline the ability to meet the criteria set out within the Request for Proposal.

First Steps Kent will issue a Request for Proposal document that outlines the minimum requirements for the services and programs that an agency may apply under. Additional information will include: the estimated amount of funds available for the upcoming round of funding, description of all required materials, how proposals will be evaluated by the Ready by Five Resident Proposal Review Board, and a timeline for the proposal review process.

Agencies will request funding by submitting a proposal that follows the requirements outlined in the Request for Proposal document.

Proposals and related materials will be reviewed by the Resident Proposal Review Board. Once proposals have been read and reviewed, the Resident Proposal Review Board will convene to determine the following:

- That all proposals considered for funding meet the minimum standards described in the Request for Proposal document and the Ready by Five Service Provider Manual.
- Ensure programs requesting continued funding have historically met all contract requirements.
- Review and understand the current needs within Kent County. This includes considering population-level features of the county such as family income, and root causes of racial disparities (See Appendix A).
- Ensure that services reach all communities throughout Kent County.
- Review expenses to ensure they are reasonable for the scope of services being provided.

Based on the findings from historical performance, the review process, and community need, the RPRB will recommend amounts of funding for each proposal.

All proposals are reviewed by the Ready by Five Resident Proposal Review Board following the timeline outlined in the Request for Proposal document. The Resident Proposal Review Board reserves the right to modify this timeline if it is determined that the information provided by proposing agencies is incomplete or requires additional time to review proposal information.

Additional opportunities to apply throughout the year may be offered pending the availability of millage funds. When additional funding is available, First Steps Kent reserves the right to modify the funding process described above to ensure funds are allocated in accordance with Kent County requirements as well as are allocated a) in a timely manner, and b) fully awarded as requested by the Resident Proposal Review Board and approved by the First Steps Kent Commission, and Kent County Board of Commissioners.

Ready by Five Resident Proposal Review Board

The Ready by Five Resident Proposal Review Board (RPRB) is the body of community representatives who reviews and determines the recommendation for whether a proposal should be funded and how much funding will be allocated.

The Resident Proposal Review Board will include nine members, comprised of four parents of children through age five years old from different geographic areas of the county, two County Commissioners, a minimum of one early childhood expert, one First Steps Kent Commissioner, and one county senior staff. The committee shall be inclusive of different ethnicities, races, religions, sexual identities, and genders.. All members of the committee must agree to the terms outlined in the Ready by Five Resident Proposal Review Board Conflict of Interest Statement (see Appendix B).

Resident Proposal Review Board members will be selected as follows:

- The two County Commissioners serving on the board will be appointed by the Board Chair of the Kent County Board of Commissioners.
- The one county senior staff will be selected by the Kent County Administrator's Office.
- The remaining positions will be recruited and selected by First Steps Kent. First Steps Kent will assure membership is representative of the different regions of Kent County (i.e., urban, rural) and is inclusive, with people of different ethnicities, races, religions, sexual identities, and genders..

Requirements of Proposing Agencies

Applicants must be a corporate entity (including nonprofit organizations). Individuals may not apply. Joined requests for funding from two or more organizations will not be accepted.

If awarded funds, an agency will be required to enter into a written contract with First Steps Kent. Joint contracts, or contracts with multiple primary parties may not be established.

The agency must possess the potential ability to perform successfully under the terms and conditions set forth in the RFP. Consideration shall be given to such matters as the Proposing Agency's integrity, record of past performance, financial resources, and technical resources.

The agency agrees they will comply with all applicable federal, state, county, and local laws, ordinances and all lawful orders, rules and regulations.

Ready by Five funding is not a guaranteed source of revenue. It is important that the agency agrees to seek other sources of funding and to demonstrate effective planning for progressive project maintenance through its own resources.

The Proposing Agency agrees that Ready by Five Early Childhood Millage funds made available will in no event supplant existing private foundation or other philanthropic funds as well as state, local, and/or federal funds already in use by the Proposing Agency and which are supporting services.

For an agency to be considered for funding, the following minimal requirements must be met:

- The agency's financial audit shows the organization to be in good financial standing.
- The agency has adequate funding to cover program costs and plans to pursue additional sources of funding in addition to Ready by Five Early Childhood Millage funds.
- The program has demonstrated a history of success.
- There is a clear plan for services (i.e., intake, enrollment, discharge, the setting service is provided, how often service takes place, and how the program is delivered).
- There is clear evidence that describes the effectiveness of the program.
- Proposed programming meets all the specifications outlined in the Request for Proposal document.
- For agencies that have previously been funded, the program spending has been on track and program outcomes defined in the contract have been met.
- The submitted proposal and required materials are complete. All required signatures have been included on documents.

Proposing Agency agrees to submit to First Steps Kent all information requested:

- Names of persons with an ownership or control interest in the Agency as well as any actual or potential conflict of interest.
- Disclosure of all current or pending legal action against the Agency.
- Copies of agency's Articles of Incorporation and Bylaws if Service Provider is non-governmental
- Organizational chart at the program level.
- If applicable, disclosure on whether any persons with an ownership or controlling interest in the Agency have been convicted of a criminal offense related to their involvement with programs serving families and/or children.
- All non-profit organizations with annual revenue over \$525,000 are required to submit a completed annual financial audit. Nonprofits receiving between \$275,000 and \$525,000 must have a financial examination performed at least every two years.
- All other types of corporate entities who do not participate in an annual audit must submit the following current financial documents: Income Statement, Statement of Cash Flows, and a Balance Sheet that have been reviewed by an independent third-party.

Approval/Disapproval of Awards

Once the Resident Proposal Review Board determines funding recommendations, the approval/disapproval of primary First Steps Kent funding awards by First Steps Kent will be accomplished through the following steps:

1. The Ready by Five Resident Proposal Review Board's recommendations are forwarded to the First Steps Kent board. The First Steps Kent Board reviews and accepts the recommendations.

2. Within 10 calendar days of the Board of Directors' recommendation, First Steps Kent shall provide initial written notice to the affected party to accept or deny a proposal for funding. Communication regarding funding will be sent by first class mail to the address provided to First Steps Kent.
3. Included with any notification to deny a proposal will be a statement indicating the affected party's right to appeal the Board of Directors' decision.
4. Funding recommendations are forwarded from First Steps Kent's Board of Directors to the Kent County Finance and Physical Resources Committee.
5. Final approval is made by the Kent County Board of Commissioners.
6. Within ten calendar days of the Kent County Board of Commissioners action, First Steps Kent will send notification of the final award to each service partner.

2.2 Method of Payment

Reimbursement

Services will be reimbursed on an actual cost basis.

Reimbursement will be only for the actual, reasonable, and allowable costs of program delivery and allowable, related expenses.

Service Providers will agree to expend any and all payments solely for the purpose(s) as specified in the contract or Service Provider Agreement.

Funds must be spent within the contract period for which they are awarded and cannot be carried over.

Service Providers may not invoice Ready by Five above the awarded allocation for each contract period.

Service Providers will be required to submit reports detailing units served depending on the service provided. Reports will be due per the "schedule of deadlines" documents, which will be provided at the beginning of each contract period. Forms and instructions for reporting are provided at the beginning of each contract period and are subject to change during the year.

Late or incomplete/incorrect reports may result in a delay of payment or notice of contract.

Service Providers are responsible for tracking and recording total expenses invoiced to First Steps Kent.

One-Time Grants

Service Providers will be required to submit reports detailing expenses for approved One-Time Grants. Forms, instructions, and reports are provided at the beginning of each contract period and are subject to change during the year. Reimbursement will be made for documented expenses approved in the budget.

Service Providers are responsible for tracking and recording total expenses invoiced to First Steps Kent.

2.3 Budget- Family/Individual Donations

Service Providers are required to solicit voluntary and confidential donations of any amount from families participating in Ready by Five Early Childhood Millage funded programs, however, individuals/ families may not be denied service for failure/inability to donate.

Individual donations must be used for allowable costs under the Ready by Five funded programs through which they were generated to increase or expand the services offered. These donations must be spent in the same month that they are collected. Donation expenditures must be used within allowable and approved budget line items. At year-end, any remaining individual donations may be used for one-time purchases with the approval of First Steps Kent staff.

The Service Provider agrees to maintain accounting procedures and practices which will account for individual donations on a cumulative basis and report them as received. When costs incurred by the Service Provider are paid for with family donations, the Service Provider's financial records and reports submitted to First Steps Kent must accurately reflect the expenditure of such funds.

Except for donations for services/programs received, no representative from any Service Provider may solicit other contributions from program participants or offer for sale any type of merchandise or service. Further, no representative from any Service Provider may seek to encourage the acceptance of any particular belief or philosophy by any program participant.

Each program must have in place a written procedure for handling all individual donations upon receipt, which includes at a minimum:

- Daily counting and recording of all receipts by two unrelated individuals.
- Service Providers must have a policy in place to accept physical donations including cash or checks.
- Reconciliation of deposit records and collection records by someone other than the depositor or counters.

Private pay or locally funded fee-for-service programs must be tracked separately and distinctly from millage-funded programs.

All Service Providers must have a gift acceptance policy that requires a review of any non-standard contribution (i.e., computer, car, etc.) designated towards a Ready by Five funded program.

2.4 Cost Sharing

Unless the program type is exempt, each Service Provider must implement the Ready by Five cost sharing policy.

See Appendix E for circumstances of when a family would participate in cost sharing, requirements, and fees based on annual household income for the current fiscal year.

In addition to the requirements outlined in Appendix E, each Service Providers must ensure that:

- Cost sharing payments are recorded on the financial report on the month collected and are deducted from that month's reimbursement rate.

- Service Providers will adopt a financial policy that delineates how Cost Sharing revenue will be tracked separate from other contributions or payment for services received.
- Cost sharing revenue must be tracked by individually every family that qualifies for cost sharing.
- Tracking must include how much is owed by each family and how much is collected.
- Donation revenue is tracked separately from cost sharing revenue and does not need to be tracked at the individual level.
- Confidentiality of a family's income must be maintained by the Service Provider.

Cost share information will be reviewed at each annual Ready by Five Annual Assessment Review.

A Service Provider may submit in writing a request to be waived from the cost sharing requirements. First Steps Kent will consider a request for reasons including, but not limited to: the cost sharing requirement is prohibited by a current source of funding, cost is not applicable to the program's target population being served, and/or cost sharing poses a conflict with accreditation or any other authority providing program fidelity administration. A request for a waiver will not be considered on the sole basis of the Service Provider incurring a cost to implement the cost share process.

2.5 Purchasing Requirements

The Request for Proposal issued by First Steps Kent for each service will specify if the purchase of real property and equipment is an allowable expense. If the Service Provider Agreement allows for it, purchases, transfers, replacements, or dispositions of real property and equipment made by Service Providers must conform to the following provisions:

- The Service Provider must maintain detailed records on the significant history of a purchase. This should include, but not be limited to rationale for the method of purchase, Service Provider selection or rejections, and the basis for price.
- Affirmative steps should be taken to assure that small, minority, and women-owned businesses be utilized when possible as a source of supplies, equipment, and construction.
- The Service Provider is responsible for the settlement of all contractual and administrative issues arising from procurement.
- The Service Provider must maintain a written standard of conduct, which shall govern the performance of their officers, employees, or agents. Service Provider's officers, employees, or agents shall neither accept nor solicit gratuities, favors, or anything of monetary value from potential sources of purchase.

Technology for the purposes of supporting program delivery may be purchased under the following conditions:

- Qualifying purchases would include property costing less than \$1,000 per unit.
- Fees related to insurance, service packages, and special add-ons will not be covered. If the purchasing agency is tax-exempt, fees rated to tax will not be covered.
- Technology is for use by individuals enrolled in Ready by Five services and/or staff funded by Ready by Five. Technology may be loaned to families who currently do not have access to internet or necessary hardware to participate in virtual Ready by Five

- A Service Provider must have internal controls in place to track technology assignments that are loaned to families or used by program staff.
- A Service Provider must have a policy that describes the plan to safeguard sensitive information that may be housed within the technology.

Service Provider understands and agrees that the title to all property, furniture, equipment, supplies acquired with Ready by Five funds remains vested in First Steps Kent and the County.

Service Provider understands and agrees that the title to all digital content or software developed or acquired with Ready by Five funds remains vested in First Steps Kent and the County.

Service Provider agrees to secure prior written permission from First Steps Kent before transfer or disposal of any such digital or physical property, furniture, equipment, or supplies.

2.7 Financial Records

Equipment Inventory

The Request for Proposal issued by First Steps Kent for each service will specify if the purchase of equipment is an allowable expense. For accounting purposes, First Steps Kent requires accounting for and inventory of all non-expendable property costing \$1,000 or more per unit.

For each item of equipment with an acquisition cost of \$1,000 or more per unit or, for nutrition items with a life expectancy of one year or more regardless of acquisition cost the inventory records shall include:

- A description of the equipment including manufacturer's model number,
- An identification number, such as manufacturer's serial number,
- Identification of the Service Provider Agreement under which the recipient acquired the equipment,
- Information needed to calculate the First Steps Kent share of the equipment,
- Acquisition date and unit acquisition cost,
- Location, use, and condition of the equipment and the date the information was reported, and
- All pertinent information on the ultimate transfer, replacement, or disposition of the equipment.

An annual physical inventory of equipment shall be taken, and the results reconciled with the property records to verify the existence, current utilization, and continued need for the equipment. Any difference between quantities determined by the physical inspection and those shown in the accounting records shall be investigated to determine the causes of the differences.

With the acquisition or disposal of any piece of property, the purchaser must notify his or her insurer. A control system shall be in effect to ensure adequate safeguards to prevent loss, damage, or theft of the equipment. In the event of fire, theft, or other loss, the purchaser must notify First Steps Kent immediately after notifying the appropriate local officials.

All components of a "fabricated" piece of property must be inventoried. An example of this type of fabrication may be several microphones, a sound mixer, and a tape recorder, comprising a hearing recording system. Each component must be inventoried separately, though each component may cost less than \$1000.

Adequate maintenance procedures shall be implemented to keep the equipment in good condition.

For insurance purposes, the Service Provider Agreement shall maintain a list of all non- expendable items. Non-expendable property items may include desks, tables, chairs, computers, calculators, etc. All other property should be considered "expendable." Expendable property items may include pencil sharpeners, tape dispensers, paper trays, desk lamps, etc.

All equipment purchased with Ready by Five Millage funding is the property of Kent County. If a Service Provider Agreement is terminated, all equipment purchased under that Service Provider Agreement must be returned to Kent County.

Record Maintenance

The Service Provider agrees to maintain books, records, documents, and other evidence of accounting procedures and practices which sufficiently and properly reflect generally accepted accounting practices.

The Service Provider agrees to collect data of a fiscal nature on a regular basis and to make fiscal reports at times prescribed by, and in a form acceptable to First Steps Kent.

The Service Provider must ensure current and accurate reporting of the financial status of the Service Provider Agreement. Adequate identification of the source and use of funds, effective accountability for property, provision for comparison of actual with budgeted amounts by service category, and provision of unit cost information are required.

Record Retention

The Service Provider is required to retain all financial records, supporting documents, and other records required by Federal and State government agencies or otherwise reasonably considered pertinent to the Service Provider Agreement.

If any litigation, claim, negotiation, audit, or other action involving the records has been started before the expiration of the three-year period, the records shall be retained until completion of the action and resolution of all issues which arise from it or until the end of the regular three-year period, whichever is later.

The retention period for equipment records starts from the date of the equipment's disposition, replacement, or transfer at the discretion of First Steps Kent.

2.8 Closeout

When the Service Provider Agreement is concluded or terminated, the Service Provider shall provide First Steps Kent within 60 calendar days (unless otherwise notified) after conclusion or termination, with all financial, performance and other reports required as a condition of the Service Provider Agreement. First Steps Kent shall make payments to the Service Provider for allowable reimbursable costs not covered by previous payments. The Service Provider shall immediately refund to First Steps Kent any payments or funds advanced to the Service Provider in excess of allowable reimbursable expenditures.

The Service Provider shall retain all books, records, or other documents relevant to the Service Provider Agreement for three years after final payment, at the Service Provider's cost. If a compliance assessment is initiated prior to the expiration of the three-year period, and extends past that period, all documents shall be maintained until the compliance assessment is closed.

2.9 Carry-Over Policy

The Service Provider shall request reimbursement solely for allowable program costs incurred in accordance with the approved budget and the terms of this Agreement. Payments shall be made on a reimbursement basis and limited to verified, eligible expenditures. Funds not expended or obligated for approved program purposes will remain with First Steps Kent and are not subject to disbursement. All final reimbursement requests must be submitted to First Steps Kent no later than October 10 of each contract year; reimbursement requests submitted after this date shall be deemed ineligible for payment.

First Steps Kent may offset against any amounts due under the Service Provider Agreement which are determined by First Steps Kent to have been disallowed cost or un-obligated program funds under any previous or current Service Provider Agreements with First Steps Kent.

2.10 Financial Audits

All non-profit organizations with annual revenue over \$525,000 are required to complete a financial audit. Organizations receiving between \$275,000 and \$525,000 must have a financial examination or review performed at least every two years.

All Service Provider audits should be performed annually but no less than every two years.

It shall be the responsibility of the Service Provider to contract with a Certified Public Accountant (CPA) firm or individual to conduct an examination of the records and statements and a determination of their fairness and accuracy.

The audit shall be performed in accordance with generally accepted auditing standards, including the standards of the U.S. General Accounting Office's publication "Standards for Audit of Governmental Organizational Programs, Activities, and Functions."

The purpose of the audit shall be to determine the effectiveness of the financial management systems and internal procedures established by the Service Provider to meet the terms of the Service Provider Agreement.

Nothing in this section is intended to limit the right of First Steps Kent or Kent County to conduct an audit of Service Provider Agreement operations.

The Service Provider shall follow a systematic method to ensure timely and appropriate resolution of audit findings and recommendations.

Service Providers will submit a copy of the financial audit or financial review to First Steps Kent within 10 calendar days of Service Provider's receipt of the audit report.

2.11 Liability for Damages and Disallowed Costs

Notwithstanding any term or condition of the Service Provider Agreement to the contrary, the Service Provider shall not be relieved of liability to First Steps Kent for damages sustained by First Steps Kent by virtue of any breach of the Service Provider Agreement by the Service Provider or any disallowed cost, and First Steps Kent shall have the right to demand of the Service Provider, within a period of time specified by First Steps Kent, the return of any Service Provider Agreement funds used for such disallowed costs.

2.12 Fiscal Reporting Requirements

Fiscal reports will be required depending upon services contracted and defined in the Service Provider Agreement. Reports will be due per the Financial Administration Schedule document, which will be provided at the beginning of each fiscal year and will be updated as changes occur.

Late reports or incomplete/incorrect reports may result in a delay in the payment of funds. Failure to submit reports over an extended period may result in Service Provider Agreement probation.

See Policy 1.8 Service Provider Reporting and Data Collection Requirements for complete details on report requirements.

3. First Steps Kent Responsibilities

3.1 Service Provider Agreement and Financial Administration

First Steps Kent shall be responsible for development, coordination, implementation and administration of the millage services delivery system(s) for millage-funded programs serving children through age five and expectant parents.

First Steps Kent can contract with a non-profit corporation (pursuant to P.A. 162 of 1982), or a for-profit corporation (pursuant to P.A. 284 of 1972), or a unit of general-purpose government or agency thereof.

First Steps Kent encourages and solicits participation of qualified minority and women-owned businesses consistent with the principle of utilizing the most highly qualified and competitive firms.

3.2 Program and Fiscal Assessment

First Steps Kent will assure service provider quality through annual monitoring including the tracking of performance goals and standards, outcomes, and reporting. First Steps Kent will conduct one program assessment and one fiscal assessment of Service Provider's performance each calendar year. A subsequent assessment is not required but may be conducted for any Service Provider found to be out of compliance with these Policies and Procedures. A second assessment is not required in follow-up to recommendations made by the First Steps Kent.

The Ready by Five Early Childhood Millage assessment questionnaire used by First Steps Kent and approved by Kent County will address compliance with:

- Service Provider Agreement specifications
- Approved service definitions
- Generally accepted and required accounting principles
- Quality of service
- Policies and standards adopted by First Steps Kent
- Progress on resolving corrective actions required by prior assessments
- Data sharing and reporting requirements

First Steps Kent will provide each Service Provider written feedback outlining findings of each assessment, any corrective action, and recommendations within 60 calendar days after the completion of the assessment. In cases where corrective action is needed, First Steps Kent shall:

- Determine due dates by which Service Providers must be in compliance.
- Approve a corrective action plan, which must be developed and submitted by the Service Provider to First Steps Kent detailing the dates the program must be in compliance.
- Monitor the Service Provider's performance in accomplishing the necessary corrective action.
- Indicate perceived technical assistance needs and identification of resources available from First Steps Kent and other sources for use in developing a plan to address those needs.

If due dates extend beyond the Service Provider Agreement period, completion of the corrective action will be made a condition of any further contracts with the Service Provider.

The Service Provider must respond in writing to First Steps Kent in order to acknowledge the intent to resolve compliance items. A response to recommendations for improving operations need not be required. First Steps Kent welcomes written responses to any of the content included in the annual assessment reports.

3.3 Technical Assistance

First Steps Kent is available and willing to provide technical assistance to Service Providers who request such assistance. Technical assistance may also be provided by First Steps Kent when First Steps Kent determines that the Service Provider needs assistance in a particular area. Examples of technical assistance include, but are not limited to:

- Assistance with financial or program reporting.
- Improving quality of service delivery.
- Assistance in complying with First Steps Kent assessment, recommendations.
- Assistance in meeting the objectives of the Service Provider Agreement.

To request assistance, the Service Provider may contact the appropriate First Steps Kent staff. First Steps Kent will provide assistance at a time and place convenient to the Service Provider and will continue to provide assistance until both the Service Provider and First Steps Kent are satisfied with the resolution.

In certain circumstances, First Steps Kent may find it necessary to refer the Service Provider to a third party for specialized assistance. In such cases, the Service Provider will be responsible for all costs incurred, unless otherwise stated in a written agreement with First Steps Kent.

Finally, during the fiscal year, First Steps Kent may survey Service Providers to determine appropriate county-wide subject areas for technical assistance that may be provided to groups in a training format at various locations within the region.

Appendix A: Ready by Five Equity and Inclusion Impact Statement

As the Ready by Five Network, we commit to ensuring equity in terms of race, ethnicity, sexual orientation, gender, age, ability, and other protected categories of individuals, is embedded in our structure, policies, strategic planning, and advocacy efforts. Promoting equity is critical to truly making a difference in the lives of those we serve. To that end, we make a conscious and explicit effort to:

- Ensure our work focuses on the elimination of disparities in child outcomes;
- Educate ourselves and others to improve understanding of explicit bias and the historical context of inequities, which is vital to recognizing and dismantling barriers to improved outcomes;
- Critically examine policies and practices using a racial equity lens and work to ensure that both their intent and impact will promote fairness and equity;
- Model as organizations the changes we want to see implemented throughout our community and advocate for the elimination of institutional and structural racism in systems we influence; and
- Serve our community's children through active engagement of their families, listening to their needs, understanding their strengths, and advocating for needed policies, programs, and supports.

Ready by Five investments will support an early childhood system that helps all children and families thrive, regardless of race, ethnicity, and household income so that socioeconomic conditions are no longer predictors of kindergarten and later school success. In their approach to identifying needs in Kent County, agencies will consider group-based factors and deploy specific approaches that address the varying needs and circumstances of each group eligible for Ready by Five funded services. First Steps Kent has a comprehensive interest in improving equity among all demographic groups, especially communities of color as well for all families in households with incomes at or below 200% of the Federal Poverty Level.

Ready by Five programming recognizes that equity is not the same as equality. The path to equity requires that the community provide more support and resources to the families in our community that are challenged by compounding inequities based on their race and ethnicity, such as health, education, housing, economic opportunities, among others, that put them at a disadvantage and limit their ability to reach their full potential. Ready by Five funded programs have an important role to play in this process. Our goal is that race and ethnicity are no longer predictors of life outcomes.

First Steps Kent aspires to be an innovative leader supporting a community where all children and families are healthy, safe, and strong. Our leadership involves not only promoting policies and practices that address equity but also working to dismantle structural and institutional racism and inequity that harms our community's children.

Appendix B: Ready by Five Code of Ethics

Agency Code of Ethics

General Information

The purpose of this Code of Ethics is to outline ethical principles that will set standards for the First Steps Kent Board of Directors, the Resident Proposal Review Board, First Steps Kent staff, and individuals, groups, and agencies who work in a paid or volunteer capacity serving families with children through age five.

To ensure that services to families with children through age five are conducted effectively, objectively, and without improper influence, all persons involved must maintain the highest level of integrity. All persons involved must avoid conflicts of their private interests with public duties and responsibilities. Failure to observe any of these standards is cause for disciplinary action.

Responsibilities of Service Provider

Each organization funded by the Ready by Five Early Childhood Millage shall be responsible for observing the rules of conduct set forth in this code and shall acquaint themselves with the rules that relate to their ethical and other conduct as a Service Provider with the Ready by Five Early Childhood Millage.

If, through any cause, a violation of the Code of Ethics occurs, any organization funded with Ready by Five Early Childhood Millage funding is subject to contract suspension, probation and/or termination.

Confidential Information

Organizations funded with Ready by Five Early Childhood Millage funding shall not, directly or indirectly, make use of or permit others to make use of, for the purpose of furthering a private interest, official information not made available to the general public. For example, names of recipients shall not be made available to the public. Such use of official information is clearly a violation of public trust. In addition, information in possession of the network and not generally available may not be used for private gain.

Organizations funded with Ready by Five Early Childhood Millage funding may not use their official position or confidential information acquired in the course of their official duties to further their personal interest or to secure privileges or exemptions for themselves or others.

Mandatory Reporting of Abuse, Neglect, and Exploitation

Each service program shall have a written procedure in place to bring to the attention of appropriate officials for follow-up, condition or circumstances that place the child, or the household of the child, in imminent danger (e.g., situations of abuse or neglect).

Gifts, Entertainment, Favors, Gratuities and Expenses

Organizations funded with Ready by Five Early Childhood Millage funding shall have a gift acceptance policy that requires review of any non-standard contributions.

Holding Office in Professional Societies

Employees of organizations funded with Ready by Five Early Childhood Millage funding may be members of professional societies and be elevated or appointed to office in such a society. Persons involved with the Ready by Five Early Childhood Millage shall avoid conflict of interest in connection with such membership.

Financial Interest

Persons involved with the Ready by Five Early Childhood Millage shall not have a direct or indirect financial interest that conflicts with their official duties and responsibilities.

Procurement Standards

Organizations funded with Ready by Five Early Childhood Millage funding shall maintain a code or established standards of conduct that shall govern the performance of its officers, employees, or agents. This code shall establish standards of conduct for all engaged in the awarding and administration of contracts for the procurement of supplies, equipment, construction, and services whose cost are related to Ready by Five Early Childhood Millage funding.

All individuals who are employees, officers or agents of a Ready by Five Early Childhood Millage funded organization shall at all times disclose to First Steps Kent (and First Steps Kent will disclose to Kent County) any potential conflict in the selection, award or administration of a contract where, to their knowledge, any of the following has a financial interest in that contract:

- The employee, officer or agent
- Any member of their immediate family
- Their partner
- An organization in which any of the above is an officer, director or employee
- A person or organization with whom any of the above individuals is negotiating or has any arrangement concerning perspective employment

Any member serving on the Resident Proposal Review Board and First Steps Kent Early Childhood Commission must disclose other potential conflict of interest and abstain from discussing a motion, making a recommendation, and voting whenever their personal or agency's interest is involved.

Conduct on the Job

All employees serving in positions funded by Ready by Five Early Childhood Millage funds must demonstrate concern and appreciation of the heritage, values and wisdom of families by assuring the dignity and individual rights of families and individuals served. Courtesy, consideration, and promptness in dealing with other agencies, individuals served, and organizations must be shown in carrying out official responsibilities.

Non-Discrimination

Neither persons involved with the Ready by Five Early Childhood Millage nor individuals served shall be discriminated against because of race, color, religion (creed), gender, age, national origin (ancestry), disability, marital status, or sexual orientation.

Whistleblower

Organizations funded with Ready by Five Early Childhood Millage funds are required to observe high standards of business and personal ethics in the conduct of their duties and responsibilities. Organizations are expected to have procedures in place that ensure all employees funded with Ready by Five Early

Childhood Millage funding have the ability to report suspected violations of the Ready by Five Early Childhood Millage policies or illegal activities within their respective organization.

It is contrary to the values of the Ready by Five Early Childhood Millage for anyone to retaliate against any board member, officer, employee, volunteer, or individual who in good faith reports an ethics violation; a suspected violation of law, such as discrimination or fraud; or suspected violation of any regulation governing the operations of the Ready by Five Early Childhood Millage. Anyone who retaliates against someone who has reported a violation in good faith is subject to discipline up to and including termination of employment.

Anyone filing a written complaint concerning a violation or suspected violation must be acting in good faith and have reasonable grounds for believing the information disclosed indicates a violation. Any allegations that prove not to be substantiated and which prove to have been made maliciously or knowingly to be false will be viewed as a serious disciplinary offense.

Resident Proposal Review Board Member Code of Ethics

All members of the Ready by Five Resident Proposal Review Board are required to agree to the following conditions:

Confidentiality

As a member of the Ready by Five Resident Proposal Review Board (RPRB), I understand that I may have access to confidential information, both verbal and written, relating to clients, volunteers and/or staff and the organization. I may also gain access to and have knowledge of intellectual property or proprietary information during the course of my service. I understand, and agree, that all such information is to be treated confidentially and discussed only within the boundaries of my position as a member of the RPRB.

I understand the Ready by Five Request for Proposal process is a competitive process. There should be no communication on my behalf with agencies about proposals or any related materials during this process. All communication will happen through the question-and-answer communication process as specified by First Steps Kent. I also agree not to discuss these same matters after I have left my RPRB position. I further understand that breach of this agreement shall constitute grounds for and may result in termination of my serving on the RPRB except where such disclosure is consistent with stated policy and relevant legislation. I understand that I may not use this official position or confidential information acquired in the course of my official duties to further my personal interest or to secure privileges or exemptions for myself or others.

Conflict of Interest

I agree to disclose to First Steps Kent (and First Steps Kent will disclose to Kent County) any and all conflict relationships, interests, or situations involving me or a member of my family which I consider might result in or appear to be an actual, apparent or potential conflict of interest between such family members or myself on one hand and the Ready by Five Resident Proposal Review Board on the other.

Relationships that must be disclosed include:

- If I am an employee, officer or agent of a Ready by Five Early Childhood Millage funded organization.
- If I have a direct or indirect financial interest that conflicts with my RPRB duties.
- Any membership with professional societies that could pose a conflict of interest.
- Any material change that develops during my service.

I agree to neither solicit nor accept gratuities, favors, or anything of monetary value from contractors or potential Ready by Five Early Childhood Millage contractors.

I agree to abstain from discussing a motion, making a recommendation, and voting whenever my personal or my agency's interest is involved.

Non-Discrimination

I understand that any persons involved with the Ready by Five Early Childhood Millage, nor individuals served, shall not be discriminated against because of race, color, religion, national origin, sex, age, or on the basis of physical disability.

Waiver of Liability

I further agree to waive all rights to pursue any claims, lawsuits or legal actions of any type against First Steps Kent and/or their officers, employees, agents, board members, volunteers, event sponsors and all other persons working with respect to First Steps.

Declaration

Members must disclose all nonprofit social health and welfare agencies from the following listing in which you have a current direct affiliation (i.e., you, your spouse or close family member serving any agency in a volunteer, consulting or staff capacity).

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Appendix C. Informed Consent - Required Language Template for Notifications

Updated November 2, 2022. Effective January 1, 2023. Reviewed July 30, 2024.

All Service Providers funded as direct programming must collect consent from families served before any identifiable data is sent to the Kent County Health Department.

First Steps Kent provides this content in English and Spanish currently.

The standard language provided below must be used by all Service Providers. Service Providers may not alter this language without written permission from First Steps Kent.

English

Start of Content

Kent County's Ready by Five Millage is providing the funding for the services you are receiving. By providing your consent, you understand the following about services that are funded with Ready by Five Early Childhood Millage funds:

[SERVICE PROVIDER] is required to collect information about you and your child.

Your information will be shared with the Kent County Health Department, Kent ISD and First Steps Kent for the purposes of community reporting, program improvement and evaluation.

All reports made publicly available to the community by [SERVICE PROVIDER], Kent County Health Department and First Steps Kent will not name you or your child nor include any information that would allow people to determine that you or your child received a millage-funded service.

The type of information that [SERVICE PROVIDER] will be collecting for Ready by Five Millage reporting includes:

- For child and parent/caregiver information including name, address, birth date, gender, race/ethnicity, health insurance type, WIC enrollment, education, employment status, marital status, involvement of welfare services (if applicable), household income, and primary language spoken.*
- Information on services received such as date, location, type of service, child development screening result received, and satisfaction with services.*
- Information on referrals to services and resources and if your family received requested service or resources.*
- Home Visiting or Healthy Development Serving Expectant and New Parents Programming: Information voluntarily reported about expectant parent's pregnancy and baby including due date and voluntarily self-reported health information about access to prenatal care, tobacco use, if breastfeeding, non-prescription drug use, and concerns with post-partum well-being.*

- *All Home Visiting or Healthy Development Programming: Information voluntarily reported by the primary caretaker about the child including information such as status of child's immunizations, involvement of welfare services (if applicable), child development screening, and information on related referrals (if applicable).*
- *Healthy and Safe Homes Programming Only: Information voluntarily reported by the primary caretaker about the child including health information about identified concerns related to home environment such as increased blood lead level, confirmation of blood lead screening, identified asthma risks, and information on related referrals (if applicable).*

You may cancel this consent form at any time by sending a cancellation request in writing to [SERVICE PROVIDER] at the following address: [SERVICE PROVIDER CONTACT AND EMAIL ADDRESS].

A more specific description of how your information will be shared and used for the purposes of Ready by Five Early Childhood Millage can be found as part of the Ready by Five Privacy Notice on the First Steps Kent website at www.firststepskent.org/readybyfiveprivacy

If applicable, Service Provider may include this additional language: Please review [SERVICE PROVIDER'S] Privacy Notice for a complete description of how your information will be used by [PROGRAM NAME].

End of Content

Espanol (Spanish)

Start of Content

Proveedor de servicios de "Ready by Five" – Lenguaje de consentimiento informado requerido. *Actualizado el 2 de noviembre de 2022. Efectivo a partir del 1 de enero 2023.*

El millaje de "Ready by Five" del condado de Kent proporciona los fondos para los servicios que está recibiendo. Al otorgar su consentimiento, comprende lo siguiente sobre los servicios financiados por los fondos de millaje de "Ready by Five Early Childhood":

[Proveedor de Servicios] está obligado a recopilar información sobre usted y su hijo.

Su información será compartida con el Departamento de Salud del condado de Kent, "Kent ISD" y "First Steps Kent" con el propósito de reportar a la comunidad, mejora y evaluación del programa.

Todos los informes que el [Proveedor de Servicios], el Departamento de Salud del condado de Kent y "First Steps Ken" hagan disponibles públicamente a la comunidad, no nombrarán a su hijo(a) o incluirán información que permita a la gente determinar que usted o su hijo(a) recibieron servicios financiados por millaje.

El tipo de información que el [Proveedor de Servicios] recopilará para el millaje "Ready by Five" incluye:

- Para información del niño y padre/cuidador, incluyendo el nombre, dirección, fecha de nacimiento, género, identidad, raza/etnicidad, tipo de seguro médico, inscripción en WIC, educación, situación laboral, estado civil, participación en los servicios de asistencia social (si aplica), ingreso del hogar e idioma primario.

- Información sobre los servicios recibidos, como fecha, ubicación, tipo de servicio, resultado recibido en la evaluación de desarrollo infantil y la satisfacción con los servicios.
- Información sobre las referencias de servicios y recursos y si su familia recibió los servicios y recursos solicitados. [Visitas domiciliarias o Desarrollo saludable para servir a los futuros padres y programación para nuevos padres]
- Información reportada voluntariamente sobre el embarazo y el bebé de futuras madres, incluyendo la fecha de parto y la información de salud auto reportada voluntariamente sobre el acceso a cuidados prenatales, uso de tabaco, si está amamantando, uso de medicamentos sin receta, y preocupaciones con la salud posparto.
- [Todas las visitas domiciliarias o programas de desarrollo saludable] Información voluntariamente proporcionado por el cuidador principal sobre el niño(a), incluyendo la información como el estado de vacunación de el (la) niño(a), participación en los servicios de asistencia social (si aplica), la evaluación del desarrollo infantil, y la información sobre las referencias relacionadas (si aplica).
- [Solo programación de hogares saludables y seguros] Información voluntariamente proporcionada por el cuidador primario sobre el (la) niño(a) incluyendo información de salud sobre inquietudes relacionadas con el ambiente del hogar tales como mayor nivel de plomo en la sangre, confirmación de detección de plomo en la sangre, riesgos de asma identificados, e información sobre referencias relacionadas (si aplica).

Podrá cancelar este consentimiento en cualquier momento enviando una solicitud de cancelación por escrito al [Proveedor de Servicios] a la siguiente dirección: [contacto específico de la agencia de publicidad y correo electrónico o dirección].

Una descripción más específica de cómo será compartida y utilizada su información para los propósitos de "Ready by Five Early Childhood Millage" pueden ser encontradas como parte del aviso de privacidad de "Ready by Five" en la página de internet de "First Steps Kent" en www.firststepskent.org/readybyfiveprivacy.

[*Si aplica, el proveedor de servicios podrá incluir este lenguaje adicional] Por favor revise el Aviso de Privacidad del [Proveedor de Servicios] para una descripción completa de cómo será utilizada su información por el [Nombre del programa].

End of Content

Referral Language (Optional)

This language is optional. If the Service Partner has established a process in which the Service Provider regularly provides referrals to a specific agency, this additional language may be added to the above content.

The program must list the specific agencies they will be referring families to and have a MOU or agreement that describes how referrals will be followed through on by the reciprocating agency established. See the section under Policy 1.28 titled "Subcontracts" for complete information.

This language may not be used for the Service Provider to request the family's permission to provide referrals to non-specified agencies. There must be a name of an agency listed in this language if this language is incorporated into the consent language.

English

Start of Content

[SERVICE PROVIDER] will have permission to share the information received during the provision of services on behalf of you and/or your child to [LIST SPECIFIC AGENCIES], for the purpose of 1. coordinating future services, 2. to facilitate referrals where warranted, 3. to improve and advance the quality of services provided, and 4. to promote the identification of additional or supplemental services and programs as appropriate.

If in any follow-up phone calls or visits with a [SERVICE PROVIDER] representative, you wish to receive additional services, you agree that [SERVICE PROVIDER] may make such referrals and exchange your information with the provider of the referred service based upon your [select option: verbal/written] consent.

You are giving permission that will allow [SERVICE PROVIDER] to receive updates on you and your child regarding the programs where you have accepted services.

End of Content

Espanol (Spanish)

Start of Content

[Proveedor de Servicios] tendrá permiso para compartir la información que reciba durante la prestación de servicios en nombre de usted y/o su hijo [ENLISTE LAS AGENCIAS], con el propósito de (i) coordinar servicios futuros, (ii) facilitar referencias cuando se requieran, (iii.) mejorar y superar la calidad de los servicios brindados, y (iv.) promover la identificación de servicios y programas adicionales o suplementarios conforme corresponda.

Si en cualquier visita o llamada telefónica de seguimiento con el representante del [Proveedor de Servicios], usted desea recibir servicios adicionales, acepta que [Proveedor de Servicios] puede hacer dichas referencias e intercambiar su información con el proveedor del servicio referido en función de su consentimiento [seleccione la opción: verbal / escrito].

Está otorgando un permiso que le permitirá al [Proveedor de Servicios] recibir actualizaciones sobre usted y su hijo(a) con respecto a los programas en los que ha aceptado servicios.

End of Content

Appendix D. Ready by Five Privacy Practice Required Language

All Service Providers will provide this language to individuals served by offering either a printed document or link to view information electronically.

First Steps Kent provides this content in English and Spanish currently.

English

Start of Content

Ready by Five Privacy Practice

Updated November 2, 2022

This First Steps Kent Privacy Practice describes how personal information about you and your child may be used and disclosed by programs funded by the Ready by Five Early Childhood Millage. Please review it carefully.

Ready by Five Early Childhood Millage funding for programming is made possible because of the generosity of Kent County taxpayers and the voter-approved Ready by Five Early Childhood Millage. This millage provides dedicated and sustainable funding for programs that improve the health, school readiness, and well-being of children through the age of five in Kent County. First Steps Kent is the administrator of the Ready by Five Early Childhood Millage.

How the Ready by Five Service provider agency will disclose your personal information for the purposes of reporting:

- As the program you are participating in is run by a service provider agency funded by the Ready by Five Early Childhood Millage, information collected about you and your child by your selected service provider agency is securely sent to the Kent County Health Department on a regular basis.
- If you or your child continue to receive services from your service provider agency after the Ready by Five Early Childhood Millage funding ends or your child enrolled is no longer eligible, the service provider may continue to keep your and your child's information to offer continued programming and supports to you and your child. You and your child's information will no longer be sent to the Kent County Health Department or any other agency except as you direct.
- Information shared by your service provider with the Kent County Health Department as part of the Ready by Five program will be indefinitely retained by the Kent County Health Department after your family or child stops receiving services from the service provider agency. For additional information regarding protections applicable to personal health information, refer to Kent County's HIPAA Privacy Notice available [here](#).

Additional ways your and your child's information will be shared:

- As the Ready by Five Millage administrator, First Steps Kent will receive and store de-identified information for the duration of time the Ready by Five Early Childhood Millage funding continues.

- De-identified information generally refers to personal information about you or your child individually that has removed key information (i.e., first name, last name, date of birth, or home address) that would allow a person (including First Steps Kent employees) to determine your or your child's identity or the name of an individual who participates in a Ready by Five Millage funded program.

First Steps Kent will use this de-identified information for the following purposes:

- Reporting: de-identified information will be received from the Kent County Health Department to produce aggregate level reports about the outcome of services provided by the Ready by Five Millage programs. All reports made publicly available to the community will contain only de-identified information about individuals receiving a millage-funded service.
- Quality Assurance/Utilization: de-identified information will be used for quality improvement purposes for programs and to understand who is enrolling in Ready by Five Millage funded services and how to better reach families in Kent County.
- For verifying payments to your selected Service provider agency: de-identified information may be used, as necessary, to verify completed services to send payment for all services you or your child receives. Use and disclosure of this information will be limited to purposes necessary to the business activities of First Steps Kent.
- As Required: Responding to a court order or other legal process.

Information received by the Kent County Health Department may be used to evaluate the long-term effectiveness of programs funded by Ready by Five Millage and their impact on healthy births and Kindergarten readiness.

The Kent County Health Department will share limited information about your child with the Kent Intermediate School District (Kent ISD) including your child's first and last name, date of birth, and gender.

The Kent County Health Department may also link birth weight data obtained from your child's birth certificate to the data sent to Kent County Health Department. The Kent County Health Department will access birth weight data from the State of Michigan's Birth Certificate Registry. Sharing birth weight data is dependent on your consent and formal approval from the Michigan Department of Health and Human Services Institutional Review Board.

Third-party contractors may be hired specifically to assist with this evaluation work. Contractors will have access to information only as needed to perform such functions and may not use it for any other purpose.

Evaluation may include the joining of the information collected by the Kent County Health Department to Kent Intermediate School District. For each set of child-identified information provided, Kent ISD, with permission from the primary school district, may provide to Kent County Health Department one or both of the following assessments your child will participate with, including Kindergarten Readiness Assessment data for the child's first year of kindergarten, and Preschool Assessment data (only if your child is enrolled in preschool at Head Start or a program receiving Great Start Readiness Program funding). Kent ISD may share this information in a de-identified format with First Steps Kent.

The Kent County Health Department will not provide any additional identifiable information about you or your child to anyone else without your consent.

End of Content

Espanol (Spanish)

Start of Content

Ready by Five - Prácticas de Privacidad

Actualizado el 1 de noviembre 2022.

Esta práctica de privacidad de "First Steps Kent" describe como la información personal sobre usted y su hijo(a) podrá ser utilizada y divulgada por el millaje "Ready by Five Early Childhood", por favor revise cuidadosamente.

Quién seguirá este aviso:

Los fondos de "Ready by Five Early Childhood Millage" para programas son posibles gracias a la generosidad de los contribuyentes del condado de Kent y el millaje de "Ready by Five Early Childhood" aprobado por los votantes. Este millaje aporta fondos dedicados y sostenibles para los programas que mejoran la salud, preparación escolar, y el bienestar de los niños hasta la edad de cinco en el condado de Kent. "First Steps Kent" es el administrador del millaje "Ready by Five Early Childhood"

Cómo divulgará la agencia proveedora servicios de "Ready by Five" su información personal con el propósito de reportar:

- Cómo el programa en el que participa es operado por una agencia proveedora de servicios financiado para el millaje "Ready by Five Early Childhood", la información recopilada sobre usted y su hijo(a) por su proveedor de servicios elegido es enviada de forma segura al Departamento de Salud del condado de Kent de forma regular.
- Si, usted y su hijo(a) continúa recibiendo servicios por parte de su agencia proveedora de servicios una vez que el financiamiento de "Ready by Five Early Childhood Millage" haya terminado o su hijo(a) inscrito ya no es elegible, el proveedor de servicios podrá continuar manteniendo su información para ofrecer programación continua y soporte para usted y su hijo(a). La información de usted y su hijo(a) no será enviada al Departamento de Salud del condado de Kent o a cualquier otra agencia, excepto si usted lo ordena.
- La información compartida por su proveedor de servicios con el Departamento de Salud del condado de Kent como parte del programa de "Ready by Five" será retenida indefinidamente por el Departamento de Salud del condado de Kent después de que su familia o hijo(a) deje de recibir servicios por la agencia proveedora de servicios. Para información adicional sobre las protecciones aplicables sobre la información de salud personal, refiérase al Aviso de Privacidad HIPAA del condado de Kent disponible aquí.

Maneras adicionales que su información y la de su hijo(a) será compartida:

- Como administrador del millaje "Ready by Five", "First Steps Kent" recibirá y almacenará la información identificada durante el tiempo que el financiamiento del millaje de "Ready by Five Early Childhood" continúe.
- La información "desidentificada" se refiere a la información personal sobre usted o su hijo(a) a la que se le ha retirado información clave (i.e. nombre, apellido, fecha de nacimiento, o dirección de casa) que permitiría que una persona (incluyendo empleados de "First Steps Kent") determinen la identidad de usted o su hijo(a) o el nombre de un individuo que participe en un programa financiado por "Ready by Five Millage".

"First Steps Kent" utilizará esta información "desidentificada" para los siguientes propósitos:

- Reportar: información "des identificada" será recibida del Departamento de Salud del condado de Kent para generar reportes a nivel agregado sobre el resultado de los servicios proporcionados por programa de millaje "Ready by Five". Todos los reportes dispuestos públicamente a la comunidad contendrán solo información "desidentificada" sobre individuos recibiendo un servicio financiado por millaje.
- Garantía de Calidad / Utilización: información "desidentificada" será utilizada para los propósitos de mejora de calidad para los programas y para entender quienes están inscribiendo en los servicios financiados por millaje "Ready by Five" y cómo llegar a las familias del condado de Kent de mejor forma.
- Para verificar pagos a su agencia proveedora de servicios elegida: información "desidentificada" podrá ser utilizada, conforme sea necesario, para verificar los servicios completados para enviar pagos para todos los servicios que usted y su hijo(a) reciba. Uso y divulgación de esta información será limitada a los propósitos necesarios para las actividades de negocio de "First Steps Kent".
- Conforme se requiera: responder a una orden de la corte u otro proceso legal.

Información recibida por el Departamento de Salud del condado de Kent podrá ser utilizada para evaluar la efectividad de largo plazo de los programas financiados por el millaje "Ready by Five" y su impacto en los nacimientos saludables y la preparación para el preescolar.

El Departamento de Salud del condado de Kent compartirá información limitada sobre su hijo(a) con el Distrito Escolar Intermedio de Kent (Kent ISD) incluyendo el nombre y apellido de su hijo(a), fecha de nacimiento y género.

El Departamento de Salud del condado de Kent podrá también ligar datos de peso en el nacimiento obtenidos del acta de nacimiento, a la información enviada al Departamento de Salud. El Departamento de Salud del condado de Kent accederá datos de peso al nacer del Registro de Actas de Nacimiento del Estado de Michigan. Compartir datos de peso al nacer depende de su consentimiento y aprobación formal por parte de la Junta Institucional de Revisiones del Departamento de Salud y Servicios Humanos de Michigan.

Se pueden contratar contratistas externos ayudar específicamente con este trabajo de evaluación. Los contratistas tendrán acceso a la información solo conforme sea necesario para desempeñar sus funciones y no podrán utilizarla para otro propósito.

La evaluación puede incluir la unión de la información recopilada por el Departamento de Salud del Condado de Kent al Distrito Escolar Intermedio de Kent. Para cada conjunto de información de identificación del niño

proporcionada, Kent ISD, con el permiso del distrito escolar primario, puede proporcionar al Departamento de Salud del condado de Kent una o ambas de las siguientes evaluaciones en las que participará su hijo(a), que incluyen: a) Datos de evaluación de preparación para el jardín de infantes para el primer año de jardín de infantes del niño y b) Datos de evaluación preescolar (solo si su hijo está inscrito en preescolar en "Head Start" o en un programa que recibe fondos del Programa de preparación "Great Start"). Kent ISD puede compartir esta información en un formato no identificado con "First Steps Kent."

El Departamento de Salud del condado de Kent no proporcionará ninguna información identificable adicional sobre usted o su hijo a nadie más sin su consentimiento.

End of Content

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Appendix E: Ready by Five Early Childhood Millage 2024-2025 Cost Sharing Policy

EFFECTIVE: October 1, 2025

Cost Sharing is a policy that requires a co-payment from the family for whom services are provided. This is different than a donation contribution that is given on a voluntary basis by a family participating in services.

Services funded by the Ready by Five Millage are not “free”. There is a cost to the taxpayer for these services. By asking families who participate in specific types of services to share some of the cost, there is an increased awareness of the value of a service as well as increased buy-in as families may assist with covering some of the cost.

Suggested messaging for cost sharing includes the following:

- This program is available to you today because of the generosity of Kent County taxpayers and the voter-approved Ready by Five Early Childhood Millage.
- Family/Individual contributions and cost share funds ensure services can be offered to all expectant parents and children through age five and under at a cost that is affordable to the family.

This Appendix E summarizes the circumstances of when a family would participate in cost sharing, requirements, and fees based on annual household income for the current fiscal year.

See the Cost Sharing Policy 2.4 for additional requirements and specifics on when requirements for a program would be waived.

Circumstances When a Family Would Participate

The following Ready by Five categories of services require income verification for determining cost sharing responsibility by families:

The following Ready by Five types of programming require income verification for determining cost sharing responsibility by families:

- Parent Education and Support - Home Visiting
- All Healthy Development Services (except Fetal Infant Mortality Review Network)
- Early Learning – Early Literacy and Learning

The sliding scale and exemptions ensure families who are not in a position to contribute are not required to pay. Families who meet one or more of the following qualifications are exempt from Cost Sharing:

- Families that have income of 200% or less of the poverty income guidelines established by the Health and Human Services Administration are not required to cost share for their services.
- Expectant parents and families with children through the age of five years and under who show documentation or attest they are recipients of Medicaid benefits.
- Families that are experiencing homelessness as defined by the US Department of Housing and Urban Development (HUD).
- Families who are experiencing financial hardship due to unemployment can present documentation of their unemployment status.
- Children or expectant parents who are engaged with child welfare services, including Child Protective Services and Foster Care.

- Consideration should also be given if families are currently paying cost share towards other services.
- Families cannot be denied services due to an inability to pay. If additional circumstances are preventing a family's ability to pay, reach out to FSK to discuss and determine if cost sharing requirements can be waived.

If a parent (or legal guardian) of the child served does not feel they are able to make the payment because of necessary excessive and additional expenses (i.e., medical, housing) and/or are already paying a cost share for another service, then a more thorough financial evaluation can be made, and cost share payment adjusted.

Reasons for any adjustment should be documented by the agency on the cost share form signed by the parent (or legal guardian) of the child served.

Families with income at or above the 200% Federal Poverty Level (FPL) are required to cost share based on the following sliding scale.

Household/ Family Size	Annual income at or above...											
	\$ 30,120.00	\$ 33,885.00	\$ 37,650.00	\$ 41,415.00	\$ 45,180.00	\$ 48,945.00	\$ 52,710.00	\$ 56,475.00	\$ 60,240.00	\$ 75,300.00	\$ 90,360.00	\$ 105,420.00
1	\$ 30,120.00	\$ 33,885.00	\$ 37,650.00	\$ 41,415.00	\$ 45,180.00	\$ 48,945.00	\$ 52,710.00	\$ 56,475.00	\$ 60,240.00	\$ 75,300.00	\$ 90,360.00	\$ 105,420.00
2	\$ 40,880.00	\$ 45,990.00	\$ 51,100.00	\$ 56,210.00	\$ 61,320.00	\$ 66,430.00	\$ 71,540.00	\$ 76,650.00	\$ 81,760.00	\$ 102,200.00	\$ 122,640.00	\$ 143,080.00
3	\$ 51,640.00	\$ 58,095.00	\$ 64,550.00	\$ 71,005.00	\$ 77,460.00	\$ 83,915.00	\$ 90,370.00	\$ 96,825.00	\$ 103,280.00	\$ 129,100.00	\$ 154,920.00	\$ 180,740.00
4	\$ 62,400.00	\$ 70,200.00	\$ 78,000.00	\$ 85,800.00	\$ 93,600.00	\$ 101,400.00	\$ 109,200.00	\$ 117,000.00	\$ 124,800.00	\$ 156,000.00	\$ 187,200.00	\$ 218,400.00
5	\$ 73,160.00	\$ 82,305.00	\$ 91,450.00	\$ 100,595.00	\$ 109,740.00	\$ 118,885.00	\$ 128,030.00	\$ 137,175.00	\$ 146,320.00	\$ 182,900.00	\$ 219,480.00	\$ 256,060.00
6	\$ 83,920.00	\$ 94,410.00	\$ 104,900.00	\$ 115,390.00	\$ 125,880.00	\$ 136,370.00	\$ 146,860.00	\$ 157,350.00	\$ 167,840.00	\$ 209,800.00	\$ 251,760.00	\$ 293,720.00
7	\$ 94,680.00	\$ 106,515.00	\$ 118,350.00	\$ 130,185.00	\$ 142,020.00	\$ 153,855.00	\$ 165,690.00	\$ 177,525.00	\$ 189,360.00	\$ 236,700.00	\$ 284,040.00	\$ 331,380.00
8	\$ 105,440.00	\$ 118,620.00	\$ 131,800.00	\$ 144,980.00	\$ 158,160.00	\$ 171,340.00	\$ 184,520.00	\$ 197,700.00	\$ 210,880.00	\$ 263,600.00	\$ 316,320.00	\$ 369,040.00
Cost Share Responsibility (% of Rate)	5%	10%	15%	20%	25%	30%	35%	40%	50%	65%	85%	100%

Source: U.S. Department of Health and Human Services, Office of the Assistant Secretary for Planning and Evaluation.

Document Requirements

Before service begins, cost sharing must be thoroughly explained to the parent (or legal guardian) of the child served.

Documentation for each family served must be maintained on file by the Service Provider.

Income must be verified annually for families enrolled in services longer than a 12-month period.

Income verification is not necessary if a parent (or legal guardian) of the child claims a household income at or above 100% of the rate and the family agrees to pay full cost share amount. Otherwise, prior to services beginning, all families are required to sign a Ready by Five Income Attestation Form (either Form A or Form B).

All programs have the option of using Form A or Form B (note: only one form is required).

- Form A: may be used for families whose cost share requirements are being evaluated by income only
- Form B: may be used for families who have circumstances that determine they are not responsible for cost sharing (see form B for a complete list).

A signed copy of a form for each family or individual served must be kept on file by the Service Provider.

However, if a Service Provider has an established process to collect consent and income information

electronically, they may present their documented process of how Cost Sharing information is collected electronically in lieu of signed paper forms.

Cost Share documentation will be reviewed at each annual Ready by Five Annual Assessment Review.

Information to Include in Verification

The size of the household is defined as the number of individuals of whom the parent/caretakers are financially responsible for (specifically, the number of individuals claimed as a tax dependent). Unborn children are not included.

Annual family income is defined as gross household income from the following sources:

- Wages
- Fringe Benefits
- Unemployment Income
- Business and Investment Income
- Pension/Investment Income
- Additional sources of taxable income as defined by the IRS.

Invoicing Families for Services

Statements for services requiring cost sharing are to be sent to the parent (or legal guardian) of the child served by the 15th of each month and following the previous month of services. Immediate payment will be requested.

When to Discontinue Services

If a parent (or legal guardian) of the child served refuses to pay their cost share amount and does not have an approved reason for not making payment, service should not begin.

If service has started and payment is not received for three months, services should be terminated. A service termination may be appealed by the family through the Service Provider's complaint resolution and appeal process. A copy of this policy should be provided to all families during the annual income verification process.

Determining the Cost of a Service

Costs will be based on the average cost per encounter. This amount would be estimated by taking the annual amount awarded and then divided by the number of encounters included in the contract.

Example:

Awarded amount for year: \$100,000

Number of encounters to be completed: 750

Cost: $\$100,000 \div 750 = \133.33 per service.

If a family income falls into the 5% cost-share responsibility range, they would contribute \$6.67 per service.

Common Questions About Cost Sharing

Q: Can Service Providers decide to only serve and submit data on families below the cost sharing threshold?

A: Service Providers are expected to serve children and families as defined in the Service Provider Agreement that is in place with First Steps Kent.

Q: What happens if a child who is in need of services does not receive services only because parents do not want to participate in cost sharing?

A: If a parent (or legal guardian) of the child served refuses to pay their cost share amount and does not have an approved reason for not making payment, service should not begin.

Q: What should Service Providers do if families don't pay?

A: If a parent (or legal guardian) of the child served does not feel they are able to make the payment because of necessary excessive and additional expenses (i.e., medical, housing) and/or are already paying a cost share for another service, then a more thorough financial evaluation can be made, and cost share payment adjusted. Reasons for any adjustment should be listed on the Cost Share Attestation Form signed by the parent (or legal guardian) of the child served.

If service has started and payment is not received for three months, services should be terminated. A service termination may be appealed by the family through the Service Provider's complaint resolution and appeal process (see Ready by Five Service Provider Manual, Complaint Resolution and Appeals). A copy of this policy should be provided to all families during the annual income verification process.

Q: Can philanthropic or donor funds be used to cover the cost share amount instead of family paying this amount?

A: Only funds donated or solicited for this specific reason may be used for this purpose only. Using sources of revenue included in the original budget will be considered supplanting funds.

Financial records must show each individual child or expectant parent enrolled in your program documented individually with the following information: a) how much they are required to pay and b) what specific source of funds were used to cover the cost sharing amount.

Remember, if there is no cost share, encourage donations.

**READY BY FIVE
INCOME ATTESTATION
FORM A**



My child, _____, qualifies to receive services provided and funded by the Kent County's Ready by Five Early Childhood Millage.

My household income is: \$ _____

The total number of individuals who reside in my home is: _____

Based on the current fee scale, my responsibility for cost share is:

- | | |
|------------------------------|-------------------------------|
| <input type="checkbox"/> 5% | <input type="checkbox"/> 35% |
| <input type="checkbox"/> 10% | <input type="checkbox"/> 40% |
| <input type="checkbox"/> 15% | <input type="checkbox"/> 50% |
| <input type="checkbox"/> 20% | <input type="checkbox"/> 65% |
| <input type="checkbox"/> 25% | <input type="checkbox"/> 85% |
| <input type="checkbox"/> 30% | <input type="checkbox"/> 100% |

I am not responsible for sharing the cost of services received

Name of Ready by Five Funded Service: _____

Projected Hours/Units per month _____ Cost per unit \$ _____

Projected Monthly Cost \$ _____ Projected Monthly Cost Share \$ _____

I am currently paying cost share for other services (please note details below): cYes cNo

The information above is complete and accurate. I agreed to accept services as indicated and agree to pay the required cost share portion. I am required to pay cost sharing on actual services provided and will be billed monthly for services rendered.

Parent/Legal Guardian Signature _____

Print Name: _____

Date _____

Agency Staff Only

Signature of Agency Representative Verifying Documents: _____

Documents Viewed to Verify income:

READY BY FIVE
ATTESTATION OF CURRENT EXEMPTION STATUS
FORM B



I, _____, or my child, _____, qualify(ies) to receive services provided and funded with Kent County's Ready by Five Early Childhood Millage funds without cost share as evidenced by one of the following:

- Our household income does not require that we participate in the cost sharing of services (200% or less of the poverty income guidelines established by the Health and Human Services Administration).
- As a primary caregiver am currently receiving Medicaid benefits
- My child enrolled in these services is receiving Medicaid benefits
- Our family is experiencing homelessness (defined by the US Department of Housing and Urban Development (HUD)).
- Our family is currently working with a child welfare service agency, including Child Protective Services or Foster Care.
- Our family is currently paying cost share towards other services. Please explain:

- Our family is currently experiencing other circumstances that impede our ability to cost share for this service. Please describe:

Name of Ready by Five Funded Service: _____

The information above is complete and accurate. I agree to accept services as indicated and to notify my service provider if my/my child's status changes.

Parent/Legal Guardian Signature _____

Print Name: _____

Date _____

Agency Staff Only

Signature of Agency Representative Verifying Documents: _____

Documents Viewed to Verify income:

READY BY FIVE
CERTIFICADO DEL ESTADO ACTUAL DE LA EXEPCIÓN
FORMULARIO B



Yo, _____, o mi hijo, _____ califica para recibir servicios provistos y financiados con los fondos de Ready By Five Early Childhood Millage del condado de Kent sin costo compartido evidenciado por uno de los siguientes:

- Los ingresos de nuestro hogar no requieren que participemos en los costos compartidos de los servicios (200% o menos de la pauta de ingresos para la pobreza establecida por la Administración de Salud y Servicios Humanos).
- Como cuidador primario estoy recibiendo actualmente beneficios de Seguro Médico Estatal para personas de bajos ingresos.
- Mi hijo se inscribió en estos servicios para recibir beneficios de Seguro Médico Estatal para personas de bajos ingresos.
- Nuestra familia está experimentando la falta de hogar (definida por el Departamento de Vivienda y Desarrollo Urbano de los Estados Unidos (HUD)).
- Nuestra familia está trabajando actualmente con una agencia de servicios de bienestar infantil, incluidos los Servicios de Protección Infantil o el Cuidado de Crianza.
- Nuestra familia está pagando actualmente la participación en el costo de otros servicios. Por favor explique:

- Nuestra familia está experimentando actualmente otras circunstancias que impiden nuestra capacidad de compartir el costo de este servicio. Sírvase describir:

Nombre del servicio financiado por Ready By Five: _____

La información anterior está completa y es precisa. Estoy de acuerdo en aceptar los servicios como se indican y en notificar a mi proveedor de servicios si mi estado o el de mi hijo cambia.

Firma del padre _____

Nombre del tutor legal _____

Fecha _____

Solo para el personal de la agencia
Firma del representante de la agencia por Documentos de verificación: _____
Documentos vistos para verificar ingresos: _____ _____