

**FIRST AMENDMENT TO AGREEMENT
FOR TELEPHONIC CRISIS SUPPORT SERVICES
LINES FOR LIFE**

THIS FIRST AMENDMENT TO AGREEMENT ("Amendment #1") is made effective July 1, 2017 between Yamhill County, a political subdivision of the State of Oregon acting by and through its Board of Commissioners and its Health and Human Services Department, Behavioral Health Programs ("County") and Lines for Life, an Oregon nonprofit corporation, 5100 SE Macadam Avenue, Suite 400, Portland, OR 97239, Federal Tax Identification Number 93-0725294 ("Contractor").

RECITALS:

A. County and Contractor are parties to that certain agreement dated as of December 21, 2016 (the "Underlying Agreement"), pursuant to which Contractor provides Telephonic Crisis Support services.

B. County and Contractor now desire to further amend the Underlying Agreement upon the terms and conditions as more particularly set forth herein below.

C. Capitalized terms not defined herein shall have the meanings attributed to such terms in the Agreement.

NOW, THEREFORE, in consideration of the mutual covenants and agreements set forth herein below and of other good and valuable consideration, the receipt and sufficiency of which are hereby acknowledged by the parties hereto, County and Contractor, intending legally to be bound, hereby agree as follows:

1. Section 2 of the Underlying Agreement is hereby amended to include the Services as detailed in the YouthLine Peer-to-Peer Crisis Line Support and Outreach Program YouthLine Crisis Line Support and Referral which is attached hereto as Exhibit A and which is incorporated herein by this reference.

2. Section 6 of the Underlying Agreement is hereby amended to include the following:

"County shall reimburse Contractor \$50,000 per year (\$4,166.67 per month), beginning July 1, 2017 through June 30, 2019 for the additional Services detailed in Exhibit A to this Amendment #1."

3. The balance of Section 6 of the Underlying Agreement remains unchanged.

4. Ratification. Except as otherwise expressly modified by the terms of this Amendment #1, the Underlying Agreement shall remain unchanged and continue in full force and effect. All terms, covenants and conditions of the Underlying Agreement not expressly modified herein are hereby confirmed and ratified and remain in full force and effect, and, as

further amended hereby, constitute valid and binding obligations of Contractor enforceable according to the terms thereof.

5. Authority. County and Contractor and each of the persons executing this Amendment #1 on behalf of County and Contractor hereby covenants and warrants that: (i) such party has full right and authority to enter into this Amendment #1 and has taken all action required to authorize such party (and each person executing this Amendment #1 on behalf of such party) to enter into this Amendment #1, and (ii) the person signing on behalf of such party is authorized to do so on behalf of such entity.

6. Binding Effect. All of the covenants contained in this Amendment #1 shall be binding upon and shall inure to the benefit of the parties hereto and their respective heirs, legal representatives and permitted successors and assigns.

7. Counterparts. This Amendment #1 may be executed in multiple counterparts, each of which shall be an original, but all of which shall constitute one and the same Amendment #1.

8. Recitals. The foregoing recitals are intended to be a material part of this Amendment #1 and are incorporated herein by this reference.

IN WITNESS WHEREOF, the parties hereto have executed, or caused to be executed on the date indicated by their duly authorized officials, this Amendment #1 in duplicate, each of which shall be deemed an original on the date executed by all parties.

DONE the last date set forth adjacent to the signatures of the parties below.

LINES FOR LIFE

By: David F. Westbrook
(signature)
Date: 6/22/2017

David F. Westbrook
(printed name)

Chief Operating Officer
(title)

Accepted by Yamhill County
Board of Commissioners on
6-29-17 by Board Order
17-251

YAMHILL COUNTY, OREGON

[Signature]
STAN PRIMOZICH, Chair
Board of Commissioners
Date: 6-29-17

[Signature]
SILAS HALLORAN-STEINER, Director
Department of Health & Human Services
Date: 6/23/17

FORM APPROVED BY:
[Signature]
CHRISTIAN BOENISCH
County Counsel
Date: 7/6/17

EXHIBIT A

YouthLine Peer-to-Peer Crisis Line Support and Outreach Program YouthLine Crisis Line Support and Referral

Lines for Life shall provide 24/7/365 days per week suicide prevention and behavioral health crisis line services for youth ages 12-21 in Yamhill County via the Oregon YouthLine - a peer to peer crisis line for teens which is a service of Lines for Life. With Master's level supervision, trained youth will answer calls, texts, chats, and emails from targeted youth from 4-10pm daily. All other hours, YouthLine contacts will be answered by Lines for Life "Adult" Crisis Line Call Center.

Lines for Life provides extensive training (50 hours of classroom and integrated listening shifts) to peer-to-peer counselors (ages 15-21) that includes certification in safeTALK, Youth Mental Health First Aid, and depending on individual readiness, ASIST (Applied Suicide Intervention Skills Training).

Scope of Work

- a. Screening. Compassionate assistance to determine YouthLine caller needs and refer them to appropriate resources in their area that will help them find the support they need. Screening will utilize evidence-based models, such as ASIST, as outlined in the contract. Peer call workers will build rapport and develop a supportive and nonjudgmental relationship, and employ active listening skills and motivational interviewing to help determine next steps and appropriate resources for each caller.
- b. Triage. Peer counselors will employ emergency services in cases of immediate risk of harm to self or others, withdrawal from alcohol and/or other substances, and in the events of poisoning.
- c. Coaching. Coaching shall be provided for: decision-making, healthy coping strategies, help-seeking via identifying and reaching out to a trusted adult, identifying solutions to de-escalate crisis, and for choosing life and sobriety.
- d. Follow up. Phone and text follow up support as needed/requested for up to six months to ensure youth are safe, participating in treatment, and to offer additional support or referrals as necessary.

YouthLine Educational Outreach

YouthLine will perform outreach events targeted at youth age 12-19 (middle and high school ages) to inform them of the YouthLine – a peer-to-peer crisis line for teens. Outreach will focus on mental health and wellness with an emphasis on healthy coping strategies, help-seeking behavior, and self-awareness. Educational outreach will also include information about adolescent emotional health, what warrants intervention and available supportive services for youth experiencing a behavioral health crisis.

Scope of Work

- a. Distribution of informational materials addressing youth specific self-care strategies, school ready prevention tools for administrators, and the promotion of resource stickers for Identification Cards/Cell phones.
- b. YouthLine program participation in targeted and relevant community events via faith-based organizations, youth serving organizations, and schools through workshops, tabling, conferences, health fairs etc.

Classroom Educational Outreach

Lines for Life will extend the YouthLine Educational Outreach to include in-depth, peer led educational classroom lessons (in health/PE classes) that meet statewide standards for health and focus on mental health/wellness with an emphasis on self-care, help-seeking, and using resources.

The YouthLine classroom-based training consists of lesson plans created by Master's level educators, aligned with Content Standards in Health in the areas of mental health and substance use (analyzing influences, accessing information, self-management, advocacy, decision making, goal setting, interpersonal communications) and will increase awareness around the Oregon YouthLine and other local resources.

These lessons provide information and build skills related to mental health and substance use and focus on critical thinking and self-awareness of individual behavior. Lessons are team-taught with YouthLine volunteers and an adult staff member. Additional information related to state content standards and lesson plans can be provided upon request.

Classroom lessons are integrated as needed and as relevant into different school selected health units such as mental health, substance use prevention, bullying prevention, relationships, suicide, and peer pressure. These are intended to complement existing and accepted evidence based curricula. Peer-to-peer interaction, combined with a focus on self-awareness, helps to normalize help-seeking behavior and broaden acceptance and understanding to individual behavior (demystify and de-stigmatize). For example, YouthLine

teaches a 60- to 90-minute lesson around understanding stress and how healthy coping strategies can help, and how unhealthy coping mechanisms can influence mental health and suicidal ideation. This lesson focuses on the individual's understanding and awareness of their own stress level, how he or she is managing it, and identifying when and who to ask if help is needed. This lesson complements other classroom curriculum by adding a layer of teaching for self-awareness and personal recognition, as opposed to helping others.

The coordination of classroom educational presentations is a detailed process that starts by building relationships with schools, districts, administrators, and health teachers. The YouthLine Outreach Coordinator works with individual schools to plan YouthLine lessons synchronized with the delivery of Health Units in each district. Most schools choose one/two YouthLine lessons that are planned during the school year for all health classes (in one high school for example). The Outreach Coordinator typically spend 2-3 days, back to back, presenting in a single school to deliver a consistent lesson/message to all students in health class. YouthLine youth participation is scheduled and monitored by the Coordinator based on volunteer availability and flexibility within their own school schedules. YouthLine volunteers typically do not spend more than one day at a time in the classroom.

Scope of Work

- a. Educational engagement and classroom lessons will be conducted for a minimum of 10 middle/high schools reaching no less than 1,000 middle/high school students. Onsite personnel will follow school Family Educational Rights and Privacy Act (FERPA) confidentiality guidelines, as well as Title 42 CFR and Health Insurance Portability and Accountability Act of 1996 (HIPAA) privacy rules.
- b. With all lessons, YouthLine-related materials will be distributed so students have access to the call center, as well as related information to connect to on hand/local resources such as a school-based health center, school counselor, and other youth serving organizations. A referral process will be developed specific to Yamhill County residents. Referrals will be made to Yamhill County Family and Youth services when appropriate. Concerns and barriers will be shared with local agencies on an ongoing basis in order to evaluate and improve community services and to provide available resources.
- c. If requested by a school community, Lines for Life will provide on site coordinated postvention and/or crisis intervention pending one school/community crisis as related to youth suicide, suicidal ideation contagion, and/or self-harm contagion.
- d. Development of media related tools and messaging for use in school-list-based targeted social media for students and parents. The introduction of, training and consult for use of social media mediums with middle and high school staff/administration will be dependent upon the degree of collaborative efforts by Yamhill County and Lines for Life to gain entry to Yamhill Schools.

Social Media

Time Frame 11-24 months (over the course of two school years)

Engage in social media marketing that is youth relevant and designed to raise awareness regarding youth mental health, destigmatization and help seeking behavior. Examples could include:

- Push texts, chat, blog, local targeted Instagram messages, and snapchat.
- Message engagement in school list serves and school social media accounts and traditional media such as school newspapers and newsletters.
- Targeted local electronic advertising.
- Standardized follow up text check-in program for youth reaching out to YouthLine for youth in crisis or experiencing suicidal ideation and/or self-harm.
- Engage YouthLine young adult volunteers to build following on FB, Instagram etc. to push age appropriate (teen lingo) campaign messages around self-care strategies and resources for help-seeking.
- Use of electronic (smart phones) surveys/games/classroom evaluation that are introduced and incorporated into classroom lesson plans around suicide, self-harm and risk taking behavior. Give students option for follow up via electronic media.
- Active "Search" program to research trending social media platforms (e.g. school blog or chat) in community, monitor sites for "at risk" messages with messages with resources like YL.

Program Goals:

- Manage youth to youth crisis calls, texts, chats, and emails from Yamhill County; when appropriate, refer to local resources, EMS, or CPS.
- Increase the number of Yamhill County youth reaching out for help via the YouthLine crisis support line.
- Increase awareness around available support and resources.
- Help to de-stigmatize issues related to mental health and wellness.
- Conduct school/community youth targeted outreach in a minimum of 10 Yamhill County schools/youth serving organizations/events.
- Conduct classroom education targeting 1,000 Yamhill youth ages 12-18 that build skills around mental health and wellness, as well as de-stigmatize sensitive and complex subject matter that helps to normalize help-seeking behavior.
- Reduce level of community or school crisis associated with suicide, suicide attempts, contagion, and or self-harm (postvention).
- Use social media strategies to increase awareness among youth related to knowledge and use of resources available in times of crisis.

Performance Measurements

The YouthLine will use a variety of measurement tools to evaluate program progress and performance including:

- a. Call/Contact data that is requested and captured including: volume, caller issues, follow ups, crisis de-escalation (data related to EMS and CPS)
- b. Tracking and tallying the number of outreach events and classroom lessons, workshops etc.
- c. Utilization of pre/post classroom surveys for school related lessons. This information will be reviewed and summarized and submitted to Yamhill County in the quarterly and annual service reports. YouthLine will also use collected data and analysis to inform community stakeholders, as well as collaborate with community stakeholders to make improvements or rework strategies.
- d. Tracking and tallying of action steps accomplished related to school implementation of prevention, intervention, and postvention strategies.
- e. Analytics related to social media impact.

In Oregon, the statewide standardized teen health surveys are available to high schools and middle schools each year. These surveys are The Oregon Healthy Teens Survey and the Student Wellness Survey, administered simultaneously every other year. When available, this data will also be used to evaluate specific markers as related to work associated with the YouthLine program. These are questions that focus on mental health specifically, and issues that impact mental health such as bullying and drug and alcohol use. It is our intention to work with the community and schools to increase the numbers of schools that voluntarily participate in these surveys.

Additional Staff: Qualifications

Emily Moser, YouthLine Crisis Line Program Manager, manages the YouthLine, a teen to teen, peer support, help, crisis, and suicide hotline. Emily has been on staff at Lines for Life for over 7 years working in community prevention, prevention education, and crisis intervention with a primary focus on youth and parents. She has held previous positions as Director of Parenting and Youth Programming and Program Manager for Parent Prevention training. Ms. Moser is a certified trainer in several evidence based mental health and suicide related programs including safeTALK, Youth Mental Health First Aid, and the Olweus Bullying Prevention Program. Ms. Moser has also participated in Crisis Intervention Training with law enforcement agencies throughout the state. Ms. Moser holds a Masters of Arts in Teaching degree from Lewis and Clark College as well as a Masters of Public Administration degree from Portland State University. Ms. Moser attended the University of Oregon where she received a Bachelor of Arts degree in Business and Dance.

Morgan Leets, YouthLine Coordinator, is part of the Crisis Lines Team for Lines for Life. She is the Coordinator for the Oregon YouthLine, a teen to teen support, help, and crisis line. Morgan has been

working in Crisis Intervention for over 10 years, 4 years at Lines for Life and on the YouthLine as a supervisor, trainer and coordinator. She was a supervisor at the Crisis Call Center in Reno, NV for the previous 6 years. She also has 6 years of experience working in a High School Special Education Program. Morgan is a certified trainer in ASIST, safeTALK, MHFA, and YMHFA; these mental health and suicide interventions trainings are evidence based and internationally recognized. She is the co-author of, and a trainer for, the Peer Crisis Intervention Specialist Curriculum Training for the YouthLine at Lines for Life. She has also co trained at the Department of Public Safety Standards and Training, working with police officers regarding awareness and support for those who live with mental illness. Morgan holds a Masters of Education in Special Education and a Bachelor of Arts degree in Psychology from the University of Nevada, Reno. She is also an AAS Certified Crisis Intervention Specialist.

Melissa Trombetta, Crisis Lines Outreach Coordinator, holds a Master's Degree in Social Work. Melissa's experience as a Youth Worker ranges from residential facilities to working with teens aging out of the foster care system, to providing therapeutic interventions for college students. Melissa currently works for YouthLine, a service of Lines for Life. As the Outreach Coordinator Melissa focuses on state-wide classroom education around Mental Health issues and supervises teens on the YouthLine. Melissa holds a BA in Child and Family Studies and a Masters in Social Work from Portland State University