

THE STATE OF TEXAS §
 §
COUNTY OF HIDALGO §

Service Contract
C-09-400-11-24

THIS AGREEMENT is made effective the **24th** day of **November, 2009**, by and between **JUDGE MARIO E. RAMIREZ, JR. JUVENILE JUSTICE CENTER**, a department of **HIDALGO COUNTY, TEXAS**, a political subdivision of the State of Texas (hereinafter “Department”) and **SOUTHWEST KEY PROGRAMS, INC.** (hereinafter “Agency”) to service at the pleasure of the Department.

W I T N E S S E T H:

WHEREAS, Department desires to contract with an Agency to provide the services necessary to act as a provider of services for “Alternative To Out Of Home Placement Program” for the “Wrap Around Program” for the youth probationers served by Department (the “Clients”) that are more specifically set forth hereinafter; and

WHEREAS, has agreed to provide the services hereinafter enumerated for the Department.

NOW, THEREFORE, for the mutual consideration expressed hereinafter, Department and Agency agree as follows:

1. Agency agrees to provide to Department and its Clients the services required for Alternative To Out Of Home Placement Program utilizing the “Wrap Around Program”. These services include, but are not limited to:
 - a) A mix of culturally competent services that wrap the youth and family with services to increase chances of maintaining success in their communities.
 - b) Program for six (6) to twelve (12) months of service.
 - c) Service delivery will include a combination of immediate intervention, comprehensive assessments, advocacy, crisis stabilization, case management, skill building services,

therapeutic support services, Youth and Family Service Planning, discharge planning and aftercare.

- d) Culturally Competent Services- The program is structured to provide services in a culturally competent manner to youth and their families. Culturally sensitive programming includes *Cultural Competency Training, Recruitment and Employment of Multiracial Staff, Culturally Appropriate Materials and Information, Culturally Competent Resources and Activities.*
- e) Immediate Intervention Response within 24 -48 hours – Conduct initial meeting at family’s home, placement facility or other appropriate location within 24 – 48 hours of receipt of referral; If there is a need for a quicker response time due to court orders or detention situation, arrangements will be made to respond within 2 hours and meet youth and family at court or the detention facility.
- f) 24 hour Crisis Intervention and Safety Planning – Provide crisis intervention and safety planning 7 days per week, 24 hours per day, 365 days per year.
- g) Comprehensive Assessments – The general assessment will identify strengths/needs and status in multiple domains including: education, safety issues in the home and community, family, self, and psychosocial needs. Additional areas of assessment include the following:
 - *Placement and/or housing needs;*
 - *Supportive family and community ties;*
 - *Peer network and support;*
 - *Delinquency history;*
 - *Substance use and/or abuse;*
 - *Mental and physical health status;*
 - *Economic status;*
 - *Individual strengths;*
 - *Talents and interests; and*
 - *Detailed family history, including family strengths, relationships, and challenges.*
- h) Youth and Family Support Teams- In line with the wrap around approach, youth and family support teams are created to include the client and family, service providers and natural supports to ensure that all vested individuals and organizations have a part in the success of the youth in maintaining in the community.
- i) Youth and Family Team Service Planning – Youth and Family Team Service Planning uses a collaborative process driven by the perspective of the family. The Team would include the youth and family as well as a mix of professional supports, natural supports, and community members. The Service Plan is based on the strengths and culture of the youth and their family, and ensures that the process is ***driven by the needs of the family.***
- j) Youth and Family Team Service Plan Reviews – The Service plan will be updated a minimum of once a month for the length of the program. The full Youth and Family

Support Team is expected to participate.

- k) Flexible Service Hours – Sufficient flexible staffing required to ensure that services are available to families during non-traditional work hours and weekends.
- l) Case management and Care Coordination – The contracted service provider will serve as the single point of contact for youth and families served by the program. Case managers will act as wrap around services coordinators, facilitators and advocates working with the family, community, and collaborating agencies, to discover family strengths, set goals, determine major needs, and develop strength-based options for the family. As facilitators, the Case managers will also ensure all services are put in place and coordinated, and will monitor treatment outcomes. The contracted Service provider will be responsible for the management and continuity of care including the following:
 - *Facilitating the development, review, and evaluation of the Youth and Family Service Plan based on the youth's and family's strengths-based assessment and culture;*
 - *Developing and advocating for provision of services and resources needed by the youth and family, but that may not be currently available to the family;*
 - *Linking youth and family to identified needed services;*
 - *Checking with the youth and family to ensure that formal and informal support systems are functioning properly;*
 - *Monitoring service needs and ensuring positive family, social, education, and health outcomes for enrolled youth;*
 - *Coordinating of case planning and services with the probation department and all involved public and private community partners to ensure awareness of youth services, milestones, or discharges; and*
 - *Empowering families to build upon their strengths and culture to develop new competencies – identifying how strengths and family culture will be used to meet needs and reach goals.*
- m) Therapeutic Support for youth and families - The therapeutic support program component will provide assessment, crisis stabilization and safety planning as well as family and/or individual counseling as needed. If it is assessed that the need for therapeutic services is extensive, then this service need might be addressed by referring and linking the youth and family to a local provider.
- n) Youth Skill Development Groups – Group sessions should address the youth's progress in the program as well as address a variety of treatment and development issues such as anger management, impulse control, adolescent sexuality, job readiness skills, problem solving, making appropriate decisions and other issues pertinent to the youth. Whenever possible parents or guardians will be requested to participate in the “Strengthening Family Program” Groups.
- o) Monitoring/Supervision – provide accountability of the youth and ensure public safety through frequent face to face and telephone contacts depending on the youth's risk level.
- p) Education Advocacy and Support – If the youth is not in school, the Case managers will

assist the youth in enrolling in their local school or most appropriate educational program. Also assist the youth to locate tutoring, mentoring, and/or after school programs that will support the youth in meeting their academic goals.

- q) Discharge Planning – The Youth and Family Support Team will create a Discharge Plan that will address the status of the Youth and Family Service Plan goals. The Discharge plan will highlight the areas of improvement as identified by the youth and family. The Team will spend specific actions the team will take to ensure that the noted improvements can be sustained. In addition, the family will be provided with a list of resources that they may access without required involvement from the contracted service provider and the probation department.
- r) Aftercare – The contracted program staff will remain informally accessible to the youth and family for one (1) month after the client and family have been discharged in efforts to provide continuity of care and respond to questions or concerns. The staff will contact the client and family 30 days after being discharged. Aftercare may include referring participants to appropriate support services and agencies, including child care, youth and family counseling, employment agencies, parenting educations, housing assistance, substance abuse treatment, and benefit assessment agencies.
- s) Data Driven Programming – Tracking of outcomes and performance measures are required to ensure that the program is being effective. Comprehensive data management system is required to generate reports to measure selected target outcomes.

All records, notes and/or reports created by and relating to services provided under this Contract shall be retained for a minimum of three (3) years following the termination of this Contract, and thereafter, until any pending audit or litigation and all questions arising therefrom concerning such records are resolved by a final unappealable determination of any applicable court or agrees to provide Department, the Texas Juvenile Probation Commission, and their employees, attorneys, and/or independent auditors access to such books and/or records to the extent permitted by any obligation of confidentiality between or among the Client and .

2. Agency represent that it employs “Licensed, Certified Personnel/Staffing” licensed by the State of Texas or individually actively working toward licensure as a mental health professional and qualified to perform and execute the services provided above. If any such license is suspended or revoked and Contractor fails, within a reasonable amount of time, to re-staff the position with “Licensed, Certified Personnel/Staffing” licensed by the State of Texas and

qualified to perform the services provided above, this Contract shall automatically be terminated as to such and shall immediately notify the Chief Juvenile Probation Officer of such suspension or revocation. In addition, under Section 236.006, Texas Family Code, Agency certified that the individual or business entity named in this Contract, bid or application is not ineligible to receive the specified grant, loan or payment and acknowledges that this Contract may be terminated if this certification is inaccurate.

3. Agency shall prepare, maintain and submit all records that are designated, required or prescribed by either Department or the Texas Juvenile Probation Commission. In addition, shall permit Department and the Texas Juvenile Probation Commission to audit or inspect records and reports, review services and/or evaluate the performance of the services provided hereunder at any time. Agency shall provide reasonable access to all records, books, reports and other pertinent data and information needed to accomplish reviews of activities, services and expenditures of the Department.

4. Agency shall adopt and implement workplace guidelines concerning persons with AIDS and HIV infection and shall develop and implement guidelines regarding confidentiality of AIDS and HIV-related medical information for employees of Agency and for Clients, inmates, patients and/or residents served by Agency.

5. As consideration for the above and forgoing, Agency shall submit a monthly billing statement to the Department (P.O. Box 267, Edinburg, Texas 78540). Said statement must provide an itemized list of services rendered to Department during the statement period, based on the schedule of fees. Upon receipt of said statement, Department shall submit a requisition for payment of said services in the customary manner provided for payments utilized by Hidalgo County, Texas. Department will notify Agency when state funds are used to pay for services.

Agency will account separately for the receipt and expenditure of state funds received from Department. Agency will comply with Department's specified accounting, reporting, and auditing requirements applicable to any state funds paid to Agency under this Contract. In any event, Agency agrees to separately account for the receipt and/or expenditure of funds received pursuant to this Contract and to keep adequate books and records of all such receipts and/or expenditures.

6. Agency must comply with all applicable Department and Hidalgo County policies and with any applicable federal, state, or local laws, regulations, orders or ordinances applicable to the services provided by Agency under this Contract. Notwithstanding the foregoing sentence, Agency represents and maintains that it is an independent Agency and is not an employee of Department, Hidalgo County, Texas, or any thereof, and represents and warrants that it does not desire or request any fringe benefits provided to employees of Department, Hidalgo County, Texas, and/or any thereof, including, but not limited to benefits associated with Hidalgo County's civil service program. Agency agrees to be responsible for any federal income tax, withholding or social security tax liability that might arise from payments received hereunder.

7. Any contract awarded to a successful proposer will be in effect until (a) the contract expires, (b) delivery and acceptance of products and/or performance of services ordered, or (c) terminated by County with thirty day's written notice prior to cancellation.

8. Department hereby notifies Agency that this Contract may be wholly or partially funded with state grant funds and as such, this Contract shall be subject to termination without penalty, either in whole or in part, if funds are not available or are not appropriated by the Texas Legislature.

9. Agency agrees to provide liability insurance covering its activities in providing the Services for Department in an amount not less than the minimum amounts prescribed by the Texas Tort Claims Act, §100.001, et seq., Texas Civil Practices and Remedies Code, and shall furnish County a certificate issued by the professional liability insurance insurer that such insurances is in full force and effect. In addition, Agency agrees to hold County harmless for any and all claims arising out of any activity conducted by Agency in providing services under this Contract.

10. Except as otherwise herein provided, Agency may not assign the obligations or rights under this Contract to any person without the prior written consent of Department.

11. Term of contract will be for a period of one year (1) commencing upon Hidalgo County Commissioners' Court final approval, and may be extended at the sole discretion of County for two (2) additional one (1) year terms. Hidalgo County reserves the right to continue this proposal for an additional sixty (60) day grace period at the end of the contract term for unforeseen delay in award of new proposal for next contract term, under the same rates, terms and conditions.

12. Agency agrees to abide by all appropriate performance standards and sanctions and/or penalties that may be imposed by Department, the Texas Juvenile Probation Commission, and/or the Criminal Justice Division, Office of the Governor pursuant to contracts and/or grant arrangements with such entities, if any.

13. Nothing in this Contract shall be construed so as to require the commission of any act contrary to law, and whenever there is any conflict between any provision of this Contract and any present or future law, ordinance or administrative, executive or judicial regulation, order or decree, or amendment thereof, contrary to which the parties have no legal right to contract, the latter shall prevail, but in such event the affected provision or provisions of this Contract shall be

modified only to the extent necessary to bring them within the legal requirements and only during the time such conflict exists.

14. Department will conduct regular financial and programmatic monitoring of Agency if Agency is paid in whole or in part with state funds to ensure performance of and compliance with contractual provisions between Department and Agency. If required by the Texas Juvenile Probation Commission, Department will complete and Agency will cooperate with Department, upon request by Department, in furnishing such information and documentation as Department may require in completing the Texas Juvenile Probation Commission Private Service Provider Contractual Monitoring and Evaluation Report to monitor Agency's compliance with contractual requirements. If Agency fails to deliver quality service, fails to achieve the defined goals, outcomes, strategies and outputs set by Department, or if Agency fails to comply with any conditions in this Contract, then Department shall have the right to terminate this Contract upon the giving of ten (10) days prior written notice to Agency.

15. No waiver by Department of any breach of any provision of this Contract shall be deemed to be a waiver of any preceding or succeeding breach of the same or any other provision hereof.

16. This Contract contains the entire agreement between the parties hereto, and each party acknowledges that neither has made (either directly or through any agent or representative) any representation or agreements in connection with this Contract not specifically set forth herein. This Contract may be modified or amended only by agreement in writing executed by Department and Agency, and not otherwise.

17. This Contract shall be construed under and in accordance with the laws of the State of Texas, and all obligations of the parties created hereunder are performable in Hidalgo County, Texas. The parties hereby consent to personal jurisdiction in Hidalgo County, Texas.

18. Except as may be otherwise specifically provided in this Contract, all notices, demands, requests or communications required or permitted hereunder shall in writing and shall either be (i) personally delivered against written receipt, or (ii) sent by registered or certified mail, return receipt requested, postage prepaid and addressed to the parties at the addresses set forth below, or at such other addresses as may have been theretofore specified by written notice delivered in accordance herewith:

If to Department: Judge Mario E. Ramirez, Jr. Juvenile Justice Center
Attention: Israel "Buddy" Silva, Jr.
P.O. Box 267
Edinburg, Texas 78540

If to Agency: **Southwest Key Programs, Inc.**
Attn: Juan Jose Sanchez, President
6002 Jain Lane
Austin, Texas 78721

Each notice, demand, request or communication which shall be delivered or mailed in the manner described above shall be deemed sufficiently given for all purposes at such time as it is personally delivered to the addresses or, if mailed, at such time as it is deposited in the United States mail.

19. The parties hereto covenant and agree that they will execute such other and further instruments and documents as are or may become necessary or convenient to effectuate and carry out the terms of this Contract.

20. This Contract shall be binding upon and inure to the benefit of the parties hereto and their respective heirs, executors, administrators, legal representatives, successors, and assigns where permitted by this Contract.

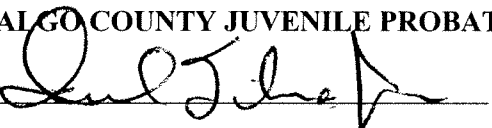
21. All pronouns used in this Contract shall include the other gender, whether used in the masculine, feminine or neuter gender, and the singular shall include the plural whenever and as often as may appropriate.

22. The execution and performance of this Contract by Department and Agency have been duly authorized by all necessary laws, resolutions or corporate action, and this Contract constitutes the valid and enforceable obligations of Department and Agency in accordance with its terms.

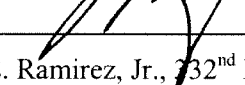
EXECUTED as of the day and year first written above.

DEPARTMENT:

HIDALGO COUNTY JUVENILE PROBATION DEPARTMENT

BY:  DATE: 12-18-09
Israel "Buddy Silva, Jr.", Director and Chief Juvenile Probation Officer

JUDGE MARIO E. RAMIREZ, JR. JUVENILE JUSTICE CENTER

BY:  DATE: 12-18-09
Hon. Mario E. Ramirez, Jr., 732nd District Court Juvenile Department Overseer

AGENCY: SOUTHWEST KEY PROGRAMS, INC.

BY:  DATE: 12-23-09

EXHIBIT "A"
SPECIFICATIONS/REQUIREMENTS

Hidalgo County – Judge Mario E. Ramirez, Jr. Juvenile Justice Center
Request for Proposals
“WRAP AROUND PROGRAM”
RFP №2009-400-10-14-YZV

Overview:

Hidalgo County (hereinafter referred to as “COUNTY”) is soliciting proposals for “Judge Mario E. Ramirez, Jr. Juvenile Justice Center – Wrap Around Program” .

Deliver Submittal to:

RFP Number: **2009-400-10-14-YZV**
Martha L. Salazar, CPPB, Purchasing Agent
Hidalgo County Purchasing Department
New Administration Building
2802 South Business Hwy 281
Edinburg, Texas 78539

The Submittal Envelope Must Show
RFP № 2009-400-10-14-YZV
“WRAP AROUND PROGRAM”.

The following outlines the Request For Proposal (RFP):

SECTION I -GENERAL TERMS AND CONDITIONS

ADDITIONAL INFORMATION: Hidalgo County is requesting that request for proposals be routed to Martha L. Salazar, CPPB, Purchasing Agent, at: 2802 South Business Hwy 281, New Administration Building, Edinburg, Texas 78539. All inquiries must be directed to Hidalgo county Purchasing Agent, Martha L. Salazar. Hidalgo County will assist the Hidalgo County Juvenile Justice Center in addressing any and all inquiries. All responses will be distributed through Hidalgo County Purchasing Department. **WRITTEN QUESTIONS WILL BE ACCEPTED VIA FACIMILE (956) 318-2629 or emailed: yolanda.velasquez@co.hidalgo.tx.us BY NO LATER THAN 5:00 P.M. WEDNESDAY, OCTOBER 07, 2009.** Responses will be sent to all applicants via facsimile or email by **Friday, October 09, 2009 at 5:00 p.m. TELEPHONE INQUIRIES WILL NOT BE ACCEPTED.**

DISCLOSURE OF CONFLICT OF INTEREST:

Effective January 1, 2006, Chapter 176 of the Texas Local Government Code requires that any vendor, person, consultant or contractor considering doing business with Hidalgo County (“the County”) to disclose in the Conflict of Interest Questionnaire (the “CIQ”) attached as **Exhibit D**, the vendor, person consultant or contractor's affiliation or business relationship that might cause a conflict of interest with the County. By law, the CIQ must be filed with the Hidalgo County Clerk's Office no later than the seventh business day after the date the person becomes aware of facts that require that statement to be filed. The disclosure requirement applies to a person or business who contract or seeks to contract with Hidalgo County for the sale or purchase of property, goods or service. Any purchase order or contract resulting from this process shall be considered null and void if the Vendors, consultants, contractors and others who desire to conduct business with Hidalgo County are encourage to refer to Texas Local Government Code Chapter 176 for the details of this law. An offense under Texas Local Government Code Chapter 176 is a Class C Misdemeanor.

Please submit complete CIQ forms to the Hidalgo County Clerk's Office locate at 100 No. Clossner, Edinburg, Texas 78539-Hidalgo County Courthouse **COMPLETION AND SUBMISSION OF FORM CIQ IS THE SOLE RESPONSIBILITY OF THE PROSPECTIVE BIDDER.**

PROPOSER'S AFFIDAVIT:

Prior Contract award, respondents to this RFP must submit a signed Proposer's Affidavit (attached herein in **Exhibit E**) certainly that the submission is (1) not the result of Collusion as described in the Proposer's Affidavit or that the Respondent has not and will not attempt to lobby directly or indirectly as described in the Proposer's Affidavit

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NON-DISCRIMINATION:

Submitters, during the performance of this contract, will not discriminate against any employee or applicant for employment because of race, religion, sex, national origin or disability except where religion, sex, national origin or disability is a bona fide occupational qualification reasonably necessary to the normal operation of the contractor.

PROCESSING TIME FOR PAYMENT:

Submitters are advised that a minimum of thirty (30) days is required to process invoices for payment.

ELECTRONIC TRANSMISSION OF BIDS:

Hidalgo County's Purchasing Department will not accept telegraphic or electronically transmitted submissions.

PROOF OF FINANCIAL AND BUSINESS CAPABILITY:

Submitters must, upon request, furnish satisfactory evidence of their ability to furnish products or services in accordance with the terms and conditions of these requirements. Hidalgo County will make the final determination as to the submitter's ability.

SUBMITTER DEFAULT:

Hidalgo County reserves the right, in case of submitter default, to procure the articles or services from other sources and hold the defaulting submitter responsible for any excess costs occasioned thereby.

RESTRICTIVE OR AMBIGUOUS REQUIREMENTS:

It is the responsibility of the submitter to review the Request for Proposal (RFP) packet and to notify the Purchasing Department if the requirements are formulated in a manner that would unnecessarily restrict competition. Any such protest or question regarding the requirements or proposers procedures must be received in the Purchasing Department not less than seventy-two hours prior to the time set for the opening. These criteria also apply to requirements that are ambiguous.

HAND DELIVERED PROPOSALS:

Hidalgo County requires submitters, when hand delivering proposals, to make sure that it is stamped with date and time by the County Purchasing Staff.

SIGNING OF PROPOSALS:

In order to be considered all submittals **must** be signed. **Please sign the original in blue ink.**

WAIVING OF INFORMALITIES:

Hidalgo County reserves the right to waive minor informalities or technicalities when it is in the best interest of Hidalgo County.

SUBCONTRACTING:

The successful submitter **may not** subcontract the award without the written consent of the Commissioners' Court of Hidalgo County.

TERM OF CONTRACT:

Term of contract will be for a period of one year (1) commencing upon Hidalgo County Commissioners' Court final approval, and may be extended at the sole discretion of County for two (2) additional one (1) year terms. Hidalgo County reserves the right to continue this proposal for an additional sixty (60) day grace period at the end of the contract term for unforeseen delay in award of new proposal for next contract term, under the same rates, terms and conditions.

Any contract awarded to a successful proposer will be in effect until (a) the contract expires, (b) delivery and acceptance of products and/or performance of services ordered, or (c) terminated by County with thirty day's written notice prior to cancellation.

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SECTION II - RFP REQUIREMENTS

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REQUEST FOR PROPOSALS:

The required contents and limitations for the preparation of the RFP are described in this section. Failure to provide the requested information or adhere to any County limitations will result in disqualification of the submitted RFP.

NUMBER OF COPIES TO BE SUBMITTED: A total of one (1) original and seven (7) copies of the RFP shall be submitted to the address on the cover letter.

CONTENTS: The required contents for the RFP are presented below in the order they should be incorporated into the submitted document.

REQUIRED CERTIFICATES AND SUBMITTAL:

This section will contain *any/all* licenses, registrations, permits, and certifications as required by the STATE OF TEXAS and HIDALGO COUNTY that you possess that deem you as a qualified to provide "Wrap Around Program Services."

If proposer/vendor cannot meet any of the following services/responsibilities, such exceptions must be noted on the company's cover letter.

NUMBER OF COPIES TO BE SUBMITTED: Hidalgo County requires one (1) original submittal and seven (7) copies.

SECTION III – SCOPE OF SERVICES

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Judge Mario E. Ramirez, Jr. Juvenile Justice Center is soliciting proposal from individuals, agencies or entities for the Alternative to Out of Home Placement Program utilizing the "Wrap Around Program" approach for delivery of services. It consists of a mix of culturally competent services that wrap the youth and family with services to increase chances of maintaining success in their communities. We anticipate that youth and their families will be served by this program for six (6) to twelve (12) months. Service delivery will include a combination of services including immediate intervention, comprehensive assessments, advocacy, crisis stabilization, case management, skill building services, therapeutic support services, Youth and Family Service Planning, discharge planning and aftercare. The following components are critical to implementing and operating a comprehensive and successful program.

PERSONNEL AND STAFFING:

The proposers should provide an organizational chart for the project and a summary paragraph of the project work to be performed by each proposed staff member. Biographic summaries that highlight the experience relevant to the specific project responsibilities should be provided for all proposed personnel. There is a one (1) page limitation for each biographic summary provided. Information regarding the credentials, education and experience with other "Wrap Around Program Services" is required and will be scored accordingly during the evaluation process.

Caseworker minimum qualifications:

Bachelor's degree in a social service or related field, with (2) years experience working with emotionally disturbed adolescents and their families; may include part-time, volunteer or internship experience. A master's degree in social services or related field may substitute for minimum requirements. Any educational or experiential qualifications to be considered as equivalent, in lieu of the above minimums, require prior approval from the Director or designee.

Clinical Director/ Clinician minimum qualifications:

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Master's degree in the Human Service discipline. Possess a minimum of two years of related experience working with children/adolescents and families in a therapeutic treatment environment, or a or a Bachelor's degree in social services or related field with at least five (5) years' related experience. Qualified experience must focus on community based programs, treatment facilities and/or direct practical experience with children and family therapy. Licensed Professional Counselor (LPC), Licensed Clinical Social Worker (LCSW), or individual actively working toward licensure as a mental health professional is preferred. Any educational or experiential qualifications to be considered as equivalent, in lieu of the above minimums, require prior approval of the Director or designee.

Admin Asst. minimum qualifications:

High School diploma or GED, with at least one (1) year administrative/clerical/secretarial experience or nine (9) months' formal training.

Case Manager minimum qualifications:

Bachelor's degree in a social service or related field, with (2) years experience working with emotionally disturbed adolescents and their families; may include part-time, volunteer or internship experience. A master's degree in social services or related field may substitute for minimum requirements. Any educational or experiential qualifications to be considered as equivalent, in lieu of the above minimums, require prior approval from the Director or designee.

Program Director minimum qualifications:

Bachelor's degree in a social service or related field, with a total of five (5) years supervisory/administrative experience with a Masters degree in social services or related field, with a total of two (2) years supervisory/administrative experience with troubled youth. Any educational or experiential qualifications to be considered as equivalent, in lieu of the above minimums, require prior approval of the Director or the designee.

PROGRAM OVERVIEW:

The proposal shall include a detailed functional description of the services to be provided and how these services will be delivered.

- **Culturally Competent Services-** The program is structured to provide services in a culturally competent manner to youth and their families. Culturally sensitive programming includes *Cultural Competency Training, Recruitment and Employment of Multiracial Staff, Culturally Appropriate Materials and Information, Culturally Competent Resources and Activities.*
- **Immediate Intervention Response within 24 -48 hours –** Conduct initial meeting at family's home, placement facility or other appropriate location within 24 – 48 hours of receipt of referral; If there is a need for a quicker response time due to court orders or detention situation, arrangements will be made to respond within 2 hours and meet youth and family at court or the detention facility.
- **24 hour Crisis Intervention and Safety Planning –** Provide crisis intervention and safety planning 7 days per week, 24 hours per day, 365 days per year.
- **Comprehensive Assessments –** The general assessment will identify strengths/needs and status in multiple domains including: education, safety issues in the home and community, family, self, and psychosocial needs. Additional areas of assessment include the following:
 - *Placement and/or housing needs;*
 - *Supportive family and community ties;*
 - *Peer network and support;*
 - *Delinquency history;*
 - *Substance use and/or abuse;*
 - *Mental and physical health status;*
 - *Economic status;*
 - *Individual strengths;*
 - *Talents and interests; and*

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- *Detailed family history, including family strengths, relationships, and challenges.*
- **Youth and Family Support Teams-** In line with the wrap around approach, youth and family support teams are created to include the client and family, service providers and natural supports to ensure that all vested individuals and organizations have a part in the success of the youth in maintaining in the community.
- **Youth and Family Team Service Planning** – Youth and Family Team Service Planning uses a collaborative process driven by the perspective of the family. The Team would include the youth and family as well as a mix of professional supports, natural supports, and community members. The Service Plan is based on the strengths and culture of the youth and their family, and ensures that the process is ***driven by the needs of the family.***
- **Youth and Family Team Service Plan Reviews** – The Service plan will be updated a minimum of once a month for the length of the program. The full Youth and Family Support Team is expected to participate.
- **Flexible Service Hours** – Sufficient flexible staffing required to ensure that services are available to families during non-traditional work hours and weekends.
- **Case management and Care Coordination** – The contracted service provider will serve as the single point of contact for youth and families served by the program. Case managers will act as wrap around services coordinators, facilitators and advocates working with the family, community, and collaborating agencies, to discover family strengths, set goals, determine major needs, and develop strength-base options for the family. As facilitators, the Case managers will also ensure all services are put in place and coordinated, and will monitor treatment outcomes. The contracted Service provider will be responsible for the management and continuity of care including the following:
 - *Facilitating the development, review, and evaluation of the Youth and Family Service Plan based on the youth's and family's strengths-based assessment and culture;*
 - *Developing and advocating for provision of services and resources needed by the youth and family, but that may not be currently available to the family;*
 - *Linking youth and family to identified needed services;*
 - *Checking with the youth and family to ensure that formal and informal support systems are functioning properly;*
 - *Monitoring service needs and ensuring positive family, social, education, and health outcomes for enrolled youth;*
 - *Coordinating of case planning and services with the probation department and all involved public and private community partners to ensure awareness of youth services, milestones, or discharges; and*
 - *Empowering families to build upon their strengths and culture to develop new competencies – identifying how strengths and family culture will be used to meet needs and reach goals.*
- **Therapeutic Support for youth and families** - The therapeutic support program component will provide assessment, crisis stabilization and safety planning as well as family and/or individual counseling as needed. If it is assessed that the need for therapeutic services is extensive, then this service need might be addressed by referring and linking the youth and family to a local provider.
- **Youth Skill Development Groups** – Group sessions should address the youth's progress in the program as well as address a variety of treatment and development issues such as anger management, impulse control, adolescent sexuality, job readiness skills, problem solving, making appropriate decisions and other issues pertinent to the youth. Whenever possible parents or guardians will be requested to participate in the “Strengthening Family Program” Groups.
- **Monitoring/Supervision** – provide accountability of the youth and ensure public safety through frequent face to face and telephone contacts depending on the youth's risk level.
- **Education Advocacy and Support** – If the youth is not in school, the Case managers will assist the youth in enrolling in their local school or most appropriate educational program. Also assist the youth to locate tutoring, mentoring, and/or after school programs that will support the youth in meeting their academic goals.
- **Discharge Planning** – The Youth and Family Support Team will create a Discharge Plan that will address the status of the Youth and Family Service Plan goals. The Discharge plan will highlight the areas of improvement as identified by the youth and family. The Team will spend specific actions the team will take to ensure that the noted improvements can be sustained. In addition, the family will be provided with a list of resources that they may access without required involvement from the contracted service provider and the probation department.
- **Aftercare** – The contracted program staff will remain informally accessible to the youth and family for one (1) month

Hidalgo County – Judge Mario E. Ramirez, Jr. Juvenile Justice Center
Request for Proposals
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after the client and family have been discharged in efforts to provide continuity of care and respond to questions or concerns. The staff will contact the client and family 30 days after being discharged. Aftercare may include referring participants to appropriate support services and agencies, including child care, youth and family counseling, employment agencies, parenting educations, housing assistance, substance abuse treatment, and benefit assessment agencies.

- **Data Driven Programming** – Tracking of outcomes and performance measures are required to ensure that the program is being effective. Comprehensive data management system is required to generate reports to measure selected target outcomes.

PROPOSERS ARE TO PROVIDE A FEE SCHEDULE WITH THIS SUBMITTAL:

Proposer(s) is to provide a standard fee. Prices for all goods and/or services shall be negotiated to a firm amount for the duration of this contract/grant or as agreed to in terms of time frame. All prices must be written in ink or typewritten. Where unit pricing and extended pricing differ unit pricing prevails.

All/Any costs and expenses associated with the preparation and submission of (bids, proposals and/or quotes) shall be the responsibility of the proposer and not reimbursements for such charges or expenses shall be passed onto Hidalgo County / Judge Mario E. Ramirez, Jr. Juvenile Justice Center.

- a) Within this description, please describe how each of the above defined common service expectations in the Program Delivery subsection of the RFP will be addressed:
 - Initial Service Response within 24 hours of Referral;
 - Flexibly Deployed Staff providing In-Home Services during Non-Traditional hours (including 24 hour service availability);
 - Individualized Service Planning & Delivery;
 - Sufficient Responsiveness & Support to Family Crises to be perceived as an alternative to Law Enforcement and the Court;
 - Building on Individual & Community Strengths;
 - Cultural Competence;
 - Monitoring & Supervision to address risk taking behaviors; and,
 - Collaborative Relationships with Systems Partners.
- b) In addition the program overview must include but not be limited to:
 - A description of the staffing pattern to meet the service response requirements of the initiative. Please include the educational background and experiences of the projected team members. (NOTE: While the annual funding represents a significant investment by Hidalgo County for these services, the projected service intensity and flexibility of service hours will necessitate an innovative approach for the deployment of staff. Describe your Agency's strategy to address these challenges in coverage including employing a blend of full/part time staff and/or other professional contractual relationships. What specific successes have you achieved toward addressing similar challenges;
 - Identify your Agency's direct experience working with each of the following:
 - Law Enforcement Agencies;
 - Family Court
 - County Juvenile Justice
 - Emergency Services Providers; and,
 - Other Relevant Human Service Organizations
 - Identify all inter-organizational partnerships or affiliations applicants intend to pursue in carrying out a 24 hour mobile response capacity;
 - Please provide a brief implementation plan that addresses each of the following:
 - Outline timelines and milestones associated with the implementation of the program;
 - Describe agency readiness and ability to implement and staff the program in a timely manner; and,
 - Give specific examples of timely implementation and ramp up of new programs within your Agency.

Hidalgo County – Judge Mario E. Ramirez, Jr. Juvenile Justice Center
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- c) What is the depth of your knowledge of Texas juvenile laws, guidelines, and procedures in relation to the Hidalgo County Juvenile Probation Department.?
- d) Documentation of Outcomes: Please provide all relevant data regarding your Agency's successes in achieving valued outcomes for children and youth from the defined target population. To the extent possible, please document outcomes and milestones achieved in each of the following areas:
 - o Successfully Engaging the Youth and Families in Service;
 - o Building Parental Supervisory Skills;
 - o Reducing Violations that Increase the Risk of Further System Penetration:
 - Re-Offending Rates;
 - No Shows for Court hearings Rates
 - Other Probation and/or Court Violation Rates;
 - Curfew Violations Rates; and
 - Truancy Rates
 - o Successful Diversion from Institutional Care:
 - While Enrolled in Service;
 - Post Enrollment; and,
 - o Improved School Performance.

UNDERSTANDING OF THE PROJECT:

This section should demonstrate the proposers understanding of the project needs, the services required, and any local issues or concerns. Briefly explain how long you have been organized and your business objectives. Explain how long you have been in business. This description should be concise, candid, and limited to 3 pages in length.

Hidalgo County – Judge Mario E. Ramirez, Jr. Juvenile Justice Center
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SECTION IV – SELECTION/EVALUATION/RANKING

SELECTION/EVALUATION/RANKING PROCESS:

The RFP shall be submitted according to the schedule below. The County of Hidalgo is not required to select the proposal with the lowest rates/fees, but shall take into consideration other factors, including past experience, evidence of good organization, references, ability to provide requested quality services.

EVALUATION:

Proposals will be graded on a 100-point system with emphasis on ability to service Judge Mario E. Ramirez, Jr. Juvenile Justice Center. (refer to exhibit "B").

PROPOSAL RANKING:

After the RFPs have been reviewed, scored and evaluated, the committee will present the evaluation grid to the Hidalgo County Commissioners Court for the purposes of ranking.

NEGOTIATION PROCESS:

Emphasis will be placed on the compliance with all requirements, costs, qualified and experienced personnel and the most efficient plan in order to implement the Wrap Around Program for Judge Mario E. Ramirez, Jr. Juvenile Justice Center. Accuracy and completeness are essential. Hidalgo County Judge Mario E. Ramirez Jr., Juvenile Justice Center and Hidalgo County Commissioners' Court reserves the right to reject any and all RFPs.

RFP SUBMITTED TO:

US Postal Mail Address:

Martha L. Salazar, CPPB, Purchasing Agent
Hidalgo County Purchasing Department
Administration Building
2812 S. Business Hwy 281
Edinburg, Texas 78539

Physical Address:

Martha L. Salazar, CPPB, Purchasing Agent
Hidalgo County Purchasing Department
Administration Building
2802 S. Business Hwy. 281
Edinburg, Texas 78539

RFPs must be submitted by **no later than 9:30 a.m. on Wednesday, OCTOBER 14, 2009.** All costs and expenses associated with the preparation and submission of (rfp's, bids, proposals and/or quotes) shall be the responsibility of the participant and no reimbursement for such charges or expenses shall be passed onto Hidalgo County / Judge Mario E. Ramirez, Jr. Juvenile Justice Center.

EXHIBIT "B"
SELECTION/EVALUATION/RANKING CRITERIA
Hidalgo County – Judge Mario E. Ramirez, Jr. Juvenile Justice Center
Request for Proposals
"WRAP AROUND PROGRAM"
RFP №2009-400-10-14-YZV

SELECTION/EVALUATION/RANKING PROCESS:

The RFP shall be submitted according to the schedule below. The County of Hidalgo is not required to select the proposal with the lowest rates/fees, but shall take into consideration other factors, including past experience, evidence of good organization, references, ability to provide requested services, and any other factors found necessary for quality service.

Proposals will be graded on a 100-point system with emphasis on ability to service Judge Mario E. Ramirez, Jr. Juvenile Justice Center. The evaluation consists of a 100-point scoring system based on the "Evaluation Criteria"-Exhibit B. The participants will be ranked after evaluation. The Hidalgo County Commissioners and/or an Evaluation Committee (selected and/or designated by Hidalgo County Commissioners will review, score and evaluate the RFPs received in response to this "Request For Proposals".

After the RFPs have been reviewed, scored and evaluated, the committee will present the grid to the Hidalgo County Commissioners Court for the purposes of ranking.

1. THE FOLLOWING CRITERIA WILL BE UTILIZED IN EVALUATING THE PROPOSALS:

- a) **VENDOR PROFILE** **25%**
The proposer shall provide information related to its qualifications and experience. The proposer must provide copies of license and certificates, permits, etc. required by the State of Texas and any other credentials/registrations or other pertinent information that demonstrates qualifications to perform the services requested in this RFP.

- b) **UNDERSTAND THE SERVICES/METHODOLOGY:** **25%**
The proposer must state, the approach and/or methodology, in achieving and rendering all services detailed and required for the "Wrap Around Program" for Hidalgo County – Juvenile Justice Center.

- c) **COST** **25%**
Proposer shall provide fee cost based per session, evaluation, update/addendum, individual and/or family counseling and group counseling.

- d) **ABILITY TO COMMIT TO ALL REQUIRED "SERVICES":** **25%**
The "Wrap Around Program" proposer should provide as much background information as to its experiences in providing similar services to juveniles, parents, etc.

EXHIBIT "B"
 SELECTION/EVALUATION/RANKING CRITERIA
 Hidalgo County – Judge Mario E. Ramirez, Jr. Juvenile Justice Center
 Request for Proposals
 "WRAP AROUND PROGRAM"
 RFP №2009-400-10-14-YZV

Selection Criteria

Points

Score

1 VENDOR PROFILE

The proposer shall provide information related to its qualifications and experience. The proposer must provide copies of license and certificates, permits, etc. required by the State of Texas and any other credentials/registrations or other pertinent information that demonstrates qualifications to perform the services requested in this RFP.

25 Points

Comments/Rationale For Points: _____

2. UNDERSTANDING THE SERVICES/METHODOLOGY:

The proposer must state, the approach and/or methodology, in achieving and rendering all services detailed and required for the "Wrap Around Program" for Hidalgo County – Juvenile Justice Center

25 Points

Comments/Rationale For Points: _____

3. COST:

Proposer shall provide fee cost based per session, evaluation, update/addendum, individual and/or family counseling and group counseling.

25 Points

Comments/Rationale For Points: _____

4. ABILITY TO COMMIT TO ALL REQUIRED "SERVICES"

The "Wrap Around Program" proposer should provide as much background information as to its experiences in providing similar services to juveniles, parents, etc.

25 Points

Comments/Rationale For Points: _____

Total Score

Provider: _____

Evaluator: _____ Date: _____

EXHIBIT "B"
FEE SCHEDULE

**Request for Proposal/Qualifications
"WRAP AROUND PROGRAM"**

RFP NO: 2009-400-10-14-YZV

To: Martha L. Salazar, CPPB, Purchasing Agent
Hidalgo County Purchasing Department
Physical Address: 2802 S. Business Hwy. 281
Mailing/US Postal Address: 2812 S. Business Hwy. 281
Edinburg, Texas 78539

In accordance with the Requirements, and subject to all laws and regulations of the United States and state and local laws, the undersigned proposer proposes and commits to furnish all labor, equipment, material, software and services as set forth in the documents hereinbefore mentioned. The undersigned proposer further agrees, upon acceptance of its proposal, to execute a contract and/or Purchase Order issued by Hidalgo County for performing and completing the work described in the Requirements within the time stated and for the prices proposed in the documents attached hereto and made a part hereof.

Proposer acknowledges receipt of all of the pages of the documents referenced in the Request for Proposal Checklist presented in connection with this procurement. Proposer understands that Hidalgo County reserves the right to reject any or all proposals and further reserves the right to design the evaluation criteria to be used in selecting the lowest and best proposal.

Proposer agrees that this proposal shall be good and may not be withdrawn for a period of ninety (90) calendar days after the scheduled closing time for receiving proposals, as contained in the Requirements.

Respectfully submitted,

Proposer: SOUTHWEST KEY PROGRAMS, INC.

Address: 6002 Jain Lane

Austin, Texas 78721

By: 

Printed Name: Juan J. Sanchez, Ed.D.

SOUTHWEST KEY PROGRAMS, INC.

Community Connection Program

2009

		Annual Budget	
	Personnel	Annual Salary	24 Youth
Salaries Expenses:			
Program Director	1.00	\$ 47,000	\$ 47,000
Executive Assistant	0.50	26,000	13,000
Clinician	1.00	46,000	46,000
Case Manager	2.00	30,000	60,000
Family Specialist - Part Time	4.00	10,000	40,000
Total Salaries Expense	8.50		206,000
Fringe Benefits:			
FICA & Medicare			15,760
SUTA			1,300
Workers Compensation			5,150
Group Health Insurance			24,840
Disability Insurance			2,470
Retirement			6,180
Total Fringe Benefits			55,700
Contractual:			
Evaluation			2,000
Total Contractual			2,000
Direct Costs:			
Travel - Mileage			3,000
Employee Training			3,000
Food Expense			2,000
Client Personal Items			500
Total Direct Costs			8,500
Operating Expenses:			
Building Lease			30,000
Utilities			4,800
Telephone			10,100
Office Supplies			3,000
Overnight Mail			1,000
Advertising			800
Computer Equipment			7,200
Computer Supplies			1,500
Computer Software			1,000
Office Furniture Expense			3,500
Vehicle Lease			19,200
Copier Rental			1,800
Maint. & Repair - Building			2,000
Maint. & Repair - Vehicle			4,800
Vehicle Gas & Oil			7,200
Employee Recognition - Food			300
Ins. - Gen. & Prof. Liability			2,400
Ins. - Property			1,000
Ins. - Automobile			3,200
Dues & Subscriptions			1,400
Payroll Service			1,500
Total Operating Expenses			107,700

TOTAL EXPENSES

379,900

Indirect Cost

57,360

Minimum Guaranteed

437,260

Daily Rate per Youth

\$ 49.92

MEMORANDUM

(IMMEDIATE REVIEW AND RESPONSE REQUIRED)

To: Juan J. Sanchez, President/CEO
Southwest Key Programs

From: Yolanda Velasquez, Buyer I
Hidalgo County Purchasing Department

Date: November 04, 2009

Re: Best and Final Offer – RFP N9 2009-400-10-14-YZV
Hidalgo County – Juvenile Justice Center "Wrap Around Program"

Pursuant to "Meeting held on Wednesday, November 04, 2009", a discussion was held regarding any concerns and/or questions in connection with the above referenced project. Hidalgo County Chief Juvenile Probation Officer, Mr. Israel "Buddy" Silva Jr. discussed what the project and services entailed. Please review discussion and approved details as follows:

- a) The term of the contract for "Juvenile Probation" will be effective upon Commissioners Court approval and ending August 31, 2010 with the County's option for two (2) one (1) year Juvenile Probation's fiscal year (September 1 through August 31) extensions based on prior's year performance evaluation and contingent upon cost remaining unchanged;
- b) The Certificate of Insurance will need to be corrected and name "Juvenile" as the additional insured;
- c) Schedule of Fees were discussed and agreed upon. Fee Schedule pursuant to the twenty-four (24) youth;
- d) Southwest Key Program will initiate the program's process effective January 11, 2010.

At this time Hidalgo County is requesting for consideration a "Best and Final Offer" as discussed and agreed by both parties for the proposed scope of work and services for the above referenced project.

We request that you submit a proposed "Best and Final Offer" by 2:00 p.m. Thursday, November 04, 2009 or sooner, in order to proceed forward.

If you should have any questions or need additional information please call me at (956) 318-2626 extension 4881. Thank you.

BEST AND FINAL OFFER \$49.92 per youth/ per day with a min guarantee of 24 clients.

Signature:

Printed

Name:

Juan J. Sanchez
Dr. Juan Jose Sanchez

Date: November 11, 2009

Title: Presidente/ CEO

EXHIBIT "C"
INSURANCE EXHIBITS

ACORDTM CERTIFICATE OF LIABILITY INSURANCE

DATE (MM/DD/YYYY)
11/2/2010


PRODUCER Insurance One Agency, LC 601 Embassy Oak, Suite 101 San Antonio TX 78216	THIS CERTIFICATE IS ISSUED AS A MATTER OF INFORMATION ONLY AND CONFERS NO RIGHTS UPON THE CERTIFICATE HOLDER. THIS CERTIFICATE DOES NOT AMEND, EXTEND OR ALTER THE COVERAGE AFFORDED BY THE POLICIES BELOW.	
INSURED Southwest Key Programs, Inc. 6002 Jain Lane Austin TX 78721	INSURERS AFFORDING COVERAGE INSURERA: Philadelphia In Co INSURERB: Federal Ins Co INSURER C: INSURERD: INSURERE:	NAIC # 23850 20281

COVERAGES

THE POLICIES OF INSURANCE LISTED BELOW HAVE BEEN ISSUED TO THE INSURED NAMED ABOVE FOR THE POLICY PERIOD INDICATED. NOTWITHSTANDING ANY REQUIREMENT, TERM OR CONDITION OF ANY CONTRACT OR OTHER DOCUMENT WITH RESPECT TO WHICH THIS CERTIFICATE MAY BE ISSUED OR MAY PERTAIN, THE INSURANCE AFFORDED BY THE POLICIES DESCRIBED HEREIN IS SUBJECT TO ALL THE TERMS, EXCLUSIONS AND CONDITIONS OF SUCH POLICIES. AGGREGATE LIMITS SHOWN MAY HAVE BEEN REDUCED BY PAID CLAIMS.

INSR	ADD'L	TYPE OF INSURANCE	POLICY NUMBER	POLICY EFFECTIVE DATE (MM/DD/YY)	POLICY EXPIRATION DATE (MM/DD/YY)	LIMITS	
A		GENERAL LIABILITY <input checked="" type="checkbox"/> COMMERCIAL GENERAL LIABILITY <input type="checkbox"/> CLAIMS MADE <input checked="" type="checkbox"/> OCCUR <input checked="" type="checkbox"/> Professional GEN'L AGGREGATE LIMIT APPLIES PER: <input checked="" type="checkbox"/> POLICY <input type="checkbox"/> PRO-JECT <input type="checkbox"/> LOC	PHPK617844	9/1/2010	9/1/2011	EACH OCCURRENCE	\$ 1,000,000
						DAMAGE TO RENTED PREMISES (Ea occurrence)	\$ 100,000
						MED EXP (Any one person)	\$ 5,000
						PERSONAL & ADV INJURY	\$ 1,000,000
						GENERAL AGGREGATE	\$ 3,000,000
						PRODUCTS - COMP/OP AGG	\$ 3,000,000
A		AUTOMOBILE LIABILITY <input checked="" type="checkbox"/> ANY AUTO <input type="checkbox"/> ALL OWNED AUTOS <input type="checkbox"/> SCHEDULED AUTOS <input checked="" type="checkbox"/> HIRED AUTOS <input checked="" type="checkbox"/> NON-OWNED AUTOS <input checked="" type="checkbox"/> \$1,000 Comp <input checked="" type="checkbox"/> \$1,000 Coll	PHPK617844	9/1/2010	9/1/2011	COMBINED SINGLE LIMIT (Ea accident)	\$ 1,000,000
						BODILY INJURY (Per person)	\$
						BODILY INJURY (Per accident)	\$
						PROPERTY DAMAGE (Per accident)	\$
		GARAGE LIABILITY <input type="checkbox"/> ANY AUTO				AUTO ONLY - EA ACCIDENT	\$
						OTHER THAN AUTO ONLY: EA ACC	\$
						AGG	\$
A		EXCESS/UMBRELLA LIABILITY <input checked="" type="checkbox"/> OCCUR <input type="checkbox"/> CLAIMS MADE <input type="checkbox"/> DEDUCTIBLE <input checked="" type="checkbox"/> RETENTION \$10,000	PHUB319866	9/1/2010	9/1/2011	EACH OCCURRENCE	\$ 3,000,000
						AGGREGATE	\$
							\$
							\$
							\$
		WORKERS COMPENSATION AND EMPLOYERS' LIABILITY ANY PROPRIETOR/PARTNER/EXECUTIVE OFFICER/MEMBER EXCLUDED? If yes, describe under SPECIAL PROVISIONS below				WC STATUTORY LIMITS	OT-ER
						E.L. EACH ACCIDENT	\$
						E.L. DISEASE - EA EMPLOYEE	\$
						E.L. DISEASE - POLICY LIMIT	\$
B		OTHER Crime & Fiduciary Liability	8127-9773	9/1/2010	9/1/2011	Employee Theft	\$3,000,000
						Fiduciary Liab	\$1,000,000

DESCRIPTION OF OPERATIONS / LOCATIONS / VEHICLES / EXCLUSIONS ADDED BY ENDORSEMENT / SPECIAL PROVISIONS
 Hidalgo County Juvenile Probation is listed as additional insured when required by written contract.

CERTIFICATE HOLDER Hidalgo County Juvenile Probation Department 3100 S. Highway 281 Edinburg TX 78540	CANCELLATION SHOULD ANY OF THE ABOVE DESCRIBED POLICIES BE CANCELLED BEFORE THE EXPIRATION DATE THEREOF, THE ISSUING INSURER WILL ENDEAVOR TO MAIL 30 DAYS WRITTEN NOTICE TO THE CERTIFICATE HOLDER NAMED TO THE LEFT, BUT FAILURE TO DO SO SHALL IMPOSE NO OBLIGATION OR LIABILITY OF ANY KIND UPON THE INSURER, ITS AGENTS OR REPRESENTATIVES. AUTHORIZED REPRESENTATIVE 
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IMPORTANT

If the certificate holder is an ADDITIONAL INSURED, the policy(ies) must be endorsed. A statement on this certificate does not confer rights to the certificate holder in lieu of such endorsement(s).

If SUBROGATION IS WAIVED, subject to the terms and conditions of the policy, certain policies may require an endorsement. A statement on this certificate does not confer rights to the certificate holder in lieu of such endorsement(s).

DISCLAIMER

The Certificate of Insurance on the reverse side of this form does not constitute a contract between the issuing insurer(s), authorized representative or producer, and the certificate holder, nor does it affirmatively or negatively amend, extend or alter the coverage afforded by the policies listed thereon.