

## **CSC/Agency Relations – General Principles**

1. Open, honest and transparent communication between CSC and its agencies is critical to an effective relationship.
2. In order to accomplish its Sentinel Outcomes CSC chooses not to be a direct program/service provider. CSC will generally contract for programs and services through third party agencies.
3. CSC and agencies are separate entities. CSC will set clear expectations for the implementation of programs and services with and clear outcomes/deliverables to be achieved. CSC will not manage agencies.
4. Agencies funded by CSC will:
  - a) Achieve Program Outcomes and/or address Measureable Conditions that lead to Sentinel Outcomes identified in CSC’s Pathway to Early Childhood Development.
  - b) Implement programs with fidelity to an Evidence Based model or the model proposed to CSC and described in their contract.
  - c) Be data-driven, including the submission of timely, accurate and complete data to CSC, as well as proactively engage in analysis of program and system-wide data and use it for problem solving and decision making to promote continuous improvement.
  - d) Participate in the creation, growth and continuous improvement of a system of care.
  - e) Maintain certification of sound agency administrative standards through Nonprofits First, Inc., if the agency is a nonprofit organization.
5. CSC will assist funded agencies maintain the capacity necessary to provide effective programs and services:
  - a) CSC will fully pay for all reasonable costs incurred in carrying out its contracted programs – including costs of maintaining qualified staff, furnishing user-friendly data systems, and providing required training.
  - b) CSC supports strengthening the administrative and operational capacity of nonprofit organizations through education, leadership development and management services.
6. CSC and agencies have significant time, energy and dollars invested in their relationship. However, the following are reasons that CSC may choose to no longer fund a program or service:
  - a) CSC reassesses its strategic direction and the program/service no longer is a strategic priority for CSC.
  - b) The contracted program/service is not achieving the desired outcomes.
  - c) The agency is not implementing the program with fidelity to the model.
  - d) The agency is not meeting the terms of its contract.

CSC’s termination of a contract will be done with a transition period and in a manner that minimizes the impact on children and families being served and on the staff of the organization.