

Attachment 1 Statement of Work

1. Background and Purpose.

- The JBE requires services to staff two (2) Children's Waiting Rooms (CWR's) in the County of Santa Barbara Superior Courts.
- The North County Children's Waiting Room is located in the Santa Maria Juvenile Division. The designated space is approximately 205 square feet. The number of children that visit the room per month ranges from 20 to 85 children, with an average length of stay 1.57 hours.
- The South County Children's Waiting Room is located in the Figueroa Courthouse in Santa Barbara. The room is approximately 400 square feet and includes designated children's restrooms. The number of children that visit the room per month ranges from 19 to 101 children, with an average length of stay 2.76 hours.
- Both rooms are equipped with age appropriate furnishings, including a table and chairs, a television, a DVD player, toys and books.

2. Services. Contractor shall perform the following services ("Services"):

2.1 Description of Services.

- The Children's Waiting Rooms shall operate on a drop-in basis. They shall be available to children whose parents or guardians attend a court hearing as a litigant, witness, or for other court purposes as determined by the JBE in accordance with Government Code Section 70640(a).
- The Children's Waiting Rooms shall be free of charge to any and all users.
- Users shall sign-in and agree in writing to abide by all established procedures.
- The Children's Waiting Rooms are available to serve children ages 2 ½ years to 12 years of age, and all children utilizing the room must be toilet trained. The Court will work with the Contractor to establish a maximum number of children permitted at any single time.
- Contractor shall be responsible for preparation and clean-up each day. Janitorial service will be provided each evening.
- Contractor shall comply with all contractual obligations imposed by Court.
- A start-up plan and timetable, including but not limited to hiring, orientation, start of care, and accountability procedures. Court will assist in developing forms to be used in the facility, including parent release forms and others.
- Develop administrative, personnel, and child supervision policies that reflect an understanding of Court requirements (in conjunction with the Court Project Manager).
- Employ child safety, infection control, facility cleaning, and maintenance procedures that protect children from hazards and harm while reducing the incidence of illness or injury.

- Obtain adequate and appropriate liability insurance coverage and professional liability insurance for the facility, including insurance for its personnel, clients, and staff.
- Institute and maintain a high-quality, age appropriate children’s waiting room facility and program that meet the emotional, social, developmental, and physical needs of all children that may use the waiting rooms.
- Provide daily activities appropriate for each age group served by Contractor.

2.2 Hours of Operation:

- Contractor shall operate the Children’s Waiting Rooms in Santa Maria and Santa Barbara for 52 weeks per year in each location, excluding Court Holidays, or Any Court Closure or Furlough Days.
- The Santa Maria Juvenile Court’s and the Figueroa Courthouses Children’s Waiting Rooms shall operate five (5) days per week as listed below:

Santa Maria Juvenile Division	
Days	Hours
Monday – Friday	8:00 am – 12:00 pm 1:00 pm – 5:00 pm

Figueroa Courthouse	
Days	Hours
Monday - Friday	8:00 am – 12:00 pm 1:00 pm – 5:00 pm

- The days and hours of operation are subject to change should funding be reduced, changes occur to court schedules, including furloughs or closures, or any other determination is made that reasonably warrants the change.
- Any changes to the schedule shall be made by written Notice and modified in the form of a written Amendment.

2.3 Closures. The Children’s Waiting Room will be closed on the following Court holidays listed below:

- January 1, New Year’s Day
- The third Monday in January, Martin Luther King Jr. Day
- February 12, Lincoln’s Birthday
- The third Monday in February, President’s Day
- March 31, Cesar Chavez Day
- The last Monday in May, Memorial Day
- July 4, Independence Day
- The first Monday in September, Labor Day
- The fourth Friday in September, Indigenous People’s Day
- November 11, Veterans Day
- The fourth Thursday in November, Thanksgiving Day
- The fourth Friday in November, the day after Thanksgiving Day
- December 25, Christmas Day

At the time of this procurement, June 19th is expected to be recognized as a State Court Holiday, known as Juneteenth.

If a holiday occurs on a Saturday, the preceding Friday is observed as that holiday. If a holiday occurs on a Sunday, the following Monday will be observed as that holiday. Contractor is responsible for obtaining a schedule of holidays from the Court. The JBE reserves the right to change holidays and will provide Contractor with reasonable Notice regarding any date changes.

- A. Contractor shall provide training and support for staff working in the Children's Waiting Rooms on the following Court Holiday Schedule and shall provide JBE with certificates of completed training.

February 12, Lincoln's Birthday

March 31, Cesar Chavez Day

The fourth Monday in September, Indigenous People's Day

- B. Contractor shall not invoice the JBE for the training days.

2.4 Contractual Obligations. Contractor must comply with all contractual obligations imposed by the Court.

- In conjunction with the Court Project Manager; maintain comprehensive administrative, personnel and child supervision policies which meet the needs of the Court environment.
- Employ child safety, infection control, facility cleaning and maintenance procedures that protect children from hazards and harm while reducing the incidence of illness or injury.
- Obtain adequate and appropriate insurance coverage as detailed in Appendix C, General Provisions, Section 3.
- Maintain high-quality, age-appropriate children's waiting room facilities and programs that meet the emotional, social, developmental, and physical needs of all children that may use the waiting rooms.
- Provide daily activities appropriate for each age group served by the waiting rooms.
- Provide an area that is appropriate for gross motor play where children may engage in that type of play in a manner that is safe and comfortable.
- Provide attractive, well-maintained, and diverse educational and recreational equipment, toys, and supplies that are interesting and developmentally appropriate to the children served.
- Ensure that all toys and equipment are safe and do not pose choking or other hazards.
- Ensure that educational and play materials contained in the waiting rooms reflect a range of racial, ethnic, linguistic, and family structure models.
- Offer simple nutritious snacks to children on a flexible schedule that meets the needs of children who arrive at any time during the day.
- Develop non-punitive, child-centered rules regarding children's behavior and the respectful supportive management of that behavior. Establish methods that effectively deal with separation anxiety, stress, and fear in the children throughout their visit to the waiting room.

- Establish procedures and practices for appropriately and thoughtfully dealing with departures, arrivals, separations between children and their families, toileting, napping, and other transitions.
- Provide in a non-threatening, non-judgmental, and non-intrusive manner, materials for parents and older children who may desire family support and assistance with emotional, social, psychological, and developmental problems. Materials should be available in both English and Spanish when possible.

2.5 Qualifications and Staffing.

- Maintain employees and volunteers for the waiting rooms that are appropriate and effective role models for the children.
- Children's Waiting Room staff ("Teachers") should possess an AA degree or the equivalent from a two-year college in Early Childhood Education or child Development and sixteen (16) units of general education plus a minimum of 175 days experience as a Teaching Assistant.
- Teachers should be bilingual in English and Spanish, and must possess the computer knowledge necessary to fulfill the job requirements.
- Implement an employee and volunteer screening and reference check system that ensures employees are appropriate for children's waiting rooms, including screenings for substance abuse and a history of child abuse. Personnel must successfully pass a criminal background check and drug test prior to performing any Work. Results of the criminal background check and drug test shall be released to JBE prior to the start of any new staff working on site.
- Ongoing procedures and practices for the monitoring of employee and volunteer performance.
- Conduct regular and timely performance reviews for all staff of the waiting rooms and follow established procedures for hiring, discipline, and termination.
- Provide for ongoing recruitment and monitoring of suitable volunteers and regular staff that reflect the racial, economic, linguistic, and ethnic diversity of Santa Barbara County.
- Contractor shall provide a record to the JBE of each of its employees working on this Agreement as follows:
 - Name, address, and telephone number
 - Date of Birth
 - Court Work Location
 - Work Classification and Rate of Pay
 - Emergency Contact Information
- Prior to working on site, the JBE must receive from Contractor, a signed and dated Employee/Volunteer Statement Form (CLETS) Agreement, Attachment D, from each employee to work on site.
- Contractor shall cooperate with the JBE if the JBE wishes to perform any background checks on Contractor's personnel, by obtaining, at no additional cost, all releases, waivers, and permissions the JBE may require. Contractor shall not assign personnel who refuse to

undergo a background check. Contractor shall provide prompt Notice to JBE of (i) any person who refuses to undergo a background check, and (ii) the results of any background check requested by the JBE and performed by Contractor. Contractor shall ensure that the following persons are not assigned to perform services for the JBE: (a) any person refusing to undergo such background checks, and (b) any person whose background check results are unacceptable to Contractor or that, after disclosure to the JBE, the JBE advises the person is unacceptable to the Court.

2.6 Documentation and Statistics

Monitor and document the number of children and families served, and the effectiveness of its work with children, and submit the documentation monthly with each invoice for services.

Give all clients who utilize the waiting rooms an opportunity to complete an anonymous satisfaction survey.

Establish and follow procedures that obtain, to the greatest extent possible, on an ongoing basis, input from those JBE personnel whose work is affected by the presence or absence of children.

Document program utilization by keeping accurate monthly statistics regarding children and families using the waiting room.

2.7 Security. Working with the Court's security officials and Project Managers, maintain current safety and security procedures that strictly control access to the children's waiting rooms and effectively respond to legal and physical custodial arrangements for children, emergency situations, the remand of parents into custody by the Court, and failure of parents to reclaim their children from the center at the appropriate time, all in a manner that minimizes anxiety, fear, and disruption for the child.