

SENIOR ADVOCACY SERVICES

Agreement to Provide

**SERVICES RELATED TO THE HEALTH INSURANCE COUNSELING AND
ADVOCACY PROGRAM (HICAP), THE MEDICARE IMPROVEMENTS FOR
PATIENTS AND PROVIDERS ACT (MIPPA), THE OMBUDSMAN PROGRAM, AND
ELDER ABUSE PREVENTION**

Funding Amount: **\$862,438.00**

Term: **07/01/2024 to 06/30/2025**

Agreement Number: AA-SAS-S4S-2425

Funding Source: Older Americans Act (OAA)

Assistance Listing Numbers: 93.041, 93.042, 93.044, 93.071, 93.324

AGREEMENT FOR PROVISION OF SERVICES

This agreement ("Agreement"), dated as of July 1, 2024 ("Effective Date"), is by and between the County of Sonoma, a political subdivision of the State of California (hereinafter "County"), and Senior Advocacy Services, a California non-profit Corporation designated as a Sub-recipient of federal funds as more thoroughly described in Exhibit E attached hereto (hereinafter "Contractor").

RECITALS

WHEREAS, Contractor represents that it is duly qualified by reason of training, experience, equipment, organization, staffing, and facilities to provide the services contemplated by this Agreement and is experienced in community-based older adult programs and related services; and

WHEREAS, in the judgment of the Board of Supervisors and Human Services Department it is necessary and desirable to employ the services of Contractor for services related to the Health Insurance Counseling and Advocacy Program (HICAP), the Medicare Improvements for patients and Providers Act (MIPPA), the Ombudsman program, and Elder Abuse Prevention;

NOW, THEREFORE, in consideration of the foregoing recitals and the mutual covenants contained herein, the parties hereto agree as follows:

AGREEMENT

1. Scope of Services.

1.1. Contract Documents. The following documents, if checked, and the provisions set forth therein are attached hereto and incorporated herein, and shall be dutifully performed according to the terms of this agreement:

- | | |
|---|---|
| <input checked="" type="checkbox"/> Exhibit A: Scopes of Work | <input checked="" type="checkbox"/> Exhibit B: Fiscal Provisions/Budgets |
| <input checked="" type="checkbox"/> Exhibit C: Insurance Requirements | <input checked="" type="checkbox"/> Exhibit D: Assurance of Compliance |
| <input checked="" type="checkbox"/> Exhibit E: Additional Federal Requirements | <input type="checkbox"/> Exhibit F: Professional Licensure/Certification |
| <input checked="" type="checkbox"/> Exhibit G: Media Communications | <input type="checkbox"/> Exhibit H: Accessibility |
| <input checked="" type="checkbox"/> Exhibit I: Data System Requirements | <input type="checkbox"/> Exhibit J: Adverse Actions / Complaint Procedures |

1.2. Contractor's Specified Services. Contractor shall perform the services described in "Exhibit A: Scope of Work" (hereinafter "Exhibit A"), attached hereto and incorporated herein by this reference, and within the times or by the dates provided for in Exhibit A and pursuant to Article 7, Prosecution of Work. In the event of a conflict between the body of this Agreement and Exhibit A, the provisions in the body of this Agreement shall control.

1.3. Cooperation With County. Contractor shall cooperate with County and County staff in the performance of all work hereunder.

1.4. Performance Standard. Contractor shall perform all work hereunder in a manner consistent with the level of competency and standard of care normally observed by a person practicing in Contractor's profession. County has relied upon the professional ability and training of Contractor as a material inducement to enter into this Agreement. Contractor hereby agrees to provide all services under this Agreement in accordance with generally accepted professional practices and standards of care, as well as the requirements of applicable federal, state and local laws, it being understood that acceptance of Contractor's work by County shall not operate as a waiver or release. If County determines that any of Contractor's work is not in accordance with such level of competency and standard of care, County, in its sole discretion, shall have the right to do any or all of the following: (a) require Contractor to meet with County to review the quality of the work and resolve matters of concern; (b) require Contractor to repeat the work at no additional charge until it is satisfactory; (c) terminate this Agreement pursuant to the provisions of Article 4; or (d) pursue any and all other remedies at law or in equity.

1.5. Assigned Personnel.

1.5.1. Contractor shall assign only competent personnel to perform work hereunder.

1.5.2. Any and all persons identified in this Agreement or any exhibit hereto as the project manager, project team, or other professional performing work hereunder are deemed by County to be key personnel whose services were a material inducement to County to enter into this Agreement, and without whose services County would not have entered into this Agreement. Contractor shall not remove, replace, substitute, or otherwise change any key personnel without the prior written consent of County.

1.5.3. Contractor is required to ensure that all persons working with minor(s) under this Agreement have successfully undergone appropriate and adequate fingerprinting and background checks through the Department of Justice, Federal Bureau of Investigations and Child Abuse Central Index (CACI). Contractor is required to ensure that all persons working with elder or dependent adults under this Agreement have successfully undergone appropriate and adequate background checks and have not been convicted of elder abuse under Penal Code Section 368 or any crime where the victim is 65 or older.

1.5.4. In the event that any of Contractor's personnel assigned to perform services under this Agreement become unavailable due to resignation, sickness or other factors outside of Contractor's control, Contractor shall be responsible for timely provision of adequately qualified replacements.

1.5.5. In the event that at any time County, in its sole discretion, desires the removal of any person or persons assigned by Contractor to perform work under this Agreement, Contractor shall remove such person or persons immediately upon receiving written notice from County.

2. Payment.

For all services and incidental costs required hereunder, Contractor shall be paid on a cost reimbursement basis in accordance with the budget set forth in "Exhibit B: Fiscal Provisions/Budget" (hereinafter "Exhibit B"), attached hereto and incorporated herein by this reference. Contractor shall be paid an amount not to exceed Eight Hundred Sixty-Two Thousand, Four Hundred Thirty-Eight Dollars (\$862,438), without the prior written approval of County. Expenses not expressly authorized by the Agreement shall not be reimbursed.

Unless otherwise noted in this agreement, payments shall be made within the normal course of county business after presentation of an invoice in a form approved by the County for services performed. Payments shall be made only upon the satisfactory completion of the services as determined by the County.

2.1. Overpayment. If County overpays Contractor for any reason, Contractor agrees to return the amount of such overpayment to County at County's option, permit County to offset the amount of such overpayment against future payments owed to Contractor under this Agreement or any other agreement.

2.2. Pursuant to California Revenue and Taxation code (R&TC) Section 18662, the County shall withhold seven percent of the income paid to Contractor for services performed within the State of California under this agreement, for payment and reporting to the California Franchise Tax Board, if Contractor does not qualify as: (1) a corporation with its principal place of business in California, (2) an LLC or Partnership with a permanent place of business in California, (3) a corporation/LLC or Partnership qualified to do business in California by the Secretary of State, or (4) an individual with a permanent residence in the State of California.

2.2.1. If Contractor does not qualify, County requires that a completed and signed Form 587 be provided by the Contractor in order for payments to be made. If Contractor is qualified, then the County requires a completed Form 590. Forms 587 and 590 remain valid for the duration of the Agreement provided there is no material change in facts. By signing either form, the contractor agrees to promptly notify the County of any changes in the facts. Forms should be sent to the County pursuant to Article 12. To reduce the amount withheld, Contractor has the option to provide County with either a full or partial waiver from the State of California.

3. Term of Agreement.

The term of this Agreement shall be from 07/01/2024 to 06/30/2025 unless terminated earlier in accordance with the provisions of Article 4 below.

4. Termination.

4.1. Termination Without Cause. Notwithstanding any other provision of this Agreement, at any time and without cause, County shall have the right, in its sole discretion, to terminate this Agreement by giving five (5) days written notice to Contractor.

4.2. Termination for Cause. Notwithstanding any other provision of this Agreement, should Contractor fail to perform any of its obligations hereunder, within the time and in the manner herein provided, or otherwise violate any of the terms of this Agreement, County may immediately terminate this Agreement by giving Contractor written notice of such termination, stating the reason for termination.

4.3. Change in Funding. Contractor understands and agrees that County shall have the right to terminate this Agreement immediately upon written notice to Contractor in the event that (1) any state or federal agency or other funder reduces, withholds, terminates or funds are not made available for which the County anticipated using to pay Contractor for services provided under this Agreement or (2) County has exhausted all funds legally available for payments due to become due under this Agreement.

4.4. Delivery of Work Product and Final Payment Upon Termination. In the event of termination, Contractor, within 14 days following the date of termination, shall deliver to County all materials and work product subject to Article 9.18 (Ownership and Disclosure of Work Product) and shall submit to County an invoice showing the services performed, hours worked, and copies of receipts for reimbursable expenses up to the date of termination.

4.5. Payment Upon Termination. Upon termination of this Agreement by County, Contractor shall be entitled to receive as full payment for all services satisfactorily rendered and expenses incurred hereunder, an amount which bears the same ratio to the total payment specified in the Agreement as the services satisfactorily rendered hereunder by Contractor bear to the total services otherwise required to be performed for such total payment; provided, however, that if services which have been satisfactorily rendered are to be paid on a per-hour or per-day basis, Contractor shall be entitled to receive as full payment an amount equal to the number of hours or days actually worked prior to the termination times the applicable hourly or daily rate; and further provided, however, that if County terminates the Agreement for cause pursuant to Article 4.2, County shall deduct from such amount the amount of damage, if any, sustained by County by virtue of the breach of the Agreement by Contractor.

4.6. Authority to Terminate. The Board of Supervisors has the authority to terminate this Agreement on behalf of the County. In addition, the Purchasing Agent or the Director of the Human Services Department, in consultation with County Counsel, shall have the authority to terminate this Agreement on behalf of the County.

5. Indemnification.

Contractor agrees to accept all responsibility for loss or damage to any person or entity, including County, and to indemnify, hold harmless, and release County, its officers, agents, and employees, from and against any actions, claims, damages, liabilities, disabilities, or expenses, that may be asserted by any person or entity, including Contractor, that arise out of, pertain to, or relate to Contractor's or its agents', employees', contractors', subcontractors', or invitees' performance or obligations under this Agreement. Contractor agrees to provide a complete defense for any claim or action brought against County based upon a claim relating to such Contractor's or its agents', employees, contractors, subcontractors, or invitees performance or obligations under this Agreement. Contractor's obligations under this Section apply whether or not there is concurrent negligence on County's part, but to the extent required by law, excluding liability due to County's conduct. Subject to Contractor's approval, County shall have the right to select its legal counsel at Contractor's expense. Contractor may not reasonably

withhold its approval. This indemnification obligation is not limited in any way by any limitation on the amount or type of damages or compensation payable to or for Contractor or its agents under workers' compensation acts, disability benefits acts, or other employee benefit acts.

6. Insurance.

With respect to performance of work under this Agreement, Contractor shall maintain and shall require all of its subcontractors, consultants, and other agents to maintain, insurance as described in "Exhibit C: Insurance Requirements" (hereinafter "Exhibit C"), which is attached hereto and incorporated herein by this reference.

7. Prosecution of Work.

The execution of this Agreement shall constitute Contractor's authority to proceed immediately with the performance of this Agreement. Performance of the services hereunder shall be completed within the time required herein, provided, however, that if the performance is delayed by earthquake, flood, high water, or other Act of God or by strike, lockout, or similar labor disturbances, the time for Contractor's performance of this Agreement shall be extended by a number of days equal to the number of days Contractor has been delayed.

8. Extra or Changed Work.

Extra or changed work or other changes to the Agreement may be authorized only by written amendment to this Agreement, signed by both parties. Minor changes which do not significantly change the scope of work or significantly lengthen time schedules, and amendments to the Agreement which do not increase the amount of payment under the Agreement (taking into account all prior amendments) more than \$100,000 from the original Agreement amount, may be executed by the Department Head in a form approved by County Counsel. The Board of Supervisors/Purchasing Agent must authorize all other extra or changed work. The parties expressly recognize that, pursuant to Sonoma County Code Section 1-11, County personnel are without authorization to order extra or changed work or waive Agreement requirements. Contractor further expressly waives any and all right or remedy by way of restitution and quantum meruit for any and all extra work performed without such express and prior written authorization of the County.

9. Representations of Contractor.

9.1. Standard of Care. County has relied upon the professional ability and training of Contractor as a material inducement to enter into this Agreement. Contractor hereby agrees that all its work will be performed and that its operations shall be conducted in accordance with generally accepted and applicable professional practices and standards as well as the requirements of applicable federal, state and local laws, it being understood that acceptance of Contractor's work by County shall not operate as a waiver or release.

9.2. Status of Contractor. The parties intend that Contractor, in performing the services specified herein, shall act as an independent contractor and shall control the work and the manner in which it is performed. Contractor is not to be considered an agent or employee of County and is not entitled to participate in any pension plan, worker's compensation plan, insurance, bonus, or similar benefits County provides its employees. In the event County exercises its right to terminate this Agreement pursuant

to Article 4, above, Contractor expressly agrees that it shall have no recourse or right of appeal under rules, regulations, ordinances, or laws applicable to employees.

9.3. Subcontractors. No performance of this Agreement or any portion thereof, may be assigned or subcontracted without the express written consent of the County. Any attempt by the Contractor to assign or subcontract any performance of this Agreement without the express written consent of the County shall be invalid and shall constitute a breach of this Agreement.

9.3.1. In the event the Contractor is allowed to subcontract, the County shall look to the Contractor for results of its subcontracts. The Contractor agrees to be responsible for all the subcontractor's acts and omissions to the same extent as if the subcontractors were employees of the Contractor. No subcontracts shall alter in any way any legal responsibility of the Contractor to the County. Whenever the Contractor is authorized to subcontract or assign, the terms of this Agreement shall prevail over those of any such subcontract or assignment.

9.4. No Suspension or Debarment. Contractor warrants that it is not presently debarred, suspended, proposed for debarment, declared ineligible, or voluntarily excluded from participation in covered transactions by any federal department or agency. Contractor also warrants that it is not suspended or debarred from receiving federal funds as listed in the List of Parties Excluded from Federal Procurement or Non-procurement Programs issued by the General Services Administration. If the Contractor becomes debarred, Contractor has the obligation to inform the County.

9.5. Taxes. Contractor agrees to file federal and state tax returns and pay all applicable taxes on amounts paid pursuant to this Agreement and shall be solely liable and responsible to pay such taxes and other obligations, including, but not limited to, state and federal income and FICA taxes. Contractor agrees to indemnify and hold County harmless from any liability which it may incur to the United States or to the State of California as a consequence of Contractor's failure to pay, when due, all such taxes and obligations. In case County is audited for compliance regarding any withholding or other applicable taxes, Contractor agrees to furnish County with proof of payment of taxes on these earnings.

9.6. Records Maintenance. Contractor shall keep and maintain full and complete program, client, and statistical documentation and financial records, subcontracts and other records concerning all services performed that are compensable under this Agreement and shall make such documents and records available at County's request for inspection at any reasonable time.

9.6.1. Contractor shall retain all records pertinent to this Agreement, including financial, statistical, property, and participant records and supporting documentation for a period of four (4) years from the date of final payment of this Agreement. If, at the end of four years, there is ongoing litigation or an outstanding audit involving those records, Contractor shall retain the records until resolution of the litigation or audit.

9.7. Monitoring, Assessment & Evaluation. Authorized federal, state and/or county representatives shall have, with advance notice and during normal business hours, the right to monitor, assess, evaluate, audit, and examine all administrative, financial and program performance activities and records of Contractor and its subcontractors pursuant to this Agreement. Said monitoring, assessment, evaluation,

audit and examination may include, but is not limited to, administrative, financial, statistical, data and procurement processes, inspections of project premises, inspection of food preparation sites as appropriate, interviews of program staff and participants, and examination and/or duplication of records with respect to all matters covered by this Agreement. Contractor shall cooperate with County in this process and shall make program and administrative staff available during any monitoring, assessment, evaluation, audit or examination.

9.8. Conflict of Interest. Contractor covenants that it presently has no interest and that it will not acquire any interest, direct or indirect, that represents a financial conflict of interest under state law or that would otherwise conflict in any manner or degree with the performance of its services hereunder. Contractor further covenants that in the performance of this Agreement no person having any such interests shall be employed. In addition, if requested to do so by County, Contractor shall complete and file and shall require any other person doing work under this Agreement to complete and file a "Statement of Economic Interest" with County disclosing Contractor's or such other person's financial interests.

9.9. Statutory Compliance/Living Wage Ordinance. Contractor agrees to comply, and to ensure compliance by its subconsultants or subcontractors, with all applicable federal, state and local laws, regulations, statutes and policies – including but not limited to the County of Sonoma Living Wage Ordinance, applicable to the services provided under this Agreement as they exist now and as they are changed, amended or modified during the term of this Agreement. Without limiting the generality of the foregoing, Contractor expressly acknowledges and agrees that this Agreement may be subject to the provisions of Article XXVI of Chapter 2 of the Sonoma County Code, requiring payment of a living wage to covered employees. Noncompliance during the term of the Agreement will be considered a material breach and may result in termination of the Agreement or pursuit of other legal or administrative remedies.

9.10. Nondiscrimination. Without limiting any other provision hereunder, Contractor shall comply with all applicable federal, state, and local laws, rules, and regulations in regard to nondiscrimination in employment practices and in delivery of services because of race, color, ancestry, national origin (including limited English proficiency), religious creed, belief or grooming, sex (including sexual orientation, gender identity, gender expression, transgender status, pregnancy, childbirth, medical conditions related to pregnancy, childbirth or breast feeding, sex stereotyping), marital status, age, medical condition, physical or mental disability, genetic information, military or veteran status, or any other legally protected category or prohibited basis, including without limitation, the County's Non-Discrimination Policy. All nondiscrimination rules or regulations required by law to be included in this Agreement are incorporated herein by this reference.

9.10.1. Contractor understands and agrees that administrative methods and/or procedures which have the effect of subjecting individuals to discrimination or otherwise defeating the objectives of the applicable and aforementioned laws will be prohibited.

9.10.2. Contractor shall provide County with a copy of their Equal Employment Opportunity and Affirmative Action policies upon request and shall sign and submit to County an Assurance of Compliance, attached hereto as "Exhibit D: Assurance of Compliance" (hereinafter "Exhibit D"), and incorporated by this reference,

in order to certify that contractor is in compliance with the State and Federal laws related to equal employment opportunity and delivery of services.

9.10.3. Contractor and subcontractors shall give written notice of their obligations under this clause to labor organizations with which they have a collective bargaining or other agreement.

9.10.4. Any and all subcontracts to perform work under this Agreement shall include the nondiscrimination and compliance provisions of this article and subcontractors shall agree to, sign and submit to Contractor a copy of the Assurance of Compliance, Exhibit D. Contractor shall maintain copies of these Assurances and submit copies to County upon County's request.

9.11. AIDS Discrimination. Contractor agrees to comply with the provisions of Chapter 19, Article II, of the Sonoma County Code prohibiting discrimination in housing, employment, and services because of AIDS or HIV infection during the term of this Agreement and any extensions of the term.

9.12. Confidentiality. Contractor agrees to maintain the confidentiality of all client information in accordance with all applicable state and federal laws and regulations, including the requirement to implement reasonable and appropriate administrative, physical, and technical safeguards to protect all confidential information. Contractor shall be in compliance with all State and Federal regulations pertaining to the privacy and security of personally identifiable information (hereinafter "PII") and/or protected health information (hereinafter "PHI").

9.12.1. Contractor agrees to comply with the provisions of 45 Code of Federal Regulations 205.50, Section 10850 of the Welfare and Institutions Code, and Division 19 of the California Department of Social Services Manual of Policies and Procedures to assure that all records are confidential, and will not be open to examination for any purpose not directly connected with the administration of any public social services program.

This Agreement includes funding from the California Department of Aging (CDA) and thus requires adherence to Information Integrity and Security requirements included in the CDA Program Guide which can be referenced at <https://www.aging.ca.gov/download.ashx?IE0rcNUV0zYxSfhqitYEOQ%3D%3D>.

9.12.2. Contractor shall protect from unauthorized disclosure, confidential, sensitive and/or personal identifying information, concerning persons receiving services pursuant to this Agreement, except for statistical information not identifying any client. The Contractor shall not use such information for any purpose not directly connected with the administration of the services provided herein. The Contractor shall promptly transmit to the County all requests for disclosure of such information not emanating from the client. The Contractor shall not disclose, except as otherwise specifically permitted by this Agreement or authorized by the client in writing, any such information to anyone other than the County without prior written authorization from the County. "Personal identifying information" shall include, but not be limited to: name, identifying number, social security number, state driver's license or state identification number, financial account numbers, and symbol or other identifying characteristic assigned to the individual, such as finger or voice print or a photograph.

9.12.3. No person will publish, disclose or use or permit or cause to be published, disclosed or used any confidential information pertaining to an applicant, recipient, or client.

9.12.4. Contractor agrees to inform all employees, agents and partners of the provisions and that any person knowingly and intentionally violating the provisions of this Article may be guilty of a misdemeanor.

9.12.5. Contractor understands and agrees that this Article shall survive any termination or expiration of this Agreement in accordance with 9.6 above.

9.13. Information Security. In addition to any other provisions of this Agreement, all parties to this Agreement shall be responsible for ensuring that electronic media containing confidential and sensitive client data is protected from unauthorized access. Contractor agrees to report any actual or suspected security incident or actual or suspected breach of PHI, PII or other confidential information within twenty-four (24) hours to the County via email to Privacy&Security@sonoma-county.org.

9.13.1. Contractor shall ensure that all computer workstations, laptops, tablets, smart-phones and other devices used to store and transmit confidential client data and information are: 1) physically located in areas not freely accessible to or in open view of persons not authorized to have access to confidential data and information, 2) protected by unique secure passwords, and 3) configured to automatically lock or timeout after no more than 30 minutes of inactivity. Contractor shall ensure that users of such computing devices log off or lock their device before leaving it unattended or when done with a session.

9.13.2. Contractor shall encrypt all confidential client data, whether for storage or transmission on portable and non-portable computing and storage devices using non-proprietary, secure, generally-available encryption software. Proprietary encryption algorithms will not be acceptable. Such devices shall include, but not be limited to, desktop, laptop or notebook computers, optical or magnetic drives, flash or jump drives, and wireless devices such as cellular phones and other handheld computing devices with data storage capability.

9.13.3. Contractor shall ensure all electronic transmission of confidential client data sent outside a secure private network or secure electronic device via email, either in the body of the email or in an attachment, or sent by other file transfer methods is sent via an encrypted method.

9.13.4. Contractor shall apply security patches and upgrades in a timely manner, and keep virus software up-to-date on all systems on which County data may be stored or accessed.

9.13.5. Contractor shall 1) perform regular backups of automated files and databases, and 2) destroy or wipe all confidential client data from all electronic storage media and devices in a manner that prevents recovery of any and all confidential client data in accordance with Article 9.6 above.

9.13.6. All information security requirements stated herein shall be enforced and implemented immediately upon execution of this agreement, and continue beyond the term of the Agreement in accordance with Article 9.6. above.

9.14. Political and Sectarian Activities. Contractor warrants as follows: (a) it shall comply with requirements that no program under this Agreement shall involve political or

lobbying activities; (b) it shall not employ or assign participants in the program to any sectarian facility, except as provided by federal and state law or regulation; (c) it shall not use funds made available under this Agreement for political or lobbying activities.

9.15. Drug-Free Workplace. Contractor will comply with the requirements of the Drug-Free Workplace Act of 1990 and will provide a drug-free workplace by complying with all requirements set forth in the Act.

9.16. Facilities. Contractor warrants that all of the Contractor's facilities: (a) will be adequately supervised, (b) will be maintained in a safe and sanitary condition, (c) will be available for monitoring by County and/or state and federal monitors, (d) are accessible to handicapped individuals if appropriate, and (e) are nonsectarian.

9.17. Mandated Reporting. Contractor, and their employees, must comply with any applicable laws concerning the mandated reporting of abuse or neglect of children, elders age 60 and older or dependent adults, ages 18 to 59. Appropriate mandated reporter training is available from the County's Human Services Department through the Family, Youth and Children Services and Adult Protective Services Divisions. Any person who is not a mandated reporter, who knows or reasonably suspects, that a child or elder or dependent adult has been a victim of abuse may report that abuse to the appropriate Human Services Division or local law enforcement.

9.18. Ownership and Disclosure of Work Product. All reports, original drawings, graphics, plans, studies, and other data or documents ("documents"), in whatever form or format, assembled or prepared by Contractor or Contractor's subcontractors, consultants, and other agents in connection with this Agreement shall be the property of County. County shall be entitled to immediate possession of such documents upon completion of the work pursuant to this Agreement. Upon expiration or termination of this Agreement, Contractor shall promptly deliver to County all such documents, which have not already been provided to County in such form or format, as County deems appropriate. Such documents shall be and will remain the property of County without restriction or limitation. Contractor may retain copies of the above-described documents but agrees not to disclose or discuss any information gathered, discovered, or generated in any way through this Agreement without the express written permission of County.

9.19. Authority. The undersigned hereby represents and warrants that he or she has authority to execute and deliver this Agreement on behalf of Contractor.

10. Demand for Assurance.

Each party to this Agreement undertakes the obligation that the other's expectation of receiving due performance will not be impaired. When reasonable grounds for insecurity arise with respect to the performance of either party, the other may in writing demand adequate assurance of due performance and until such assurance is received may, if commercially reasonable, suspend any performance for which the agreed return has not been received. "Commercially reasonable" includes not only the conduct of a party with respect to performance under this Agreement, but also conduct with respect to other agreements with parties to this Agreement or others. After receipt of a justified demand, failure to provide within a reasonable time, but not exceeding thirty (30) days, such assurance of due performance as is adequate under the circumstances of the particular case is a repudiation of this Agreement. Acceptance of any improper delivery, service, or payment does not prejudice the aggrieved party's right to demand adequate

assurance of future performance. Nothing in this Article limits County’s right to terminate this Agreement pursuant to Article 4.

11. Assignment and Delegation.

Neither party hereto shall assign, delegate, sublet, or transfer any interest in or duty under this Agreement without the prior written consent of the other, and no such transfer shall be of any force or effect whatsoever unless and until the other party shall have so consented.

12. Method and Place of Giving Notice.

All notices shall be made in writing and shall be given by personal delivery or by U.S. Mail. Notices shall be addressed as follows:

TO COUNTY: County of Sonoma, Human Services Department
Contracts Unit
3600 Westwind Boulevard
Santa Rosa, CA 95403
contracts@schsd.org

TO CONTRACTOR: Senior Advocacy Services
1129 Industrial Avenue, Suite 201
Petaluma CA 94952

When a notice is given by a generally recognized overnight courier service, the notice shall be deemed received on the next business day. When a copy of a notice or payment is sent by facsimile or email, the notice shall be deemed received upon transmission as long as (1) the original copy of the notice is promptly deposited in the U.S. mail and postmarked on the date of the facsimile or email, (2) the sender has a written confirmation of the facsimile transmission or email, and (3) the facsimile or email is transmitted before 5 p.m. (recipient’s time). In all other instances, notices shall be effective upon receipt by the recipient. Changes may be made in the names and addresses of the person to whom notices are to be given by giving notice pursuant to this paragraph.

13. Miscellaneous Provisions.

13.1. No Waiver of Breach. The waiver by County of any breach of any term or promise contained in this Agreement shall not be deemed to be a waiver of such term or provision or any subsequent breach of the same or any other term or promise contained in this Agreement.

13.2. Construction. To the fullest extent allowed by law, the provisions of this Agreement shall be construed and given effect in a manner that avoids any violation of statute, ordinance, regulation, or law. The parties covenant and agree that in the event that any provision of this Agreement is held by a court of competent jurisdiction to be invalid, void, or unenforceable, the remainder of the provisions hereof shall remain in full force and effect and shall in no way be affected, impaired, or invalidated thereby. Contractor and County acknowledge that they have each contributed to the making of this Agreement and that, in the event of a dispute over the interpretation of this Agreement, the language of the Agreement will not be construed against one party in favor of the other. Contractor and County acknowledge that they have each had an

adequate opportunity to consult with counsel in the negotiation and preparation of this Agreement.

13.3. Consent. Wherever in this Agreement the consent or approval of one party is required to an act of the other party, such consent or approval shall not be unreasonably withheld or delayed.

13.4. No Third Party Beneficiaries. Nothing contained in this Agreement shall be construed to create and the parties do not intend to create any rights in third parties.

13.5. Applicable Law and Forum. This Agreement shall be construed and interpreted according to the substantive law of California, regardless of the law of conflicts to the contrary in any jurisdiction. Any action to enforce the terms of this Agreement or for the breach thereof shall be brought and tried in Santa Rosa or the forum nearest to the city of Santa Rosa, in the County of Sonoma.

13.6. Captions. The captions in this Agreement are solely for convenience of reference. They are not a part of this Agreement and shall have no effect on its construction or interpretation.

13.7. Merger. This writing is intended both as the final expression of the Agreement between the parties hereto with respect to the included terms and as a complete and exclusive statement of the terms of the Agreement, pursuant to Code of Civil Procedure Section 1856. No modification of this Agreement shall be effective unless and until such modification is evidenced by a writing signed by both parties.

13.8. Survival of Terms. All express representations, waivers, indemnifications, and limitations of liability included in this Agreement will survive its completion or termination for any reason.

13.9. Time of Essence. Time is and shall be of the essence of this Agreement and every provision hereof.

13.10. Counterpart; Electronic Signatures. The parties agree that this Agreement may be executed in two or more counterparts, each of which shall be deemed an original, and together which when executed by the requisite parties shall be deemed to be a complete original agreement. Counterparts may be delivered via facsimile, electronic mail (including PDF) or other transmission method, and any counterpart so delivered shall be deemed to have been duly and validly delivered, be valid and effective for all purposes, and shall have the same legal force and effect as an original document. This Agreement, and any counterpart, may be electronically signed by each or any of the parties through the use of any commercially-available digital and/or electronic signature software or other electronic signature method in compliance with the U.S. federal ESIGN Act of 2000, California's Uniform Electronic Transactions Act (Cal. Civil Code § 1633.1 et seq.), or other applicable law. By its use of any electronic signature below, the signing party agrees to have conducted this transaction and to execution of this Agreement by electronic means.

IN WITNESS WHEREOF, the parties hereto have executed this Agreement as of the Effective Date.

CONTRACTOR
Senior Advocacy Services

COUNTY OF SONOMA

By: _____
Name: Crista Barnett Nelson
Title: Executive Director

By: _____
Name: Angela Struckmann
Title: Director, Human Services
Department

Date: _____

Date: _____

APPROVED AS TO SUBSTANCE FOR
COUNTY

By: _____
Name: Paul Dunaway
Title: Director, Adult & Aging Services
Division

EXEMPT FROM COUNTY COUNSEL
REVIEW

APPROVED AS TO FORM FOR COUNTY

By: Sharmalee Rajakumaran
County Counsel

CERTIFICATES OF INSURANCE ON FILE
WITH COUNTY

INSURANCE REQUIREMENT CHANGES
APPROVED, WAIVED, OR EXEMPTED BY
RISK MANAGEMENT

By: _____

Exhibit A: Scope of Work

This Exhibit A (Scopes of Work) includes the following, which are attached hereto and incorporated herein by this reference:

1. **Exhibit A-1:** Scope of Work – Health Insurance Counseling & Advocacy Program (HICAP)
2. **Exhibit A-2:** Scope of Work – Ombudsman Program
3. **Exhibit A-3:** Scope of Work – Elder Abuse Prevention
4. **Exhibit A-4:** Scope of Work – Medicare Improvements for Patients and Providers Act (MIPPA)

Exhibit A-1: Scope of Work
Health Insurance Counseling & Advocacy Program
(HICAP)

TIME FRAME: 07/01/24 - 06/30/25

FUNDING: Special

GEOGRAPHY SERVICE AREA(S): Lake/Mendocino, Marin, Napa/Solano, & Sonoma

PROGRAM AREA: Health Insurance Counseling & Advocacy Program (HICAP)

1. Definitions:

- 1.1. *HICAP* means the Health Insurance Counseling and Advocacy Program as defined in State law, Welfare and Institutions Code, Section 9541.
- 1.2. *SHIP* means the State Health Insurance Assistance Program, as defined by the Centers for Medicare and Medicaid Services (CMS). This term may be used interchangeably with HICAP.
- 1.3. *Eligible Service Population* means:
 - a. Medicare Beneficiaries, including Medicare Beneficiaries by virtue of a disability, and those persons imminent of Medicare eligibility [W&I Code, Section 9541 (a) and (c) (2)].
 - b. The public at large for HICAP community education services [W&I Code, Section 9541, (c) (1), (4), (5), and (6)].

2. Program Requirements:

Sonoma County Area Agency on Aging is designated as lead agency for the Area Agency on Aging local Planning and Service Areas (PSA) for the North Bay HICAP contract through a Memorandum of Understanding with the following PSAs:

Lake/Mendocino – PSA 26 Marin – PSA 5 Napa/Solano – PSA 28
Sonoma – PSA 27

Under this Agreement, Contractor agrees to provide and abide by the following program requirements:

- 2.1. *Services* are provided only to the Eligible Service Population.
- 2.2. Plan and implement outreach efforts that target the eligible population, with special attention to rural residents who have no broadband internet or electronic *media* service, Spanish speakers, multi-cultural, and multi-lingual clientele. Publicity and outreach plans will include specific strategies for addressing challenges to reaching rural residents, minorities, and underserved groups.
- 2.3. Plan and implement outreach efforts that target the eligible population, with special attention to rural residents who have no broadband internet or electronic media service, Spanish speakers, multi-cultural, and multi-lingual clientele. *Publicity* and outreach plans will include specific strategies for addressing challenges to reaching rural residents, minorities, and underserved groups.

- 2.4. Implement staff *training*, policies, and hiring practices that:
 - a. Support and promote cultural competency and inclusivity; and
 - b. Demonstrate an ability to provide culturally and linguistically appropriate services to diverse populations such as Latinx, Black Indigenous People of Color (BIPOC), Lesbian Gay Bisexual Transgender Queer or Questions (LGBTQI+) and/or other minority and underserved groups.
- 2.5. *Management Capacity*. The Program Manager shall have the capacity to manage no less than 32 hours per week. The name of the Program Manager shall be submitted to the Sonoma County Area Agency on Aging within 30 days of initial employment.
- 2.6. *Program Manager Authority*. Provide that the Program Manager for HICAP has general oversight of HICAP services and sole authority to recommend persons for *HICAP* Counselor registration, to file industry complaints, and to refer HICAP clients to legal services.
- 2.7. *Notice of Operational Changes*. Provide timely notice to the Sonoma County Area Agency on Aging (AAA) of any changes to the program that could affect the operations of, or access to HICAP services including, but not limited to, program or project phone number changes, headquarters office address changes, or changes in the program status that could negatively affect HICAP.
- 2.8. *Registered Counselors*. Provide that all persons affiliated with the program and who are counseling, including paid personnel and volunteers, are trained and registered *with* the State as HICAP Counselors in accordance with law and regulation.
- 2.9. *Confidential Records*. All records containing confidential client information, including, but not limited to the "Intake/Counseling Form," shall be handled in a confidential manner, subject to the requirements for audits and monitoring. *Confidential* records shall be collected no less than annually from the field. Confidential records shall be maintained with the service provider until an audit has occurred and an audit resolution has been issued, unless authorized in writing by the Sonoma County Area Agency on Aging. After that period or authorization, confidential records shall be destroyed by shredding and disposed of in a manner that will maintain confidentiality.
- 2.10. Ensure statutory provisions of HICAP (W&I Code, Section 9541) are met and services provided in accordance with all applicable laws, regulations, and the HICAP Program Manual as issued by the California Department of Aging (CDA) and in any other subsequent program memos, provider bulletins or similar instructions issued during the term of this Agreement.
- 2.11. Maintain an up-to-date HICAP Program Manual and related CDA *requirements* so that all HICAP Counselors and responsible persons have ready access to standards, policies, and procedures. Additionally, all Counselors shall be provided the latest HICAP Counselor Handbook. [W&I Code, Section 9100 (c) & (d); Section 9541 (b)(1) & (2)].

- 2.12. Standard HICAP work week business hours, open to the public, shall be five days a week, Monday through Friday, at least 9 a.m. to 4 p.m., except holidays.
- 2.13. *Telephone* access by the public shall be during normal business hours, Monday through Friday, 9 a.m. through 4 p.m. In the event clients cannot receive *personal* assistance immediately, they shall be offered an opportunity to leave their name, a message, and return telephone number with an answering service or answering machine. Calls from clients leaving messages shall be returned within 48 hours, excluding weekends and holidays.
- 2.14. Provide a disclosure statement to counseling clients prior to counseling, as prescribed by CDA in the HICAP Program Manual [W&I Code, Section 9541 (f)(4)].
- 2.15. Provide a community education campaign designed to inform the public about Medicare, Medicare supplement and long-term care insurance options, Medicare Advantage plans, related health care plans, and insurance topics [W&I Code Section 9541(c)(1),(4),(5), & (6)].
- 2.16. Refer instances of suspected misrepresentation in advertising or sales of services *provided* by Medicare, managed health care plans, and life and disability insurers and agents, in accordance with the HICAP Manual [W&I Code, Section 9541 (e)].
- 2.17. The Program Manager and/or designated representative shall attend all CDA required HICAP training sessions or conferences conducted during each fiscal year, in order to maintain program knowledge, efficiency, and competency [W&I Code Section 9541, (f)(7)].
- 2.18. Maintain a program data collection and reporting system as specified in Exhibit E of the State HICAP contract and ensure processes are in place to provide *program* evaluation and quality assurance, including but not limited to, client satisfaction surveys and questionnaires.
- 2.19. Meet or exceed the current Fiscal Year's State and Federal Performance Measures for HICAP for each of the PSAs listed in Section 2 of this Exhibit. Directions on how to access the current performance measures on the CDA website will be provided by Sonoma County Area Agency on Aging staff.

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2.20. Meet the following minimum HICAP performance requirements per CDA guidance (HICAP: 1.1 & 1.2 are State PMs and 2.1-2.5 are Federal PMs):

Performance Measures	PSA 5 Marin	PSA 26 Lake/Mendocino	PSA 27 Sonoma	PSA 28 Napa/ Solano
1.1 Clients Counseled	457	591 (363 / 228)	1,137	920 (554 / 366)
1.2 Public & Media Events	28	23 (15 / 8)	51	57 (36 / 21)
2.1 Client Contacts	1,803	1,320 (803 / 517)	2,551	2,068 (1,240 / 828)
2.2 Public & Media Outreach	362	321 (231 / 90)	1,081	830 (512 / 318)
2.3 Medicare Beneficiaries < 65	63	214 (142 / 72)	201	542 (304 / 238)
2.4 Hard to Reach Total	190	1,696 (1,036 / 660)	554	583 (325 / 258)
<i>2.4a Low-Income</i>	159	350 (217 / 133)	528	499 (277 / 222)
<i>2.4b Rural</i>	0	1,320 (803 / 517)	0	0 (0 / 0)
<i>2.4c English Second Language</i>	31	26 (16 / 10)	26	84 (48 / 36)
2.5 Enrollment Topics	1,083	1,318 (802 / 516)	2,548	2,068 (1,240 / 828)

Planning and Service Area (PSA)	Application Assistance Provided for Medicare Part D Extra Help/Low-Income Subsidy (LIS) and the Medicare savings Programs (MSPs).
5 – Marin	Not Yet Released by CDA
26 – Lake/Mendocino	Not Yet Released by CDA
27 – Sonoma	Not Yet Released by CDA
28 – Solano/Napa	Not Yet Released by CDA

2.21. Provide timely input to the State HICAP Office (upon request) of any SHIP or CMS, *required* reports, including, but not limited to, the SHIP Grant Application, Supplemental Grant Funding Applications and the SHIP Grant Mid-term Report.

2.22. Provide legal referral services to clients in need of legal representation. The *subcontractor* shall maintain a directory of legal services or a phone number for referral to the local Bar Association for such purposes.

- 2.23. Take reasonable steps to ensure that “alternative communication services” are *available* to non-English speaking or limited English-speaking persons (LEP) eligible for services under this Agreement. “Alternative communication services” include, but are not limited to, the provision of services and programs by means of the following:
- a. Interpreters or bilingual providers and provider staff.
 - b. Contracts with interpreter services.
 - c. Use of telephone interpreter lines.
 - d. Sharing of language assistance materials and services with other providers.
 - e. Translated written information materials, including but not limited to, enrollment information and descriptions of available services and programs.
 - f. Referral to culturally and linguistically appropriate community service programs.
3. Compliance with the State Conflict of Interest:
- 3.1. HICAP staff and volunteers shall not engage in the solicitation of insurance, nor *endorse* any Medicare supplement, long-term care, or other insurance policies or plans, nor endorse the services of any insurer or managed care plan, claims processing organization, or other enterprise that could benefit from activities conducted by HICAP.
 - 3.2. All project staff and volunteers shall provide HICAP educational services in a manner that is objective and impartial and provide counseling consistent with the best interests of the clients and which preserves the independent decision-making responsibilities of the client.
 - 3.3. HICAP project staff and volunteers shall not have a conflict of interest such as, but not limited to, a business relationship with insurers, health plans, or organizations posing a conflict of interest.
 - 3.4. The Contractor shall assure that project staff and volunteers do not accept money or gifts from *the* clientele in exchange for services in accordance with California Department of Aging (CDA) guidance on conflict of interest and the HICAP Program Manual.
 - 3.5. The Contractor shall take all reasonable and necessary measures to assure that advisors, employees, and volunteers associated with the operation of HICAP *agree* to act in a manner so as to prevent the appearance of impropriety, or any other act which would place in jeopardy HICAP’s reputation as an independent and impartial program.
 - 3.6. The Contractor shall assure that advisors and governing board members shall recuse themselves from HICAP business if they are employed by, or receive compensation from, the health insurance or managed health care industries. This *shall* not preclude the Contractor from soliciting program contributions from entities that do not pose a conflict of interest.

4. Equity Statement:

The County of Sonoma supports fair, accessible, and relevant services that promote equity and social justice for families and individuals. In January 2021, Sonoma County's Board of Supervisors approved a five-year strategic plan, which includes a Racial Equity and Social Justice pillar. The pillar is made up of specific goals and objectives that will lead to normalizing, organizing, and operationalizing a new way of seeing our challenges, conducting analysis, and implementing new policies to ensure a workforce reflective of the community we serve and to achieve racial equity in County service provision.

5. Anti-Racist Results-Based Accountability (AR RBA) Plan:

AR RBA recognizes that inequities in Sonoma County are the result of generations of institutional and structural racism. Advancing equity in our community demands that we look at community and program level data by race and other social demographics to adopt strategies to eliminate inequities. The AR RBA framework centers communities with the greatest need while creating a data driven culture that embodies root cause analysis, participatory practice, organizational self-reflection and authentic relationship building.

Measurable change is a core component of a data driven culture. AR RBA uses Performance Measures to look at the quality, efficiency, and outcome of services. AR RBA asks three Performance Measure questions to get at the most important program outputs and outcomes: How much did we do? How well did we do it? Is anyone better off?

Upon execution of the contract County and Contractor may work to develop Performance Measures reflective of outcomes included in the scope of work. This may include, but is not limited to, attending one (1) AR RBA training, creating an AR RBA plan, submitting quarterly Performance Measure data and participating in periodic AR RBA Turn the Curve conversations. County and Contractor will finalize AR RBA plan within two (2) months of contract execution.

6. Voluntary Donations/Program Income: Under this Agreement, Contractor will:

- 6.1. Provide each senior with the opportunity to voluntarily contribute to the cost of the service by developing a notice to participants. Notices provided to participants regarding contributions shall be identified as "voluntary" and contain language that "no individual can be denied participation because of failure or inability to contribute".
- 6.2. These documents cannot include the words "bill, invoice or statement" or otherwise *indicate* or infer a contribution is required. The template for voluntary contributions must be submitted to AAA Program Staff within thirty (30) days of the contract's start date. Any changes to this template must be communicated to AAA Program Staff prior to use.
- 6.3. Protect the *privacy* of each senior with respect to contribution made. This privacy protection is to include establishing procedures to safeguard and account for all contributions. Procedures must be submitted to AAA Program Staff within thirty (30) days of the contract's start date.
- 6.4. Ensure that all Program Income is reported and expended under the same

terms and conditions as the program funds from which it is generated. Program Income *means* revenue generated by the Contractor from contract-supported activities, including voluntary contributions received from a participant for services received. See Exhibit B.

7. Reporting Units of Service:

- 7.1. Data reported must be timely, complete, accurate, and verifiable.
- 7.2. Units of service are *based* on total program budget which depends on other funding sources in addition to the Area Agency on Aging (AAA).
- 7.3. Activities will be reported to the AAA on a monthly basis, utilizing the software or forms supplied by the AAA. Reports are due by the fifteenth of each month for activities of the previous month, i.e. activities occurring in July will be reported by August 15.
- 7.4. Units of service Units of service will be reviewed monthly by AAA staff.
It is expected by December 31 (the end of the 2nd quarter), Contractor will have provided 50% of the contracted service units. If the actual service units provided are below 90% of this expectation, County and Contractor will meet to discuss the concern. Outcomes may result in Contractor providing a written corrective action plan to County as well as County reallocating funds away from Contractor
- 7.5. Contractor shall submit program performance reports in accordance with AAA requirements.

8. Program Requirements During Emergencies/Disasters:

This section applies when a Public Health or County Emergency Order is in place. (i.e. COVID-19).

8.1. *Services During COVID-19*

- 6.1.1 During the COVID-19 pandemic, programs are allowed to continue to be provided virtually and with maximum flexibility (Section 8.3)

8.2. *Resumption of Services*

- 8.2.1 When a Public Health or County Emergency Order has been revoked and is no longer enforced, contractor will resume program models/activities as defined by the California Department of Aging Data Dictionary and AAA program implementation expectations.
- 8.2.2 A Resumption of Services Plan and timeline must be created and submitted to AAA outlining the ability to resume services, with attention to programs with in-person components, in place.
- 8.2.3 If there is no Resumption of Services Plan in place when the Public Health or County Emergency Order is lifted, the AAA has the discretion to reallocate funds away from the contractor.

8.3. *Location of Services:*

- 8.3.1 Web based appointments through virtual online applications or programs (i.e., Skype, Zoom, WebEx, Face Time, etc.)

8.3.2 Telephone alternatives

8.3.3 In-person “porch or door” appointments or at tables outside agency offices, following proper social distancing and face-covering protocols

9. Contract Funding:
- 9.1. Agree not to use contract funds to pay the salary or expenses of any *individual* who is engaging in activities designed to influence legislation or appropriations pending before the Congress (22 CCR § 7364 (a) 2).
 - 9.2. Comply with budget reduction in the event the service levels specified in Section 2.20 are not attained (22 CCR § 7364 (a) 3).
10. Service Changes: Proposed changes affecting the provision of services such as changes in paid program staff, program structure/activities, hours/day(s) of service, site additions, site renovations, and temporary or permanent site closures must be communicated in writing to the AAA within 10 (ten) days of proposed date of the change.
11. Grievance Policy: Contractor will ensure the grievance policy is publicly posted and is in compliance per 22 CCR, §7400 Grievance Process. The policy must disclose the total time required to investigate a grievance and that all records are confidential.
12. Mandated Reporting: Contractor will report suspected abuse, neglect, or exploitation of program participants to Sonoma County Adult Protective Services and/or law enforcement. Training will be provided by Sonoma County Adult Protective Services.
13. Service Provider Meetings Requirement: The AAA hosts service provider meetings to share new information with service providers (contractors). Contractor shall designate a representative to attend each Service Provider meeting. Should a representative be unable to attend, Contractor will notify AAA Program Staff.
14. Security Awareness Training: Contractor’s employees, subcontractors/vendors, and volunteers who handle confidential, sensitive and/or personal identifying information must complete the Security Awareness Training module by July 30, or within 30 days of the start date of the contract, or within thirty (30) days of the start date of any new employee, Subcontractor/Vendor, or volunteer’s employment. Contractor will send signed certificates to AAA staff. Training may be on an individual or group basis. Access Information Security Awareness training under:
https://www.aging.ca.gov/Information_Security/Privacy_and_Information_Security_Awareness_Training/
15. Transition Plan: In the event the agreement is terminated prior to end of the contract term, Contractor shall submit a transition plan to ensure there will be no break in continued service. Transition plan must be received by County within 15 days of delivery of a written Notice of Termination initiated by Contractor, County, or State. At such time, County will provide required elements to be included in the transition plan to Contractor.

Exhibit A-2: Scope of Work
Ombudsman Program

TIME FRAME: 07/01/24 - 06/30/25 FUNDING: OAA Title III B, Title VII A, and
Title VII B
GEOGRAPHIC SERVICE AREA(S): Countywide

PROGRAM AREA: Ombudsman Program

1. Program Overview: The Ombudsman will investigate and resolve complaints made by or on behalf of long-term care residents in Sonoma County. Under the direction of the Contractor's Director or Volunteer Coordinator, staff and volunteer ombudsmen visit long-term care facilities. The Ombudsman investigates all complaints, including elder abuse allegations in long-term care facilities. Contractor staff and volunteers will provide consumer information regarding long-term care facilities and community education on long-term care issues and laws affecting seniors residing in long-term care facilities.
2. Program Requirements: Under this Agreement, Contractor will:
 - 2.1. Open the office on a schedule determined by mutual agreement between Contractor and County.
 - 2.2. Be available on emergency call.
 - 2.3. Provide activities related to receiving, verifying, investigating, and resolving a complaint.
 - 2.4. Provide monthly training sessions to Ombudsman staff and volunteers, including but not limited to certification training and topics related Ombudsman services.
 - 2.5. Plan and implement outreach that targets the eligible population, with special attention to low-income rural residents who have no broadband internet or electronic media service, Spanish speakers, multi-cultural, and multi-lingual clientele. Publicity and outreach plans will include specific strategies for addressing challenges to reaching rural residents, minorities, and underserved groups.
 - 2.6. Implement staff training, policies, and hiring practices that:
 - a. Support and promote cultural competency and inclusivity; and
 - b. Demonstrate an ability to provide culturally and linguistically appropriate services to diverse populations such as Latinx, Black Indigenous People of Color (BIPOC), Lesbian Gay Bisexual Transgender Queer or Questions (LGBTQI+), HIV positive and/or other minority and underserved groups.
 - 2.7. Visit at least once in the course of the year all Skilled Nursing Facilities (SNF) and Residential Care Facilities for the Elderly (RCFE) in the service delivery area.

- 2.8. Comply with the "Ombudsman Program Designation Standards" developed by the California Department of Aging except where waivers have been granted by the California Department of Aging.
- 2.9. Establish and maintain a formal Memorandum of Understanding (MOU) with the Legal Aid of Sonoma County which will address conflict of interest, provision of legal advice, procedures for referral, and other technical assistance.
- 2.10. Recruit and train, a part-time Volunteer Coordinator to supervise and train Ombudsman field staff and volunteers.
 - a. Field staff may have volunteer supervision responsibilities.
 - b. Executive Director and paid Ombudsmen to participate in training and supervision of volunteers.
- 2.11. Recruit, train, and maintain a minimum of 10 trained and certified volunteers.
- 2.12. Implement pre-screening procedures for volunteers prior to providing certification training to ensure successful volunteer placements.
- 2.13. Provide opportunities for volunteers to meet with supervisors, receive assistance with difficult cases, and attend case review sessions.
- 2.14. Provide opportunities for advanced training to staff supervisors.
3. Units of Service Targets: Under this Agreement, Contractor will meet the minimum service targets as follows:

Ombudsman Program	Targets
Complaint Resolution Rate	80%
Work with Resident Councils (meetings attended)	94
Work with Family Councils (meetings attended)	11
Information & Assistance to Facility Staff (Instances provided)	5,072
Information & Assistance to Individuals (Instances provided)	10,773
Community Education – cannot include Elder Abuse Outreach activities.	6
Routine Access: Nursing Facilities (NF) Visited at least once per quarter (18 out of 21) – Visits not in response to a complaint.	100 %
Routine Access: Residential Care Communities (RCFE) Visited at least once per quarter (137 out of 161) – Visits not in response to a complaint.	89 %
Number of Full-Time Equivalent (FTE) Staff	4.5
Number of Certified Long-Term Care (LTC) Volunteers	8

4. Equity Statement:

The County of Sonoma supports fair, accessible, and relevant services that promote equity and social justice for families and individuals. In January 2021, Sonoma County's Board of Supervisors approved a five-year strategic plan, which includes a Racial Equity and Social Justice pillar. The pillar is made up of specific goals and objectives that will lead to normalizing, organizing, and operationalizing a new way of seeing our challenges, conducting analysis, and implementing new policies to ensure a workforce reflective of the community we serve and to achieve racial equity in County service provision.

5. Anti-Racist Results-Based Accountability (AR RBA) Plan:

AR RBA recognizes that inequities in Sonoma County are the result of generations of institutional and structural racism. Advancing equity in our community demands that we look at community and program level data by race and other social demographics to adopt strategies to eliminate inequities. The AR RBA framework centers communities with the greatest need while creating a data driven culture that embodies root cause analysis, participatory practice, organizational self-reflection and authentic relationship building.

Measurable change is a core component of a data driven culture. AR RBA uses Performance Measures to look at the quality, efficiency, and outcome of services. AR RBA asks three Performance Measure questions to get at the most important program outputs and outcomes: How much did we do? How well did we do it? Is anyone better off?

Upon execution of the contract County and Contractor may work to develop Performance Measures reflective of outcomes included in the scope of work. This may include, but is not limited to, attending one (1) AR RBA training, creating an AR RBA plan, submitting quarterly Performance Measure data and participating in periodic AR RBA Turn the Curve conversations. County and Contractor will finalize AR RBA plan within two (2) months of contract execution.

6. Voluntary Contributions/Program Income: Under this Agreement, Contractor will:

6.1. Provide clients with the opportunity to voluntarily contribute to the cost of the program by developing a notice to participants. Per CDA, this can be via contractor website. Notices provided to participants regarding contributions shall be identified as "voluntary" and contain language that "no individual can be denied participation because of failure or inability to contribute".

These documents cannot include the words "bill, invoice or statement" or otherwise indicate or infer a contribution is required. The template for voluntary contributions must be submitted to AAA Program Staff within thirty (30) days of the contract's start date. Any changes to this template must be communicated to AAA Program Staff prior to use.

6.2. Protect the privacy of each client with respect to contribution made. This privacy protection is to include establishing procedures to safeguard and account for all contributions. Procedures must be submitted to AAA Program Staff within thirty (30) days of the contract's start date.

6.3. Ensure that all Program Income is reported and expended under the same terms and conditions as the program funds from which it is generated. Program Income means revenue generated by the Contractor from contract-supported activities, including voluntary contributions received from a participant for services received. See Exhibit B.

7. Reporting Units of Service:

7.1. Data reported must be timely, complete, accurate, and verifiable.

7.2. Units of service are based on total program budget which depends on other funding sources in addition to the Area Agency on Aging (AAA).

7.3. Activities will be reported to the AAA on a monthly basis, utilizing the software or forms supplied by the AAA. Contractor must adhere to the Data System Requirements detailed in Exhibit I. Reports are due by the fifteenth of each month for activities of the previous month, i.e. activities occurring in July will be reported by August 15.

7.4. Units of service will be reviewed quarterly by AAA staff.

It is expected by December 31 (the end of the 2nd quarter), Contractor will have provided 50% of the contracted service units. If the actual service units provided are below 90% of this expectation, County and Contractor will meet to discuss the concern. Outcomes may result in Contractor providing a written corrective action plan to County as well as County reallocating funds away from Contractor.

7.5. The contractor shall submit program performance reports in accordance with AAA requirements.

8. Contract Funding: Under this Agreement, Contractor will:

8.1. Agree not to use contract funds to pay the salary or expenses of any individual who is engaging in activities designed to influence legislation or appropriations pending before the Congress (22 CCR § 7364 (a) 2).

8.2. Comply with budget reduction in the event the service levels specified in Section 3 are not attained (22 CCR § 7364 (a) 3).

9. Service Compliance: Under this Agreement, Contractor will:

9.1. Ensure contract is in full contract compliance within 120 days of the beginning date of the contract. County shall evaluate the contractor's capacity to fulfill contract goals if full compliance by this time period has not occurred (22 CCR § 7364 (c)).

9.2. Comply with program standards, service priorities, and responsibilities consistent with statewide standards as they are released or identified by AAA or state licensing body.

10. Service Changes: Contractor will ensure that proposed changes affecting the provision of services such as changes in paid program staff, program structure/activities, hours/day(s) of service, site additions, site renovations, and temporary or permanent site closures must be communicated in writing to the AAA within 10 (ten) days of proposed date of the change.

11. Grievance Policy: Contractor will ensure the grievance policy is publicly posted and is in compliance per 22 CCR, §7400 Grievance Process.
12. Service Provider Meetings Requirement: The AAA hosts service provider meetings to share new information with service providers (contractors). Contractor shall designate a representative to attend each Service Provider meeting. Should a representative be unable to attend, Contractor will notify AAA Program Staff.
13. Security Awareness Training: Contractor's employees, subcontractors/vendors, and volunteers who handle confidential, sensitive and/or personal identifying information must complete the Security Awareness Training module by July 30, or within 30 days of the start date of the contract, or within thirty (30) days of the start date of any new employee, Subcontractor/Vendor, or volunteer's employment. Contractor will send signed certificates to AAA staff. Training may be on an individual or group basis. Access Information Security Awareness training under:
https://www.aging.ca.gov/Information_Security/Privacy_and_Information_Security_Awareness_Training/
14. Transition Plan: In the event the agreement is terminated prior to end of the contract term, Contractor shall submit a transition plan to ensure there will be no break in continued service. Transition plan must be received by County within 15 days of delivery of a written Notice of Termination initiated by Contractor, County, or State. At such time, County will provide required elements to be included in the transition plan to Contractor.

Exhibit A-3: Scope of Work

Elder Abuse Prevention

TIME FRAME: 07/01/24 - 06/30/25

FUNDING: Title VII B

GEOGRAPHIC SERVICE AREA(S):

Countywide

PROGRAM AREA: Elder Abuse Prevention

1. Program Overview: Public education and training of professionals and providing educational materials and guidance kits to develop, strengthen, and carry out programs for the prevention, detection, assessment, and treatment of, intervention in, investigation of, and response to elder abuse, neglect, and exploitation (including financial exploitation).
2. Program Requirements: Under this Agreement, Contractor will:
 - 2.1. Provide the following Elder Abuse Prevention Activities completed each quarter:
 - a. Number of Public Education Sessions Held
 - b. Number of Training Session for Professionals Held
 - c. Number of Hours Spent Developing a Coordinated System to Respond to Elder Abuse
 - d. Number of Educational Materials Distributed
 - e. Number of Individuals Reached through Activities
 - 2.2. Plan and implement outreach efforts that target the eligible population, with special attention to low-income rural residents who have no broadband internet or electronic media service, Spanish speakers, multi-cultural, and multi-lingual clientele. Publicity and outreach plans will include specific strategies for addressing challenges to reaching rural residents, minorities, and underserved groups.
 - 2.3. Implement staff training, policies, and hiring practices that:
 - a. Support and promote cultural competency and inclusivity; and
 - b. Demonstrate an ability to provide culturally and linguistically appropriate services to diverse populations such as Latinx, Black Indigenous People of Color (BIPOC), Lesbian Gay Bisexual Transgender Queer or Questions (LGBTQI+) and/or other minority and underserved groups.
3. Units of Service Targets: Under this Agreement, Contractor will meet the minimum service targets as follows:

Elder Abuse Prevention Program	Targets
Total # of Public Education Sessions	12
Total # of Training Session for Professionals	4
Total # of Training Sessions for Caregivers served by Title III E	2
Total # of Hours Spent Developing a Coordinated System	20
Total # of Copies of Educational Materials* to be Distributed	200
Total # of Individuals Served	250

* *Description of Educational Materials: Handouts listing tips for recognizing elder abuse and APS tri-fold brochures.*

4. Equity Statement:

The County of Sonoma supports fair, accessible, and relevant services that promote equity and social justice for families and individuals. In January 2021, Sonoma County's Board of Supervisors approved a five-year strategic plan, which includes a Racial Equity and Social Justice pillar. The pillar is made up of specific goals and objectives that will lead to normalizing, organizing, and operationalizing a new way of seeing our challenges, conducting analysis, and implementing new policies to ensure a workforce reflective of the community we serve and to achieve racial equity in County service provision.

5. Anti-Racist Results-Based Accountability (AR RBA) Plan:

AR RBA recognizes that inequities in Sonoma County are the result of generations of institutional and structural racism. Advancing equity in our community demands that we look at community and program level data by race and other social demographics to adopt strategies to eliminate inequities. The AR RBA framework centers communities with the greatest need while creating a data driven culture that embodies root cause analysis, participatory practice, organizational self-reflection and authentic relationship building.

Measurable change is a core component of a data driven culture. AR RBA uses Performance Measures to look at the quality, efficiency, and outcome of services. AR RBA asks three Performance Measure questions to get at the most important program outputs and outcomes: How much did we do? How well did we do it? Is anyone better off?

Upon execution of the contract County and Contractor may work to develop Performance Measures reflective of outcomes included in the scope of work. This may include, but is not limited to, attending one (1) AR RBA training, creating an AR RBA plan, submitting quarterly Performance Measure data and participating in periodic AR RBA Turn the Curve conversations. County and Contractor will finalize AR RBA plan within two (2) months of contract execution.

6. Voluntary Contributions/Program Income: Under this Agreement, Contractor will:

- 6.1. Provide each client with the opportunity to voluntarily contribute to the cost of the program by developing a notice to participants. Notices provided to participants regarding contributions shall be identified as "voluntary" and contain language that "no individual can be denied participation because of failure or inability to contribute".

These documents cannot include the words "bill, invoice or statement" or otherwise indicate or infer a contribution is required. The template for voluntary contributions must be submitted to AAA Program Staff within thirty (30) days of the contract's start date. Any changes to this template must be communicated to AAA Program Staff prior to use.

- 6.2. Protect the privacy of each client with respect to contribution made. This privacy protection is to include establishing procedures to safeguard and account for all contributions. Procedures must be submitted to AAA Program Staff within thirty (30) days of the contract's start date.

- 6.3. Ensure that all Program Income is reported and expended under the same terms and conditions as the program funds from which it is generated. Program Income means revenue generated by the Contractor from contract-supported activities, including voluntary contributions received from a participant for services received. See Exhibit B.

7. Reporting Units of Service:

- 7.1. Report Elder Prevention Activities completed on a quarterly basis to AAA utilizing CDA Form 1037: State of California Department of Aging Elder Abuse Prevention Quarterly Activity Report by the 15th of the month following the month of the end of the quarter; October 15, January 15, April 15, and August 15.

7.2. Data reported must be timely, complete, accurate, and verifiable.

7.3. Units of service are based on total program budget which includes other funding sources in addition to the Area Agency on Aging (AAA).

7.4. Units of service will be reviewed quarterly by AAA staff.

It is expected by December 31 (the end of the 2nd quarter), Contractor will have provided 50% of the contracted service units. If the actual service units provided are below 90% of this expectation, County and Contractor will meet to discuss the concern. Outcomes may result in Contractor providing a written corrective action plan to County as well as County reallocating funds away from Contractor.

7.5. Contractor shall submit program performance reports in accordance with AAA requirements.

8. Contract Funding: Under this Agreement, Contractor will:

8.1. Agree not to use contract funds to pay the salary or expenses of any individual who is engaging in activities designed to influence legislation or appropriations pending before the Congress (22 CCR § 7364 (a) 2).

8.2. Comply with budget reduction in the event the service levels specified in Section 3 are not attained (22 CCR § 7364 (a) 3).

9. Service Compliance: Under this Agreement, Contractor will:

9.1. Ensure contract is in full contract compliance within 120 days of the beginning date of the contract. County shall evaluate the contractor's capacity to fulfill contract goals if full compliance by this time period has not occurred (22 CCR § 7364 (c)).

9.2. Comply with program standards, service priorities, and responsibilities consistent with statewide standards as they are released or identified by AAA or state licensing body.

10. Service Changes: Contractor will ensure that proposed changes affecting the provision of services such as changes in paid program staff, program structure/activities, hours/day(s) of service, site additions, site renovations, and temporary or permanent site closures must be communicated in writing to the AAA within 10 (ten) days of proposed date of the change.

11. Grievance Policy: Contractor will ensure the grievance policy is publicly posted and is in compliance per 22 CCR, §7400 Grievance Process.
12. Service Provider Meetings Requirement: The AAA hosts service provider meetings to share new information with service providers (contractors). Contractor shall designate a representative to attend each Service Provider meeting. Should a representative be unable to attend, Contractor will notify AAA Program Staff.
13. Security Awareness Training Contractor's employees, subcontractors/vendors, and volunteers who handle confidential, sensitive and/or personal identifying information must complete the Security Awareness Training module by July 30, or within 30 days of the start date of the contract, or within thirty (30) days of the start date of any new employee, Subcontractor/Vendor, or volunteer's employment. Contractor will send signed certificates to AAA staff. Training may be on an individual or group basis. Access Information Security Awareness training under:
https://www.aging.ca.gov/Information_Security/Privacy_and_Information_Security_Awareness_Training/
14. Transition Plan: In the event the agreement is terminated prior to end of the contract term, Contractor shall submit a transition plan to ensure there will be no break in continued service. Transition plan must be received by County within 15 days of delivery of a written Notice of Termination initiated by Contractor, County, or State. At such time, County will provide required elements to be included in the transition plan to Contractor.

Exhibit A-4: Scope of Work

**Medicare Improvement for Patients and Providers Act (MIPPA)
Program**

TIME FRAME: 7/01/2024 - 8/31/2025

FUNDING: Medicare Improvement for Patients and Providers Act (MIPPA)
Federal Funds

GEOGRAPHIC SERVICE AREA(S): Countywide

PROGRAM AREA: Medicare Improvement for Patients and Providers Act (MIPPA)

1. Program Overview: Medicare Improvements for Patients and Providers Act (MIPPA) of 2008 program was created via legislation that amended Titles XVIII and XIX of the Social Security Act to extend expiring provisions under the Medicare program, to improve beneficiary access to preventive and mental health services, to enhance low-income benefit programs, and to maintain access to care in rural areas, including pharmacy access.
2. Program Definitions:
 - a. **Aging and Disability Resource Connection (ADRC)** means a program that helps older adults and individuals with disabilities make informed decisions about their service and support options, and serves as a single point of entry to the long-term care system. Outside California these programs are called Aging and Disability Resource Centers. The terms are used interchangeably in this agreement. ADRCs were established through a collaborative effort of the U.S. Administration for Community Living (ACL) and the Centers for Medicare & Medicaid Services.
 - b. **Eligible Service Population** means individuals defined as Medicare eligible beneficiaries likely to be qualified for Medicare Part D, the Low- Income Subsidy (LIS) Prescription Drug Program, and/or the Medicare Savings Programs (MSP).
 - c. **Enhanced Outreach** means outreach activities that include, but are not limited to, disease prevention and promoting wellness and are above and beyond routine activities planned in response to other funding (e.g., Basic State Health Insurance Assistance Program [SHIP] funds or Older Americans Act [OAA] outreach funds).
 - d. **Enrollment Assistance** means one-on-one assistance to beneficiaries completing and submitting LIS and MSP applications. Enhanced outreach alone does not meet the requirement for enrollment assistance.
 - e. **Enrollment Assistance Centers** means locations equipped and designated for LIS and MSP enhanced outreach and enrollment assistance that have been publicly advertised and identified for these purposes.
 - f. **Health Insurance Counseling and Advocacy Program (HICAP)** is a program designed to provide Medicare beneficiaries and those imminent of becoming eligible for Medicare with counseling and advocacy as to Medicare, private health insurance, and related health care coverage plans, on a statewide basis. [Welf. & Inst. Code §9541]

- g. **Low-Income Subsidy (LIS)** means a federal program that provides financial assistance with Part D premiums and cost sharing for eligible low-income Medicare beneficiaries.
- h. **Medicare Improvements for Patients and Providers Act (MIPPA)** of 2008 means legislation that amended Titles XVIII and XIX of the Social Security Act to extend expiring provisions under the Medicare program, to improve beneficiary access to preventive and mental health services, to enhance low-income benefit programs, and to maintain access to care in rural areas, including pharmacy access.
- i. **Medicare Prescription Drug Improvement and Modernization Act of 2003** (also known as the “Medicare Modernization Act” or “MMA”) means legislation that imposed the most sweeping changes to the Medicare program since its inception, including the addition of a prescription drug benefit through a new Medicare Part D.
- j. **Medicare Savings Programs (MSP)** means three programs that serve Medicare beneficiaries who do not qualify for full Medi-Cal: Qualified Medicare Beneficiaries, Specified Low-Income Medicare Beneficiaries, and Qualified Individuals. Beneficiaries enrolled in one of these Medicare Savings Programs automatically receive LIS.
- k. **Program Income** means revenue generated by the subcontractor from contract-supported activities. Program income is:
 - i. Voluntary contributions received from a participant or responsible party as a result of the service(s).
 - ii. Income from usage or rental fees of real or personal property acquired with funds provided under this Agreement.
 - iii. Royalties received on patents and copyrights from contract-supported activities.
 - iv. Proceeds from the sale of items fabricated under a contract agreement.
- l. **Rural** means all territory, population and housing units not classified as urban. The rural classification cuts across other hierarchies and can be in metropolitan or non-metropolitan areas.
- m. **State Health Insurance Assistance Program (SHIP)** In California, SHIP is the same program as the Health Insurance Counseling and Advocacy Program (HICAP) with SHIP used interchangeably with HICAP. SHIP means a national program supported by the federal Administration for Community Living (ACL) that offers one-on-one counseling and assistance to people with Medicare and their families. Through federal grants directed to states, SHIPs provide free counseling and assistance via telephone and face-to-face interactive sessions, public education presentations and programs, and media activities.
- n. **Urban** means all territory, population, and housing units in urban areas, which include urbanized areas and urban clusters. An urban area generally consists of a large central place and adjacent densely settled census blocks that together have a total population of at least 2,500 for urban clusters, or at least 50,000 for urbanized areas. Urban classification cuts across other hierarchies and can be in metropolitan or non- metropolitan areas.

3. Program Requirements:

- 3.1. The services shall be performed in Planning and Service Area(s): 5, 26, 27, 28.
 - a. Marin – PSA 5
 - b. Lake/Mendocino – PSA 26
 - c. Sonoma – PSA 27
 - d. Napa/Solano – PSA 28
- 3.2. All MIPPA activities must be over and above those related activities provided through other funding sources (e.g., OAA funding and the basic federal SHIP/State HICAP funds), and they must support attainment of performance objectives specified by the California Department of Aging (CDA) (available on the CDA website).
- 3.3. The Contractor, directly or through coordination and collaboration with the County AAA, local aging network resources, and community partners shall:
 - a. Provide enhanced outreach and education to eligible Medicare beneficiaries regarding limited income benefits and application assistance to individuals who may be eligible for LIS or MSPs.
 - b. Ensure services are provided to the Eligible Service Population as defined in Section 2b. – Program Definitions.
 - c. Comply with standards and guidelines for procurement of supplies, equipment, and services as provided by CFR 200 Subpart D – Procurement Standards.
 - d. Conduct outreach activities aimed at preventing disease and promoting wellness.
- 3.4. Develop, update, and implement the CDA approved local MIPPA work plan, which is hereby incorporated by reference. The work plan must delineate how the Contractor and County will coordinate efforts and resources to achieve the performance objectives identified by CDA.
- 3.5. The MIPPA work plan must be submitted to and approved by CDA.
- 3.6. Updates to the MIPPA work plan will be required if substantial changes are proposed by the CDA or the County during the contract period.
- 3.7. Take reasonable steps to ensure that “alternative communication services” are available to non-English speaking or LEP beneficiaries of services. [22 CCR 11162] to meet the linguistic needs of identified eligible client population groups at key points of contact. Key points of contact include, but are not limited to, telephone contacts, office visits and in-home visits.

Alternative Communication Services include, but are not limited to:

- a. Interpreters or bilingual providers and provider staff.
- b. Contracts with interpreter services.
- c. Use of telephone interpreter lines.
- d. Sharing of language assistance materials and services with other providers.

- e. Translated written information materials, including but not limited to, enrollment information and descriptions of available services and programs.
- f. Make referral to culturally and linguistically appropriate community service programs.

4. Equity Statement:

The County of Sonoma supports fair, accessible, and relevant services that promote equity and social justice for families and individuals. In January 2021, Sonoma County's Board of Supervisors approved a five-year strategic plan, which includes a Racial Equity and Social Justice pillar. The pillar is made up of specific goals and objectives that will lead to normalizing, organizing, and operationalizing a new way of seeing our challenges, conducting analysis, and implementing new policies to ensure a workforce reflective of the community we serve and to achieve racial equity in County service provision.

5. Anti-Racist Results-Based Accountability (AR RBA) Plan:

AR RBA recognizes that inequities in Sonoma County are the result of generations of institutional and structural racism. Advancing equity in our community demands that we look at community and program level data by race and other social demographics to adopt strategies to eliminate inequities. The AR RBA framework centers communities with the greatest need while creating a data driven culture that embodies root cause analysis, participatory practice, organizational self-reflection and authentic relationship building.

Measurable change is a core component of a data driven culture. AR RBA uses Performance Measures to look at the quality, efficiency, and outcome of services. AR RBA asks three Performance Measure questions to get at the most important program outputs and outcomes: How much did we do? How well did we do it? Is anyone better off?

Upon execution of the contract County and Contractor may work to develop Performance Measures reflective of outcomes included in the scope of work. This may include, but is not limited to, attending one (1) AR RBA training, creating an AR RBA plan, submitting quarterly Performance Measure data and participating in periodic AR RBA Turn the Curve conversations. County and Contractor will finalize AR RBA plan within two (2) months of contract execution

6. Performance Measures:

- 6.1. CDA has established aggregate measures to be achieved for each Planning and Service Area it serves. The Contractor shall attain the established measures through collaboration with its respective AAA, ADRC (where applicable), and other appropriate subcontractor(s).
- 6.2. MIPPA related activities that will determine whether Contractor met the established measures which include:
 - a. The number of one-on-one beneficiary contacts that involve discussion or assistance with:
 - Low-Income Subsidy benefits and applications,

- Medicare Savings Program benefits and applications, and
 - Medicaid benefits for dual eligibles.
- b. The number of events conducted that involve:
- Target outreach to beneficiaries in rural areas,
 - Target outreach to low-income beneficiaries,
 - Education/Information on the Low-Income Subsidy, Medicare Savings Programs, and/or Medicaid benefits for dual eligible and/or;
 - Education/information on Medicare Preventive benefits.
7. Voluntary Donations/Program Income: Under this Agreement, Contractor will:
- 7.1. Provide each client with the opportunity to voluntarily contribute to the cost of the program by developing a notice to participants. Notices provided to participants regarding contributions shall be identified as “voluntary” and contain language that “no individual can be denied participation because of failure or inability to contribute”.
- These documents cannot include the words “bill, invoice or statement” or otherwise indicate or infer a contribution is required. The template for voluntary contributions must be submitted to AAA Program Staff within thirty (30) days of the contract’s start date. Any changes to this template must be communicated to AAA Program Staff prior to use.
- 7.2. Protect the privacy of each client with respect to contribution made. This privacy protection is to include establishing procedures to safeguard and account for all contributions. Procedures must be submitted to AAA Program Staff within thirty (30) days of the contract’s start date.
- 7.3. Ensure that all Program Income is reported and expended under the same terms and conditions as the program funds from which it is generated. Program Income means revenue generated by the Contractor from contract-supported activities, including voluntary contributions received from a participant for services received. See Exhibit B.
8. Reporting Units of Service:
- 8.1. The Contractor shall report work completed using the Statewide HICAP Automated Reporting Program (SHARP).
- 8.2. The Contractor shall ensure that all performance data is submitted according to CDA-approved reporting procedures and timelines and is timely, complete, accurate, and verifiable.
- 8.3. Units of service are based on total program budget which depends on other funding sources in addition to the Area Agency on Aging (AAA).
- 8.4. Activities will be reported to the AAA on a monthly basis, utilizing the software or forms supplied by the AAA. Reports are due by the fifteenth of each month for activities of the previous month, i.e. activities occurring in July will be reported by August 15.
- 8.5. Performance Measures will be reviewed monthly by AAA staff.

It is expected that, by December 31 (the end of the 2nd quarter), Contractor will have provided 50% of the contracted service units. If the actual service units provided are below 90% of this expectation, County and Contractor will meet to discuss the concern. Outcomes may result in Contractor providing a written corrective action plan to County as well as County reallocating funds away from Contractor.

- 8.6. The contractor shall submit program performance reports in accordance with AAA requirements.
- 8.7. Narrative reports are due to AAA at dates to be specified by CDA.
- 8.8. All narrative reports shall specify how the contract funds were used, progress to date in achieving MIPPA Work Plan objectives, barriers encountered, and steps taken to overcome these barriers.
9. Service Compliance: Under this Agreement, Contractor will:
 - 9.1. The Contractor shall maintain adequate staff to meet the contractor's Agreement. This staff shall be available to the State for training and meetings which the State may find necessary from time to time.
 - 9.2. The contractor shall be in good standing with the Secretary of State of California and shall maintain that status throughout the term of the Agreement.
 - 9.3. The Contractor shall comply with program standards, service priorities, and responsibilities consistent with statewide standards as they are released or identified by AAA or state licensing body.
10. Service Changes: Proposed changes affecting the provision of services must be communicated in writing to the AAA within 10 (ten) days of proposed date of the change.
11. Grievance Policy: Ensure grievance policy is publicly posted and is in compliance per 22 CCR, §7400 Grievance Process.
12. Mandated Reporting: Report suspected abuse, neglect, or exploitation of program participants to Sonoma County Adult Protective Services and/or law enforcement. Training provided by Sonoma County Adult Protective Services.
13. Service Provider Meetings Requirement: The Contractor is to convene the partner AAAs (PSA5, PSA26, PSA28) as per the Memorandum of Understanding on a quarterly basis.
14. Security Awareness Training Contractor's employees, subcontractors/vendors, and volunteers who handle confidential, sensitive and/or personal identifying information must complete the Security Awareness Training module by July 30, or within 30 days of the start date of the contract, or within thirty (30) days of the start date of any new employee, Subcontractor/Vendor, or volunteer's employment. Contractor will send signed certificates to AAA staff. Training may be on an individual or group basis. Access Information Security Awareness training under: https://www.aging.ca.gov/Information_Security/Privacy_and_Information_Security_Awareness_Training/

15. Transition Plan In the event the agreement is terminated prior to end of the contract term, Contractor shall submit a transition plan to ensure there will be no break in continued service. Transition plan must be received by County within 15 days of delivery of a written Notice of Termination initiated by Contractor, County, or State. The transition plan shall at a minimum include the following:

- A description of how open or active counseling and legal cases (if applicable) shall be transitioned to the new Contractor or Subcontractor.
- A description of how names, addresses, and telephone numbers of current clients will be handled and transferred to the new Contractor or Subcontractor.
- A description of how clients will be notified about the change and how their services will be continued.
- A description of how communications with other HICAP sites, ADRCs (where applicable), local agencies and advocacy organizations may be made to assist in locating alternative services as needed.
- A description of how community referral sources will be informed of the change of contractor or subcontractor and the continuation of services.
- A description of how sensitive, confidential records, including personal health information, will be transferred to ensure adequate protection of the records.
- A description of the qualifications of the requisite staff that would ensure continued provision of services through the term of the existing contract.
- A plan that specifies a timeline for the transition.
- A plan to conduct a property inventory and transfer, or return to the CDA, all equipment purchased with these Contract funds as directed by CDA.
- Additional information as necessary to ensure a safe transition of clients from the outgoing Contractor to the new Contractor.

Exhibit B: Fiscal Provisions/Budget

1. Sub-Recipient.

All or part of this Agreement will be paid with Federal awards. Contractor is designated as a Sub-recipient and the federal funds received under this agreement must be used in accordance with Federal statutes, regulations and the terms and conditions of the Federal award.

2. Fiscal Responsibilities.

In consideration of the obligations described herein, the Contractor shall be reimbursed under the terms of this Agreement. The Contractor shall be reimbursed for actual costs, in accordance with the agreed upon Budget included herein. The amount of reimbursement shall in no case exceed the funding amount as set forth in Article 2 of this Agreement.

2.1. Claiming and Documentation. Contractor shall receive reimbursement for its actual costs by submitting an invoice for reimbursement by the fifteenth (15th) day of the following month for all services provided to County's clients in the previous month. All costs reported by Contractor shall be supported by appropriate accounting documentation. The documentation shall establish that County is charged a fair and equitable portion of any indirect or shared costs attributable to services performed under this Agreement. Invoices will include Contractor name, address, phone number, or letterhead that includes the same information and shall be submitted to:

County of Sonoma Human Services Department
Attn: A&A Accounting
3600 Westwind Blvd.
Santa Rosa, CA 95403

2.2. Program Income. Program Income is revenue generated by the Contractor from contracted-supported activities, such as voluntary contributions received from a participant or other party for services received.

2.2.1. Program Income must be reported and expended under the same terms and conditions as the program funds from which it is generated.

2.2.2. Program Income must be used to pay for current allowable costs of the program in the same fiscal year that the income was earned (except as noted in 4).

2.2.3. Program Income must be spent before contract funds (except as noted in 4) and may reduce the total amount of contract funds payable to the Contractor.

2.2.4. If Program Income is earned in excess of the amount reported in the Area Plan Budget (CDA 122), the excess amount may be deferred for use in the first quarter of the following contract period, which is the last quarter of the federal fiscal year.

2.2.5. If Program Income is deferred for use it must be used by the last day of the federal fiscal year and reported when used.

2.2.6. Program Income may not be used to meet the matching requirements of this Agreement.

2.2.7. Program Income must be used to expand baseline services.

2.3. No Supplantation. Contractor must not claim reimbursement under this Agreement for expenditures reimbursed or financed by any other federal, state or local government source. No supplantation of program financing by Contractor is contemplated or allowed.

2.4. Indirect Cost Rate. Contractor is responsible for providing an approved Indirect Cost Rate in accordance with the Federal Office of Management and Budget, Title 2 CFR Part 200, Subpart E, and in Appendix IV to Part 200 for the Agreement year, when claiming indirect and/or administrative costs under this Agreement.

2.4.1. Contractor must submit an Indirect Cost Rate Proposal to County prior to execution of this Agreement unless Contractor has a current negotiated rate letter with another agency. In such case, Contractor must provide a copy of the negotiated rate letter within the above timeframe.

2.4.2. Indirect and/or administrative costs intended to be claimed under this Agreement will not be reimbursed without the provision of Contractor's cost allocation plan for the Agreement year.

2.4.3. If Contractor does not have an approved indirect cost rate, Contractor must use a de minimis rate of 10% based on the Modified Total Direct Costs (MTDC) as defined in 2 CFR 200.68.

2.5. Financial Records. Contractor understands and accepts its obligation to establish and maintain financial records of all program expenditures.

2.5.1. Contractor shall make available for inspection and audit to representatives of county, federal, and/or state governments all books, financial records, program information, and other records pertaining to the overall operation of Contractor and this Agreement, and shall allow said representatives to review and inspect its facilities and program operation of this Agreement to assure compliance with all applicable local, state, and/or federal regulations. Contractor shall maintain the accounting records in conformity with generally accepted accounting principles and as directed by the Sonoma County Auditor-Controller.

2.5.2. If it should be determined during the term of this Agreement by the Area Agency on Aging (AAA), County Administrator, Auditor-Controller, and/or Board of Supervisors that funds are not being utilized by Contractor in accordance with this Agreement, an audit may be ordered of Contractor's books, financial records, and program records. The cost of this audit shall be deducted from the total paid to Contractor through this Agreement.

2.5.3. Contractor shall maintain and preserve all records in its possession until they are released following audit of the AAA by state and/or federal representatives.

2.5.4. In the event that Contractor terminates its business activities, all records related to this Agreement shall be promptly delivered to County by Contractor. Contractor shall be liable for any and all attorneys' fees incurred by County in recovering records pursuant to this section.

2.6. Procurement. No procurement is authorized which is not specifically identified and approved herein. For purposes of this Agreement, procurement shall mean purchase, lease or rental.

2.6.1. If Contractor wishes to purchase equipment exceeding Five Thousand Dollars (\$5,000) which is not specifically identified and approved under this Agreement, Contractor must request in writing permission from County to purchase it. If County approves the purchase, Contractor shall provide County with proof of purchase within ten (10) days after purchasing it.

2.6.2. Contractor shall record the following information when property is acquired:

- A. Date acquired;
- B. Property Description;
- C. Property identification number (serial number);
- D. Cost or other basis of valuation;
- E. Fund source; and
- F. Rate of depreciation (or depreciation schedule), if applicable.

2.6.3. Any equipment purchased by Contractor for use under this Agreement shall become the property of the County of Sonoma immediately upon purchase and title to any such equipment shall remain with County. Contractor shall maintain and exercise adequate controls over that equipment and will be responsible for any loss due to its negligence. Contractor shall exercise the same degree of control and responsibility over equipment out-stationed to it by County. Both purchased and out-stationed equipment shall be covered under Contractor's insurance policies. In addition, Contractor shall notify County and the local police agency within twenty-four (24) hours in the event that any such equipment is lost or stolen.

2.6.4. All computer hardware and software purchased under this Agreement for use of Contractor shall be considered property of County. Contractor shall ensure that all such hardware and software is maintained in such a way as to preserve its value. Contractor shall make no additions, alterations, or adjustments to any hardware or software purchased under this Agreement. Computer shall meet County standard specifications for computer hardware and software as provided by County at time of purchase.

2.6.5. Procurement of all equipment shall be performed in accordance with 45 CFR 74, Subpart C. At least three (3) bids, verbal or written, shall be solicited for all equipment purchases. Purchases over Ten Thousand Dollars (\$10,000) require bids in writing. This requirement may be waived with the provision, in writing, of a reasonable alternative by Contractor (such as the purchase of a specialty item for which there is only one supplier).

2.7. Advance of Funds. Contractor shall submit a monthly expenditure report with a Sonoma County Claim for reimbursement of the previous month's expenses. If Contractor wishes to request an advance of funds, Contractor may do so in writing to the AAA Fiscal Officer.

2.8. Funding Contingency. Notwithstanding anything contained in the Agreement to the contrary, Contractor acknowledges that any payments to be made to it as provided herein shall be expressly contingent upon the receipt of sufficient funds by County.

3. Budget Adjustments.

3.1. Request. Request for transfer of funds between line items shall be submitted on a "Budget Modification Form" (Sub-schedule M01) as provided by the County. The Contractor must provide justification and supporting documentation for the requested revision.

3.2. Approval. The County Human Services Director is authorized to approve and execute a "Budget Modification Form", which details the transfer of funds between Budget line items, and to approve such changes without an Amendment to this Agreement so long as they do not result in an increase in County's maximum financial obligation.

3.2.1. Equipment. Requests to purchase or lease equipment in excess of \$5,000 and not included in original budget shall require County approval prior to purchase.

4. Closeout. Within thirty (30) calendar days after the termination of this Agreement, Contractor shall submit to County a final cost report showing the actual allowable Agreement costs. If the cost report shows that the payments exceeded the actual allowable costs for the term of the Agreement, Contractor shall enclose with the cost report funds equal to the difference between payments received and costs incurred. As part of the Closeout, Contractor must submit invoices for any newly purchased equipment and a complete list of all AAA-owned equipment in the possession of Contractor.

5. Audits. Contractor must have a fiscal monitoring biannually. The type of monitoring will depend upon the funding level of Contractor. In addition, contractors who receive multiple Federal Awards which taken together total over Seven Hundred Fifty Thousand Dollars (\$750,000) are required to have a single agency audit in accordance with 2 CFR Part 200, Subpart F. A copy of this audit must be forwarded to the Area Agency on Aging by the auditor as soon as it is complete.

5.1. The Contractor shall ensure that State-Funded expenditures are displayed discretely along with the related federal expenditures in the single audit report's "Schedule of Expenditures of Federal Awards" under the appropriate Assistance Listing Number (ALN).

5.2. For state contracts that do not have ALNs, the Contractor shall ensure that the State-funded expenditures are discretely identified in the Schedule of Expenditures of Federal Awards (SEFA) by the appropriate program name, identifying grant/contract number, and as passed through the AAA.

6. Repayment.

6.1. Contractor is responsible for the repayment of all audit exceptions and disallowances taken by County, state, or federal agencies related to activities conducted by Contractor under this Agreement.

6.2. Where unallowable costs have been claimed and reimbursed, they will be refunded to the program that reimbursed the unallowable cost using a cash refund or offset to a subsequent claim.

7. Local Non-Federal Match. Most programs require that Contractor provide local, non-federal funds as program match. In most cases the match can be either cash or in-

kind. The amount of the match requirement depends upon the specific program. The minimum required match by program area is as follows:

- Titles IIIB, IIIC, and IIID require minimum match of ten percent (10%).
- Title IIIE requires minimum match of twenty-five percent (25%).

8. Funding.

8.1. All or part of this Agreement will be paid with Federal awards.

8.2. This federal award is not for and no funds shall be used for experimental, research, or development (R&D) purposes, within the meaning of 37 CFR Part 401.

8.3. Federally awarded funds must be used in accordance with Federal statutes and regulations. As a pass-through entity, the County is required to provide certain information regarding Federal award(s) to Contractor as a Sub-recipient. County will provide required information regarding the Federal Award upon receipt of funding documents from the funding source.

Federal Award Identification Details

Federal Assistance Listing Title(s)	<ol style="list-style-type: none"> 1. Special Programs for the Aging, Title III, Part B, Grants for Supportive Services and Senior Centers 2. Special Programs for the Aging, Title VII, Chapter 2, Long Term Care Ombudsman Services for Older Individuals 3. Special Programs for the Aging, Title VII, Chapter 3, Programs for Prevention of Elder Abuse, Neglect, and Exploitation 4. Medicare Enrollment Assistance Program 5. State Health Insurance Assistance Program
Federal Assistance Listing Number(s)	<ol style="list-style-type: none"> 1. 93.044 2. 93.042 3. 93.041 4. 93.071 5. 93.324
Award Name	<ol style="list-style-type: none"> 1. Older American Act Title III- Supportive Services 2. Older American Act Title VII- Ombudsman 3. Older American Act Title VII- Elder Abuse Prevention 4. To be provided by County 5. State Health Insurance Assistance Program (SHIP)
Federal Agency	Department of Health and Human Services, Administration for Community Living
Federal Award Identification Number (FAIN)	<ol style="list-style-type: none"> 1. 2401CAOASS-01 2. 2401CAOAOM-01 3. 2401CAOAEA-01 4. To be provided by County 5. To be provided by County
Subrecipient Name	Senior Advocacy Services
Subrecipient Unique Entity Identifier #	EQK4JAVUZ6H8
Project Grant Code	<ol style="list-style-type: none"> 1. 3BSL 2. 3BOL,7OFL, B1GL, LCPF, SDFL, SNFL 3. 7EFL 4. 2324 MIPPA 5. HIFL
Indirect Cost Rate	Not applicable.

9. The Contractor and its Subcontractor/Vendors shall comply with Governor’s Executive Order 2-18-2011, which bans expenditures on promotional and marketing items colloquially known as “S.W.A.G.” or “Stuff We All Get.”

10. Allocation Summary.

Program CFDA#	Area Agency on Aging (AAA) Funds					Total FY 24/25 Contract
	Federal	State	State HICAP Augmentation	HICAP Reimbursement	State Baseline Adjustment	
OMBUDSMAN						
General Fund IIIB (B1GL)	\$0	\$78,010	\$0	\$0	\$0	\$78,010
General Fund IIIB - Augmentation (B1GL)	\$0	\$93,656	\$0	\$0	\$0	\$93,656
Ombudsman Fedl Title IIIB	93.044	\$27,952	\$0	\$0	\$0	\$27,952
Ombudsman Fedl VIIA	93.042	\$49,273	\$0	\$0	\$0	\$49,273
OMBUDSMAN Subtotal		\$77,225	\$171,666	\$0	\$0	\$248,891
OMBUDSMAN SPECIAL DEPOSIT						
State Public Health L&C		\$0	\$7,204	\$0	\$0	\$7,204
State Health Facilities Citations Penalties		\$0	\$14,698	\$0	\$0	\$14,698
General Fund (SNFL)		\$0	\$34,220	\$0	\$0	\$34,220
OMBUDSMAN SPECIAL DEPOSIT Subtotal		\$0	\$56,122	\$0	\$0	\$56,122
Ombudsman Totals		\$77,225	\$227,788	\$0	\$0	\$305,013
HICAP(4/1/25-6/30/25)	93.324	\$30,944	\$81,760	\$0	\$0	\$112,704
HICAP (7/1/24 thru 3/31/25)	93.324	\$92,832	\$245,279	\$0	\$0	\$338,111
MIPPA (7/1/24 thru 8/31/24)	93.071	\$16,656	\$0	\$0	\$0	\$16,656
MIPPA (9/1/24 thru 6/30/25)	93.071	\$83,281	\$0	\$0	\$0	\$83,281
Elder Abuse Prevention VII	93.041	\$6,673	\$0	\$0	\$0	\$6,673
CONTRACT TOTAL		\$307,611	\$554,827	\$0	\$0	\$862,438

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11. Budgets.

11.1. Title III B – Ombudsman

LINE ITEMS FOR PROGRAM COST CATEGORIES	AAA FUNDS	MATCH		REALIGNMENT		NON-MATCH		PROGRAM INCOME	TOTAL
		CASH	IN-KIND	MATCH	NON-MATCH	CASH	IN-KIND		
PERSONNEL									
Salaries	194,068					633			194,701
Benefits	3,836								3,836
TOTAL PERSONNEL	\$197,904					\$633			\$198,537
TRAVEL & TRAINING									
Staff Travel	1,303								1,303
Staff Training	411								411
TOTAL TRAVEL & TRNG.	\$1,714								\$1,714
EQUIPMENT									
Expendable Equipment									
Non-expendable Equipment									
TOTAL EQUIPMENT									
TOTAL CONSULTANTS									
OTHER COSTS:									
Rent/Bldg. Maintenance									
Communications						1,801			1,801
Utilities						2,486			2,486
Office Supplies						2,085			2,085
Printing						1,824			1,824
Postage						886			886
Employee Mileage									
Repairs & Maintenance						1,963			1,963
Outreach/advertising						548			548
Outside Services						18,943			18,943
Insurance						2,606			2,606
Publications/Members.						1,980			1,980
Other						21,148			21,148
TOTAL OTHER COSTS						\$56,270			\$56,270
* INDIRECT COSTS									
TOTAL PROGRAM COSTS	\$199,618					\$56,903			\$256,521

11.2. Title VII A – Ombudsman

LINE ITEMS FOR PROGRAM COST CATEGORIES	AAA FUNDS	MATCH		REALIGNMENT		NON-MATCH		PROGRAM INCOME	TOTAL
		CASH	IN-KIND	MATCH	NON-MATCH	CASH	IN-KIND		
PERSONNEL									
Salaries	36,562								36,562
Benefits	732								732
TOTAL PERSONNEL	\$37,294								\$37,294
TRAVEL & TRAINING									
Staff Travel	286								286
Staff Training	90								90
TOTAL TRAVEL & TRNG.	\$376								\$376
EQUIPMENT									
Expendable Equipment									
Non-expendable Equipment									
TOTAL EQUIPMENT									
TOTAL CONSULTANTS									
OTHER COSTS:									
Rent/Bldg. Maintenance									
Communications	344								344
Utilities	546								546
Office Supplies	458								458
Printing	401								401
Postage	195								195
Employee Screening/Testing									
Repairs & Maintenance	432								432
Outreach/advertising									
Outside Services	3,672								3,672
Insurance	573								573
Publications/Members.									
Other	4,982								4,982
TOTAL OTHER COSTS	\$11,603								\$11,603
* INDIRECT COSTS									
TOTAL PROGRAM COSTS	\$49,273								\$49,273

11.3. Ombudsman Special Deposit {includes OAA IIIB Supportive Services funds}

LINE ITEMS FOR PROGRAM COST CATEGORIES	AAA FUNDS	MATCH		COUNTY REALIGNMENT		NON-MATCH		PROGRAM INCOME	TOTAL
		CASH	IN-KIND	MATCH	NON-MATCH	CASH	IN-KIND		
PERSONNEL									
Salaries	52,377					17,749			70,126
Benefits	1,391								1,391
TOTAL PERSONNEL	\$53,768					\$17,749			\$71,517
TRAVEL & TRAINING									
Staff Travel						544			544
Staff Training						172			172
TOTAL TRAVEL & TRNG.						\$716			\$716
EQUIPMENT									
Expendable Equipment									
Non-expendable Equipment									
TOTAL EQUIPMENT									
TOTAL CONSULTANTS									
OTHER COSTS:									
Rent/Bldg. Maintenance									
Communications						653			653
Utilities	1,038								1,038
Office Supplies						871			871
Printing						762			762
Postage						370			370
Employee Screening/Testing									
Repairs & Maintenance						820			820
Outreach/advertising						229			229
Outside Services						6,977			6,977
Insurance						1,088			1,088
Publications/Members.									
Other	1,316					5,584			6,900
TOTAL OTHER COSTS	\$2,354					\$17,354			\$19,708
* INDIRECT COSTS									
TOTAL PROGRAM COSTS	\$56,122					\$35,819			\$91,941

11.4. HICAP (7/1/24-3/31/25)

LINE ITEMS FOR PROGRAM COST CATEGORIES	AAA FUNDS	MATCH		REALIGNMENT		NON-MATCH		PROGRAM INCOME	TOTAL
		CASH	IN-KIND	MATCH	NON-MATCH	CASH	IN-KIND		
PERSONNEL									
Salaries	225,011								225,011
Benefits	31,850					4,109			35,959
TOTAL PERSONNEL	\$256,861					\$4,109			\$260,970
TRAVEL & TRAINING									
Staff Travel	2,500					1,000			3,500
Staff Training	1,875								1,875
TOTAL TRAVEL & TRNG.	\$4,375					\$1,000			\$5,375
EQUIPMENT									
Expendable Equipment	1,875					1,543			3,418
Non-expendable Equipment									
TOTAL EQUIPMENT	\$1,875					\$1,543			\$3,418
TOTAL CONSULTANTS									
OTHER COSTS:									
Rent/Bldg. Maintenance	15,000								15,000
Communications	3,375								3,375
Utilities	3,375								3,375
Office Supplies	3,000					1,000			4,000
Printing	2,750					1,000			3,750
Postage	750								750
Employee Screening/Testing	500								500
Repairs & Maintenance									
Outreach/advertising	3,000					1,000			4,000
Outside Services	22,000					500			22,500
Insurance	3,750								3,750
Publications/Members.	5,625								5,625
Other	11,875					5,000			16,875
TOTAL OTHER COSTS	\$75,000					\$8,500			\$83,500
* INDIRECT COSTS									
TOTAL PROGRAM COSTS	\$338,111					\$15,152			\$353,263

11.5. HICAP (4/1/25-6/30/25)

LINE ITEMS FOR PROGRAM COST CATEGORIES	AAA FUNDS	MATCH		REALIGNMENT		NON-MATCH		PROGRAM INCOME	TOTAL
		CASH	IN-KIND	MATCH	NON-MATCH	CASH	IN-KIND		
PERSONNEL									
Salaries	71,004					4,000			75,004
Benefits	10,486					1,500			11,986
TOTAL PERSONNEL	\$81,490					\$5,500			\$86,990
TRAVEL & TRAINING									
Staff Travel	1,167								1,167
Staff Training	625								625
TOTAL TRAVEL & TRNG.	\$1,792								\$1,792
EQUIPMENT									
Expendable Equipment									
Non-expendable Equipment									
TOTAL EQUIPMENT									
TOTAL CONSULTANTS									
OTHER COSTS:									
Rent/Bldg. Maintenance	4,000					1,000			5,000
Communications	1,125								1,125
Utilities	1,125								1,125
Office Supplies	1,000					333			1,333
Printing	1,250								1,250
Postage	250								250
Employee Screening/Testing	167								167
Repairs & Maintenance	333					1,000			1,333
Outreach/advertising	6,000					1,500			7,500
Outside Services	7,500								7,500
Insurance	1,250								1,250
Publications/Members.	875					1,000			1,875
Other	4,547					453			5,000
TOTAL OTHER COSTS	\$29,422					\$5,286			\$34,708
* INDIRECT COSTS									
TOTAL PROGRAM COSTS	\$112,704					\$10,786			\$123,490

11.6. MIPPA (7/1/24-8/31/24)

LINE ITEMS FOR PROGRAM COST CATEGORIES	AAA FUNDS	MATCH		REALIGNMENT		NON-MATCH		PROGRAM INCOME	TOTAL
		CASH	IN-KIND	MATCH	NON-MATCH	CASH	IN-KIND		
PERSONNEL									
Salaries	11,073								11,073
Benefits	1,882								1,882
TOTAL PERSONNEL	\$12,955								\$12,955
TRAVEL & TRAINING									
Staff Travel									
Staff Training									
TOTAL TRAVEL & TRNG.									
EQUIPMENT									
Expendable Equipment									
Non-expendable Equipment									
TOTAL EQUIPMENT									
TOTAL CONSULTANTS									
OTHER COSTS:									
Rent/Bldg. Maintenance	529								529
Communications									
Utilities									
Office Supplies									
Printing									
Postage									
Employee Screening/Testing									
Repairs & Maintenance									
Outreach/advertising									
Outside Services									
Insurance									
Publications/Members.									
Other	3,172								3,172
TOTAL OTHER COSTS	\$3,701								\$3,701
* INDIRECT COSTS									
TOTAL PROGRAM COSTS	\$16,656								\$16,656

11.7. MIPPA (9/1/24-6/30/25)

LINE ITEMS FOR PROGRAM COST CATEGORIES	AAA FUNDS	MATCH		REALIGNMENT		NON-MATCH		PROGRAM INCOME	TOTAL
		CASH	IN-KIND	MATCH	NON-MATCH	CASH	IN-KIND		
PERSONNEL									
Salaries	55,365								55,365
Benefits	9,412								9,412
TOTAL PERSONNEL	\$64,777								\$64,777
TRAVEL & TRAINING									
Staff Travel									
Staff Training									
TOTAL TRAVEL & TRNG.									
EQUIPMENT									
Expendable Equipment									
Non-expendable Equipment									
TOTAL EQUIPMENT									
TOTAL CONSULTANTS									
OTHER COSTS:									
Rent/Bldg. Maintenance	2,643								2,643
Communications									
Utilities									
Office Supplies									
Printing									
Postage									
Employee Screening/Testing									
Repairs & Maintenance									
Outreach/advertising									
Outside Services									
Insurance									
Publications/Members.									
Other	15,862								15,862
TOTAL OTHER COSTS	\$18,504								\$18,504
* INDIRECT COSTS									
TOTAL PROGRAM COSTS	\$83,281								\$83,281

11.8. Title VII B – Elder Abuse Prevention

LINE ITEMS FOR PROGRAM COST CATEGORIES	AAA FUNDS	MATCH		COUNTY REALIGNMENT		NON-MATCH		PROGRAM INCOME	TOTAL
		CASH	IN-KIND	MATCH	NON-MATCH	CASH	IN-KIND		
PERSONNEL									
Salaries	5,748								5,748
Benefits	114								114
TOTAL PERSONNEL	\$5,862								\$5,862
TRAVEL & TRAINING									
Staff Travel	45								45
Staff Training									
TOTAL TRAVEL & TRNG.	\$45								\$45
EQUIPMENT									
Expendable Equipment									
Non-expendable Equipment									
TOTAL EQUIPMENT									
TOTAL CONSULTANTS									
OTHER COSTS:									
Rent/Bldg. Maintenance									
Communications	54								54
Utilities	85								85
Office Supplies	71								71
Printing	62								62
Postage	30								30
Employee Screening/Testing									
Repairs & Maintenance	67								67
Outreach/advertising	19								19
Outside Services	67								67
Insurance	89								89
Publications/Members.	68								68
Other	154					905			1,059
TOTAL OTHER COSTS	\$766					\$905			\$1,671
* INDIRECT COSTS									
TOTAL PROGRAM COSTS	\$6,673					\$905			\$7,578

Exhibit C: Insurance Requirements

With respect to performance of work under this Agreement, Contractor shall maintain and shall require all of its subcontractors, consultants, and other agents to maintain insurance as described below unless such insurance has been expressly waived by the attachment of a *Waiver of Insurance Requirements*. Any requirement for insurance to be maintained after completion of the work shall survive this Agreement.

County reserves the right to review any and all of the required insurance policies and/or endorsements, but has no obligation to do so. Failure to demand evidence of full compliance with the insurance requirements set forth in this Agreement or failure to identify any insurance deficiency shall not relieve Contractor from, nor be construed or deemed a waiver of, its obligation to maintain the required insurance at all times during the performance of this Agreement.

1 Workers Compensation and Employers Liability Insurance

- a. Required if Contractor has employees as defined by the Labor Code of the State of California.
- b. Workers Compensation insurance with statutory limits as required by the Labor Code of the State of California.
- c. Employers Liability with minimum limits of \$1,000,000 per Accident; \$1,000,000 Disease per employee; \$1,000,000 Disease per policy.
- d. *Required Evidence of Insurance*: Certificate of Insurance.

If Contractor currently has no employees as defined by the Labor Code of the State of California, Contractor agrees to obtain the above-specified Workers Compensation and Employers Liability insurance should employees be engaged during the term of this Agreement or any extensions of the term.

2 General Liability Insurance

- a. Commercial General Liability Insurance on a standard occurrence form, no less broad than Insurance Services Office (ISO) form CG 00 01.
- b. Minimum Limits: \$1,000,000 per Occurrence; \$2,000,000 General Aggregate; \$2,000,000 Products/Completed Operations Aggregate. The required limits may be provided by a combination of General Liability Insurance and Commercial Excess or Commercial Umbrella Liability Insurance. If Contractor maintains higher limits than the specified minimum limits, County requires and shall be entitled to coverage for the higher limits maintained by Contractor.
- c. Any deductible or self-insured retention shall be shown on the Certificate of Insurance. If the deductible or self-insured retention exceeds \$100,000 it must be approved in advance by County. Contractor is responsible for any deductible or self-insured retention and shall fund it upon County's written request, regardless of whether Contractor has a claim against the insurance or is named as a party in any action involving the County.
- d. **The County of Sonoma its Officers, Agents and Employees** shall be endorsed as additional insureds for liability arising out of operations by or on behalf of the Contractor in the performance of this Agreement.

- e. The insurance provided to the additional insureds shall be primary to, and non-contributory with, any insurance or self-insurance program maintained by them.
- f. The policy definition of “insured contract” shall include assumptions of liability arising out of both ongoing operations and the products-completed operations hazard (broad form contractual liability coverage including the “f” definition of insured contract in ISO form CG 00 01, or equivalent).
- g. The policy shall cover inter-insured suits between the additional insureds and Contractor and include a “separation of insureds” or “severability” clause which treats each insured separately.
- h. Required Evidence of Insurance: Certificate of Insurance.

3 Automobile Liability Insurance

- a. Minimum Limit: \$1,000,000 combined single limit per accident. The required limits may be provided by a combination of Automobile Liability Insurance and Commercial Excess or Commercial Umbrella Liability Insurance.
- b. Insurance shall cover all owned autos. If Contractor currently owns no autos, Contractor agrees to obtain such insurance should any autos be acquired during the term of this Agreement or any extensions of the term.
- c. Insurance shall cover hired and non-owned autos.
- d. Required Evidence of Insurance: Certificate of Insurance.

4 Professional Liability/Errors and Omissions Insurance

- a. Minimum Limit: \$1,000,000 per claim or per occurrence.
- b. Any deductible or self-insured retention shall be shown on the Certificate of Insurance. If the deductible or self-insured retention exceeds \$100,000 it must be approved in advance by County.
- c. If the insurance is on a Claims-Made basis, the retroactive date shall be no later than the commencement of the work.
- d. Coverage applicable to the work performed under this Agreement shall be continued for two (2) years after completion of the work. Such continuation coverage may be provided by one of the following: (1) renewal of the existing policy; (2) an extended reporting period endorsement; or (3) replacement insurance with a retroactive date no later than the commencement of the work under this Agreement.
- e. Required Evidence of Insurance: Certificate of Insurance specifying the limits and the claims-made retroactive date.

5 Cyber Liability Insurance

Network Security & Privacy Liability Insurance:

- a. Minimum Limit: \$2,000,000 per claim or per occurrence, \$2,000,000.00 aggregate.
- b. Coverage shall be sufficiently broad to respond to the duties and obligations as is undertaken by the Contractor in this agreement and shall include, but not be limited to, claims involving security breach, system failure, data recovery, business interruption, cyber extortion, social engineering, infringement of intellectual property, including but not limited to infringement of copyright, trademark, trade dress, invasion of privacy violations, information theft, damage to or destruction of

electronic information, release of private information, and alteration of electronic information. The policy shall provide coverage for breach response costs (including notification costs), regulatory fines and penalties as well as credit monitoring expenses.

- c. If the insurance is on a Claims-Made basis, the retroactive date shall be no later than the commencement of the work.
- d. Coverage applicable to the work performed under this Agreement shall be continued for two (2) years after completion of the work. Such continuation coverage may be provided by one of the following: (1) renewal of the existing policy; (2) an extended reporting period endorsement; or (3) replacement insurance with a retroactive date no later than the commencement of the work under this Agreement.
- e. Required Evidence of Insurance: Certificate of Insurance specifying the limits and the claims-made retroactive date.

6 Standards for Insurance Companies

Insurers, other than the California State Compensation Insurance Fund, shall have an A.M. Best's rating of at least A:VII.

7 Documentation

- a. All required Evidence of Insurance shall be submitted prior to the execution of this Agreement. Contractor agrees to maintain current Evidence of Insurance on file with County for the entire term of this Agreement and any additional periods if specified in Sections 1 – 4 above.
- b. The name and address for Additional Insured endorsements and Certificates of Insurance is:

The County of Sonoma, its Officers, Agents and Employees
Contracts Unit
3600 Westwind Boulevard
Santa Rosa, CA 95403

Or pdf to: contracts@schsd.org

- c. Required Evidence of Insurance shall be submitted for any renewal or replacement of a policy that already exists, at least ten (10) days before expiration or other termination of the existing policy.
- d. Contractor shall provide immediate written notice if: (1) any of the required insurance policies is terminated; (2) the limits of any of the required policies are reduced; or (3) the deductible or self-insured retention is increased.
- e. Upon written request, certified copies of required insurance policies must be provided within thirty (30) days.

8 Policy Obligations

Contractor's indemnity and other obligations shall not be limited by the foregoing insurance requirements.

9 Material Breach

If Contractor fails to maintain insurance which is required pursuant to this Agreement, it shall be deemed a material breach of this Agreement. County, at its sole option, may terminate this Agreement and obtain damages from Contractor resulting from said breach. Alternatively, County may purchase the required insurance, and without further notice to Contractor, County may deduct from sums due to Contractor any premium costs advanced by County for such insurance. These remedies shall be in addition to any other remedies available to County.

Exhibit D: Assurance of Compliance
ASSURANCE OF COMPLIANCE WITH
NONDISCRIMINATION IN STATE AND FEDERALLY ASSISTED PROGRAMS

CONTRACTOR HEREBY AGREES THAT it will comply with Title VI and VII of the Civil Rights Act of 1964 as amended; The Fair Housing Act, Title VIII of the Civil Rights Act of 1968 (42 USC §§ 3601 et seq.), Section 504 of the Rehabilitation Act of 1973, as amended; the Age Discrimination Act of 1975, as amended; the Food Stamp Act of 1977 as amended, and in particular Section 272.6; Title II of the Americans with Disabilities Act of 1990; California Civil Code, Section 51 et seq., as amended; California Government Code Section 11135-11139.5, as amended; California Government Code Sections 12960 and 12940 (c), (h) (1), (i), and (j); California Government Code Section 4450; Title 22, California Code of Regulations 98000 – 98413; Title 24 of the California Code of Regulations, Section 3105A(e); the Dymally-Alatorre Bilingual Services Act; Section 1808 of the Removal of Barriers to Inter Ethnic Adoption Act of 1996 (California Government Code Section 7290-7299.8); Sonoma County Ordinance 4291, and other applicable federal, state and local laws, as well as their implementing regulations (including 45 Code of Federal Regulations (CFR) Parts 80, 84, and 91, 7 CFR Part 15, 28 CFR Parts 35 & 42, 41 CFR Parts 60 et seq., and 29 CFR Part 38), by ensuring that employment practices and the administration of public assistance and social services programs are nondiscriminatory, to the effect that no person shall because of ethnic group identification, age, sex (including pregnancy, childbirth, or related conditions, sexual orientation, gender identity, gender expression, transgender status and sex stereotyping), color, disability, medical condition (including AIDS and/or HIV), national origin (including limited English proficiency), race, ancestry, marital status, religion, religious creed or political belief be excluded from participation in or be denied the benefits of, or be otherwise subject to discrimination under any program or activity receiving federal or state financial assistance; and HEREBY GIVES ASSURANCE THAT it will immediately take any measures necessary to effectuate this agreement.

THIS ASSURANCE is given in consideration of and for the purpose of obtaining any and all federal and state assistance; and CONTRACTOR HEREBY GIVES ASSURANCE THAT administrative methods/procedures which have the effect of subjecting individuals to discrimination or defeating the objectives of the California Department of Social Services (CDSS) Manual of Policies and Procedures (MPP) Chapter 21, will be prohibited.

BY ACCEPTING THIS ASSURANCE, Contractor agrees to compile data, maintain records and submit reports as required, to permit effective enforcement of the aforementioned laws, rules and regulations and permit authorized CDSS and/or federal government personnel, during normal working hours, to review such records, books and accounts as needed to ascertain compliance. If there are any violations of this assurance, CDSS shall have the right to invoke fiscal sanctions or other legal remedies in accordance with Welfare and Institutions Code Section 10605, or Government Code Section 11135-11139.5, or any other laws, or the issue may be referred to the appropriate federal agency for further compliance action and enforcement of this assurance.

THIS ASSURANCE is binding on Contractor directly or through contract, license, or other provider services, as long as it receives federal or state assistance.

Date

Signature

Exhibit E: Additional Federal Requirements

County has determined that for the services provided under this Agreement, Contractor has been designated as Sub-recipient of Federal funds and as such, shall adhere to the following additional requirements.

1. Environmental Standards. Contractor shall comply with mandatory state standards and policies related to energy efficiency, which are contained in the state energy conservation plan issued in compliance with the Energy Policy Conservation Act, PL 94-163.

If Contractor receives more than \$100,000 under this Agreement, Contractor shall comply with all applicable federal standards, orders, or requirements issued under Section 306 of the Clean Air Act, Section 508 of the Clean Water Act and Federal Water Pollution Control Act, Environmental Protection Agency Regulations [40 CFR, Part 15 and Executive Order 11738], and Public Contract Code Section 10295.3.
2. Union Organizing. Funds provided under this Agreement shall not be used to assist, promote, or deter union organizing.
3. Conflict of Interest and Standards of Conduct. Contractor shall disclose to County in writing any potential conflict to County per 2 CFR 200.112 and 2 CFR 200.318(c). Standards of Conduct shall include but is not limited to conflict of economic interest as well as conducting business with relatives (nepotism) or close personal friends and associates.
4. Grievances and Complaint System. Contractor will establish and maintain a grievance and complaint procedure in compliance with Uniform Guidance 2 CFR Part 200, and all applicable Federal regulations and State statues, regulations and policies.
5. Prohibition on Certain Telecommunications and Video Surveillance. Contractor is prohibited from obligating or expending these federal funds to procure or obtain; extend or renew a contract to procure or obtain; or enter into a contract to procure or obtain equipment, services, or systems that uses *covered* telecommunications equipment or services as a substantial or essential component of any system, or as critical technology as part of any system, as described in Public Law 115-232, section 889.
6. Ukraine- / Russia-Related Sanctions. Contractor shall comply with [federal economic sanctions](#) in response to Russia's actions in Ukraine, as well as any sanctions imposed under state law. Failure to comply may result in the termination of contracts or grants, as applicable.
7. Lobby Certification. If Contractor receives more than \$100,000 under this Agreement, Contractor shall comply with regulations regarding Lobbying by signing Exhibit E-1, Certification Regarding Lobbying.
8. Debarment Certification. Contractor shall comply with the regulations implementing Executive Order 12549, Debarment and Suspension, Uniform Guidance 2 CFR Part 200, Appendix I by signing Exhibit E-2, Certification Regarding Debarment.
9. Drug Free Workplace. Contractor shall comply with the government-wide requirements for a drug-free workplace codified at 29 CFR Part 98 and as certified by Contractor in Exhibit E-3.

Exhibit E-1: Lobbying Certification
CERTIFICATION REGARDING LOBBYING

The undersigned certifies, to the best of his or her knowledge and belief, that:

- (1) No Federal appropriated funds have been paid or will be paid, by or on behalf of the undersigned, to any persons for influencing or attempting to influence an officer or employee of an agency, a Member of Congress, an officer or employee of Congress, or an employee of a Member of Congress in connection with the awarding of any Federal contract, the making of any Federal grant, the making of any Federal loan, the entering into of any cooperative agreement, and the extension, continuation, renewal, amendment, or modification of any Federal contract, grant, loan, or cooperative agreement.
- (2) If any funds other than Federal appropriated funds have been paid or will be paid to any person for influencing or attempting to influence an officer or employee of any agency, a Member of Congress, an officer or employee of Congress, or an employee of a Member of Congress in connection with this Federal contract, grant, loan, or cooperative agreement, the undersigned shall complete and submit Standard Form-LLL, "Disclosure Form to Report Lobbying," in accordance with its instructions.
- (3) The undersigned shall require that the language of this certification be included in the award documents for all subawards at all tiers (including subcontracts, subgrants and contracts under grants, loans, and cooperative agreements which exceed \$100,000) and that all subrecipients shall certify and disclose accordingly.

This certification is a material representation of fact upon which reliance was placed when this transaction was made or entered into. Submission of this certification is a prerequisite for making or entering into this transaction imposed by 31 U.S.C. 1352. Any person who fails to file the required certification shall be subject to a civil penalty of not less than \$10,000 and not more than \$100,000 for each such failure.

Senior Advocacy Services
Grantee/Contractor Organization

HICAP, MIPPA, Ombudsman, and Elder Abuse Prevention Programs
Program/Title

Crista Barnett Nelson
Name and Title of Authorized Signatory

Signature

Date

**Exhibit E-2: Certification Regarding Debarment,
Suspension and Other Responsibility Matters**

By signing this certification, Contractor certifies under penalty of perjury under state and federal laws that Contractor will comply with the regulations implementing Executive Order 12549, Debarment and Suspension, Uniform Guidance 2 CFR Part 180, I that the primary principal, to the best of their knowledge and belief, that it and its principals:

- a) Are not presently debarred, suspended, proposed for debarment, declared ineligible, or voluntarily excluded from covered transactions by any Federal department or agency;
- b) Have not within a three-year period preceding this proposal been convicted of or had a civil judgment rendered against them for commission of fraud or a criminal offence in connection with obtaining, attempting to obtain, or performing a public (Federal, State, or local) transaction or contract under a public transaction; violation of Federal or State antitrust statutes or commission of embezzlement, theft, forgery, bribery, falsifications or destruction of records, making false statements, or receiving stolen property;
- c) Are not presently indicted for, or otherwise criminally or civilly charged by a government entity (Federal, State, or local) with, commission of any of the offenses enumerated in paragraph (b) of this certification, and
- d) Have not within a three-year period preceding this application/ proposal had one or more public transactions (Federal, State, or local) terminated for cause or default.

Where the primary principal is unable to certify to any of the statements in this certification, such principal shall attach an explanation.

Crista Barnett Nelson
Name (Typed)

AA-SAS-S4S-2425
Registration (Contract) No.

Executive Director
Title

Senior Advocacy Services
Organization Name

Signature

Date

Exhibit E-3: Certification Regarding Drug Free Workplace

CERTIFICATION

The undersigned hereby certifies compliance with Government Code Section 8355 in matters relating to providing a drug free workplace. The undersigned will:

1. Publish a statement notifying employees that unlawful manufacture, distribution, dispensation, possession, or use of a controlled substance is prohibited and specifying actions to be taken against employees for violations, as required by Government Code Section 8355(a).
2. Establish a Drug-Free Awareness Program as required by Government Code Section 8355(b), to inform employees about all of the following:
 - a) The dangers of drug abuse in the workplace;
 - b) The person's or organization's policy of maintaining a drug-free workplace;
 - c) Available counseling, rehabilitation and employee assistance programs;
 - d) Penalties that may be imposed upon employees for drug abuse violations.
3. Provide as required by Government Code Section 8355(c) that every employee who works on the proposed contract.
 - a) Will receive a copy of the drug free policy statement, and
 - b) Will agree to abide by the terms of the statement as a condition of employment on the contract.

I hereby swear that I am duly authorized legally to bind this organization to the above described certification. I am fully aware that this certification is made under penalty of perjury under the laws of the State of California.

Senior Advocacy Services
Grantee/Contractor Organization

HICAP, MIPPA, Ombudsman, and Elder Abuse Prevention Programs
Program/Title

Crista Barnett Nelson
Name and Title of Authorized Signatory

Signature

Date

Exhibit G: Media Communications

If Contractor provides media communications to the public, including but not limited to flyers, press releases, web or social media posts, public service announcements, or interviews, about any program activities or projects funded under this Agreement, Contractor shall give credit to County as the program's funding source. County reserves the right to review and approve media communications, prior to release. In providing any media coverage referenced above, Contractor shall comply with all confidentiality requirements in Article 9.12.

Exhibit I: Data System Requirements

SHARP/PEERPLACE Data System Access Requirements

- A. Contractor agrees to require all persons who have access to the information in the State-provided SHARP/PEERPLACE data system to comply with the provisions of Section 10850 of the Welfare and Institutions (W&I) Code, Section 827 of the W&I Code and Division 19 of California Department of Social Services Manual of Policy and Procedures.
- B. Access to the SHARP/PEERPLACE data system shall only be allowed for designated staff who work with HSD program participants and only for the purpose described in this Agreement. Accessing client information related to anything other than what is described in this Agreement is strictly prohibited.
- C. Access to the SHARP/PEERPLACE data system will be allowed only for Contractor staff that have signed and submitted a Public Assistance Systems Access Agreement. This Agreement must be received by HSD prior to the issuance of a secure user name and password.
- D. Contractor will be contacted on a quarterly basis to ensure the users on file with HSD are current. At that time, Contractor will provide written notification to HSD of any employee change that relates to this Agreement.
 - i. Contractor will confirm a roster of all Contractor employees with the SHARP/PEERPLACE data system access on a quarterly basis.
 - ii. All notices to HSD regarding the SHARP/PEERPLACE data system shall be made in writing via e-mail and addressed as follows:

Kathleen Cortez, Program Planning and Evaluation Analyst
kcortez@schsd.org
(707) 565-5930
- E. Contractor will ensure that usernames and passwords are not shared by Contractor employees.
- F. Contractor understands that there is a criminal penalty for release or use of the information by Contractor for any purpose other than stated in this Agreement.