Memorandum of Agreement

Between
Department of Human Services, RI Department of Health
and RI Health Center Association Regarding the:

Rhode Island Family Resource Counselor Program

The Family Resource Counselor Program is designed to screen and refer pregnant women, children, and families for Rite Care/Rite Share, Family Independence Program (FIP), Child Care Subsidy, Food Stamps and Women, Infants and Children (WIC) and to help them apply for Rite Care/Rite Share. Family Resource Counselors (FRCs) are available at hospitals, community health centers and community-based agencies. The FRCs assist the Department of Human Services (DHS) in meeting the Federal Medical Assistance Outstationing requirement. The Rhode Island Health Center Association (RIHCA) serves as the Contract Manager for the Family Resource Counselor Program. The FRC Program is jointly funded by DHS and HEALTH and subject to FRC contract agreements.

The Rhode Island Department of Health, Rhode Island Department of Human Services and Rhode Island Health Center Association agree to the following regarding the Family Resource Counselor program:

Department of Health

- HEALTH agrees to explore ongoing funding sources in collaboration with DHS and RIHCA for the purposes of sustainability and expansion of the Family Resource Counselor Program.
- HEALTH agrees to analyze data provided by RIHCA and DHS for the purpose of program evaluation.
- HEALTH agrees to conduct overall program evaluations.
- HEALTH is responsible for providing annual training on WIC eligibility and referrals.
- HEALTH agrees to participate jointly with DHS and RIHCA in overall program oversight and policy development for the FRC program.
- HEALTH agrees to participate in quarterly FRC planning meetings with RIHCA and DHS.
- HEALTH agrees to participate in quarterly FRC trainings with RIHCA and DHS.
- HEALTH agrees to participate in the monthly Covering Kids & Families FRC Network meetings to discuss sustainable FRC funding and network infrastructure development.

Department of Human Services

Center for Child and Family Health (CCFH)
• CCFH agrees to explore ongoing funding sources in collaboration with HEALTH and RIHCA for the purposes of sustainability and expansion of the Family Resource Counselor Program.
• CCFH agrees to have a liaison or designee participate in quarterly Family Resource Counselor planning meetings with RIHCA and HEALTH.
• CCFH agrees to have a liaison or designee participate in quarterly Family Resource Counselor trainings with RIHCA and HEALTH.
• CCFH agrees to enter into a data sharing agreement with RIHCA if necessary to satisfy DHS requirements.

Field Operations

• DHS agrees to assign a Field Operations Liaison to be responsible for ensuring that RIHCA is given timely updates and information on policies and procedures and to assist with the resolution of technical assistance issues involving DHS policies and procedures.
• DHS agrees to have a Field Operations Liaison or designee participate in quarterly Field/Program Issue meetings with RIHCA to discuss specific issues and obtain policy and procedure updates.
• DHS agrees to have a Field Operations Liaison or designee participate in quarterly FRC planning meetings with RIHCA and HEALTH.
• DHS agrees to have a Field Operations Liaison participate in quarterly Family Resource Counselor trainings with RIHCA and HEALTH.
• DHS agrees to have the regional managers or their designees participate in semiannual meetings at each eligibility office with RIHCA, the Family Resource Counselors, and DHS eligibility staff and to insure continued positive working relationships and resolve barriers to enrollment and renewal.

Rhode Island Health Center Association

Funding

• RIHCA agrees to contract with DHS for funding for the Health Center Family Resource Counselors and distribute the funds to the Health Centers.
• RIHCA agrees to explore ongoing funding sources in collaboration with DHS and HEALTH for the purposes of sustainability and expansion of the Family Resource Counselor Program.

Subcontract/Memorandum of Agreement

• RIHCA agrees to provide the funded Health Centers with a sub-contract for the work of the Family Resource Counselors as allowable under its contract with DHS.

Data Collection and Analysis

• RIHCA agrees to collect data from the Family Resource Counselors on a monthly basis.
• RIHCA agrees to compile data from Family Resource Counselor reports on the number of individuals screened for FIP, Food Stamps, WIC, and Rite Care, the number of Rite
CareRite Share applications completed and provide quarterly written reports to HEALTH, DHS, Covering Kids & Families RI and FRC sites.
- RIHCA agrees to track on a monthly basis systemic barriers to enrollment and application assistance as identified by the FRCs and provide written documentation to DHS, HEALTH and Covering Kids & Families RI and work with DHS to find possible solutions.

Training and Technical Assistance
- RIHCA agrees to create a library of training material from each Family Resource Counselor training.
- RIHCA agrees to provide technical assistance to Family Resource Counselors.
- RIHCA agrees to conduct training for all new Family Resource Counselors; provide FRC number after completion of training, and inform the DHS, HEALTH, and other FRCs of all new Family Resource Counselors.
- RIHCA agrees to lead and coordinate Family Resource Counselor planning meetings.
- RIHCA agrees to lead and coordinate quarterly Family Resource Counselor trainings.

Liaison between FRCs and DHS/Health
- RIHCA agrees to advocate on behalf of all Family Resource Counselors to resolve barriers to application assistance and enrollment.
- RIHCA agrees to act as a liaison between DHS, HEALTH and the Family Resource Counselors.
- RIHCA agrees to participate in quarterly Field/FRC Issue meetings with the DHS Field Operations Liaison to discuss specific issues and obtain policy and procedure updates.
- RIHCA agrees to coordinate semiannual meetings at each field office with the Regional Manager or his/her designee, local DHS eligibility staff and the Family Resource Counselors to ensure continued positive working relationships and reduce barriers to enrollment and renewal.

Director - DHS
Date 6/2/04

Representative from HEALTH
Date 6/14/04

Representative from RIHCA
Date 5/28, 2004
## FRC Program Meeting Grid

<table>
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<tr>
<th>Event Type</th>
<th>CCFH</th>
<th>Field Liaison</th>
<th>Regional Managers</th>
<th>DHS Office Staff</th>
<th>Health</th>
<th>RIHCA</th>
<th>CKF</th>
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<td>Quarterly FRC planning</td>
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<td>Monthly Covering Kids &amp; Families FRC Network Meeting</td>
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As of July 1, 2003 the following Health Centers and Hospitals are funded Family Resource Counselor sites:

**Health Centers**
- Bayside Family Healthcare
- Blackstone Valley Community Health Centers
- Chad Brown Health Center
- East Bay Family Health Care
- Family Health Services
- New Visions for Newport County
- Northwest Health Center
- Providence Community Health Centers
- Thundermist of Woonsocket
- Thundermist of South County
- Tri-Town Health Center
- Wood River Health Services

**Hospitals**
- Memorial Hospital of Rhode Island
- St. Joseph Hospital for Specialty Care
- Women and Infants’ Hospital
- Rhode Island Hospital/Hasbro Children’s Hospital

Additional locations of non-funded Family Resource Counselor sites:

**Hospitals**
- Bradley Hospital
- Miriam Hospital
- Newport Hospital

**Community Based Organizations**
- Progreso Latino