**Provider will:**

The Contractor agrees to:

* 1. **Provide services/deliverables in accordance with the terms and conditions of the contract**
  2. **Establish and manage a DFCS approved comprehensive program for receiving and completing referrals for child life history studies.**
  3. **Maintain and track a data-based system to receive and monitor child life history studies.**
  4. **Adhere to all DFCS policy, procedures, and protocols.**
  5. **Communicate with local County Department of Family and children Services Offices and State Adoptions Unit concerning any programmatic issues or barriers.**
  6. **Ensure and verify that service provision is completed within 55 days of referral receipt for a Child Life History as outlined in the DFCS Policy Manual Chapter 11.5.**
  7. **Attend all DFCS required meetings as requested.**
  8. **Attach a customer satisfaction survey to each completed product submitted to the county.**
  9. **Submit by the 10th of each month a packet to include an invoice, programmatic report, referral tracking spreadsheet, and completed customer service satisfaction surveys.**
  10. **Return corrections to completed products and invoices within three business days of request.**
  11. **Will ensure and verify all professional staff (full time, part time employees or sub-contractors) will have either a BSW or other related degree (i.e. marriage & family counseling, psychology, public administration) and not less than three years of child welfare programmatic experience or a MSW or related degree (i.e. marriage &family counseling, psychology, public administration) and one year of child welfare programmatic experience. The Department has the final discretion to approve or disapprove any staff and/or sub-contracted provider.**
  12. **Provider must request approval to move line item funding from SSAU Director.**

AND

**The Department will**:

1. **Monitor monthly the child life history referral tracking spreadsheet for timeliness and compliance.**
2. **Review a sample of child life histories for adoption policy compliance.**
3. **Monitor performance of the Contractor and provide technical assistance, training, guidance, and consultation as needed and requested by the Provider.**
4. **Provide Contractor with information necessary to complete and fulfill the requirements.**
5. **Conduct quarterly site visits and annual audits of programmatic services and review compliance.**
6. **Process payment to the Contractor within 30 business days after receipt of a fully approved invoice packet.**

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**Supplier’s Signature Date**