

**Petaluma People Services Center**

Agreement to Provide

**SERVICES FOR SENIORS**

Funding Amount: **\$539,478.00**

Term: **07/01/2023 to 06/30/2024**

Agreement Number: AA-PPSC-S4S-2324

Funding Source: Older Americans Act (OAA)

Assistance Listing Numbers: 93.043, 93.044, 93.045, and 93.053

**AGREEMENT FOR PROVISION OF SERVICES**

This agreement ("Agreement"), dated as of July 1, 2023 ("Effective Date"), is by and between the County of Sonoma, a political subdivision of the State of California (hereinafter "County"), and Petaluma People Services Center, 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 providing a variety of services for seniors; 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 the provision of Adult Day Care, Case Management, Congregate Meals, Home Delivered Meals, Transportation and Mobility Management, Disease Prevention and Health Promotion, and related services for seniors;

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

1.2. Contractor's Specified Services. Contractor shall perform the services described in "Exhibit A: Scopes 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/Budgets" (hereinafter "Exhibit B"), attached hereto and incorporated herein by this reference. Contractor shall be paid an amount not to exceed Five Hundred Thirty-Nine Thousand Four Hundred Seventy-Eight Dollars (\$539,478.00), 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 07/01/2023 to 06/30/2024 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 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 responsibility for loss or damage to any person or entity, including County, and to defend, 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 the negligence, recklessness, or willful misconduct of Contractor or its agents, employees, contractors, subcontractors, or invitees hereunder, 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. 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, employees, contractors, subcontractors, or invitees under workers' compensation acts, disability benefits acts, or other employee benefit acts. This indemnity provision survives the Agreement.

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 Exhibit D of the CDA contract which can be referenced at [https://www.aging.ca.gov/Providers and Partners/Area Agencies on Aging/Contracts Download Page](https://www.aging.ca.gov/Providers_and_Partners/Area_Agencies_on_Aging/Contracts_Download_Page).

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 suspected security incident 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](mailto: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. 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: Petaluma People Services Center  
1500 Petaluma Blvd South, Ste A  
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

Petaluma People Services Center

By: Elece Hempel

Name: Elece Hempel  
Title: Executive Director

Date: 05/02/2023

COUNTY OF SONOMA

By: \_\_\_\_\_

Name: Angela Struckmann  
Title: Director, Human Services Department

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: J Sabbag

*Angela Struckmann*

## **Exhibit A: Scopes 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 – Adult Day Care
- 2. Exhibit A-2:** Scope of Work – Case Management
  - 2.1. Attachment A-2 -** Sonoma County Area Agency on Aging Case Management Guidelines
- 3. Exhibit A-3:** Scope of Work – Congregate Meals
- 4. Exhibit A-4:** Scope of Work – Home Delivered Meals
- 5. Exhibit A-5:** Scope of Work - Nutrition Education
- 6. Exhibit A-6:** Scope of Work – Disease Prevention and Health Promotion:  
“FallProof™ Balance and Mobility Program”
- 7. Exhibit A-7:** Scope of Work – Transportation Program
- 8. Exhibit A-8:** Scope of Work –Mobility Management & Education Program

## Exhibit A-1: Scope of Work

### Adult Day Care

TIME FRAME: 07/01/23 - 06/30/24      FUNDING: Title III B - Older Americans Act  
GEOGRAPHIC SERVICE AREA(S):      Petaluma and the Unincorporated  
Communities of Bloomfield, Penngrove, Two  
Rock, and Valley Ford

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#### PROGRAM AREA: **Adult Day Care**

1. Program Overview: The Adult Day Care program provides day care services for seniors (Age 60+) who are functionally or cognitively impaired by providing the emotional, mental and social stimulation that is necessary to help them remain independent and healthy. Daily social and recreation activities include arts and crafts, entertainment, group discussions, light exercise, visits from school children, a nutritious lunch, and a light snack.
2. California Department of Aging Service Category Definition:  
Adult Day Care: Personal care for dependent elders in a supervised, protective, and congregate setting during some portion of a day. Services offered in conjunction with adult day care/adult day health typically include social and recreational activities, training, counseling, and services such as rehabilitation, medications assistance, and home health aide services for adult day health.
3. Program Requirements: Under this Agreement, Contractor will:
  - 3.1. Deliver services at a licensed Adult Day Care or Adult Day Health Care Center that provides Adult Day Care services.
  - 3.2. Provide priority to senior participants 60 years of age and older who may be one or more of the following:
    - a) Low-income
    - b) Minority
    - c) Limited English proficient
    - d) Socially isolated
    - e) Residing in rural areas
    - f) Have the greatest economic and social need
    - g) Are at risk for institutional placement

Targeted individuals are frail isolated older adults who are in danger of declining in their overall health, becoming depressed and losing their independence because of diminished social and mental stimulation.
  - 3.3. 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.

- 3.4. 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.
- 3.5. Refer participants who live outside the Contractor's defined Geographical Service Area to the Sonoma County AAA Case Management Contractor who serves that Geographical Service Area.
- 3.6. Provide services a minimum of two days per week.
- 3.7. Operate a minimum of four hours on each day of service.
- 3.8. Complete an assessment of each participant at intake by staff.
- 3.9. Obtain a consenting medical assessment from participant's physician to establish his/her ability to participate in programs and activities.
- 3.10. Develop and monitor individual participant care plans to include coordinating communications between staff and families regarding the on-going needs and progress of each participant.
- 3.11. Provide activities to include, but not be limited to, a regular schedule of music, exercise, cognitive games, small and large motor activities, and socialization.
- 3.12. Make available a noon meal and a light snack for program participants.
- 3.13. Prevent disclosure of any information about the participant without written consent of the individual.
4. Location of Services: 25 Howard Street, Petaluma
5. Units of Service Requirements for Adult Day Care Contracted Services:
  - 5.1. Adult Day Care: **2,800 Participant Hours**
  - 5.2. Unduplicated Seniors: **13**
  - 5.3. Units of service will be reviewed monthly by AAA staff.

It is expected by December 31 (end of the 2nd quarter), Contractor will have provided 50% of the contracted service units. If the actual service units provided are below the 50% 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 County reallocating funds away from the contractor.
6. Results Based Accountability (RBA):

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?

#### 6.1 Anti-Racist Results-Based Accountability Plan

- a) Contractor must attend one AR-RBA training.
- b) County and Contractor will develop an Anti-Racist Results Based Accountability (AR-RBA) Plan to develop Performance Measures reflective of outcomes included in the scope of work.
- c) Development of outcomes will be a collaborative effort between the County and Contractor.
- d) Contractor will apply, document, and report on Performance Measures and activities detailed in the AR-RBA Plan.
  - Contractor will disaggregate the Performance Measures by demographics and geographic area for reporting when possible.
  - Contractor will submit quarterly Performance Measure data to County by the 15th of the month following the month of the end of the quarter.
- e) Contractor will participate in quarterly conversations and monitoring as defined in the AR-RBA Plan.
- f) The AR-RBA Plan may be modified at any time as agreed to in writing by both parties.
- g) The AR-RBA Plan must be completed within two (2) months of commencing the creation of the Plan.
- h) Upon contract closeout, contractor will report client demographics for program if available.

#### 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 WellSky data collection software and 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. Data collection and reporting requirements to include the following:
  - Participant characteristics including date of birth, zip code, rural designation, gender, race, ethnicity, poverty status, living arrangement
  - Activities of Daily Living/Instrumental Activities of Daily Living (ADLs/IADLs), and Nutritional Risk
  - Sexual Orientation Gender Identity (SOGI) data

In all cases “Decline to State” is included in the dropdown menu and must be selected if the participant has not responded. If “Decline to State” is not selected then the WellSky database generates an error message for “Missing” information.

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

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

8.1. Provide each participant 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”.

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.

8.2. Protect the privacy of each participant 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.

8.3. 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.

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

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 5 are not attained (22 CCR § 7364 (a) 3).

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

10.1. 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)).

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

11. 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 via email to AAA Program Staff within 10 (ten) days of proposed date of the change.

12. Grievance Policy: Contractor will ensure the grievance policy is publicly posted and in compliance per 22 CCR, §7400 Grievance Process. A copy of the Grievance Policy must be submitted to the AAA Program Manager within thirty (30) days of the contract's start date.
13. 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.
14. Service Provider Meetings Requirement: The AAA periodically hosts service provider meetings to share new information with service providers (contractors). Contractor shall designate a representative to attend each Service Provider meeting. It is recommended that Service Provider also attend the monthly full AAA Advisory Council meetings. Meetings are held the 3rd Wednesday/month at 1:00 pm. <https://sonomacounty.ca.gov/health-and-human-services/human-services/boards-commissions-and-committees/advisory-council-to-area-agency-on-aging>
15. 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. A sign-in sheet for a group presentation is acceptable for group trainings. Access Information Security Awareness training under: [https://www.aging.ca.gov/Information\\_Security/Privacy\\_and\\_Information\\_Security\\_Awareness\\_Training/](https://www.aging.ca.gov/Information_Security/Privacy_and_Information_Security_Awareness_Training/).
16. 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

### Case Management

TIME FRAME: 07/01/23 - 06/30/24      FUNDING: Title III B - Older Americans Act  
GEOGRAPHIC SERVICE AREA(S):      Petaluma and the Unincorporated  
Communities of Bloomfield, Penngrove, Two  
Rock, and Valley Ford, Cloverdale, Geyserville,  
Cotati, Fulton, Healdsburg, Windsor, Rohnert  
Park, Santa Rosa/Kenwood, Sonoma Valley

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#### PROGRAM AREA: **Case Management**

1. Program Overview: The case management program provides person-centered assistance to frail older adults, age 60 or over, who need assistance managing daily living tasks to maintain optimum level of functioning in the least restrictive setting possible. The program utilizes a collaborative and holistic approach of assessment, planning, linkage, care coordination, advocacy for options, resources, and services to meet the individual's comprehensive needs. Care plans are developed with the senior to address their specific needs.
2. California Department of Aging Service Category Definition:  
Case Management: Assistance either in the form of access coordination in circumstances where the older person is experiencing diminished functioning capacities, personal conditions or other characteristics which require the provision of services by formal service providers or family caregivers. Activities of case management include such practices as assessing needs, developing care plans, authorizing and coordinating services among providers, and providing follow-up and reassessment, as required.
3. Program Requirements: Under this Agreement, Contractor will:
  - 3.1. Provide priority to senior participants 60 years of age and older who may be one or more of the following:
    - a) Low-income
    - b) Minority
    - c) Limited English proficient
    - d) Socially isolated
    - e) Residing in rural areas
    - f) Have the greatest economic and social need
    - g) Are at risk for institutional placement

Targeted individuals are frail isolated seniors who are in danger of declining in their overall health, becoming depressed and losing their independence because of diminished social and mental stimulation.
  - 3.2. Refer participants who live outside the Contractor's defined Geographical Service Area to the Sonoma County AAA Case Management Contractor who serves that Geographical Service Area.

- 3.3. 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.
- 3.4. 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.
- 3.5. Act as an agent for the individual receiving the services and not as promoters for the agency providing such services. (USC 42 § 3026 (a)(8)(C)).
- 3.6. Adhere to the Case Management Regulations found in the Older Americans Act §102 (11).
- 3.7. Follow the Sonoma County Area Agency on Aging Case Management Guidelines as detailed in Attachment A-2.
- 3.8. Ensure to not count toward case management individuals who have a one-time interaction (phone call or in-person) with a case manager, or who receive information and assistance without the need for opening a case management case. To be counted as case management, the minimum duration for case management services is three months.
- 3.9. Ensure to not count toward case management individuals with an Assessment or a Care Plan in another service category (such as Adult Day or Nutrition Programs) unless the individual fully meets all case management requirements outlined in this scope of work and in the Sonoma County Area Agency on Aging Case management Requirements as detailed in Attachment A-2.
- 3.10. Prevent disclosure of any information about the participant without written consent of the individual.
4. Location of Services: In Program Participant's place of residence.
5. Units of Service Requirements for Case Management Contracted Services:
  - 5.1. Case Management: 3745 Participant Hours
  - 5.2. Unduplicated Seniors: 340
  - 5.3. Participant Hours include time the case manager is in contact with the participant (phone calls and home visits) as well as travel time, documentation, and collateral contacts related to each participant.
  - 5.4. Units of service will be reviewed monthly by AAA staff.

It is expected by December 31 (the end of the 2<sup>nd</sup> quarter), Contractor will have provided 50% of the contracted service units. If the actual service units provided are below the 50% 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.

6. Reporting Units of Service:

- 6.1. Data reported must be timely, complete, accurate, and verifiable.
- 6.2. Units of service are based on total program budget which depends on other funding sources in addition to the Area Agency on Aging (AAA).
- 6.3. Activities will be reported to the AAA on a monthly basis, utilizing the WellSky Aging & Disability software. 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.
- 6.4. Data collection and reporting requirements to include the following:
  - Participant characteristics including date of birth, zip code, rural designation, gender, race, ethnicity, poverty status, living arrangement
  - Activities of Daily Living/Instrumental Activities of Daily Living (ADLs/IADLs), and Nutritional Risk
  - Sexual Orientation Gender Identity (SOGI) data

In all cases “Decline to State” is included in the dropdown menu and must be selected if the participant has not responded. If “Decline to State” is not selected then the WellSky database generates an error message for “Missing” information. Contractor shall submit program performance reports in accordance with AAA requirements.

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

- 7.1. Provide each participant 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.”

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 participant 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 Contractor from contract-supported activities, including voluntary contributions received from a participant for services received. See Exhibit B.

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 5 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 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 via email to AAA Program Staff within 10 (ten) days of proposed date of the change.
11. Grievance Policy: Contractor will ensure the grievance policy is publicly posted and in compliance per 22 CCR, §7400 Grievance Process. A copy of the Grievance Policy must be submitted to the AAA Program Manager within thirty (30) days of the contract's start date.
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 periodically hosts service provider meetings to share new information with service providers (contractors). Contractor shall designate a representative to attend each Service Provider meeting. It is recommended that Service Provider also attend the monthly full AAA Advisory Council meetings. Meetings are held the 3rd Wednesday/month at 1:00 pm.  
<https://sonomacounty.ca.gov/health-and-human-services/human-services/boards-commissions-and-committees/advisory-council-to-area-agency-on-aging>
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. A sign in sheet for a group presentation is acceptable for group trainings. Access to Information Security Awareness training can be found at:  
[https://www.aging.ca.gov/Information\\_Security/Privacy\\_and\\_Information\\_Security\\_Awareness\\_Training/](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.



## Attachment A-2 **Sonoma County Area Agency on Aging Case Management Requirements 2023-2024**

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### **Case Management Services: Definition and Program Overview\***

- Case management is a service provided to an older individual (60+) at the direction of the individual or representative.
- The Case Management Program provides person-centered assistance to older adults (age 60+) who may no longer be able to manage daily living tasks by helping them maintain an optimum level of functioning in the least restrictive setting possible.
- The Case Management Program targets individuals age 60 or over who are at-risk of declining in their overall health, becoming depressed, and/or losing their independence because of diminished social and/or mental stimulation. Priority is given to those who may be one or more of the following: low-income, minority, Spanish speaker or limited English-proficient, socially isolated, residing in rural areas, and/or at risk of institutional placement.
- Case Management is a service of a minimum of three months' duration that includes comprehensive Assessment, a client-centered Care Plan, and coordination of care over multiple home visits and/or phone conversations. A single referral or a single visit is not case management and should not be documented as such.
- Case Management is a stand-alone program; an individual who is counted as a case management client must meet the full requirements outlined in the contract Scope of Work and these Case Management Requirements.
- Services provided by other programs should not be documented as case management services. For example, a nutrition Assessment visit or other program Assessment or service must not be reported as case management, even if the staff member provides a referral, resource, or other service that may be similar to or fall under the scope of case management.
- Contractor will ensure that Case Management Services include all of the following elements:
  - A comprehensive needs Assessment that includes:
    - Activities of Daily Living (ADL)/Instrumental Activities of Daily Living (IADL);
    - General health and health care needs;
    - Psychological, social support, and emotional needs;
    - Legal and/or financial assistance;
    - Housing;
    - Nutrition;

- Mobility and transportation needs;
- Home safety Assessment (stairs, equipment, clutter etc.);
- Development of a Care Plan in partnership with the participant or their representative, which includes specific, quantifiable goals that address each identified need, and strategies for each goal. Goals and strategies should be updated at least quarterly in the WellSky Aging & Disability database. The Care Plan should be fully updated when the individual's case is closed.
- Monthly monitoring of client by phone with documentation of monitoring in the WellSky Aging & Disability progress notes.
- Quarterly home visits with documentation of Care Plan updates and monitoring in the WellSky Aging & Disability progress notes.
- Reassessment of client needs should take place every 6 months.
- The case management screening to collect initial information and demographics may take place over the phone. The Intake Assessment and creation of the Care Plan must be completed in the participant's home.
- Case management contacts with the participant must include at a minimum:
  - monthly phone contacts
  - quarterly in-person visits
  - Reassessments every 6 months
- Contractor's hiring and recruitment process will ensure that each case manager is trained and qualified to provide comprehensive case management and care coordination to meet the needs of the older individual. Qualification requirements should include:
  - A Bachelor's Degree in a related field (social work, counseling, psychology, gerontology or related human service field) and/or a combination of equivalent experience and education.
  - Professional training in older adult case management. [University of Boston's CADER Program](#) is an example of a recommended program.

*\* As defined by the Older Americans Act (OAA) Section 102 (11) and the County of Sonoma Area Agency on Aging*

### Documentation Requirements (Title III – Intake & Assessment Forms Guide)

- Initial Assessment, Reassessments, Care Plans and progress notes must all be documented in WellSky Aging & Disability as follows:
  - Care Plan updates must be documented in WellSky's Aging & Disability.
  - Progress notes must include the dates and actions for follow-up with participant.
  - Referral(s) to services or assistance provided must include dates for follow-up by phone or in-person, and documentation of services obtained toward Care Plan goals.

- Data Entry
  - Required fields to be entered into WellSky Aging & Disability for each participant:
    - Number of Hours (Service Units).
    - Registered Participant Detail: Birth Date, Zip Code, Rural Designation, Gender, Sexual Orientation Gender Identity (SOGI) questions, Race, Ethnicity, Poverty Status, Living Arrangement.
  - A participant may decline to state. “Decline to State” is included as a drop-down option. “Missing” information errors occur when a participant is not asked the question or the information was not entered into the database.
- Assessment Form
  - An agency may use the standard CDA Assessment Form or create their own version of the Assessment Form, but the latter must include all elements of the version included with these guidelines, and a copy of the form must be provided to AAA Program Staff.
  - The Area Agency on Aging is able to tailor a Case Management Assessment Form within WellSky Aging & Disability.
  - Alternatively, Case Management Assessment Forms, if completed on paper, must be scanned into WellSky Aging & Disability.
- Care Plan
  - The Care Plan includes time frames of actions for each goal and documents these details in the WellSky Aging & Disability progress notes.
  - All updates to Care Plans must be documented in the WellSky Aging & Disability progress notes as changes occur, including at 12-month Reassessments and when a case is closed.

### Initial Assessment

- The initial Assessment is completed by a trained case manager (OAA Section 102 (II)(A)(i)) in the participant’s home.
- The Assessment includes documentation of ADL/IADL, general health, legal and/or fiscal assistance, housing, nutrition, social support and connection, access to transportation, safety within the home (stairs, equipment, clutter etc.), emotional well-being and quality of life.
- Assess participant’s ability to remain independent (OAA Section 102 (II)(B)(i)).

### Care Plan

- Care plans establish the individual needs & goals for case management
- All activity related to the Care Plan must be documented in the WellSky Aging & Disability progress notes.
- Care plan must include goals, strategies and outcomes to be achieved and services to be pursued. Each goal should link to a need identified through the Assessment process.
  - Document participant’s participation and approval of their stated needs as well as their approval of the Care Plan’s goals, strategies, and outcomes.
  - Coordinate with any other formal services, such as hospital discharge plans

- Provide comprehensive and timely information about the availability of community resources.
- The Care Plan must be updated at the 12-Month Reassessment, documenting outcomes for each goal and that significant work went into each goal.

### Reassessments

- The purpose of the Reassessment is to update the participants needs that may impact the Care Plan goals. Each Reassessment requires a home visit.
- A Reassessment requires the case manager to completely reassess the participant's needs that have changed since the Initial Assessment.
- Reassessments are documented in WellSky Aging & Disability.
- Reassessment is completed every 6 months.
- Every 12 months, there must be an Annual Reassessment that includes an update of the Care which documents the outcome for each goal and demonstrates that significant work went into each goal.

### Closing a Participant Case

- The duration of Case Management Services is based on the goals established in the Care Plan. A participant may choose to discontinue case management, but after a period of time, may return as a new participant as a result of changed circumstances.
- If a former case management participant requests to be reenrolled, the case manager must complete a new initial Assessment and Care Plan.
- The closing of a case must be documented in the WellSky Aging & Disability database, including the following:
  - Outcomes and strategies for each Care Plan goal with narrative describing whether each outcome and strategy was achieved.
  - Termination reason(s), which may include that the participant has declined services; or has received services as specified in the Care Plan and the identified goals have been achieved.
  - Status of participant's needs from their last Assessment, including any changes in circumstances or needs as related to discontinuation of services.
  - Follow-up plan or continuation plan including participant's current supports and services.

### Tracking of Case Management Hours

- Case Management hours are reported as the amount of time the case manager is in contact with the participant (phone calls and home visits) as well as travel time, documentation, and collateral contacts related to each participant.
- Only a trained case manager's time is to be reported; time that other program staff or volunteers spend with the participant is not to be included.
- When an individual requesting services does not live in the boundary of the Contractor's assigned service area, Contractor must refer the individual to the OAA-funded Case Management contractor in the appropriate service area.

## Reference Materials

- Older Americans Act: See Section 102(11) “case management service” definition):  
<https://acl.gov/sites/default/files/about-acl/2020-04/Older%20Americans%20Act%20of%201965%20as%20amended%20by%20Public%20Law%20116-131%20on%203-25-2020.pdf>
- Welfare and Institutions Code – WIC Division 8.5 Mello-Granlund Older Californians Act:  
[https://leginfo.legislature.ca.gov/faces/codes\\_displaySection.xhtml?lawCode=WIC&sectionNum=9007](https://leginfo.legislature.ca.gov/faces/codes_displaySection.xhtml?lawCode=WIC&sectionNum=9007)
- California Department of Aging (CDA) Title III Intake and Assessment Forms Guide:  
<https://www.aging.ca.gov/download.ashx?IE0rcNUV0zaN%2FY3P1Uwdgg%3D%3D>
- CDA Older Americans Act Title IIIB Supportive Services Program Narrative:  
<https://aging.ca.gov/download.ashx?IE0rcNUV0zac5x5tGZUebw%3D%3D>
- CDA Service Categories and Data Dictionary Revised July 2018:  
<https://www.aging.ca.gov/download.ashx?IE0rcNUV0zYVluwocgk52g%3D%3D>

### **Exhibit A-3: Scope of Work**

#### **Congregate Meals**

TIME FRAME: 07/01/23 - 06/30/24      FUNDING: Title III C-1 - Older Americans Act  
GEOGRAPHIC SERVICE AREA(S):      Petaluma and the Unincorporated  
Communities of Bloomfield, Penngrove, Two  
Rock, and Valley Ford

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#### **PROGRAM AREA: Congregate Meals**

1. Program Overview: The Congregate Meals program is designed to help increase the nutrient intake and prevent health deterioration and social isolation for seniors aged 60 and older, their spouses regardless of age, and disabled individuals who reside at home with and accompany an older individual who participates in the program. The nutritionally balanced meal and social contact together provide a positive motivation for self-care for seniors who may often eat poorly on their own and may become lonely and depressed in isolation.
2. California Department of Aging Service Category Definition:  
Congregate Meal: A meal provided to an eligible individual in a congregate group setting, that meets all of the requirements of the Older Americans Act (OAA) and State/Local laws, assures a minimum one-third of the current Dietary Reference Intake, and shall comply with Dietary Guidelines for Americans.
3. Program Requirements: Under this Agreement, Contractor will:
  - 3.1. Adhere to the following designations of participants eligible to receive Older Americans Act funded meals and prioritize the following with special attention to specified exceptions:
    - a) A Sonoma County older adult 60 years of age or older;
    - b) A spouse of any age of a person 60 years of age or older;
    - c) A person with a disability under 60 years of age IF they live in a senior living community where there is a congregate meal site at the senior living community;
    - d) A caregiver under 60 years of age who has a disability is eligible IF they live with the senior and accompany the senior to the congregate meal site. \*EXCEPTION\* If caregiver is NOT over 60 years of age or disabled, then they cannot be counted for OAA funding purposes;
    - e) Children with a disability who are under 60 years of age if they live with the senior and accompany the senior to the congregate meal;
    - f) \*EXCEPTION\* A volunteer under the age of 60 may be offered a meal if doing so will not deprive an older individual a meal. Meals under this provision CANNOT be counted for OAA funding purposes. The number of volunteer meals must be submitted to AAA Program Staff with monthly program reports.
    - g) Provide priority to senior participants 60 years of age and older who may be one or more of the following:

- Low-income
- Minority
- Limited English proficient
- Socially isolated
- Residing in rural areas
- Have the greatest economic and social need
- Are at risk for institutional placement

Targeted individuals are frail isolated older adults who are in danger of declining in their overall health, becoming depressed and losing their independence because of diminished social and mental stimulation.

- 3.2. 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.
- 3.3. 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.
- 3.4. Refer participants who live outside the Contractor's defined Geographical Service Area to the Sonoma County AAA Case Management Contractor who serves that Geographical Service Area.
- 3.5. Refer applicants determined ineligible to receive OAA-funded congregate meals to the nearest non-OAA congregate site or to other appropriate food assistance programs.
- 3.6. If applicant cannot be served due to provider resource limitations, participant must be placed on a "wait list". Wait lists with participant's name, city residence, and the reason for inability to provide service must be submitted to the AAA Program Staff with monthly program reports.
- 3.7. Complete the Older Americans Act Nutritional Risk Assessment checklist as part of the Nutritional Screening Initiative from each meal site participant and make appropriate referrals if participant scores at a high nutritional risk.
- 3.8. Provide one hot meal that provides one-third (1/3) of the Dietary Reference Intake (DRI) to program participants at least three times a week.
- 3.9. Use fresh ingredients in food preparation as much as possible.
- 3.10. Forward monthly menu to the AAA Dietician for review and certification at least one month prior to use. Meals cannot be served until AAA approval.
- 3.11. Once the monthly menu is approved by the AAA Dietician, the menu must be posted in a clearly visible area at each site and be easily readable.

- a) Menu changes that include changing an entire meal must be approved by the AAA Dietician prior to implementation. A written record must be kept on file regarding approval communications. Once a change is approved, an updated menu must be posted at each dining site in the manner stated above.
  - b) If substitutions are needed for fruits or vegetables, only items from the AAA Dietician approved substitution list can be used.
  - c) Substitutions shall not exceed two (2) entrees per month unless approved by the AAA Dietician.
- 3.12. Allow for special and therapeutic diets.
- a) Notice of availability must be communicated on each congregate site menu and posted at each dining site in the manner stated in 3.11.
  - b) Special meals must be approved by the AAA Dietician prior to implementation, including special events and holiday meals.
  - c) Therapeutic meals allowed upon written request from client's physician.
- 3.13. Provide Nutrition Education at a minimum of four (4) times per year to congregate meal participants. Refer to Section 2.2., above.
- 3.14. Discuss with clients how to plan for meals during emergencies, weather-related conditions, and natural disasters.
- 3.15. Ensure conformance with the following nutritional and kitchen site requirements to be monitored by the AAA Dietician:
- a) AAA Title III-C Nutrition Program Standards and all state and federal Title III C regulations.
  - b) The California Retail Food Code (CRFC) and local health department regarding safe and sanitary preparation of meals.
  - c) Occupational Safety and Health Administration (OSHA) requirements.
- 3.16. Ensure nutrition staffing conforms to the requirements set forth in the California Department of Aging Title IIIC Program Regulations 145.1(C)(D) which includes the qualifications, training, and duties of the food service manager and the agency dietitian/nutritionist on site.
- 3.17. Include procedures for an evaluation to obtain views of participants about the services received.
- 3.18. Do not deny a congregate meal to a participant who meets the program requirements and has failed to make a reservation when food is available.
- 3.19. Have a paid staff or volunteer designated to be responsible for the day-to-day activities at each site, and physically be on-site during the time that the congregate meal activities are taking place.
- 3.20. Provide meals in congregate settings including adult day care facilities and multigenerational meal sites.

- 3.21. Have equipment, including tables and chairs that are sturdy and appropriate for older individuals. Tables shall be arranged to assure ease of access and encourage socialization.
- 3.22. Prevent disclosure of any information about the participant without written consent of the individual.
- 3.23. Post a clearly visible and easy to read sign at each site near the entrance and/or sign-in area stating the actual cost of the meal, suggested donation, and statement that meal recipients under 60 must pay the full cost of the meal.

4. Location of Services:

LOCATION	ADDRESS	HOURS OF OPERATION
Senior Café at the Petaluma Senior Center	211 Novak Street, Petaluma	Monday through Friday at 1pm
*Adult Day Program	25 Howard Street, Petaluma	Monday, Wednesday, and Friday at Noon

\* = Meal count includes Adult Day Program Site meals served

5. Dining Sites:

- 5.1. Dining Site Changes: Proposed changes in dining sites such as adding additional sites or site renovations must be communicated in writing to AAA Program Staff within thirty (30) days of the proposed date of the change. The site must be inspected and approved by AAA Program Staff prior to meal service.
- 5.2. Dining Site Closure: Proposed closure of dining site must be communicated in writing to AAA Program Staff within thirty (30) days of the proposed date of closure. A site closure plan must be submitted by the contractor to the AAA and the site must remain open until the plan has been approved by AAA staff.

6. Units of Service Requirements for Congregate Meal Contracted Services:

- 6.1. Congregate Meals: **3,200**
- 6.2. Unduplicated Seniors: **60**
- 6.3. Units of service will be reviewed monthly by AAA staff.

It is expected by December 31 (end of the 2nd quarter), Contractor will have provided 50% of the contracted service units. If the actual service units provided are below the 50% 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 County reallocating funds away from the contractor.

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 WellSky data collection software and 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. Congregate Meal Participant Data collection and reporting requirements to include the following:

- Participant characteristics including date of birth, zip code, rural designation, gender, race, ethnicity, poverty status, living arrangement
- Activities of Daily Living/Instrumental Activities of Daily Living (ADLs/IADLs), and Nutritional Risk
- Sexual Orientation Gender Identity (SOGI) data

In all cases “Decline to State” is included in the dropdown menu and must be selected if the participant has not responded. If “Decline to State” is not selected then the WellSky database generates an error message for “Missing” information.

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

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

8.1. Provide each participant 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.”

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.

8.2. Protect the privacy of each participant 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.

8.3. 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 Contractor from contract-supported activities, including voluntary contributions received from a participant for services received. See Exhibit B.

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

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 5 are not attained (22 CCR § 7364 (a) 3).

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

- 10.1. Ensure contract is in full contract compliance within 120 days of the beginning date of the contract. County shall evaluate Contractor's capacity to fulfill contract goals if full compliance by this time period has not occurred (22 CCR § 7364 (c)).
- 10.2. Comply with program standards, service priorities, and responsibilities consistent with statewide standards as they are released or identified by AAA or state licensing body.
11. 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 via email to AAA Program Staff within 10 (ten) days of proposed date of the change.
12. Grievance Policy: Contractor will ensure the grievance policy is publicly posted and in compliance per 22 CCR, §7400 Grievance Process. A copy of the Grievance Policy must be submitted to the AAA Program Manager within thirty (30) days of the contract's start date.
13. 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.
14. 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. It is recommended that Service Provider also attend the monthly full AAA Advisory Council meetings. Meetings are held the 3rd Wednesday/month at 1:00 pm. <https://sonomacounty.ca.gov/health-and-human-services/human-services/boards-commissions-and-committees/advisory-council-to-area-agency-on-aging>
15. 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. A sign in sheet for a group presentation is acceptable for group trainings. Access Information Security Awareness training under: [https://www.aging.ca.gov/Information\\_Security/Privacy\\_and\\_Information\\_Security\\_Awareness\\_Training/](https://www.aging.ca.gov/Information_Security/Privacy_and_Information_Security_Awareness_Training/).
16. 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**

**Home Delivered Meals**

TIME FRAME: 07/01/23 - 06/30/24      FUNDING: Title III C-2 - Older Americans Act  
GEOGRAPHIC SERVICE AREA(S):      Petaluma and the Unincorporated  
Communities of Bloomfield, Penngrove, Two  
Rock, and Valley Ford

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**PROGRAM AREA: Home Delivered Meals**

1. Program Overview: The Home Delivered Meals program is designed to help increase the nutrient intake of homebound or isolated frail seniors (age 60+) who may have become homebound due to increasing age or short-term/long-term health problems. The program provides nutritional support through the delivery of one meal per day to assist in maintaining health, independence and ability to remain at home.
2. California Department of Aging Service Category Definition:  
Home Delivered Meal: A meal provided to an eligible individual in his or her place of residence, that meets all of the requirements of the Older Americans Act and State/Local laws, assures a minimum one-third of the current Dietary Reference Intake, and complies with Dietary Guidelines for Americans.
3. Program Requirements: Under this Agreement, Contractor will:
  - 3.1. Provide priority to senior participants 60 years of age and older who may be one or more of the following:
    - a) Low-income
    - b) Minority
    - c) Limited English proficient
    - d) Socially isolated
    - e) Residing in rural areas
    - f) Have the greatest economic and social need
    - g) Are at risk for institutional placement

Targeted individuals are frail isolated seniors who are in danger of declining in their overall health, becoming depressed and losing their independence because of diminished social and mental stimulation.
  - 3.2. 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.
  - 3.3. 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.

- 3.4. Refer participants who live outside the Contractor's defined Geographical Service Area to the Sonoma County AAA Case Management Contractor who serves that Geographical Service Area.
- 3.5. Provide services to other individuals eligible to receive Older Americans Act funded meals which includes:
  - a) A spouse of a senior on the program regardless of the spouse's age or condition, only if an assessment of the senior concludes it is in the best interest of the senior for the spouse to receive the meal.
  - b) An individual with a disability who resides at home with the senior on the program if an assessment of the senior concludes it is in the best interest of the senior for the disabled individual to receive the meal.
  - c) \*EXCEPTION\* A volunteer under the age of 60 may be offered a meal if doing so will not deprive an older individual a meal but cannot be counted for OAA funding purposes. The number of volunteer meals must be submitted to County with monthly program reports.
- 3.6. Contact the individual to determine eligibility and level of need. Initial determination of eligibility can be accomplished by telephone or by in-home visit.
  - a) Applicants determined ineligible to receive home-delivered meals must be referred to other appropriate food assistance programs.
  - b) The Contractor is expected to serve all participants residing in their Geographical Service Area.
  - c) Wait List: If applicant cannot be served due to provider resource limitations, participant must be placed on a "wait list". Wait lists with participant's name, city residence, and the reason for inability to serve (i.e. out of service area, delivery route at capacity) must be submitted to County with monthly program reports.
- 3.7. Complete a written assessment in the participant's home within two (2) weeks of beginning meal service and include an assessment of the type of meal appropriate for the participant in their living environment.
- 3.8. Complete a reassessment of need on a quarterly basis. Such reassessment shall be completed in the participant's home at least every other quarter.
- 3.9. Complete the Older Americans Act Nutritional Risk Assessment checklist as part of the Nutritional Screening Initiative at time of intake and at annual update and make appropriate referrals if participants score at a high nutritional risk.
- 3.10. Provide five (5) meals to program participants weekly that can be hot, refrigerated, or frozen; service delivery may occur less than daily. Additional weekend and holiday meals are to be provided to frail seniors who are unable to provide a nutritious and hot meal for themselves. Each meal should provide one-third (1/3) of the Dietary Reference Intake (DRI).
- 3.11. Use fresh ingredients in food preparation as much as possible.

- 3.12. Forward monthly menu to the AAA Dietician for review and certification at least one month prior to use. Meals cannot be served until AAA Dietician approval is received.
  - a) Menu changes that include changing an entire meal must be approved by the AAA Dietician prior to implementation. A written record must be kept on file regarding approval communications.
  - b) If substitutions are needed for fruits or vegetables, only items from the AAA Dietician approved substitution list can be used.
  - c) Substitutions shall not exceed two entrees per month unless approved by AAA Dietician.
- 3.13. Allow for special and therapeutic diets.
  - a) Notice of availability must be sent to each homebound client.
  - b) Special meals must be approved by the AAA Dietician prior to implementation, including special events and holiday meals.
  - c) Therapeutic meals allowed upon written request from client's physician.
- 3.14. Provide nutritional education at a minimum of four (4) times per year to participants. Refer to section 2.2. above.
- 3.15. Ensure conformance with the following nutritional and kitchen site requirements to be monitored by the AAA Dietician:
  - a) AAA Title III-C Nutrition Program Standards and all state and federal Title III C regulations
  - b) The California Retail Food Code (CRFC) and local health department regarding safe and sanitary preparation of meals.
  - c) Occupational Safety and Health Administration (OSHA) requirements.
- 3.16. Provide a plan to ensure clients will receive meals during emergencies, weather-related conditions, and natural disasters.
- 3.17. Ensure nutrition staffing conforms to the requirements set forth in the California Department of Aging Title III C Program Regulations 145.1(C)(D) which includes the qualifications, training, and duties of food service manager and the dietitian/nutritionist on site.
- 3.18. Prevent disclosure of any information about the participant without written consent of the individual.
4. Location of Services: In the program participant's place of residence.
5. Units of Service Requirements for Home-Delivered Meal Contracted Services:
  - 5.1. Home Delivered Meals: **35,000 Meals Served**
  - 5.2. Unduplicated Seniors: **350**
  - 5.3. Units of service will be reviewed monthly by AAA staff.

It is expected by December 31 (end of the 2nd quarter), Contractor will have provided 50% of the contracted service units. If the actual service units provided are below the 50% 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 County reallocating funds away from the contractor.

6. Reporting Units of Service:

- 6.1. Data reported must be timely, complete, accurate, and verifiable.
- 6.2. Units of service are based on total program budget which depends on other funding sources in addition to the Area Agency on Aging (AAA).
- 6.3. Activities will be reported to the AAA on a monthly basis, utilizing the WellSky data collection software and 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.
- 6.4. Data collection and reporting requirements to include the following:
  - Participant characteristics including date of birth, zip code, rural designation, gender, race, ethnicity, poverty status, living arrangement
  - Activities of Daily Living/Instrumental Activities of Daily Living (ADLs/IADLs), and Nutritional Risk
  - Sexual Orientation Gender Identity (SOGI) data

In all cases “Decline to State” is included in the dropdown menu and must be selected if the participant has not responded. If “Decline to State” is not selected then the WellSky database generates an error message for “Missing” information.

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

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

- 7.1. Provide each participant 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.”

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 participant 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 Contractor from contract-supported activities, including voluntary contributions received from a participant for services received. See Exhibit B.
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 5 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 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 via email to AAA Program Staff within 10 (ten) days of proposed date of the change.
11. Grievance Policy: Contractor will ensure the grievance policy is publicly posted and in compliance per 22 CCR, §7400 Grievance Process. A copy of the Grievance Policy must be submitted to the AAA Program Manager within thirty (30) days of the contract's start date.
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. It is recommended that Service Provider also attend the monthly full AAA Advisory Council meetings. Meetings are held the 3rd Wednesday/month at 1:00 pm.  
<https://sonomacounty.ca.gov/health-and-human-services/human-services/boards-commissions-and-committees/advisory-council-to-area-agency-on-aging>
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. A sign in sheet for a group presentation is acceptable for group trainings. Access Information Security Awareness training under:

[https://www.aging.ca.gov/Information\\_Security/Privacy\\_and\\_Information\\_Security\\_Awareness\\_Training/](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-5: Scope of Work**

**Nutrition Education**

TIME FRAME: 07/01/23 - 06/30/24      FUNDING: Title III C-1 & C-2 - Older Americans Act  
GEOGRAPHIC SERVICE AREA(S):      Petaluma and the Unincorporated Communities of Bloomfield, Penngrove, Two Rock, and Valley Ford.

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**PROGRAM AREA: Nutrition Education for Congregate and Home Delivered Meals Program Participants**

1. California Department of Aging Service Category Definition:

Nutrition Education: An intervention targeting OAA participants and caregivers that uses information dissemination, instruction, or training with the intent to support food, nutrition, and physical activity choices and behaviors (related to nutritional status) in order to maintain or improve health and address nutrition-related conditions. Content is consistent with the Dietary Guidelines for Americans (DGA); accurate, culturally sensitive, regionally appropriate, and considers personal preferences; and overseen by a registered dietitian or individual of comparable expertise as defined in the OAA.

2. Program Requirements:

- 2.1. Provide participants registered to Congregate and Home Delivered Meal Programs Nutrition Education to inform them about current facts and information which will promote improved food selection, eating habits, nutrition, health promotion, and disease prevention practices.
- 2.2. Nutrition education can be provided monthly, but at a minimum shall be provided four (4) times per year to participants in congregate and home-delivered meal programs.
- 2.3. Nutrition education for congregate sites could include demonstrations, presentations, lectures or small group discussions, all of which may be augmented with printed materials, social media messages, or newsletter publications.
- 2.4. Nutrition education for home-delivered meal participants could be printed material, social media messages, or newsletter publications.
- 2.5. Nutrition Education is to be provided by the AAA registered dietitian. Contractor may choose to create its own Nutrition Education, but AAA registered dietitian shall provide input, review, and approve the content of nutrition education prior to presentation.
- 2.6. Nutrition education services shall be based on the particular need of congregate and home-delivered meal participants. An annual needs assessment shall be performed by the nutrition services provider with guidance from the AAA registered dietitian to make this determination.

2.7. A yearly written nutrition education plan will be provided by the AAA registered dietitian and shall be implemented, monitored, and kept on file by the nutrition services provider.

2.8. A service unit is defined as “1 session.”

A session may be delivered in person or via video, audio, online, or the distribution of hardcopy materials. Examples include:

- 1 presentation = 1 session
  - Even if offered more than 1 time, by more than 1 presenter, and/or in multiple formats.
- 1 unique social media message = 1 session
  - Includes text messages.
- 1 newsletter = 1 session
  - Even if containing more than 1 article.
- 1 set of hardcopy materials = 1 session
  - Each set covering a different topic/message is a separate session.

2.9. A participant count is defined as:

Estimated number of unduplicated persons or audience size. For some services, an unduplicated count of participants may not be feasible and therefore audience size is acceptable. For example:

- A nutrition education presentation is delivered across the Planning and Service Area at five different locations with 50 attendees at each location.
  - Session count = 1
  - Estimated audience = 250 (5 locations x 50 attendees at each location)
- A social media campaign is conducted with a message on the importance of eating fruits/vegetables and your social media account has 1,000 followers.
  - Session count = 1
  - Estimated audience = 1,000

When determining the estimated audience, the number of followers or the reach of the social media posting can be used as the estimated audience. CDA recommends reporting whichever number is higher.

### 3. Location of Services:

3.1. For Congregate Meal Participants: At Congregate dining sites or through social media messages, hard copy material, or newsletter publications.

3.2. For Home-delivered Meal Participants: through social media messages, hard copy material, or newsletter publications.

### 4. Units of Service Requirements for Nutrition Education Contracted Services:

4.1. Nutrition Education: **12 Sessions**

4.2. Unduplicated Seniors: **410**

4.3. Units of service will be reviewed monthly by AAA staff.

It is expected by December 31 (end of the 2nd quarter), Contractor will have provided 50% of the contracted service units. If the actual service units provided are below the 50% 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 County reallocating funds away from the contractor.

5. Reporting Units of Service:

- 5.1. Data reported must be timely, complete, accurate, and verifiable.
- 5.2. Units of service are based on total participants served for OAA Nutrition Programs

Activities will be reported to the AAA on a monthly basis, utilizing the WellSky/SAMS data collection 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. Contractor must adhere to the Data System Requirements detailed in Exhibit I.

**Exhibit A-6: Scope of Work**

**Disease Prevention and Health Promotion Programs:  
“FallProof™ Balance and Mobility Program”**

TIME FRAME: 07/01/23 - 06/30/24      FUNDING: Title III D- Older Americans Act

GEOGRAPHIC SERVICE AREA(S):      Petaluma

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**PROGRAM AREA: Disease Prevention and Health Promotion**

1. Program Overview: The overarching goal of the group-based FallProof™ Balance and Mobility program is to promote functional independence by reducing the risk factors that contribute to heightened fall risk among “at risk” and physically frail older adults.
2. California Department of Aging Service Category Definition:
  - 2.1. Health Promotion: An evidence-based health promotion program, including programs related to the prevention and mitigation of the effects of chronic disease (including osteoporosis, hypertension, obesity, diabetes, and cardiovascular disease), alcohol and substance abuse reduction, smoking cessation, weight loss and control, stress management, falls prevention, physical activity, and improved nutrition.
3. Program Requirements. Under this Agreement, Contractor will:
  - 3.1. Provide priority to senior participants 60 years of age and older who may be one or more of the following:
    - a) Low-income
    - b) Minority
    - c) Limited English proficient
    - d) Socially isolated
    - e) Residing in rural areas
    - f) Have the greatest economic and social need
    - g) Are at risk for institutional placement

Targeted individuals are frail isolated older adults who are in danger of declining in their overall health, becoming depressed and losing their independence because of diminished social and mental stimulation.

- 3.2. 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 multilingual clientele. Publicity and outreach plans will include specific strategies for addressing challenges to reaching rural residents minorities and underserved groups.
- 3.3. 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+), HIV positive and/or other minority and underserved groups.

- 3.4. Provide FallProof™ Balance and Mobility classes a minimum of two days per week.
- 3.5. Provide 60 minutes classes on each day of service.
- 3.6. Provide a minimum of total 50 hours of targeted balance and mobility training per participant.
- 3.7. Provide classes to no more than 12 participants at a time to allow for individualized approach.
- 3.8. Facilitate “FallProof™ Balance and Mobility Program” in fidelity with the curriculum developed by California State University, Fullerton.
  - 3.8.1. Eligible participants must be older adults, 60 years and older, residents of Sonoma County, and those who can safely arrange for transportation to program site.
  - 3.8.2. Classes facilitated by a FallProof™ Certified Trainer.
  - 3.8.3. Provide required training instructions to participants to enable completion of all sessions.
- 4. General Program Requirements for Health Promotion Services. Under this Agreement, Contractor will:
  - 4.1. Report suspected abuse, neglect, or exploitation of program participants to Sonoma County Adult Protective Services and/or law enforcement.
  - 4.2. Prevent disclosure of any information about the participant without written consent of the individual.
  - 4.3. Comply with program standards, service priorities, and responsibilities consistent with statewide standards as they are released or identified by AAA or state licensing body.
  - 4.4. Funds must supplement and not supplant existing services to participants and will build upon existing state-funded programs to the extent possible.
- 5. Location of Services at one or more of the following:

LOCATIONS
Petaluma Senior Center
Valley Orchard Retirement Home in Petaluma
Providence Health - Synergy Gym (Petaluma)
Various locations as secured and identified by the Contractor and communicated to the AAA

6. Units of Service Requirements for Health Promotion Contracted Services:

6.1. Health Promotion: **800** Contacts

6.2. Unduplicated older adults: **100**

6.3. Units of service will be reviewed monthly by AAA staff.

It is expected by December 31 (end of the 2nd quarter), Contractor will have provided 50% of the contracted service units. If the actual service units provided are below the 50% 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 County reallocating funds away from the contractor.

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 WellSky data collection 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. Contractor must adhere to the Data System Requirements detailed in Exhibit I.

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

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

8.1. Provide each participant 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."

8.2. 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.

8.3. Protect the privacy of each participant 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.

8.4. 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 Contractor from contract-supported activities, including voluntary contributions received from a participant for services received. See Exhibit B.

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

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 5 are not attained (22 CCR § 7364 (a) 3).

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

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

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

11. 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 via email to AAA Program Staff within 10 (ten) days of proposed date of the change.

12. Grievance Policy: Contractor will ensure the grievance policy is publicly posted and in compliance per 22 CCR, §7400 Grievance Process. The policy should disclose the total time required to investigate a grievance and indicate that all records are kept confidential.

13. 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.

14. Service Provider Meetings Requirement: The AAA periodically hosts service provider meetings to share new information with service providers (contractors). Contractor shall designate a representative to attend each Service Provider meeting. It is recommended that Service Provider also attend the monthly full AAA Advisory Council meetings. Meetings are held the 3rd Wednesday/month at 1:00 pm. <https://sonomacounty.ca.gov/health-and-human-services/human-services/boards-commissions-and-committees/advisory-council-to-area-agency-on-aging>

15. 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/](https://www.aging.ca.gov/Information_Security/Privacy_and_Information_Security_Awareness_Training/).

16. 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-7: Scope of Work**  
**Transportation Program**

TIME FRAME: 07/1/2023 - 06/30/2024      FUNDING: Title III B - Older Americans Act  
GEOGRAPHY SERVICE AREA(S): Rohnert Park, Cotati, Petaluma and the  
unincorporated areas of Bloomfield, Penngrove, Two Rock and Valley Ford

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**PROGRAM AREA: Older Americans Act (OAA) Transportation - Volunteer Driver Program**

1. Program Overview. The transportation program is a community-based program that uses appropriately screened and trained drivers to transport older adults. The program provides transportation to medical and social appointments to people age 60 and older in the geographic area listed in Section 4: Location of Services, who have no other viable transportation. Participants are a cross section of socioeconomic levels and varied physical and mental abilities, with the majority of riders being seniors who have outlived their ability to drive.
2. California Department of Aging Service Category Definition:
  - 2.1. Transportation: Transportation from one location to another. Does not include any other activity. May include travel vouchers and transit passes.
3. Program Requirements. Under this Agreement, Contractor will:
  - 3.1. Provide priority to seniors 60 years of age and older who may be one or more of the following:
    - a) Low-income
    - b) Disabled
    - c) Minority
    - d) Limited English proficient
    - e) Socially isolated
    - f) Residing in rural areas
    - g) Have the greatest economic and social need
    - h) Live in Sonoma County

Targeted individuals are frail isolated seniors who are in danger of declining in their overall health, becoming depressed and losing their independence because of diminished social and mental stimulation.
  - 3.2. 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, limited English 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.
  - 3.3. Implement staff training, policies, and hiring practices that support and promote cultural competency and inclusivity and that 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 Questioning (LGBTQI+), HIV positive adults and/or other minority and underserved groups.

- 3.4. Perform a needs assessment of program participants at initial contact to determine eligibility per OAA Title IIIB.
  - 3.5. Provide transportation services to include, but not be limited to:
    - a) Providing transportation to medical, social, shopping, recreation outings and other activities;
    - b) Providing rides that originate in contractor's geographic service area defined in Section 4: Location of Services;
    - c) Recruiting volunteer drivers to serve the designated geographic area;
    - d) Scheduling and matching volunteer drivers to program participants; and
    - e) Providing priority to ride requests for urgent medical appointments when availability of drivers is low.
  - 3.6. Screen, orient and train drivers. Trainings are mandated and must provide a minimum of two hours of volunteer driver training that includes a training manual, safety policies and practices, Drug Free Workplace requirements and other agency protocols.
    - a) Document each driver's current California Driver's License, Department of Motor Vehicle driving record, valid auto insurance coverage, and evidence of vehicle maintenance. Volunteer drivers must be at least twenty-one (21) years of age. Make routine updates and review of records as necessary.
  - 3.7. During a declared national, statewide or county-wide emergency, follow guidelines dictated by Sonoma County Public Health Order(s), County Department of Emergency Services or other regulatory authority.
    - a) Report any service impacts on Transportation program as required by CDA or AAA.
    - b) Report termination of Transportation service to AAA if program becomes non-operable.
    - c) If transportation services require alteration in services due to declared emergency, contractor must notify AAA of plans to alter services. Services rendered must be approved by AAA prior to payment for alternate service(s).
  - 3.8. Prevent disclosure of information about program participants without written consent of the individual.
  - 3.9. Comply with AAA program standards, service priorities, and responsibilities consistent with CDA standards as they are released or identified.
4. Location of Services:
- 4.1. Contractor will serve residents living in Sonoma County only.
  - 4.2. Rides will be given to residents living in Contractor's service area defined as:

Rohnert Park, Cotati, Petaluma and the unincorporated areas of Bloomfield, Penngrove, Two Rock and Valley Ford
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- 4.3. Contractor will provide outreach about transportation services to healthcare, senior housing communities and other community organizations serving older adults.
- 4.4. Contractor will expand transportation service beyond defined service area whenever possible.

5. Units of Service Requirements for Transportation Contracted Services:

- 5.1. Transportation - One Way Rides: **1,750**
- 5.2. Unduplicated Seniors: **153**
- 5.3. Units of service will be reviewed monthly by AAA staff.

It is expected by December 31 (end of the 2nd quarter), Contractor will have provided 50% of the contracted service units. If the actual service units provided are below the 50% 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 County reallocating funds away from the contractor.

6. Reporting Units of Service:

- 6.1. Data reported must be timely, complete, accurate, and verifiable.
- 6.2. Activities must be reported to the AAA on a monthly basis, entering data into both the Assisted Rides and WellSky software applications and utilize forms supplied by the AAA.
  - a) Document number of one-way rides for older adults age 60 and over (WellSky and Assisted Rides).
  - b) Document number of unduplicated clients served each month (new program participants) (WellSky and Assisted Rides).
  - c) Document number of one-way rides for those who have one or more disabilities (Assisted Rides).
  - d) 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.
- 6.3. The contractor shall submit additional data requests for program performance reports when funders or AAA makes data requests.
- 6.4. Monthly reports will be reviewed by AAA staff. If at the end of the first quarter, the program is not providing targeted service units, a corrective action plan will be requested of the subcontractor. If at the end of the second quarter, the transportation service is still not meeting targeted service units, the County retains the right to reallocate the funds of the contracted service.

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

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?

#### 7.1. Anti-Racist Results-Based Accountability Plan

- a) Contractor must attend one AR-RBA training.
- b) County and Contractor will develop an Anti-Racist Results Based Accountability (AR-RBA) Plan to develop performance measures reflective of outcomes included in the scope of work.
- c) Development of outcomes will be a collaborative effort between the County and Contractor.
- d) Contractor will apply, document, and report on performance measures and activities detailed in the AR-RBA Plan.
  - Contractor will disaggregate the performance measures by demographics and geographic area for reporting when possible.
  - Contractor will submit quarterly performance measure data to County by the 15<sup>th</sup> of the month following the month of the end of the quarter.
- e) Contractor will participate in quarterly conversations and monitoring as defined in the AR-RBA Plan.
- f) The AR-RBA Plan may be modified at any time as agreed to in writing by both parties.
- g) The AR-RBA Plan must be completed within 2 months of commencing the creation of the Plan.
- h) Upon contract closeout, contractor will report client demographics for program if available

#### 8. Voluntary Donations/Program Income:

- 8.1. Provide each client with the opportunity to voluntarily contribute to the cost of the program.
- 8.2. Suggested contribution schedule or other documents provided to participants regarding donations or contributions shall be identified as “voluntary” and contain language that “no individual can be denied participation because of failure or inability to contribute”. Documents cannot include the words “bill, invoice or statement” or otherwise indicate or infer a contribution is required.
- 8.3. Protect the privacy of each client with respect to contribution made. Establish procedures to safeguard and account for all contributions.
- 8.4. Program income means revenue generated by the Contractor from contract-supported activities, including voluntary contributions received from a participant for services received. Program Income must be reported and expended under the same terms and conditions as the program funds from which it is generated. See Exhibit B.

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 5 and Section 6 are not attained (22 CCR § 7364 (a) 3).

10. Service Compliance:

- 10.1. 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)).
- 10.2. Comply with program standards, service priorities, and responsibilities consistent with statewide standards as they are released or identified by AAA or state licensing body.

11. 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.

12. Grievance Policy:

Ensure grievance policy is publicly posted and is in compliance per 22 CCR, §7400 Grievance Process. Policy must state the total time the agency needs to complete complaint resolution and indicate that all complaints are kept confidential.

13. Service Provider Meeting Requirement:

The AAA periodically hosts service provider meetings to share new information with service providers (contractors). Contractors shall designate a representative to attend each Service Provider meeting when scheduled and attend regularly scheduled AAA Transportation and Mobility workgroup meetings. It is recommended that Service Provider also attend the monthly full AAA Advisory Council meetings. Meetings are held the 3rd Wednesday/month at 1:00 pm.

<https://sonomacounty.ca.gov/health-and-human-services/human-services/boards-commissions-and-committees/advisory-council-to-area-agency-on-aging>

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/](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-8: Scope of Work**

**Mobility Management Program**

TIME FRAME: 07/01/23 - 06/30/24      FUNDING: Title III B - Older Americans Act

GEOGRAPHY SERVICE AREA(S): Rohnert Park, Cotati, Petaluma and the unincorporated areas of Bloomfield, Penngrove, Two Rock and Valley Ford

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**PROGRAM AREA: Older Americans Act (OAA) - Mobility Management Program**

1. Program Overview

Mobility Management is intended to build coordination among existing public transportation providers and private transportation providers with the intended result of expanding the availability of transportation services and options to the public. This is a community-based program, where contractor facilitates the coordination of transportation services for clients, linking existing transportation options, travel training, and other transportation services. The program provides Mobility Management services to people age 60 and older who have no other viable transportation option. Participants are a cross-section of socioeconomic levels and varied physical and mental abilities, with the majority of riders being seniors who have outlived their ability to drive.

2. California Department of Aging Service Category Definition:

2.1. Mobility Management Activities: Activities related to increasing transportation and mobility options for older adults by providing information and assistance, travel training, trip planning and coordination of service with public or private transportation operators.

3. Program Requirements. Under this Agreement, Contractor will:

3.1. Provide priority to older adults 60 years of age and older who may be one or more of the following:

- a) Low-income
- b) Disabled
- c) Minority
- d) Limited English proficient
- e) Socially isolated
- f) Residing in rural areas
- g) Have the greatest economic and social need
- h) Live in Sonoma County

Targeted individuals are frail isolated seniors who are in danger of declining in their overall health, becoming depressed and losing their independence because of diminished social and mental stimulation.

3.2. 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, limited English 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.

- 3.3. Implement staff training, policies, and hiring practices that support and promote cultural competency and inclusivity and that 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 adults and/or other minority and underserved groups.
  - 3.4. Perform a needs assessment of program participants at initial contact to include:
    - a) Eligibility determination per OAA Title IIIB; and
    - b) Review of transportation resources in the county including, but not limited to, family members, public transit, Paratransit, Transportation Network Companies, taxis, and other community-based transportation providers.
  - 3.5. Provide mobility management services for contractor's transportation program that includes:
    - a) Providing transportation information and assistance to all callers, which may include:
      - Travel Training;
      - Trip Planning;
      - Coordinating services with public and/or private transportation operators;
      - Providing public and private transit information;
    - b) Coordinating service with public and private transportation operators, including:
      - Coordinating inbound and outbound transportation referrals;
      - Piloting a system of inter-agency coordination for rides across jurisdictions;
      - Attending AAA Transportation and Mobility Management meetings to coordinate services, share best practices among agencies, and explore adoption of best practices; and
      - Entering program data into "Assisted Rides" and generating monthly reports to review areas where service coordination can be accomplished with other programs.
  - 3.6. Report suspected abuse, neglect, or exploitation of program participants to Sonoma County Adult Protective Services and/or law enforcement.
  - 3.7. Prevent disclosure of any information about the participant without written consent of the individual.
  - 3.8. Comply with CDA program standards, AAA service priorities, and responsibilities consistent with the Area Agency on Aging (AAA) program goals.
4. Location of Services:
- 4.1. Serve residents who live in Sonoma County

4.2. Serve residents who live in Contractor's service area defined as:

Rohnert Park, Cotati, Petaluma and the unincorporated areas of Bloomfield, Penngrove, Two Rock and Valley Ford
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4.3. Expand beyond defined service area (4.2) whenever possible.

5. Data Requirements for Mobility Management Contracted Services:

5.1. Document Mobility Management and Education Activities reported in hours.

5.2. Document number of new (unduplicated) customer contacts each month (persons inquiring about transportation).

6. Data Reporting:

6.1. Units of Service Requirements for Mobility Management Contracted Services:

a) Mobility Management and Education Activities: **1,040 Hours**

b) Unduplicated Seniors: **215**

6.2. Contractor will utilize a data collection form provided by County.

6.3. Contractor will utilize Assisted Rides software for data collection.

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

6.5. Activities will be reported to the AAA on a monthly basis, utilizing software and 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.

6.6. The contractor shall submit additional data requests for program performance reports whenever funders or AAA make data requests.

6.7. Monthly reports will be reviewed by AAA staff. If at the end of the first quarter, the program is not providing adequate mobility management services, a corrective action plan will be requested of the subcontractor. If at the end of the second quarter, the mobility management service is still not meeting the program requirements, the County retains the right to reallocate the funds for the contracted service.

7. Voluntary Donations/Program Income:

7.1. Provide each client with the opportunity to voluntarily contribute to the cost of the program by developing a suggested contribution schedule.

7.2. Suggested contribution schedule or other documents provided to participants regarding donations or contributions shall be identified as "voluntary" and contain language that "no individual can be denied participation because of failure or inability to contribute". Documents cannot include the words "bill, invoice or statement" or otherwise indicate or infer a contribution is required.

7.3. Protect the privacy of each client with respect to contribution made to include establishing procedures to safeguard and account for all contributions.

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

8. Contract Funding:

- 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 5 and Section 6 are not attained (22 CCR § 7364 (a) 3).

9. Service Compliance:

- 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:

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:

Ensure grievance policy is publicly posted and is in compliance per 22 CCR, §7400 Grievance Process. Policy should disclose the total time required to investigate a grievance and indicate that all records are kept confidential.

12. Service Provider Meeting Requirement:

The AAA periodically hosts service provider meetings to share new information with service providers (contractors). Contractors shall designate a representative to attend each Service Provider meeting when scheduled and attend regularly scheduled Transportation and Mobility Workgroup meetings.

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/](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 B: Fiscal Provisions/Budgets**

### 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"> <li>1. Special Programs for the Aging, Title III, Part D, Disease Prevention and Health Promotion Services</li> <li>2. Special Programs for the Aging, Title III, Part B, Grants for Supportive Services and Senior Centers</li> <li>3. Special Programs for the Aging, Title III, Part C, Nutrition Services</li> <li>4. Nutrition Services Incentive Program</li> </ol>
Federal Assistance Listing Number(s)	<ol style="list-style-type: none"> <li>1. 93.043</li> <li>2. 93.044</li> <li>3. 93.045</li> <li>4. 93.053</li> </ol>
Award Name	County of Sonoma
Federal Agency	Department of Health and Human Services, Administration for Community Living
Federal Award Identification Number (FAIN)	To be provided upon receipt of funding documents.
Subrecipient Name	Petaluma People Services Center
Subrecipient Unique Entity Identifier #	WLYWYYG3LAF9
Project Grant Code	To be provided upon receipt of funding documents.
Indirect Cost Rate	10%

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. Budgets.

10.1. Title III B – Adult Day Care

LINE ITEMS FOR PROGRAM COST CATEGORIES	AAA FUNDS	NSIP	State	Realignment	MATCH		NON-MATCH		PROGRAM INCOME	TOTAL
					CASH	IN-KIND	CASH	IN-KIND		
<b>PERSONNEL</b>										
Salaries	25,000				25,170					50,170
Benefits	5,416				4,618					10,034
<b>TOTAL PERSONNEL</b>	<b>\$30,416</b>				<b>\$29,788</b>					<b>\$60,204</b>
<b>TRAVEL &amp; TRAINING</b>										
Staff Travel										
Staff Training										
<b>TOTAL TRAVEL &amp; TRAINING</b>										
<b>EQUIPMENT</b>										
Expendable Equipment										
Non-expendable Equipment										
<b>TOTAL EQUIPMENT</b>										
<b>CONSULTANTS</b>										
<b>OTHER COSTS:</b>										
Rent/Bldg. Maintenance	1,000				1,000					2,000
Communications	1,500				1,000					2,500
Utilities	2,500				1,500					4,000
Office Supplies	150				50					200
Printing	100									100
Postage	50									50
Employee Screening/Testing										
Repairs & Maintenance	200				200					400
Outreach/Advertising										
Outside Services										
Insurance					1,400					1,400
Publications/Members					200					200
Raw Food										
Food Supplies										
Other - Audit					500					500
<b>TOTAL OTHER COSTS</b>	<b>\$5,500</b>				<b>\$5,850</b>					<b>\$11,350</b>
<b>** INDIRECT COSTS</b>	<b>\$3,592</b>									<b>\$3,592</b>
<b>TOTAL PROGRAM COSTS</b>	<b>\$39,508</b>				<b>\$35,638</b>					<b>\$75,146</b>

10.2. Title III B – Case Management

LINE ITEMS FOR PROGRAM COST CATEGORIES	AAA FUNDS	NSIP	State	Realignment	MATCH		NON-MATCH		PROGRAM INCOME	TOTAL
					CASH	IN-KIND	CASH	IN-KIND		
<b>PERSONNEL</b>										
Salaries	105,000				15,162					120,162
Benefits	20,422				3,610					24,032
<b>TOTAL PERSONNEL</b>	<b>\$125,422</b>				<b>\$18,772</b>					<b>\$144,194</b>
<b>TRAVEL &amp; TRAINING</b>										
Staff Travel	200				200					400
Staff Training										
<b>TOTAL TRAVEL &amp; TRAINING</b>	<b>\$200</b>				<b>\$200</b>					<b>\$400</b>
<b>EQUIPMENT</b>										
Expendable Equipment										
Non-expendable Equipment										
<b>TOTAL EQUIPMENT</b>										
<b>CONSULTANTS</b>										
<b>OTHER COSTS:</b>										
Rent/Bldg. Maintenance	800				1,000					1,800
Communications	1,500				1,500					3,000
Utilities	750				750					1,500
Office Supplies	400				450					850
Printing	100				150					250
Postage					100					100
Employee Screening/Testing										
Repairs & Maintenance	200				400					600
Outreach/Advertising										
Outside Services										
Insurance	500				750					1,250
Publications/Members					100					100
Raw Food										
Food Supplies										
Other - Audit	350				350					700
<b>TOTAL OTHER COSTS</b>	<b>\$4,600</b>				<b>\$5,550</b>					<b>\$10,150</b>
<b>** INDIRECT COSTS</b>	<b>\$13,022</b>									<b>\$13,022</b>
<b>TOTAL PROGRAM COSTS</b>	<b>\$143,244</b>				<b>\$24,522</b>					<b>\$167,766</b>

10.3. Title III C-1 – Congregate Meals

LINE ITEMS FOR PROGRAM COST CATEGORIES	AAA FUNDS	NSIP	State	Realignment	MATCH		NON-MATCH		PROGRAM INCOME	TOTAL
					CASH	IN-KIND	CASH	IN-KIND		
<b>PERSONNEL</b>										
Salaries	24,000	7,610			9,224	20,000			2,000	62,834
Benefits	4,467				4,100					8,567
<b>TOTAL PERSONNEL</b>	<b>\$28,467</b>	<b>\$7,610</b>			<b>\$13,324</b>	<b>\$20,000</b>			<b>\$2,000</b>	<b>\$71,401</b>
<b>TRAVEL &amp; TRAINING</b>										
Staff Travel										
Staff Training										
<b>TOTAL TRAVEL &amp; TRAINING</b>										
<b>EQUIPMENT</b>										
Expendable Equipment										
Non-expendable Equipment										
<b>TOTAL EQUIPMENT</b>										
<b>CONSULTANTS</b>										
<b>OTHER COSTS:</b>										
Rent/Bldg. Maintenance	500									500
Communications	600									600
Utilities	500				500					1,000
Office Supplies	150									150
Printing	100									100
Postage	50									50
Employee Screening/Testing										
Repairs & Maintenance	250				250					500
Outreach/Advertising										
Outside Services										
Insurance										
Publications/Members										
Raw Food	2,000				5,000					7,000
Food Supplies	500				500					1,000
Other - Audit										
<b>TOTAL OTHER COSTS</b>	<b>\$4,650</b>				<b>\$6,250</b>					<b>\$10,900</b>
<b>** INDIRECT COSTS</b>	<b>\$3,312</b>	<b>\$761</b>								<b>\$4,073</b>
<b>TOTAL PROGRAM COSTS</b>	<b>\$36,429</b>	<b>\$8,371</b>			<b>\$19,574</b>	<b>\$20,000</b>			<b>\$2,000</b>	<b>\$86,374</b>

10.4. Title III C-2 – Home Delivered Meals

LINE ITEMS FOR PROGRAM COST CATEGORIES	AAA FUNDS	NSIP	General Fund	Realignment	MATCH		NON-MATCH		PROGRAM INCOME	TOTAL
					CASH	IN-KIND	CASH	IN-KIND		
<b>PERSONNEL</b>										
Salaries	109,205	23,248	38,636			60,000			6,552	237,641
Benefits	30,000								5,528	35,528
<b>TOTAL PERSONNEL</b>	<b>\$139,205</b>	<b>\$23,248</b>	<b>\$38,636</b>			<b>\$60,000</b>			<b>\$12,080</b>	<b>\$273,169</b>
<b>TRAVEL &amp; TRAINING</b>										
Staff Travel										
Staff Training										
<b>TOTAL TRAVEL &amp; TRAINING</b>										
<b>EQUIPMENT</b>										
Expendable Equipment										
Non-expendable Equipment										
<b>TOTAL EQUIPMENT</b>										
<b>CONSULTANTS</b>										
<b>OTHER COSTS:</b>										
Rent/Bldg. Maintenance	1,000				2,000					3,000
Communications	1,500				2,500					4,000
Utilities	3,000				6,000					9,000
Office Supplies	200				500					700
Printing	100				150					250
Postage	100				100					200
Employee Screening/Testing										
Repairs & Maintenance	2,000				7,500					9,500
Outreach/Advertising					1,000					1,000
Outside Services					700					700
Insurance	500				1,800					2,300
Publications/Members					25					25
Raw Food	41,516				30,000			20,000		91,516
Food Supplies	5,000				24,000					29,000
Other - Audit					1,000					1,000
<b>TOTAL OTHER COSTS</b>	<b>\$54,916</b>				<b>\$77,275</b>			<b>\$20,000</b>		<b>\$152,191</b>
<b>** INDIRECT COSTS</b>	<b>\$19,412</b>	<b>\$2,325</b>	<b>\$3,864</b>							<b>\$25,601</b>
<b>TOTAL PROGRAM COSTS</b>	<b>\$213,533</b>	<b>\$25,573</b>	<b>\$42,500</b>		<b>\$77,275</b>	<b>\$60,000</b>		<b>\$32,080</b>		<b>\$450,961</b>

10.5. Title III C-1 and C-2 - Nutrition Education {budget not needed; activities paid through C-1 and C-2 budgets}

10.6. Title III D – Disease Prevention and Health Promotion

LINE ITEMS FOR PROGRAM COST CATEGORIES	AAA FUNDS	NSIP	State	Realignment	MATCH		NON-MATCH		PROGRAM INCOME	TOTAL
					CASH	IN-KIND	CASH	IN-KIND		
<b>PERSONNEL</b>										
Salaries										
Benefits										
<b>TOTAL PERSONNEL</b>										
<b>TRAVEL &amp; TRAINING</b>										
Staff Travel	1,200									1,200
Staff Training	2,200							500		2,700
<b>TOTAL TRAVEL &amp; TRAINING</b>	<b>\$3,400</b>							<b>\$500</b>		<b>\$3,900</b>
<b>EQUIPMENT</b>										
Expendable Equipment										
Non-expendable Equipment	600									600
<b>TOTAL EQUIPMENT</b>	<b>\$600</b>									<b>\$600</b>
<b>CONSULTANTS</b>	<b>\$4,473</b>				<b>\$788</b>					<b>\$5,261</b>
<b>OTHER COSTS:</b>										
Rent/Bldg. Maintenance						1,200				1,200
Communications										
Utilities										
Office Supplies										
Printing										
Postage										
Employee Screening/Testing										
Repairs & Maintenance										
Outreach/Advertising					150					150
Outside Services										
Insurance										
Publications/Members					300					300
Raw Food										
Food Supplies										
Other - Audit					480					480
<b>TOTAL OTHER COSTS</b>					<b>\$930</b>	<b>\$1,200</b>				<b>\$2,130</b>
<b>** INDIRECT COSTS</b>	<b>\$847</b>									<b>\$847</b>
<b>TOTAL PROGRAM COSTS</b>	<b>\$9,320</b>				<b>\$1,718</b>	<b>\$1,200</b>			<b>\$500</b>	<b>\$12,738</b>

10.7. Title III B - Transportation

LINE ITEMS FOR PROGRAM COST CATEGORIES	AAA FUNDS	NSIP	State	Realignment	MATCH		NON-MATCH		PROGRAM INCOME	TOTAL
					CASH	IN-KIND	CASH	IN-KIND		
<b>PERSONNEL</b>										
Salaries	4,618					25,000				29,618
Benefits	924									924
<b>TOTAL PERSONNEL</b>	<b>\$5,542</b>					<b>\$25,000</b>				<b>\$30,542</b>
<b>TRAVEL &amp; TRAINING</b>										
Staff Travel										
Staff Training										
<b>TOTAL TRAVEL &amp; TRAINING</b>										
<b>EQUIPMENT</b>										
Expendable Equipment										
Non-expendable Equipment	400									400
<b>TOTAL EQUIPMENT</b>	<b>\$400</b>									<b>\$400</b>
<b>CONSULTANTS</b>										
<b>OTHER COSTS:</b>										
Rent/Bldg. Maintenance					300					300
Communications					400					400
Utilities					250					250
Office Supplies					50					50
Printing					25					25
Postage					25					25
Employee Screening/Testing										
Repairs & Maintenance					200					200
Outreach/Advertising										
Outside Services	12,240				260					12,500
Insurance										
Publications/Members										
Raw Food										
Food Supplies										
Other - Audit										
<b>TOTAL OTHER COSTS</b>	<b>\$12,240</b>				<b>\$1,510</b>					<b>\$13,750</b>
<b>** INDIRECT COSTS</b>	<b>\$1,818</b>									<b>\$1,818</b>
<b>TOTAL PROGRAM COSTS</b>	<b>\$20,000</b>				<b>\$1,510</b>	<b>\$25,000</b>				<b>\$46,510</b>

### 10.8. Title III B - Mobility Management & Education

LINE ITEMS FOR PROGRAM COST CATEGORIES	AAA FUNDS	NSIP	State	Realignment	MATCH		NON-MATCH		PROGRAM INCOME	TOTAL
					CASH	IN-KIND	CASH	IN-KIND		
<b>PERSONNEL</b>										
Salaries										
Benefits										
<b>TOTAL PERSONNEL</b>										
<b>TRAVEL &amp; TRAINING</b>										
Staff Travel										
Staff Training										
<b>TOTAL TRAVEL &amp; TRAINING</b>										
<b>EQUIPMENT</b>										
Expendable Equipment										
Non-expendable Equipment										
<b>TOTAL EQUIPMENT</b>										
<b>CONSULTANTS</b>	<b>\$910</b>				<b>\$490</b>					<b>\$1,400</b>
<b>OTHER COSTS:</b>										
Rent/Bldg. Maintenance										
Communications										
Utilities										
Office Supplies										
Printing										
Postage										
Employee Screening/Testing										
Repairs & Maintenance										
Outreach/Advertising										
Outside Services										
Insurance										
Publications/Members										
Raw Food										
Food Supplies										
Other - Audit										
<b>TOTAL OTHER COSTS</b>										
<b>** INDIRECT COSTS</b>	<b>\$90</b>									<b>\$90</b>
<b>TOTAL PROGRAM COSTS</b>	<b>\$1,000</b>				<b>\$490</b>					<b>\$1,490</b>

### **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 \$25,000 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:
    - i. Copy of the additional insured endorsement or policy language granting additional insured status; and
    - ii. 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 Limits: \$1,000,000 per claim or per occurrence; \$1,000,000 annual aggregate.
- b. Any deductible or self-insured retention shall be shown on the Certificate of Insurance. If the deductible or self-insured retention exceeds \$25,000 it must be approved in advance by County.
- c. If Contractor’s services include: (1) programming, customization, or maintenance of software: or (2) access to individuals’ private, personally identifiable information, the insurance shall cover:
  - i. Breach of privacy; breach of data; programming errors, failure of work to meet contracted standards, and unauthorized access; and
  - ii. Claims against Contractor arising from the negligence of Contractor, Contractor’s employees and Contractor’s subcontractors.
- d. If the insurance is on a Claims-Made basis, the retroactive date shall be no later than the commencement of the work.
- e. 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.
- f. Required Evidence of Insurance: Certificate of Insurance specifying the limits and the claims-made retroactive date.

**5. 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.

**6. 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](mailto: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.

**7. Policy Obligations**

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

**8. 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 Aging, 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 State 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, State 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.

05/02/2023  
Date

Elice Hempel  
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 CRF, 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**

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.

Petaluma People Services Center  
Grantee/Contractor Organization

Services For Seniors  
Program/Title

Elece Hempel, Executive Director  
Name and Title of Authorized Signatory

Elece Hempel  
Signature

05/02/2023  
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 200, Appendix 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 offense 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.

Elece Hempel

Name (Typed)

AA-PPSC-S4S-2324

Registration (Contract) No.

Executive Director

Title

Petaluma People Services Center

Organization Name

Elece Hempel

Signature

05/02/2023

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) An 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.

Petaluma People Services Center  
Contractor Organization

Services For Seniors  
Program/Title

Elece Hempel, Executive Director  
Name and Title of Authorized Signatory

Elece Hempel  
Signature

05/02/2023  
Date

**Exhibit F: Professional Licensure / Certification**

**A. Professional Licensure**

1. Contractor shall maintain any professional licenses required in order to perform the duties contracted for in this Agreement.
  - a. Contractor shall submit copies of professional license to the address listed in Article 12.
  - b. Contractor shall submit copies of any renewal of professional license received within thirty (30) days during the term of this Agreement to the address listed in Article 12.
  - c. Contractor shall also notify County within 24 hours of any disciplinary action taken against their professional license, including citation, revocation, or suspension, even if stayed; along with any additional follow-up as they may occur, including probation terms, inactive status, or lapse.
2. When the Agreement allows for subcontracting, Contractor agrees to verify and ensure appropriate professional licensure is maintained for all subcontractors.
3. Contractor agrees to maintain appropriate license and take professional responsibility for any intern acting under Contractor's supervision.

**B. Certification**

1. Contractor shall maintain any certifications required in order to perform the duties contracted for in this agreement.
  - a. Contractor shall submit proof of certification to the address listed in Article 12.
  - b. Contractor shall submit proof of any renewal of certification received within thirty (30) days during the term of this Agreement to the address listed in Article 12.
2. When the Agreement allows for subcontracting, Contractor agrees to verify and ensure appropriate certification is maintained for all subcontractors.

- C. County may terminate this Agreement for cause if Contractor fails to maintain the professional license and/or certification required to perform the duties in this Agreement.**

**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

### WellSky/SAMS Data System Access Requirements

- A. Contractor agrees to require all persons who have access to the information in the WellSky/SAMS 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 WellSky/SAMS 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 WellSky/SAMS 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 WellSky/SAMS data system access on a quarterly basis.
  - ii. All notices to HSD regarding the WellSky/SAMS data system shall be made in writing via e-mail and addressed as follows:

Allegra Wilson, Public Assistance Systems Specialist  
awilson@schsd.org  
(707) 565-4563
- 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.