

Meeting Date: October 13, 2015

Agenda Item 5

REQUESTED COMMISSION ACTION:

Consent Ordinance Resolution Consideration Workshop

SHORT TITLE OR MOTION: A RESOLUTION OF THE CITY COMMISSION OF THE CITY OF POMPANO BEACH, FLORIDA, APPROVING AND AUTHORIZING THE PROPER CITY OFFICIALS TO EXECUTE A MISCELLANEOUS APPROPRIATIONS AGREEMENT BETWEEN THE CITY OF POMPANO BEACH AND AREA WIDE COUNCIL ON AGING OF BROWARD COUNTY, INC. TO PROVIDE MEALS TO OLDER PERSONS; PROVIDING AN EFFECTIVE DATE. (Total Cost: \$80,000)

Summary of Purpose and Why:

The following Miscellaneous Appropriations Agreement with Areawide Council on Aging of Broward County, Inc. will be in effect during fiscal year 2016 to provide financial and programmatic accountability for expenditure of City funds. The Agreement is for a period of one (1) year and the funding level of \$80,000 was approved on September 21, 2015 with adoption of the FY 2016 budget.

The Areawide Council on Aging of Broward County, Inc. will provide meals to approximately 590 older persons in the City of Pompano Beach.

QUESTIONS TO BE ANSWERED BY ORIGINATING DEPARTMENT:

- (1) Origin of request for this action: Budget Office
- (2) Primary staff contact: Ernesto Reyes, Assistant to the City Manager Ext. 4049
- (3) Expiration of contract, if applicable: September 30, 2016
- (4) Fiscal impact and source of funding: Funds budgeted in Account No. 001-9910-599.82-20

DEPARTMENTAL COORDINATION	DATE	DEPARTMENTAL RECOMMENDATION	DEPARTMENTAL HEAD SIGNATURE
Budget	<u>9-29-15</u>	<u>Approve</u>	<u>[Signature]</u>
City Attorney	<u>10-1-15</u>	<u>Approve</u>	<u>[Signature]</u>
Finance	<u>10-1-15</u>	<u>Approve</u>	<u>[Signature]</u>
			<u>[Signature]</u>

[Signature]
 City Manager

ACTION TAKEN BY COMMISSION:

<u>Ordinance</u>	<u>Resolution</u>	<u>Consideration</u>	<u>Workshop</u>
1st Reading _____	1st Reading _____	Results: _____	Results: _____
2nd Reading _____	_____	_____	_____
_____	_____	_____	_____

CITY OF POMPANO BEACH
Broward County, Florida

A RESOLUTION OF THE CITY COMMISSION OF THE CITY OF POMPANO BEACH, FLORIDA, APPROVING AND AUTHORIZING THE PROPER CITY OFFICIALS TO EXECUTE A MISCELLANEOUS APPROPRIATIONS AGREEMENT BETWEEN THE CITY OF POMPANO BEACH AND AREAWIDE COUNCIL ON AGING OF BROWARD COUNTY, INC. TO PROVIDE MEALS TO OLDER PERSONS; PROVIDING AN EFFECTIVE DATE.

BE IT RESOLVED BY THE CITY COMMISSION OF THE CITY OF POMPANO BEACH, FLORIDA:

SECTION 1. That a Miscellaneous Appropriations Agreement between the City of Pompano Beach and Areawide Council on Aging of Broward County, Inc., a copy of which Agreement is attached hereto and incorporated by reference as if set forth in full, is hereby approved.

SECTION 2. That the proper City officials are hereby authorized to execute said Agreement between the City of Pompano Beach and Areawide Council on Aging of Broward County, Inc.

SECTION 3. This Resolution shall become effective upon passage.

PASSED AND ADOPTED this _____ day of _____, 2015.

LAMAR FISHER, MAYOR

ATTEST:

ASCELETA HAMMOND, CITY CLERK

MISCELLANEOUS APPROPRIATIONS AGREEMENT
BETWEEN THE
CITY OF POMPANO BEACH
AND

Areawide Council on Aging of Broward County, Inc.

THIS AGREEMENT made and entered into in duplicate on this ___ day of _____, 2015 by and between the CITY OF POMPANO BEACH, a municipal corporation of the State of Florida, hereinafter the CITY.

Areawide Council on Aging of Broward County, Inc. a Florida corporation authorized to do business in the State of Florida, whose principal office is located at **5300 Hiatus Road, Sunrise, FL 33351** hereinafter referred to as RECIPIENT.

WITNESSETH:

WHEREAS, the City of Pompano Beach has appropriated for its current Fiscal Year 2015-16 (October 1st through September 30th), the sum of **\$80,000** to RECIPIENT, to conduct a program entitled or activity as described in *Addendum "1"* which is attached hereto and incorporated herein by reference, for the period beginning October 1, 2015 and ending September 30, 2016; and

WHEREAS, it is in the best interest of the City of Pompano Beach to enter into a contract with the RECIPIENT for the conduct of said program or activity in accordance with the terms and conditions set forth herein; and

WHEREAS, I/We, the undersigned representative(s) of the RECIPIENT, am/are authorized to sign this Agreement binding said RECIPIENT.

NOW, THEREFORE, in CONSIDERATION of the mutual promises herein, the parties do hereby agree as follows:

- 1) RECIPIENT agrees to do as follows:
 - a) To accept the funds as appropriated in accordance with the terms of this Agreement;
 - b) If RECIPIENT intends on obtaining matching funds from another source at the time of the application for the CITY grant, to submit a matching fund commitment agreement which is attached hereto as *Exhibit "A"* and incorporated herein by reference in its entirety to the CITY; and
 - c) Prior to the award of any City funds, RECIPIENT shall provide documentation substantiating that RECIPIENT's corporation/organization falls within Section 501(c)(3) and Section 501(A) of the Internal Revenue Code; and
 - d) To abide by Chapter 119, Florida Statutes, as from time to time amended, and to comply with all applicable federal, state, county and municipal laws, ordinances, codes and regulations. Any difference between the above federal, state, county or municipal guidelines or regulations and this Agreement shall be resolved in favor of

the more restrictive guidelines; and

- e) Not to utilize allotted funds under this Agreement for any purpose other than the purpose set forth in this Agreement; and
- f) To return to the CITY within fifteen (15) days of demand all City funds paid to said RECIPIENT under the terms of this Agreement upon the finding that the terms of any agreement executed by the RECIPIENT of the provisions or any applicable ordinance or law have been violated by the RECIPIENT; and
- g) To return to the CITY all funds expended for disallowed expenditures as determined by the City of Pompano Beach; and
- h) To maintain books, records and documents in accordance with generally accepted accounting procedures and practices to maintain adequate internal controls which, relating to the project(s), sufficiently and properly reflect all expenditures of funds provided by the City of Pompano Beach under this Agreement; and
- i) To consent to:
 - 1) Such audits of the financial affairs of the RECIPIENT by the City of Pompano Beach Internal Auditor as the CITY may require; and
 - 2) Producing all documents required by the Internal Auditor; and
 - 3) In the case of the RECIPIENT receiving Fifty Thousand Dollars (\$50,000) or more from the City of Pompano Beach, furnish the City of Pompano Beach a copy of a grant auditing report conducted in accordance with generally accepted auditing standards, Government Auditing Standards, issued by the Comptroller General of the United State and the provisions of Office of Management and Budget Circular A-133. All grant funds shall be shown via explicit disclosure in the annual financial statements and/or the accompanying notes to the financial statement. This report shall be due within 120 days of the close of the CITY'S fiscal year; and
 - 4) For grants less than \$50,000, the annual report of receipts and expenditures to be submitted shall use a budget to actual comparative basis which shows the approved budget updated for any budget changes (paragraph 5) and a compilation of quarterly progress reports (paragraph 6). The annual report of revenues and expenditures shall include a statement of expenditures made in each budget category and line item identified in the budget as well as annualized statistical information relative to the program or activity which was previously submitted in quarterly progress reports. Outstanding encumbrances should be indicated in quarterly progress reports of expenditures. Timely liquidation of encumbrances in the fourth quarter of grant activity to expedite the timely submission of the fourth quarterly report is required as there will be no carryover of residual funds remaining unspent or unencumbered by the recipient. This report shall be on a fiscal year of October 1st through September 30th, and shall be due on November 16th of

each fiscal year; and

- 5) Preserve and make available all financial records, supporting documents, statistical records and any other documents pertaining to this agreement for a period of three (3) years after termination of this Agreement; or, if an audit has been initiated and audit findings have not been resolved at the end of these three (3) years, the records shall be retained until resolution of the audit.

- j) To operate the program or activity generally described herein and more particularly described in *Addendum "1"* to this Agreement. The RECIPIENT may not enter into subcontracts or sub-grants under the provisions of this Agreement without the City of Pompano Beach's written approval. The RECIPIENT must furnish the City of Pompano Beach a copy of all subcontracts or sub-grants prior to receiving written approval.

- 2) This Agreement shall become effective on the 1st day of October 2015, and shall terminate on the 30th day of September 2016, unless cancelled sooner with or without cause by either party by giving thirty (30) days prior written notice of such cancellation to the other party.

- 3) The City of Pompano Beach agrees to pay the RECIPIENT the sum of **\$80,000** for the program or activity. City of Pompano Beach funds will be provided upon a quarterly **reimbursement** basis for all awards above \$15,000 based upon documented invoices. Reimbursable amounts for all awards above \$15,000 will be limited to 1/4 of the total award amount per quarter. For those awards equal to or less than \$15,000, reimbursements will be based upon documented invoices for any given quarter up to the entire amount of the award. In the event that RECIPIENT does not receive matching funds described in *Exhibit "A"* or said funds are revoked during the term of the Agreement, CITY funding may be revoked and RECIPIENT shall comply with (1) (f) of this Agreement for returning all or part of awarded CITY funds.

- 4) RECIPIENT agrees to provide the City of Pompano Beach City Manager's Office with a quarterly narrative progress report on the program or activity described in *Addendum "1"*. Such reports shall include basic statistical information relative to the program or activity and a statement of expenditures made in each budget category and line item identified in the budget which is included in *Addendum "1"*. Distribution of each reimbursement payment to the RECIPIENT shall be contingent upon prior receipt of the required progress report which is due during the preceding quarter. Quarterly reports shall be due no later than the following dates:

1st Quarterly Report (October/November/December) - February 1st

2nd Quarterly Report (January/February/March) - May 1st

3rd Quarterly Report (April/May/June) - August 1st

4th Quarterly Report (July/August/September) - November 15th

However, if any of the above dates fall on a weekend, then the due date will be extended to the next business day, thereafter.

- 5) The approved budget for the RECIPIENT, included in *Addendum "1"* and any changes in the budget which would affect expenditure of funds provided under the terms of this contract, must be approved in writing by the City Manager or his/her designee prior to the expenditure of such funds; provided, that nothing herein shall authorize or allow any expenditure or obligation of funds in excess of the total sum aforesaid.
- 6) RECIPIENT agrees that any funds provided by the City of Pompano Beach for the operation of the program or activity during the period of October 1, 2015 through September 30, 2016 which are residual funds remaining unspent or unencumbered by any existing (not contingent) legal obligation shall be retained by the City of Pompano Beach.
- 7) THIS AGREEMENT shall apply to all funds appropriated during the fiscal year ending September 30, 2016, provided that the City of Pompano Beach's rights and the RECIPIENT'S duties hereunder shall continue after said date as provided herein;
 - a) In the event that the City of Pompano Beach fails for any reason to appropriate funds for this agreement, this AGREEMENT shall be deemed terminated and CITY shall provide RECIPIENT with thirty (30) days written notice. Upon receipt of said notice, RECIPIENT shall be responsible for any and all expenses and/or legal obligations made after receipt of written notice from the CITY.
- 8) Nothing in this AGREEMENT shall be deemed to constitute or create a joint venture, partnership, pooling arrangement or other form of business entity between the RECIPIENT and the City of Pompano Beach. RECIPIENT agrees to indemnify and hold harmless the City of Pompano Beach from an against all claims, suits, damages, costs, losses and expenses in any manner arising out of or connected with the RECIPIENT's expenditure of allotted funds under this AGREEMENT and the RECIPIENT's program or activity generally described herein and more particularly described in *Addendum "1"* to this Agreement.

"CITY":

Witnesses:

CITY OF POMPANO BEACH

By: _____
Lamar Fisher, Mayor

By: _____
Dennis W. Beach, City Manager

Attest:

(SEAL)

Asceleta Hammond, CMC
City Clerk

Approved As To Form:

Mark E. Berman, Esq.
City Attorney

STATE OF FLORIDA
COUNTY OF BROWARD

The foregoing instrument was acknowledged before me this _____ day of _____, 2015 by LAMAR FISHER as Mayor of the City of Pompano Beach, a municipal Florida corporation, on behalf of the municipal corporation and who is personally known to me.

NOTARY'S SEAL:

NOTARY PUBLIC, STATE OF FLORIDA

(Signature of Notary Taking Acknowledgment)

(Name of Acknowledger Typed, Printed or Stamped)

Commission Number

STATE OF FLORIDA
COUNTY OF BROWARD

The foregoing instrument was acknowledged before me this _____ day of _____, 2015 by DENNIS W. BEACH, as City Manager of the City of Pompano Beach, a municipal Florida corporation, on behalf of the municipal corporation and who is personally known to me.

NOTARY'S SEAL:

NOTARY PUBLIC, STATE OF FLORIDA

(Signature of Notary Taking Acknowledgment)

(Name of Acknowledger Typed, Printed or Stamped)

Commission Number

STATE OF FLORIDA
COUNTY OF BROWARD

The foregoing instrument was acknowledged before me this _____ day of _____, 2015 by ASCELETA HAMMOND, as City Clerk of the City of Pompano Beach, a municipal Florida corporation, on behalf of the municipal corporation and who is personally known to me.

NOTARY'S SEAL:

NOTARY PUBLIC, STATE OF FLORIDA

(Signature of Notary Taking Acknowledgment)

(Name of Acknowledger Typed, Printed or Stamped)

Commission Number

"RECIPIENT":

AREA WIDE COUNCIL ON AGING OF
BROWARD COUNTY, INC.

Witnesses:

Cheryl Morrow
Joseph M. Lederberg

Organization

By:

Edith Lederberg

EDITH LEDERBERG

Typed or Printed Name

Title: EXECUTIVE DIRECTOR

STATE OF FLORIDA
COUNTY OF BROWARD

The foregoing instrument was acknowledged before me this 25 day of AUGUST, 2015 by EDITH LEDERBERG as EXECUTIVE DIRECTOR of AREA WIDE COUNCIL ON AGING OF BROWARD COUNTY, INC., a Florida corporation. ~~He/she~~ is personally known to me ~~or who has produced~~ _____ (type of identification) as identification.

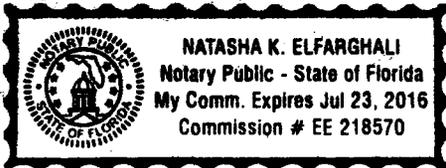
NOTARY'S SEAL:

NOTARY PUBLIC, STATE OF FLORIDA

Natasha K. Elfarghali
(Signature of Notary Taking Acknowledgment)

NATASHA K. ELFARGHALI
(Name of Acknowledger Typed, Printed or Stamped)

EE 218570
Commission Number



**CITY OF POMPANO BEACH
FISCAL YEAR 2016**

FUNDING FOR NON-FOR-PROFIT ORGANIZATIONS

1. Legal name of organization: **Areawide Council on Aging of Broward County, Inc.**
2. Mailing Address: **5300 Hiatus Road**
Sunrise, FL 33351
3. Date of Incorporation: **February 28, 1974**
 - 3a. Does your corporation/organization fall within Section 501(c)(3) and Section 501(a) of the Internal Revenue Code? Yes **XX** No
(Please attach proof of tax exempt status)
4. Chief Executive Officer: **Edith Lederberg**
Official Title: **Executive Director** Telephone #: **(954) 745-9603**
5. Contact Person (if different from above): **Same** Telephone # **Same**
6. Provide a brief description of the organization's goals and objectives:

The Areawide Council on Aging of Broward County, Inc. (d.b.a. Aging & Disability Resource Center of Broward County) is the federally and state mandated prime planning, coordinating, funding, and advocacy body for services benefitting the multiple needs of Older Americans, 60 years of age and older, who reside in Broward County.

Our main goals are: to delay or prevent the institutionalization of elders; and to assure their merited right to life, with dignity, during their retirement years.
7. Amount of funding requested: **\$ 80,000**

ADDENDUM "1"

8. Provide a brief description of how City funds would be spent and identifying the community need(s) to be addressed. This should include what exactly will be provided and to how many people (City residents).

The considered funding of \$80,000.00 (eighty thousand dollars), by the Commission, will be employed to purchase and deliver approximately 25,000 home-delivered meals to an estimated 90 homebound frail elders and approximately 10,000 congregate meals to about 100 persons at 31 meal sites around Broward County.

The meals will supply these participants with a minimum of 1/3 of the daily nutriment required by elders 60+ years of age, thereby assisting our endeavors to delay or prevent institutionalization of the municipality's senior constituency. For many, this may be their only source of daily sustenance.

9. How will the recommended funding compliment the array of City services currently being provided to City residents?

The Aging and Disability Resource Center (Area Agency on Aging) provides a wide variety of services to Pompano Beach Residents. In 2014, the total dollar value for meals, in-home, legal, adult day care, Alzheimer's, and other services, through our project network, totaled \$892,367. We have determined to place the City's match into both in-home and site meals since the community's need is extensive, and our Meals-on-Wheels Project is the prime source of nutriment for the municipality's aging population. In addition, our other services, as listed on the attached Fair Share Report are not duplicated by any other entity.

10. Will the recommended grant amount result in the leveraging of additional funds from the County, State, Federal or other foundations/agencies which require a local match like a contribution from the City of Pompano Beach? Yes XX No

10a. If yes, what is the ratio of this other funding to the City's recommended funding?
90:10

ADDENDUM "1"

11. Does your organization receive support from the County or other cities? Yes XX No ___
 11a. If yes, please list the amount(s) and source(s).

Please see attached 5-year Fair Share Report for the County and Broward's municipalities.

12. What percentage of your organization's budget is direct delivery of service as opposed to "overhead"? 90.48 %

13. PERFORMANCE MEASURES

Please list below the various levels of service [performance measures] that your organization will be providing to residents of the City of Pompano Beach.

	Most Recently Completed Year 2014	Current Year Estimated 2015	Next Year Proposed 2016
Total Persons Served	12,000	13,500	11,000
Number of Pompano Beach residents served	637	815	590
PERFORMANCE MEASURES			
Home Delivered Meals	35,536	36,057	25,000
Unduplicated Residents	99	110	90
Congregate Meals	16,713	17,124	10,000
Unduplicated Residents	129	132	100

ADDENDUM "1"

14. Agency Budget Information: *Please note that Total Resources Available and Total Resources Allocated should be EQUAL for each fiscal year.*

	Last Year Adopted 2015	Current Year Proposed 2016
Resource Available:		
City of Pompano Beach	\$ 72,221	\$ 80,000
Federal Funding	\$ 9,176,174	\$ 9,084,903
State Funding	\$ 10,711,417	\$ 10,347,639
Other Local Government Funding	\$ 1,599,931	\$ 1,592,530
Foundation Grants		
User Fees		
Other Revenue Sources	\$ 718,465	\$ 696,580
Total Resources Available	\$ 22,278,208	\$ 21,801,652

Resource Allocated:		
Salaries	\$ 1,873,836	\$ 1,915,879
Benefits	\$ 596,674	\$ 821,952
Supplies	\$ 400,861	\$ 406,938
Contractual Services (Grant Outlays)	\$ 18,834,584	\$ 18,107,367
Capital Outlay [Equipment]		
Other	\$ 572,253	\$ 549,516
Total Resources Allocated	\$ 22,278,208	\$ 21,801,652

- *Please provide line item detail for expenses over \$10,000*

**AGING AND DISABILITY RESOURCE CENTER OF BROWARD COUNTY
FAIR SHARE HISTORY 2011 - 2015**

CITY	2011		2012		2013		2014		2015	
	Requested	Received	Requested	Received	Requested	Received	Requested	Received		
Broward County	684,920	684,920	\$684,920	684,920	684,920	684,920	684,920	684,920	684,920	684,920
Coconut Creek	\$44,159	\$44,159	\$40,404	\$40,404	43,067	43,067	37,210	42,210	36,563	42,210
Cooper City	\$8,612	\$8,612	\$12,617	\$12,617	11,962	11,962	12,642	12,642	12,998	12,998
*Coral Springs	\$32,805	\$15,000	\$49,087	\$13,000	45,280	13,000	48,774	13,000	47,627	13,000
Dania Beach	\$17,784	\$10,000	\$18,910	\$10,000	19,080	\$10,000	18,387	\$10,000	18,126	\$9,000
Davie	\$35,647	\$35,647	\$43,958	\$43,958	43,013	\$43,013	42,111	\$42,111	41,345	\$41,345
Deerfield Beach	\$75,523	\$75,523	\$65,264	\$65,264	64,569	64,569	60,706	60,706	59,388	59,388
Ft. Lauderdale	\$108,355	\$46,568	\$113,793	\$46,568	101,741	46,568	104,280	46,568	102,442	46,568
Hallandale	\$47,999	\$47,999	\$37,830	\$37,830	36,552	34,829	34,669	34,669	34,358	34,358
Hillsboro Beach	\$4,250	\$4,250	\$4,418	\$4,418	3,610	3,610	3,396	3,396	3,299	3,299
Hollywood	\$93,842	\$62,000	\$94,140	\$62,000	89,980	47,000	83,859	38,171	82,573	40,603
Laud.-by-Sea	\$7,387	\$7,387	\$10,162	\$10,162	10,120	10,120	8,990	8,990	8,801	8,801
Lauderdale Lakes	\$21,168	\$21,168	\$20,820	\$20,820	20,868	20,868	20,221	20,221	19,786	19,786
Lauderhill	\$37,544	\$37,544	\$33,150	\$18,772	33,071	\$18,772	33,957		33,032	18,772
Lighthouse Point	\$9,810	\$9,810	\$9,319	\$9,319	8,521	8,521	8,346	8,346	8,114	8,114
Margate	\$41,985	\$41,985	\$44,488	\$44,488	43,242	43,242	39,281	39,281	38,346	38,346
Miramar	\$31,485	\$31,485	\$35,265	\$35,265	37,063	37,063	38,910	38,910	38,860	38,860
North Lauderdale	\$11,394	\$11,394	\$12,882	\$12,882	12,292	12,292	12,573	12,573	12,259	12,259
Oakland Park	\$17,225	\$17,225	\$18,177	\$18,177	17,409	\$17,409	17,696	\$17,409	17,351	\$17,351
Parkland	\$4,362	\$4,362	\$9,463	\$9,463	9,365	9,365	8,935	8,935	8,950	8,950
Pembroke Park	\$4,125	\$4,125	\$3,260	\$3,260	3,036	3,036	3,539	3,539	3,505	3,505
Pembroke Pines	\$84,971	\$84,971	\$94,617	\$94,617	93,984	93,984	91,891	91,891	89,693	89,693
Plantation	\$43,791	\$43,791	\$52,326	\$43,800	50,015	43,800	48,089	22,155	47,084	22,155
Pompano Beach	\$85,150	\$81,612	\$77,766	\$77,766	76,325	76,325	73,466	73,466	72,221	72,221
Sea Ranch Lakes	\$1,021	\$250	\$833	\$250	749	0	649	0	634	0
Southwest Ranches	\$5,189	\$1,500	\$4,646	\$1,500	3,826	2,000	3,784	2,000	3,691	2,000
Sunrise	\$55,884	\$55,884	\$56,285	\$55,884	51,413	51,413	48,208	48,208	47,241	47,241
Tamarac	\$77,082	\$77,082	\$68,434	\$68,434	67,551	67,551	62,439	62,439	60,823	60,823
West Park	\$8,223	\$8,126	\$6,153	\$6,153	6,113	6,113	6,801	6,801	6,682	6,682
Weston	\$17,772	\$17,772	\$21,328	\$17,772	21,732	\$18,483	23,900	\$19,222	23,359	\$23,359
Wilton Manors	\$7,624	\$7,624	\$8,733	\$8,733	7,574	7,574	8,220	8,220	8,081	8,081
Totals	\$1,727,088	\$1,599,775	\$1,753,448	\$1,578,496	\$1,718,043	\$1,550,469	\$1,690,849	\$1,481,000	\$1,672,152	\$1,494,688

*Coral Springs Community Chest

State of Florida

Department of State

I certify from the records of this office that AREAWIDE COUNCIL ON AGING OF BROWARD COUNTY,INC. is a corporation organized under the laws of the State of Florida, filed on February 28, 1974.

The document number of this corporation is 728963.

I further certify that said corporation has paid all fees due this office through December 31, 2015, that its most recent annual report/uniform business report was filed on February 12, 2015, and its status is active.

I further certify that said corporation has not filed Articles of Dissolution.

*Given under my hand and the
Great Seal of the State of Florida
at Tallahassee, the Capital, this
the Twelveth day of February,
2015*



Ken DeFina
Secretary of State

Authentication ID: CC6685246774

To authenticate this certificate, visit the following site, enter this ID, and then follow the instructions displayed.

<https://efile.sunbiz.org/certauthver.html>

CINCINNATI OH 45999-0038

In reply refer to: 0248367576
Feb. 24, 2014 LTR 4168C 0
59-1529419 000000 00
00036509
BODC: TE

AREAWIDE COUNCIL ON AGING OF
BROWARD COUNTY INC
5300 N HIATUS RD
SUNRISE FL 33351



022200

Employer Identification Number: 59-1529419
Person to Contact: Ms. Yates
Toll Free Telephone Number: 1-877-829-5500

Dear Taxpayer:

This is in response to your Feb^W 12, 2014, request for information regarding your tax-exempt status.

Our records indicate that you were recognized as exempt under section 501(c)(3) of the Internal Revenue Code in a determination letter issued in March 1975.

Our records also indicate that you are not a private foundation within the meaning of section 509(a) of the Code because you are described in section(s) 509(a)(1) and 170(b)(1)(A)(vi).

Donors may deduct contributions to you as provided in section 170 of the Code. Bequests, legacies, devises, transfers, or gifts to you or for your use are deductible for Federal estate and gift tax purposes if they meet the applicable provisions of sections 2055, 2106, and 2522 of the Code.

Please refer to our website www.irs.gov/eo for information regarding filing requirements. Specifically, section 6033(j) of the Code provides that failure to file an annual information return for three consecutive years results in revocation of tax-exempt status as of the filing due date of the third return for organizations required to file. We will publish a list of organizations whose tax-exempt status was revoked under section 6033(j) of the Code on our website beginning in early 2011.

0248367576
Feb. 24, 2014 LTR 4168C 0
59-1529419 000000 00
00036510

AREAWIDE COUNCIL ON AGING OF
BROWARD COUNTY INC
5300 N HIATUS RD
SUNRISE FL 33351

If you have any questions, please call us at the telephone number
shown in the heading of this letter.

Sincerely yours,

Susan M. O'Neill

Susan M. O'Neill, Department Mgr.
Accounts Management Operations

FEB 24 2014

Exhibit "A"

AMENDMENT ONE

This AMENDMENT entered into between the State of Florida, Department of Elder Affairs (Department) and Areawide Council on Aging of Broward County, Inc. (Contractor) hereby amends contract JA015.

The purpose of this amendment is to reduce the services and funding of contract JA015, revise contract attachments and to address contractual language applicable to invoices, budget and expenditures. The original contract amount of \$6,829,121.00 is hereby reduced by \$35,072.00. Contract amount is hereby amended to read \$6,794,049.00.

- (1) Page 1 of original contract, Section 4. Contract Amount, is hereby replaced as follows:

4. Contract Amount

The Department agrees to pay for contracted services according to the terms and conditions of this contract in an amount not to exceed \$6,794,049.00, or the rate schedule, subject to the availability of funds. Any costs or services paid for under any other contract or from any other source are not eligible for payment under this contract.

- (2) Section 3.3.1.2 is hereby added:

3.3.1.2 Invoice Submission Schedule

All payment requests shall be based on the submission of actual monthly Expenditure Reports beginning with the first month of the contract. The schedule for submission of advance requests (when available) and invoices is **ATTACHMENT VIII, Invoice Schedule**. Payment may be authorized only for allowable expenditures, which are in accordance with the limits specified in **ATTACHMENT VII, Budget Summary**.

- (4) Section 3.3.1.3 is hereby added:

3.3.1.3 Withheld Payment Pending Approved Reports

Any payment due by the Department under the terms of this contract may be withheld pending the receipt and approval by the Department of all financial and programmatic reports due from the Contractor and any adjustments thereto, including any disallowance not resolved as outlined in Section 25 of the Master Contract.

- (5) Section 3.3.1.4 is hereby added:

3.3.1.4 Final Budget and Funding Revision Request

Final requests for budget revisions or adjustments to contract funds based on expenditures for provided services must be submitted to the Contract Manager in writing no later than December 31, 2015; Email requests are considered acceptable.

- (6) Sections 3.3.2 – 3.3.6 are hereby deleted.

- (7) Section 3.4 is hereby deleted and replaced as follows:

3.4 Financial Consequences

Contractor shall ensure 100% of the deliverables identified in SECTION II – MANNER OF SERVICE PROVISION, are performed pursuant to contract requirements, and as described in Section 2.3.1.

INDEX TO CONTRACT ATTACHMENTS:

- (8) Attachment III, Funding Summary is hereby replaced.
 (9) Attachment VII, Budget Summary is hereby replaced.
 (10) Attachment K, Service Rate Report is hereby replaced.

This amendment shall be effective on the last date that the amendment has been signed by both Parties.

All provisions in the contract, any attachments, and amendments thereto in conflict with this amendment shall be and are hereby changed to conform to this amendment.

All provisions of the contract and any amendments thereto not in conflict with this amendment are still in effect and are to be performed at the level specified in the contract and any amendments thereto.

This amendment and all of its attachments are hereby made a part of the contract.

IN WITNESS WHEREOF, the Parties hereto have caused this six (6) page amendment to be executed by their officials as duly authorized.

**CONTRACTOR: AREAWIDE COUNCIL ON AGING
OF BROWARD COUNTY, INC.**

**STATE OF FLORIDA,
DEPARTMENT OF ELDER AFFAIRS**

SIGNED BY: Theodora Williams

SIGNED BY: R. Prudom

NAME: THEODORA WILLIAMS

NAME: RICHARD PRUDOM

TITLE: 1ST VICE PRESIDENT

TITLE: DEPUTY SECRETARY/CHIEF OF STAFF

DATE: 05-21-2015

DATE: 6/2/15.

FEDERAL ID NUMBER: 59-1529419 001

ATTACHMENT III

1. FEDERAL RESOURCES AWARDED TO THE SUBRECIPIENT PURSUANT TO THIS CONTRACT CONSIST OF THE FOLLOWING:

PROGRAM TITLE	FUNDING SOURCE	CFDA	AMOUNT
Older Americans Act Administration	U.S. Health and Human Services	93.044-045 & 93.052	\$639,294.00
Older Americans Act Administration Carry Forward	U.S. Health and Human Services Carry Forward	93.044-045 & 93.052	\$0.00
Older Americans Act Administration Title III B – Support Services	U.S. Health and Human Services	93.044	\$2,839,584.22
Older Americans Act Administration Title III B – Carry Forward	U.S. Health and Human Services Carry Forward	93.044	\$0.00
Older Americans Act Administration Title III C1 – Congregate Meals	U.S. Health and Human Services	93.045	\$998,231.14
Older Americans Act Administration Title III C1 – Carry Forward	U.S. Health and Human Services Carry Forward	93.045	\$0.00
Older Americans Act Administration Title III C2 – Home Delivered Meals	U.S. Health and Human Services	93.045	\$1,464,425.64
Older Americans Act Administration Title III C2 – Carry Forward	U.S. Health and Human Services Carry Forward	93.045	\$0.00
Older Americans Act Administration Title III D – Preventive Health	U.S. Health and Human Services	93.043	\$107,141.00
Older Americans Act Administration Title III D – Carry Forward	U.S. Health and Human Services Carry Forward	93.043	\$0.00
Older Americans Act Administration Title III E – Caregiver Support Services	U.S. Health and Human Services	93.052	\$717,575.00
Older Americans Act Administration Title III E – Carry Forward	U.S. Health and Human Services Carry Forward	93.052	\$0.00
TOTAL FEDERAL AWARD			\$6,766,251.00

COMPLIANCE REQUIREMENTS APPLICABLE TO THE FEDERAL RESOURCES AWARDED PURSUANT TO THIS CONTRACT ARE AS FOLLOWS:

FEDERAL FUNDS:

2 CFR Part 200 – Uniform Administrative Requirements, Cost Principles, and Audit Requirements for Federal Awards.

OMB Circular A-133 – Audit Requirements

2. STATE RESOURCES AWARDED TO THE RECIPIENT PURSUANT TO THIS CONTRACT CONSIST OF THE FOLLOWING:

STATE FINANCIAL ASSISTANCE SUBJECT TO Sec. 215.97, F.S.

PROGRAM TITLE	FUNDING SOURCE	CSFA	AMOUNT
Older Americans Act Administration	General Revenue	N/A	\$27,798.00
TOTAL AWARD			\$27,798.00

COMPLIANCE REQUIREMENTS APPLICABLE TO STATE RESOURCES AWARDED PURSUANT TO THIS CONTRACT ARE AS FOLLOWS:

STATE FINANCIAL ASSISTANCE

Section 215.97, Fla. Stat.

Chapter 69I-5, Fla. Admin. Code

ATTACHMENT VII

PSA: 10 Original Submission Date: October 3, 2014

C.II.B. OAA Budget Summary

	(1) Federal Funding	(2) General Revenue	(3) Local Match/ CCE/HCE	(4) TOTAL FUNDS
1. Area Agency Admin				
A. Current Year	\$639,294.00	\$27,798.00		\$667,092.00
B. Prior Year CF* (2014)	\$0.00			\$0.00
CONTRACT TOTAL	\$639,294.00	\$27,798.00	\$0.00	\$667,092.00
C. CCE GR Administration			\$34,035.00	\$34,035.00
D. HCE GR Administration			\$79,785.00	\$79,785.00
E. LSP Admin			\$21,984.00	\$21,984.00
F. ADI Admin			\$18,063.00	\$18,063.00
G. Local Match			\$31,433.00	\$31,433.00
TOTAL ADMIN	\$639,294.00	\$27,798.00	\$185,300.00	\$852,392.00
2. Title IIIB				
A. Supportive Services				
(1) Current Year	\$2,839,584.22		\$315,509.36	\$3,155,093.58
(2) Prior Year CF* (2014)	\$0.00			\$0.00
TOTAL	\$2,839,584.22		\$315,509.36	\$3,155,093.58
B. IIIB Set-Aside (also included in Total)	\$105,000.00			\$105,000.00
3. Title IIIC1 Nutrition Services				
A. Current Year	\$998,231.14		\$110,914.57	\$1,109,145.71
B. Prior Year CF* (2014)	\$0.00			\$0.00
TOTAL	\$998,231.14		\$110,914.57	\$1,109,145.71
4. Title IIIC2 Nutrition Services				
A. Current Year	\$1,464,425.64		\$162,713.96	\$1,627,139.60
B. Prior Year CF* (2014)	\$0.00			\$0.00
TOTAL	\$1,464,425.64		\$162,713.96	\$1,627,139.60
5. Title IIID Preventive Health				
A. Current Year	\$107,141.00			\$107,141.00
B. Prior Year CF* (2014)	\$0.00			\$0.00
TOTAL	\$107,141.00		\$0.00	\$107,141.00
6. Title IIIE Caregiver Support Services				
A. Current Year	\$717,575.00		\$79,730.56	\$797,305.56
B. Prior Year CF* (2014)	\$0.00			\$0.00
TOTAL	\$717,575.00		\$79,730.56	\$797,305.56
7. Total Federal Current Year Funds Awarded (Sum of 1.A, 2.A(1), 3.A, 4.A, 5.A., 6.A, 7.A)	\$6,766,251.00			
8. Total CF Funds Awarded (Sum of 1.B, 2.A(2), 3.B, 4.B, 5.B, 6.B, 7.B)	\$0.00			
9. Total GR Awarded (Total of column (2))	\$27,798.00			
10. Total of All Funds to be Received (Sum of 8, 9, 10)	\$6,794,049.00			

* Carry Forward

Service Rate Report				
PSA: 10				
Program: Federally Funded		From 01/01/2015 to 12/31/2015		
Program	SERVICE	Method of Payment	High Reimbursement Rate	Unit Type
O3C1	CONGREGATE MEALS	Fixed Fee/Unit Rate	\$5.89	MEALS
	NUTRITION EDUCATION	Fixed Fee/Unit Rate	\$1.77	PARTICIPANT
O3C2	HOME DELIVERED MEALS	Fixed Fee/Unit Rate	\$3.05	MEALS
	NUTRITION EDUCATION	Fixed Fee/Unit Rate	\$0.37	PARTICIPANT
	SCREENING & ASSESSMENT	Fixed Fee/Unit Rate	\$71.06	HOURS
OA3B	ADULT DAY CARE	Fixed Fee/Unit Rate	\$9.62	HOURS
	CASE MANAGEMENT	Fixed Fee/Unit Rate	\$42.98	HOURS
	CHORE*	Cost Reimbursement	Cost Reimbursement	EPISODES
	COUNSELING (GERONTOLOGICAL)- GROUP	Fixed Fee/Unit Rate	\$125.00	HOURS
	COUNSELING (GERONTOLOFICAL)-INDIVIDUAL	Fixed Fee/Unit Rate	\$86.38	HOURS
	EDUCATION/TRAINING- GROUP	Fixed Fee/Unit Rate	\$183.83	EPISODES
	HEALTH SUPPORT - GROUP	Fixed Fee/Unit Rate	\$102.31	HOURS
	HEALTH SUPPORT - INDIVIDUAL	Fixed Fee/Unit Rate	\$65.00	HOURS
	HOMEMAKER	Fixed Fee/Unit Rate	\$20.61	HOURS
	HOUSING IMPROVEMENT*	Cost Reimbursement	Cost Reimbursement	EPISODES
	INFORMATION	Fixed Fee/Unit Rate	\$9.68	HOURS
	INTAKE	Fixed Fee/Unit Rate	\$98.19	HOURS
	LEGAL ASSISTANCE	Fixed Fee/Unit Rate	\$57.31	HOURS
	OUTREACH	Fixed Fee/Unit Rate	\$176.13	EPISODES
	PERSONAL CARE	Fixed Fee/Unit Rate	\$19.36	HOURS
	RECREATION	Fixed Fee/Unit Rate	\$50.95	HOURS
	REFERRAL/ASSISTANCE	Fixed Fee/Unit Rate	\$71.89	EPISODES
	RESPIRE IN-FACILITY	Fixed Fee/Unit Rate	\$10.70	HOURS
	RESPIRE IN-HOME	Fixed Fee/Unit Rate	\$19.36	HOURS
	SCREENING & ASSESSMENT	Fixed Fee/Unit Rate	\$141.53	HOURS
TRANSPORTATION	Fixed Fee/Unit Rate	\$9.74	TRIPS	

ATTACHMENT K

0A3D	A MATTER OF BALANCE	Fixed Fee/Unit Rate	\$4,945.17	EPISODES
	ARTHRITIS FOUNDATION EXERCISE PROGRAM	Fixed Fee/Unit Rate	\$1,875.00	EPISODES
	CHRONNIC DISEASE SELF-MANAGEMENT PROGRAM	Fixed Fee/Unit Rate	\$3,750.00	EPISODES
	DIABETES SELF-MANAGEMENT PROGRAM	Fixed Fee/Unit Rate	\$1,710.87	EPISODES
	TAICHI: MOVING FOR BETTER BALANCE	Fixed Fee/Unit Rate	\$3,420.59	EPISODES
0A3E	ADULT DAY CARE	Fixed Fee/Unit Rate	\$9.62	HOURS
	CAREGIVER TRAIN/SUPPORT (GRP)	Fixed Fee/Unit Rate	\$2,628.00	HOURS
	CAREGIVER TRAIN/SUPPORT (INDV)	Fixed Fee/Unit Rate	\$64.15	HOURS
	RESPIRE IN-HOME	Fixed Fee/Unit Rate	\$15.00	HOURS
0A3EG	CAREGIVER TRAIN/SUPPORT (GRP)	Fixed Fee/Unit Rate	\$106.40	HOURS
	CAREGIVER TRAIN/SUPPORT (INDV)	Fixed Fee/Unit Rate	\$75.09	HOURS
	CHILD DAY CARE	Fixed Fee/Unit Rate	\$3.74	HOURS
0A3ES	HOUSING IMPROVEMENT*	Cost Reimbursement	Cost Reimbursement	EPISODES
	LEGAL ASSISTANCE	Fixed Fee/Unit Rate	\$57.31	HOURS
*As stipulated in contract, these services are provided on a cost reimbursement basis.				

FLORIDA DEPARTMENT OF ELDER AFFAIRS
STATEMENT OF WORK
COMMUNITY CARE FOR THE ELDERLY PROGRAM

THIS CONTRACT is entered into between the State of Florida Department of Elder Affairs (Department) and Areawide Council on Aging of Broward County, Inc. (Contractor), and collectively referred to as the "Parties." The term Contractor for this purpose may designate a Vendor, Subgrantee or Subrecipient.

WITNESSETH THAT:

WHEREAS, the Department has determined that it is in need of certain services as described herein; and
WHEREAS, the Contractor has demonstrated that it has the requisite expertise and ability to faithfully perform such services as an independent Contractor of the Department.

NOW THEREFORE, in consideration of the services to be performed and payments to be made, together with the mutual covenants and conditions hereinafter set forth, the Parties agree as follows:

1. Purpose of Contract

The purpose of this contract is to provide services in accordance with the terms and conditions specified in this contract including all attachments, forms, exhibits and references incorporated, which constitute the contract document.

2. Incorporation of Documents within the Contract

The contract will incorporate attachments, proposal(s), state plan(s), grant agreements, relevant Department handbooks, manuals or desk books and Master Contract number JM014, as an integral part of the contract, except to the extent that the contract explicitly provides to the contrary. In the event of conflict in language among any of the documents referenced above, the specific provisions and requirements of the contract document(s) shall prevail over inconsistent provisions in the proposal(s) or other general materials not specific to this contract document and identified attachments.

3. Term of Contract

This contract shall begin at twelve (12:00) A.M., Eastern Standard Time **July 1, 2015** or on the date the contract has been signed by the last party required to sign it, whichever is later. It shall end at eleven fifty-nine (11:59) P.M., Eastern Standard Time **June 30, 2016**.

4. Contract Amount

The Department agrees to pay for contracted services according to the terms and conditions of this contract in an amount not to exceed **\$5,837,107.00**, or the rate schedule, subject to the availability of funds. Any costs or services paid for under any other contract or from any other source are not eligible for payment under this contract.

5. Renewals

By mutual agreement of the Parties, in accordance with s. 287.058(1)(g), Florida Statutes, the Department may renew the contract for a period not to exceed three years, or the term of the original contract, whichever is longer. The renewal price, or method for determining a renewal price, is set forth in the bid, proposal, or reply. No other costs for the renewal may be charged. Any renewal is subject to the same terms and conditions as the original contract and contingent upon satisfactory performance evaluations by the Department and the availability of funds.

6. Official Payee and Representatives (Names, Addresses, and Telephone Numbers):

a.	The Contractor name, as shown on page 1 of this contract, and mailing address of the official payee to whom the payment shall be made is:	Areawide Council on Aging of Broward County, Inc. 5300 Hiatus Road Sunrise, FL 33351
b.	The name of the contact person and street address where financial and administrative records are maintained is:	Natasha Elfarghali, Fiscal Officer 5300 Hiatus Road Sunrise, FL 33351
c.	The name, address, and telephone number of the representative of the Contractor responsible for administration of the program under this contract is:	Edith Lederberg, Executive Director 5300 Hiatus Road Sunrise, FL 33351 954-745-9567
d.	The section and location within the Department where Requests for Payment and Receipt and Expenditure forms are to be mailed is:	Department of Elder Affairs Division of Financial Administration 4040 Esplanade Way, Suite 215 Tallahassee, FL 32399-7000
e.	The name, address, and telephone number of the Contract Manager for this contract is:	Nathanial Myers 4040 Esplanade Way, Suite 350F Tallahassee, FL 32399-7000 850-414-2085
Upon change of representatives (names, addresses, telephone numbers) by either party, notice shall be provided in writing to the other party and the notification attached to the originals of this contract.		

7. All Terms and Conditions Included:

This contract and its Attachments, I, III, VI-X, F, K and any exhibits referenced in said attachments, together with any documents incorporated by reference, contain all the terms and conditions agreed upon by the Parties. There are no provisions, terms, conditions, or obligations other than those contained herein, and this contract shall supersede all previous communications, representations or agreements, either written or verbal between the Parties. By signing this contract, the Parties agree that they have read and agree to the entire contract.

IN WITNESS THEREOF, the Parties hereto have caused this contract, to be executed by their undersigned officials as duly authorized.

Contractor: AREAWIDE COUNCIL ON AGING OF BROWARD COUNTY, INC.

SIGNED BY: 
 NAME: DEBORAH G. RAND
 TITLE: PRESIDENT
 DATE: 6-23-2015

STATE OF FLORIDA, DEPARTMENT OF ELDER AFFAIRS

SIGNED BY: 
 NAME: RICHARD PRUDOM
 TITLE: DEPUTY SECRETARY/CHIEF OF STAFF
 DATE: 6/26/15

Federal Tax ID: 59-1529419 001

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*Attachments II, IV, and V are included by reference in the Master Contract JM014.

ATTACHMENT I

FLORIDA DEPARTMENT OF ELDER AFFAIRS STATEMENT OF WORK

COMMUNITY CARE FOR THE ELDERLY PROGRAM

SECTION I: SERVICES TO BE PROVIDED

1.1. DEFINITIONS OF TERMS AND ACRONYMS

1.1.1 Contract Acronyms

Area Agency on Aging (AAA)
 Adult Protective Services (APS)
 Adult Protective Services Referral Tracking Tool (ARTT)
 Corrective Action Plan (CAP)
 Community Care for the Disabled Adult (CCDA)
 Community Care for the Elderly (CCE)
 Client Information and Registration Tracking System (CIRTS)
 Department of Children and Families (DCF)
 Florida Department of Elder Affairs (DOEA)
 Florida Statutes (F.S.)
 Home Care for Disabled Adults (HCDA)
 Planning and Service Area (PSA)
 Summary of Programs and Services (SOPS)

1.1.2 Program Specific Terms

Adult Protective Services Referral Tracking Tool: A system designed to track DCF APS referrals to AAAs and CCE Lead Agencies for victims of second party abuse, neglect, and exploitation who need home and community-based services as identified by APS staff.

Aging Out: The condition of reaching 60 years of age and being transitioned from the DCF Services, CCDA or HCDA services to the Department's community-based services.

Area Plan: A plan developed by the area agency on aging outlining a comprehensive and coordinated service delivery system in its PSA in accordance with the Section 306 (42 U.S.C. 3026) of the Older Americans Act and Department instructions. The Area Plan includes performance measures and unit rates per service offered per county.

Area Plan Update: A revision to the Area Plan wherein the area agency on aging enters CCE specific data in the CIRTS. An update may also include other revisions to the Area Plan as instructed by the Department.

Department of Elder Affairs Programs and Services Handbook: An official document of the State of Florida, DOEA. The Handbook includes program policies, procedures, and standards applicable to agencies which are recipients/providers of DOEA funded programs. An annual update is provided through a Notice of Instruction.

Functional Assessment: A comprehensive, systematic, and multidimensional review of a person's ability to remain independent and in the least restrictive living arrangement.

Notice of Instruction (NOI): The Department's established method to communicate to the Contractor the requirement to perform a particular task or activity. NOIs are located on the Department's website at <http://elderaffairs.state.fl.us/doea/nois.php>.

Program Highlights: Success stories, quotes, testimonials, or human-interest vignettes that are used in the Summary of Programs and Services to demonstrate how programs and services help elders, families, and caregivers.

Summary of Programs and Services (SOPS): A document produced by the Department and updated yearly to provide the public and the Legislature with information about programs and services for Florida's elders.

1.2 GENERAL DESCRIPTION

1.2.1 General Statement

The primary purpose of the CCE Program is to prevent, decrease, or delay premature or inappropriate and expensive placement of elders in nursing homes and other institutions.

1.2.2 Community Care for the Elderly Mission Statement

The CCE Program assists functionally impaired elderly persons in living as independently as possible in their own homes or in the homes of relatives or caregivers. The program provides a continuum of care through the development, expansion, reorganization, and coordination of multiple community-based services to assist elders to reside in the least restrictive environment suitable to their needs.

1.2.3 Authority

The relevant authorities governing CCE Program are:

- (1) Rule 58C-1, Florida Administrative Code;
- (2) Sections 430.201 through 430.207, F.S.; and
- (3) The Catalog of State Financial Assistance (CSFA) Number 65.010.

1.2.4 Scope of Service

The Contractor is responsible for the programmatic, fiscal, and operational management of CCE. The program services shall be provided in a manner consistent with the Contractor's current Area Plan, as updated and the current DOEA Programs and Services Handbook, which are hereby incorporated by reference.

1.2.5 Major Program Goals

The major goals of the program are to preserve the independence of elders and prevent or delay more costly institutional care through a community care service system that provides case management and other in-home and community services as needed under the direction of a lead agency and provide a continuum of service alternatives that meet the diverse needs of functionally impaired elders.

1.3 INDIVIDUALS TO BE SERVED

1.3.1 General Eligibility

The CCE Program provides a continuum of services for functionally impaired elders.

1.3.2 Individual Eligibility

In order to receive services under this contract, an applicant must:

- (1) Be at least 60 years of age;
- (2) Be functionally impaired as determined through the initial comprehensive assessment; and

- (3) Not be dually enrolled in the CCE Program and a Medicaid capitated long-term care program.

1.3.2.1 Targeted Groups

Priority for services provided under this contract shall be given to those eligible persons assessed to be at risk of placement in an institution or who are abused, neglected or exploited.

SECTION II: MANNER OF SERVICE PROVISION

2.1 SERVICE TASKS

To achieve the goals of the CCE Program, the Contractor shall perform, or ensure that its Subcontractors perform the following tasks:

- (1) Client Eligibility Determination;
- (2) Assessment and Prioritization of Service Delivery for New Clients;
- (3) Delivery of Services to Eligible Clients; and
- (4) Monitoring the performance of Subcontractors.

2.1.1 Client Eligibility Determination

The Contractor shall ensure that applicant data is evaluated to determine eligibility. Eligibility to become a client is based on meeting the requirements described in this **ATTACHMENT I, Section 1.3**.

2.1.1.1 DCF APS Low, Intermediate, and High Risk Referrals Risk Referrals

For DCF APS Low, Intermediate, and High Risk Referrals for individuals who are enrolled in a Medicaid long-term care program at the time of referral to the Contractor or Subcontractor, the Contractor shall:

- (1) Ensure that the intake entity contacts the DCF APS protective investigator and notifies him/her that the referral was not accepted because the referred individual is enrolled in a Medicaid long-term care program; and
- (2) Ensure that the intake entity notes that the referred individual is enrolled in a Medicaid long-term care program in the ARTT as the reason for rejection.

2.1.2 Assessment and Prioritization of Service Delivery for New Clients

The Contractor shall ensure the following criteria are used to prioritize new clients in the sequence below for service delivery. It is not the intent of the Department to remove existing clients from services in order to serve new clients being assessed and prioritized for service delivery.

- (1) DCF APS High Risk individuals: The Contractor shall ensure that pursuant to Section 430.205(5)(a), Florida Statutes, those elderly persons who are determined by DCF APS to be victims of abuse, neglect, or exploitation who are in need of immediate services to prevent further harm, and are referred by APS, will be given primary consideration for receiving CCE services. As used in this subsection, "primary consideration" means that an assessment and services must commence within 72 hours after referral to the Department or as established in accordance with Department contracts by local protocols developed between Department service Contractors and APS.
 - The Contractor shall follow guidelines for DCF APS High Risk referred individuals established in the APS Operations Manual, which is incorporated by reference.
- (2) Imminent Risk individuals: Individuals in the community whose mental or physical health condition has deteriorated to the degree that self-care is not possible, there is no capable caregiver, and nursing home placement is likely within a month or very likely within 3 months.

- (3) Aging Out individuals: Individuals receiving CCDA and HCDA services through the Department of Children and Families' Adult Services transitioning to community-based services provided through the Department when services are not currently available.
- (4) Service priority for individuals not included in (1), (2), and (3) above, regardless of referral source, will be determined through the Department's functional assessment administered to each applicant, to the extent funding is available. The Contractor shall ensure that first priority is given to applicants at the higher levels of frailty and risk of nursing home placement. For individuals assessed at the same priority and risk of nursing home placement, priority will be given to applicants with the lesser ability to pay for services.

2.1.2.1 Referrals for Medicaid Waiver Services:

- (1) The Contractor must require Subcontractors, through the performance of the client assessment, to identify potential Medicaid eligible CCE clients and to refer these individuals for application for Medicaid Waiver services.
- (2) The Contractor must require individuals who have been identified as being potentially Medicaid Waiver eligible to apply for Medicaid Waiver services in order to receive CCE services. These individuals may only receive CCE services while the Medicaid Waiver eligibility determination is pending. If the client is found ineligible for Medicaid Waiver services for any reason other than failure to provide required documentation, then the individual may continue to receive CCE services.
- (3) The Contractor must advise individuals who have been identified as being potentially Medicaid Waiver eligible of the responsibility to apply for Medicaid Waiver services as a condition of receiving CCE services while the eligibility determination is being processed.

2.1.3 Delivery of Service to Eligible Clients

The Contractor shall ensure the provision of a continuum of services that meet the diverse needs of functionally impaired elders. The Contractor shall ensure performance and reporting of the following services in accordance with the current DOEA Programs and Services Handbook, which is incorporated by reference. The services include the following categories:

- (1) Core Services;
- (2) Health Maintenance Services; and
- (3) Other Support Services.

2.1.3.1 Core Services for Programmatic Operation

The Contractor shall ensure that core services include a variety of home-delivered services, day care services, and other basic services that are most needed to prevent unnecessary institutionalization. Core services, to be provided at the unit rate identified in the Area Plan, as updated, include the following:

- | | |
|-------------------------------|-------------------------------|
| (1) Adult Day Care; | (8) Housing Improvement; |
| (2) Chore Services; | (9) Legal Assistance; |
| (3) Companionship; | (10) Pest Control Services; |
| (4) Escort; | (11) Respite Services; |
| (5) Financial Risk Reduction; | (12) Shopping Assistance; and |
| (6) Home Delivered Meals; | (13) Transportation. |
| (7) Homemaker; | |

2.1.3.2 Health Maintenance Services

The Contractor shall ensure that health maintenance services are routine health services that are necessary to maintain the health of functionally impaired elders. These services are limited to medical therapeutic services, non-medical prevention services, personal care services, home health aide services, home nursing services, and emergency response systems. Typical services to be provided at the unit rate identified in the Area Plan, as updated, include the following:

- | | |
|---|---|
| (1) Adult Day Health Care; | (8) Nutrition Counseling; |
| (2) Emergency Alert Response; | (9) Occupational Therapy; |
| (3) Gerontological Counseling; | (10) Personal Care; |
| (4) Health Support; | (11) Physical Therapy; |
| (5) Home Health Aide; | (12) Skilled Nursing Services; |
| (6) Medication Management; | (13) Specialized Medical Equipment,
Services and Supplies; and |
| (7) Mental Health Counseling/Screening; | (14) Speech Therapy. |

2.1.3.3 Other Support Services

The Contractor shall ensure that support services expand the continuum of care options to assist functionally impaired elders and their caregivers. Support services to be provided at the unit rate identified in the Area Plan as updated, include the following:

- (1) Caregiver Training/Support;
- (2) Case Aid;
- (3) Case Management;
- (4) Intake;
- (5) Material Aid; and
- (6) Other services, as approved by the Department.

2.1.4 Use of Subcontractors

If this contract involves the use of a Subcontractor or third party, then the Contractor shall not delay the implementation of its agreement with the Subcontractor. If any circumstances occur that may result in a delay for a period of 60 days or more of the initiation of the subcontract or in the performance of the Subcontractor, the Contractor shall notify the Department's Contract Manager and the Department's Chief Financial Officer in writing of such delay. The Contractor shall not permit a Subcontractor to perform services related to this agreement without having a binding Subcontractor agreement executed. In accordance with Section 23.1 of Master Contract, the Department will not be responsible or liable for any obligations or claims resulting from such action. The Contractor shall submit a copy of all subcontracts to the Contract Manager within thirty days of the subcontract being executed.

2.1.5 Monitoring the Performance of Subcontractors

The Contractor shall monitor, at least once per year, each of its Subcontractors, Subrecipients, Vendors, and/or Consultants paid from funds provided under this contract. The Contractor shall perform fiscal, administrative and programmatic monitoring to ensure contractual compliance, fiscal accountability, programmatic performance and compliance with applicable state and federal laws and regulations. The Contractor shall monitor to ensure that time schedules are met, the budget and scope of work are accomplished within the specified time periods, and other performance goals stated in this contract are achieved.

2.2 SERVICE TIMES

2.2.1 Service Times

The Contractor shall ensure the availability of services listed in this contract at times appropriate to meet client service needs, at a minimum during normal business hours. Normal business hours are defined as Monday through Friday, 8:00 a.m. to 5:00 p.m.

2.3 DELIVERABLES

2.3.1 Service Unit

The Contractor shall ensure the provision of the services described in the contract in accordance with the current DOEA Programs and Services Handbook and the service tasks described in Section 2.1. **ATTACHMENT K** lists the services that can be performed, the highest reimbursement unit rate, the method of payment, and the service unit type. Units of service will be paid pursuant to the rate established in the Area Plan as updated, as shown in **ATTACHMENT K**, and approved by the Department.

2.4 REPORTS

The Contractor shall respond to additional routine and/or special requests for information and reports required by the Department in a timely manner as determined by the Contract Manager. The Contractor shall establish reporting due dates for Subcontractors that permit the Contractor to meet the Department's reporting requirements.

2.4.1 Area Plan Update and All Revisions Thereto

The Contractor is required to submit an annual Area Plan update wherein the Contractor enters CCE-specific data in the CIRTS. The Contractor may also be required to submit revisions to the Area Plan as instructed by the Department.

2.4.2 CIRTS Reports

The Contractor shall input CCE-specific data into CIRTS. To ensure CIRTS data accuracy, the Contractor shall use CIRTS-generated reports which include the following:

- (1) Client Reports;
- (2) Monitoring Reports;
- (3) Services Reports;
- (4) Miscellaneous Reports;
- (5) Fiscal Reports;
- (6) Aging and Disability Resource Center Reports; and
- (7) Outcome Measurement Reports.

2.4.3 DOEA Cost Analysis For Non-Competitively Procured Contracts In Excess of Category II

In compliance with section 216.3475, F.S., the Contractor shall submit a completed **ATTACHMENT F**. **ATTACHMENT F** shall be submitted to and approved by the Department prior to this contract's execution.

2.4.4 Program Highlights

The Contractor shall submit Program Highlights referencing specific events that occurred in SFY/FFY 2014-2015 by September 15, 2015. The Contractor shall provide a new success story, quote, testimonial, or human-interest vignette. The highlights shall be written for a general audience, with no acronyms or technical terms. For all agencies or organizations that are referenced in the highlight, the Contractor shall provide a brief description of their mission or role. The active tense shall be consistently used in the highlight narrative, in order to identify the specific individual or entity that performed the activity described in the highlight. The

Contractor shall review and edit Program Highlights for clarity, readability, relevance, specificity, human interest, and grammar, prior to submitting them to the Department.

2.5 RECORDS AND DOCUMENTATION

The Contractor shall ensure, on a monthly basis, that client and service information is properly collected and maintained within the CIRTS or any such system designated by the Department. Maintenance includes valid exports and backups of all data and systems according to Department standards and the DOEA Programs and Services Handbook.

2.5.1 Policies for Data and Software Backup

Each Contractor and Subcontractor, among other requirements, must anticipate and prepare for the loss of information processing capabilities. The routine backing up of all data and software is required to recover from losses or outages of the computer system. Data and software essential to the continued operation of Contractor functions must be backed up. The security controls over the backup resources shall be as stringent as the protection required of the primary resources. It is recommended that a copy of the backed up data be stored in a secure, offsite location. The Contractor shall maintain written policies and procedures for computer system backup and recovery and shall have the same requirement in its contracts and/or agreements with Subcontractors. These policies and procedures shall be made available to the Department, upon request.

2.6 PERFORMANCE SPECIFICATIONS

2.6.1 Outcomes

- (1) The Contractor shall ensure services provided under this contract are in accordance with the current DOEA Programs and Services Handbook.
- (2) The Contractor shall timely submit to the Department all reports described in **ATTACHMENT I, SECTION 2.4 REPORTS**;
- (3) The Contractor shall timely submit to the Department all information described in **ATTACHMENT I, SECTION 2.5 RECORDS AND DOCUMENTATION**.

2.7 CONTRACTOR'S FINANCIAL OBLIGATIONS

2.7.1 Matching, Level of Effort, and Earmarking Requirement

The Contractor must provide a match of at least 10 percent of the cost for all CCE services. The match must be made in the form of cash and/or in-kind resources. At the end of the contract period, all CCE funds expended must be properly matched. State funds shall not be used to match another state-funded program.

2.7.2 Cost Sharing and Co-Payments

The Contractor must ensure Subcontractors establish annual co-payment goals. The Contractor has the option to withhold a portion of the Subcontractor's request for payment if goals are not met according to the Department's co-payment guidelines, in accordance with the current DOEA Programs and Services Handbook, which is incorporated by reference. Co-payments include only the amounts assessed to consumers by Subcontractors or the amounts consumers opt to contribute in lieu of an assessed co-payment. The consumer's contribution must be equal to or greater than the assessed co-payment. Co-payments collected in the CCE Program can be used as part of the local match, as detailed above in Section 2.7.1.

2.8 DEPARTMENT RESPONSIBILITIES

2.8.1 Program Guidance and Technical Assistance

The Department will provide to the Contractor guidance and technical assistance as needed to ensure the successful fulfillment of the contract by the Contractor.

2.8.2 Contract Monitoring

The Department will review and evaluate the performance of the Contractor under the terms of this contract. Monitoring shall be conducted through direct contact with the Contractor through telephone, in writing, or an on-site visit. The Department's determination of acceptable performance shall be conclusive. The Contractor agrees to cooperate with the Department in monitoring the progress of completion of the service tasks and deliverables. The Department may use, but is not limited to, one or more of the following methods for monitoring:

- (1) Desk reviews and analytical reviews;
- (2) Scheduled, unscheduled and follow-up on-site visits;
- (3) Client visits;
- (4) Review of independent auditor's reports;
- (5) Review of third-party documents and/or evaluation;
- (6) Review of progress reports;
- (7) Review of customer satisfaction surveys;
- (8) Agreed-upon procedures review by an external auditor or consultant;
- (9) Limited-scope reviews; and
- (10) Other procedures as deemed necessary.

SECTION III: METHOD OF PAYMENT**3.1 General Statement of Method of Payment**

The method of payment for this contract includes advances, cost reimbursement for administration costs, and fixed rate for services. Payment may be authorized for all allowable expenditures to complete the tasks identified in the deliverables, as required by the agreement. The Contractor shall consolidate all requests for payment from Subcontractors and expenditure reports that support requests for payment and shall submit to the Department on **ATTACHMENT VIII, ATTACHMENT IX, and ATTACHMENT X.**

3.1.1 Funding Distribution

The Contractor agrees to distribute funds as detailed in the Area Plan update and the Annual Budget Summary, **ATTACHMENT VI** to this contract. Any changes in the total amounts of the funds identified on the Budget Summary form require a contract amendment.

3.2 ADVANCE PAYMENTS

The Contractor may request up to two months of advances at the start of the contract period to cover program administrative and service costs. The payment of an advance will be contingent upon the sufficiency and amount of funds released to the Department by the State of Florida ("budget release"). The Contractor shall provide the Contract Manager documentation justifying the need for an advance and describing how the funds will be distributed. The Contractor's requests for advances require the approval of the Contract Manager. If sufficient budget is available, the Department will issue approved advance payments after July 1, 2015.

3.2.1 Advance Recoupment

All advance payments made to the Contractor shall be returned to the Department as follows: one – tenth of the advance payment received shall be reported as an advance recoupment on each request for payment, starting with report number five, in accordance with the Invoice Report Schedule, **ATTACHMENT VII.** The Contractor may temporarily place advanced funds in a FDIC insured interest bearing account. All interest earned on advanced funds must be returned to the Department within 30 days of the end of each quarter of the contract period.

3.3 INVOICE SUBMITTAL AND REQUESTS FOR PAYMENT

All Requests For Payment and Receipt and Expenditure Reports submitted to the Department shall be submitted using **ATTACHMENT VIII**, **ATTACHMENT IX** and Cost Reimbursement Summary (**ATTACHMENT X**). The Contractor shall include documentation of services provided, unit of services, and the rates for the services provided in conformance with the requirements as described in this **ATTACHMENT I** and **ATTACHMENT K**.

3.3.1 Payment Requests

All payment requests shall be based on the submission of actual monthly expenditure reports beginning with the first month of the contract. The schedule for submission of advance requests (when available) and invoices is **ATTACHMENT VII**.

3.3.2 Payment Withholding

Any payment due by the Department under the terms of this contract may be withheld pending the receipt and approval by the Department of all financial and programmatic reports due from the Contractor and any adjustments thereto, including any disallowance not resolved as outlined in Section 26 of the Master Contract.

3.3.3 Date For Final Request For Budget Revisions

Final requests for budget revisions or adjustments to contract funds based on expenditures for services provided through June 30, 2016, must be submitted to the Contract Manager no later than June 30, 2016.

3.3.4 Date for Final Request for Payment

The final request for payment for expenditures is due to the Department no later than August 15, 2016.

3.4 DOCUMENTATION FOR PAYMENT

The Contractor shall maintain documentation to support payment requests that shall be available to the Department or authorized individuals, such as Department of Financial Services, upon request.

3.4.1 CIRTS Data Entries for Subcontractors

The Contractor must require Subcontractors to enter all required data for clients and services in the CIRTS database per the DOEA Programs and Services Handbook and the CIRTS User Manual – Aging Provider Network users (located in Documents on the CIRTS Enterprise Application Services). Subcontractors must enter this data into the CIRTS prior to submitting their requests for payment and expenditure reports to the Contractor. The Contractor shall establish deadlines for submission to assure compliance with due dates for the requests for payment and expenditure reports that Contractor must submit to the Department.

3.4.2 Subcontractors' Monthly CIRTS Reports

The Contractor must require Subcontractors to run monthly CIRTS reports and verify client and service data in the CIRTS is accurate. This report must be submitted to the Contractor with the monthly request for payment and expenditure report and must be reviewed by the Contractor before the Subcontractor's request for payment and expenditure reports can be approved by the Contractor.

3.5 REMEDIES FOR NONCONFORMING SERVICES

The Contractor shall ensure that all goods and/or services provided under this contract are delivered timely, completely and commensurate with required standards of quality. Such goods and/or services shall only be delivered to eligible program participants. If the Contractor fails to meet the prescribed quality standards for services, such services will not be reimbursed under this contract. In addition, any nonconforming goods (including home delivered meals) and/or services not meeting such standards will not be reimbursed under this contract. The Contractor's signature on the request for payment form certifies maintenance of supporting documentation and acknowledgement that the Contractor shall solely bear the costs associated with preparing or providing nonconforming goods and/or services. The Department requires immediate notice of any significant and/or systemic infractions that compromise the quality, security or continuity of services to clients.

3.6 FINANCIAL CONSEQUENCES

Contractor shall ensure 100% of the deliverables and service tasks identified in this contract are performed pursuant to contract requirements. If at any time after an initial written notice of deficiency, Contractor is notified by the Department’s Contract Manager that it has failed to correctly, completely, or adequately perform the deliverables or service tasks, Contractor will have 10 days to issue a Corrective Action Plan (“CAP”) to the Contract Manager that addresses the deficiencies and states how the deficiencies will be remedied within the specified time period. The Department shall assess a Financial Consequence for Non-Compliance on the Contractor for each deficiency identified in the CAP which is not corrected pursuant to the CAP. The Department will also assess a Financial Consequence for failure to timely submit a CAP.

3.6.1 Payment Deduction

In the event Contractor fails to correct an identified deficiency within the timeline specified in the CAP, the Department shall deduct, from the payment for the invoice of the following month, 1% of the monthly value of the contract for each day the deficiency is not corrected. If Contractor fails to timely submit a CAP plan, the Department shall deduct 1% of the monthly value of the administrative funds in the contract for each day the CAP is overdue, beginning the 11th day after notification by the contract manager of the deficiency. The deduction will be made from the payment for the invoice of the following month. If, or to the extent, there is any conflict between this paragraph and paragraphs 39 and 39.1 of the Master contract, this paragraph shall have precedence

**ATTACHMENT III
FUNDING SUMMARY**

1. FEDERAL RESOURCES AWARDED TO THE SUBRECIPIENT PURSUANT TO THIS CONTRACT CONSIST OF THE FOLLOWING:

PROGRAM TITLE	FUNDING SOURCE	CFDA	AMOUNT
TOTAL FEDERAL AWARD			

COMPLIANCE REQUIREMENTS APPLICABLE TO THE FEDERAL RESOURCES AWARDED PURSUANT TO THIS CONTRACT ARE AS FOLLOWS: N/A

2. STATE RESOURCES AWARDED TO THE RECIPIENT PURSUANT TO THIS CONTRACT CONSIST OF THE FOLLOWING:

MATCHING RESOURCES FOR FEDERAL PROGRAMS

PROGRAM TITLE	FUNDING SOURCE	CFDA	AMOUNT
TOTAL STATE AWARD			\$0

STATE FINANCIAL ASSISTANCE SUBJECT TO Sec. 215.97, F.S.

PROGRAM TITLE	FUNDING SOURCE	CSFA	AMOUNT
Community Care for the Elderly	General Revenue	65.010	\$5,837,107.00
TOTAL AWARD			\$5,837,107.00

COMPLIANCE REQUIREMENTS APPLICABLE TO STATE RESOURCES AWARDED PURSUANT TO THIS CONTRACT ARE AS FOLLOWS:

STATE FINANCIAL ASSISTANCE
Section 215.97, F.S.
Chapter 69I-5, Fla. Admin. Code

ATTACHMENT VI
ANNUAL BUDGET SUMMARY
COMMUNITY CARE FOR THE ELDERLY PROGRAM

1. CCE Services	\$5,803,072.00
2. Area Agency Administration	\$34,035.00
3. Total	\$5,837,107.00

ATTACHMENT VII
INVOICE REPORT SCHEDULE
COMMUNITY CARE FOR THE ELDERLY

Report Number	Based On	Submit to State on this Date
1	July Advance*	July 1
2	August Advance*	July 1
3	July Expenditure Report	August 25
4	August Expenditure Report	September 25
5	September Expenditure Report	October 25
6	October Expenditure Report	November 25
7	November Expenditure Report	December 25
8	December Expenditure Report	January 25
9	January Expenditure Report	February 25
10	February Expenditure Report	March 25
11	March Expenditure Report	April 25
12	April Expenditure Report	May 25
13	May Expenditure Report	June 25
14	June Expenditure Report	July 25
15	Final Expenditure Report	August 15
16	Closeout Report	August 31

Legend: * Advance based on projected cash need.

Note # 1: Report #1 for Advance Basis Agreements cannot be submitted to the Department of Financial Services (DFS) prior to July 1 or until the agreement with the Department has been executed and a copy sent to DFS. Actual submission of the vouchers to DFS is dependent on the accuracy of the expenditure report.

Note # 2: Report numbers 5 through 14 shall reflect an adjustment of one-tenth of the total advance amount, on each of the reports, repaying advances issued the first two months of the agreement. The adjustment shall be recorded in Part C, 1 of the report (**ATTACHMENT VIII**).

Note #3: Submission of expenditure reports may or may not generate a payment request. If final expenditure report reflects funds due back to the Department, payment is to accompany the report.

ATTACHMENT VIII

**REQUEST FOR PAYMENT
COMMUNITY CARE FOR THE ELDERLY**

RECIPIENT NAME, ADDRESS, PHONE# and FEID# _____ _____ _____	TYPE OF PAYMENT : Regular _____ Advance _____	This Request Period: From: _____ To: _____ Contract Period _____ Contract # _____ Report # _____ PSA # _____
---	---	--

CERTIFICATION: I hereby certify to the best of my knowledge that this request or refund conforms with the terms and the purposes of the above contract.

Prepared by: _____ Date: _____ Approved by: _____ Date: _____

PART A: BUDGET SUMMARY	CCE Admin.	CCE Services		TOTAL
1. Approved Contract Amount	\$ 0.00	\$ 0.00		\$ 0.00
2. Previous Funds Received for Contract Period	\$ 0.00	\$ 0.00		\$ 0.00
3. Contract Balance (line 1 minus line 2)	\$ 0.00	\$ 0.00		\$ 0.00
4. Previous Funds Requested and Not Received for Contract Period	\$ 0.00	\$ 0.00		\$ 0.00
5. CONTRACT BALANCE (line 3 minus line 4)	\$ 0.00	\$ 0.00		\$ 0.00
PART B: CONTRACT FUNDS REQUEST				
1. Anticipated Cash Need (1st - 2nd months)	\$ 0.00	\$ 0.00		\$ 0.00
2. Net Expenditures For Month (DOEA Form 105C, Part B, Line 4)	\$ 0.00	\$ 0.00		\$ 0.00
3. TOTAL	\$ 0.00	\$ 0.00		\$ 0.00
PART C: NET FUNDS REQUESTED				
1. Less Advance Applied	\$ 0.00	\$ 0.00		\$ 0.00
2. TOTAL FUNDS REQUESTED (Part B Line 3, minus Part C Line 1)	\$ 0.00	\$ 0.00		\$ 0.00
List of Services / Units / Rates provided - See attached report.				

DOEA FORM 106C
Revised 5/4/12

ATTACHMENT IX

**RECEIPT AND EXPENDITURE REPORT
COMMUNITY CARE FOR THE ELDERLY**

PROVIDER NAME, ADDRESS, PHONE # and FEID# _____ _____ _____	Program Funding : CCE Admin. _____ CCE Services _____	THIS REPORT PERIOD: From _____ To _____ CONTRACT PERIOD: CONTRACT # _____ REPORT # _____ PSA# _____
--	---	--

CERTIFICATION : I certify to the best of my knowledge and belief that the report is complete and correct and all outlays herein are for purposes set forth in the contract.

Prepared by : _____ Date : _____ Approved by : _____ Date : _____

PART A : BUDGETED INCOME / RECEIPTS	1. Approved Budget	2. Actual Receipts For This Report	3. Total Receipts Year to Date	4. Percent of Approved Budget
1. State Funds	\$0.00	\$0.00	\$0.00	#DIV/0!
2. Program Income	\$0.00	\$0.00	\$0.00	#DIV/0!
3. Local Cash Match	\$0.00	\$0.00	\$0.00	#DIV/0!
4. SUBTOTAL: CASH RECEIPTS				
5. Local In-Kind Match				
6. TOTAL RECEIPTS	\$0.00	\$0.00	\$0.00	#DIV/0!

PART B : EXPENDITURES	1. Approved Budget	2. Expenditures For This Report	3. Expenditures Year to Date	4. Percent of Approved Budget
1. Administrative Services	\$0.00	\$0.00	\$0.00	#DIV/0!
2. Service Subcontractor(s)	\$0.00	\$0.00	\$0.00	#DIV/0!
3. Adult Protective Services	\$0.00	\$0.00	\$0.00	#DIV/0!
4. TOTAL EXPENDITURES	\$0.00	\$0.00	\$0.00	#DIV/0!

PART C : OTHER REVENUE AND EXPENDITURES I. Program Income (PI) 1. CCE: PI Collected YTD \$ _____ (Includes fees collected)	II. Interest: 1. Earned on GR Advance \$ _____ 2. Return of GR Advance \$ _____ 3. Other Earned \$ _____	III. Advance Recouped \$ _____
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PART D : CO-PAYMENTS	CURRENT MONTH	YEAR-TO-DATE
1. Total of Co-payments assessed	\$ _____	\$ _____
2. Total of Co-payments collected (For Tracking Purposes only)	\$ _____	\$ _____

ATTACHMENT X

Cost Reimbursement Summary

Contract # _____

Report (invoice) Number: _____

Budget Category	Description	Number of units	Service Date	Amount
Administration				
Expenses				
TOTAL ADMINISTRATION				\$0.00
TOTAL EXPENSES				\$0.00

ATTACHMENT F

DOEA Cost Analysis for Non-Competitively Procured Contracts in Excess of Category II

PSA #: _____
 PROGRAM: _____

Contract #: _____
 CONTRACT PERIOD: _____

TYPE OF SERVICE

1	2	Column 3	Column 4	Column 5	6	7	8
		(to be completed by Contractor)			(to be completed by DOEA)		
Budget Category		Line Item	Amount	% Allocated to this Agreement	Allowable	Reasonable	Necessary
Administration	a.	Salaries (List position titles and salaries below; add rows as necessary)					
		Sub-total Salaries		#DIV/0!			
	b.	Fringe Benefits		#DIV/0!			
	c.	Equipment		#DIV/0!			
	d.	Telephone & Utilities		#DIV/0!			
	e.	Travel		#DIV/0!			
	f.	Printing & Supplies		#DIV/0!			
	g.	Building Space		#DIV/0!			
	h.	Other (List below; add rows as necessary)		#DIV/0!			
				#DIV/0!			
				#DIV/0!			
				#DIV/0!			
				#DIV/0!			
				#DIV/0!			
				#DIV/0!			
				#DIV/0!			
		TOTAL ADMINISTRATION					
Services		Client Services (Attach details per instructions)		#DIV/0!			
		TOTAL SERVICES					
		CONTRACT TOTAL		#DIV/0!			

CERTIFICATION (to be signed by DOEA Contract Manager)
 I certify that the cost for each line item budget category has been evaluated and determined to be allowable, reasonable, and necessary as required by Section 216.3475, F.S. documentation is on file evidencing the methodology used and the conclusions reached.
 Name: _____ Title: _____
 Signature: _____ Date: _____

ATTACHMENT F**Exhibit 1****INSTRUCTIONS: COST ANALYSIS FOR NON-COMPETITIVELY PROCURED
CONTRACTS IN EXCESS OF CATEGORY II**

The purpose of the ATTACHMENT F, Exhibit 1, is to document that costs in non-competitively procured contracts in excess of \$35,000 are allowable, reasonable and necessary.

Upon receipt of the form completed by the AAA, the DOEA contract manager will:

1. Evaluate each separate line item to determine whether the cost is allowable, reasonable and necessary.
 - a. To be allowable, a cost must be allowable pursuant to state and federal expenditure laws, rules and regulations and authorized by the agreement between the State and the Contractor.
 - b. To be reasonable, a cost must be evaluated to determine that the amount does not exceed what a prudent person would incur given the specific circumstances.
 - c. To be necessary, a cost must be essential to the successful completion of the program.
2. Place the Cost Analysis for Non-Competitively Procured Agreements in Excess of Category II form in the official file for this contract at the Department of Elder Affairs.
 - (1) In accordance with the following instructions for the DOEA Cost Analysis For Non-Competitively Procured Contracts In Excess Of Category II worksheet (ATTACHMENT F, EXHIBIT 1), the Contractor must complete COLUMNS 3 and 4 AND ensure COLUMN 5 calculates accurately. This form is required for the original contract and for any amendment that affects the amount of compensation and/or the level of services provided.
 - (2) Definition of Administrative Costs –
 - a. Salaries/Wages: The charges to directly hire someone and put them on payroll.
 - b. Fringe Benefits: The costs of health insurance, Social Security, Medicare, unemployment and other benefits paid on behalf of each employee. If fringe benefits will be based on a specified percentage, rather than the actual cost of fringe benefits, then the calculation for the fringe benefits amount must be shown.
 - c. Equipment: Equipment means: (a) an article of nonexpendable, tangible personal property generally having a useful life of more than one year and an acquisition cost that equals or exceeds the lesser of the capitalization level established by the organization for the financial statement purposes, or \$5,000 (federal funds); or (b) nonexpendable, tangible personal property of a non-consumable nature with an acquisition cost of \$1,000 or more per unit, and an expected useful life of at least one year; and hardback bound books not circulated to students or the general public, with a value or cost of \$250.00 or more (state funds).
 - d. Telephone and Utilities: Expenses such as utilities and telephone service costs.
 - e. Travel: Expenses that are necessary, reasonable and allowable for carrying out the project. Travel must be in accordance with s. 112.061, F.S., which includes submission of the claim on the approved State travel voucher or electronic means and at the authorized meal, per diem and state mileage reimbursement rates.
 - f. Printing and Supplies: Expenses such as office supplies, postage, and printing.
 - g. Building Space: Costs related to lease or mortgage payments.
 - h. Other Costs: Identify these by individual line item and include their associated costs.
 - (3) Client Service costs should be documented via Area Agency on Aging Area Plans, Unit Cost information input into CIRTS, or some other form of documentation to support the cost analysis.
 - (4) The allocation to the agreement will be calculated based on the cost by line item cost divided by the total agreement amount.

**ATTACHMENT K
SERVICE RATE REPORT**

SERVICE	REIMBURSEMENT UNIT RATE	Method of Payment	UNIT TYPE
ADULT DAY CARE	\$9.50	Fixed Fee / Unit Rate	HOURS
CASE AIDE	\$34.27	Fixed Fee / Unit Rate	HOURS
CASE MANAGEMENT	\$60.54	Fixed Fee / Unit Rate	HOURS
CHORE	Cost Reimbursement	Cost Reimbursement	EPISODES
EMERGENCY ALERT RESPONSE	\$0.80	Fixed Fee / Unit Rate	EPISODES
HOMEMAKER	\$17.99	Fixed Fee / Unit Rate	HOURS
HOUSING IMPROVEMENT	Cost Reimbursement	Cost Reimbursement	EPISODES
INTAKE	\$87.07	Fixed Fee / Unit Rate	HOURS
MATERIAL AID	Cost Reimbursement	Cost Reimbursement	EPISODES
OTHER SERVICES	Cost Reimbursement	Cost Reimbursement	EPISODES
PERSONAL CARE	\$17.54	Fixed Fee / Unit Rate	HOURS
RESPIRE IN-HOME	\$17.01	Fixed Fee / Unit Rate	HOURS
SPECIALIZED MEDICAL EQUIPMENT, SERVICES, AND SUPPLIES	Cost Reimbursement	Cost Reimbursement	EPISODES

DEPARTMENT OF

**ELDER
AFFAIRS**
STATE OF FLORIDA

RICK SCOTT
GOVERNOR

June 29, 2015

Edith Lederberg, Executive Director
Areawide Council on Aging of Broward County, Inc.
5300 Hiatus Road
Sunrise, Florida 33351

Enclosed is the following executed contract and/or amendment:

- JC015
- JL015
- JR015
- JH015

If you have any questions or concerns, please contact your contract manager.

CHARLES T. CORLEY
SECRETARY

Sincerely,



Angela Runyan
Administrative Assistant

Enclosure(s)

**4040 ESPLANADE WAY
TALLAHASSEE, FLORIDA
32399-7000**

phone 850-414-2000
fax 850-414-2004
TDD 850-414-2001

<http://elderaffairs.state.fl.us>

**FLORIDA DEPARTMENT OF ELDER AFFAIRS
CONTRACT**

OLDER AMERICANS ACT TITLE III

THIS CONTRACT is entered into between the State of Florida Department of Elder Affairs (Department) and Areawide Council on Aging of Broward County, Inc. (Contractor), and collectively referred to as the "Parties." The term Contractor for this purpose may designate a Vendor, Subgrantee or Subrecipient.

WITNESSETH THAT:

WHEREAS, the Department has determined that it is in need of certain services as described herein; and

WHEREAS, the Contractor has demonstrated that it has the requisite expertise and ability to faithfully perform such services as an independent Contractor of the Department.

NOW THEREFORE, in consideration of the services to be performed and payments to be made, together with the mutual covenants and conditions hereinafter set forth, the Parties agree as follows:

1. Purpose of Contract

The purpose of this contract is to provide services in accordance with the terms and conditions specified in this contract including all attachments, forms, exhibits and references incorporated, which constitute the contract document.

2. Incorporation of Documents within the Contract

The contract will incorporate attachments, proposal(s), state plan(s), grant agreements, relevant Department handbooks, manuals or desk books and Master Contract number JM014, as an integral part of the contract, except to the extent that the contract explicitly provides to the contrary. In the event of conflict in language among any of the documents referenced above, the specific provisions and requirements of the contract document(s) shall prevail over inconsistent provisions in the proposal(s) or other general materials not specific to this contract document and identified attachments.

3. Term of Contract

This contract shall begin at twelve (12:00) A.M., Eastern Standard Time **January 1, 2015** or on the date the contract has been signed by the last party required to sign it, whichever is later. It shall end at eleven fifty-nine (11:59) P.M., Eastern Standard Time **December 31, 2015**.

4. Contract Amount

The Department agrees to pay for contracted services according to the terms and conditions of this contract in an amount not to exceed **\$6,829,121.00**, or the rate schedule, subject to the availability of funds. Any costs or services paid for under any other contract or from any other source are not eligible for payment under this contract.

5. Renewals

By mutual agreement of the Parties, in accordance with s. 287.058(1)(g), F.S., the Department may renew the contract for a period not to exceed three years, or the term of the original contract, whichever is longer. The renewal price, or method for determining a renewal price, is set forth in the bid, proposal, or reply. No other costs for the renewal may be charged. Any renewal is subject to the same terms and conditions as the original contract and contingent upon satisfactory performance evaluations by the Department and the availability of funds.

6. Official Payee and Representatives (Names, Addresses, and Telephone Numbers):

a.	The Contractor name, as shown on page 1 of this contract, and mailing address of the official payee to whom the payment shall be made is:	Areawide Council on Aging of Broward County, Inc. 5300 Hiatus Road Sunrise, FL 33351
b.	The name of the contact person and street address where financial and administrative records are maintained is:	Natasha Elfarghali, Fiscal Officer 5300 Hiatus Road Sunrise, FL 33351
c.	The name, address, and telephone number of the representative of the Contractor responsible for administration of the program under this contract is:	Edith Lederberg, Executive Director 5300 Hiatus Road Sunrise, FL 33351 954-745-9567
d.	The section and location within the Department where Requests for Payment and Receipt and Expenditure forms are to be mailed is:	Department of Elder Affairs Division of Financial Administration 4040 Esplanade Way, Suite 215 Tallahassee, FL 32399-7000
e.	The name, address, and telephone number of the Contract Manager for this contract is:	Shirley Kervin 4040 Esplanade Way, Suite 350G Tallahassee, FL 32399-7000 850-414-2186
Upon change of representatives (names, addresses, telephone numbers) by either party, notice shall be provided in writing to the other party and the notification attached to the originals of this contract.		

7. All Terms and Conditions Included:

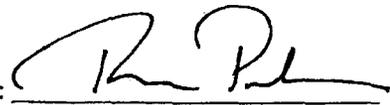
This contract and its Attachments, I, III, VII, VIII, IX, X, XI, F, K and any exhibits referenced in said attachments, together with any documents incorporated by reference, contain all the terms and conditions agreed upon by the Parties. There are no provisions, terms, conditions, or obligations other than those contained herein, and this contract shall supersede all previous communications, representations or agreements, either written or verbal between the Parties. By signing this contract, the Parties agree that they have read and agree to the entire contract.

IN WITNESS THEREOF, the Parties hereto have caused this contract to be executed by their undersigned officials as duly authorized.

Contractor: AREAWIDE COUNCIL ON AGING OF BROWARD COUNTY, INC.

STATE OF FLORIDA, DEPARTMENT OF ELDER AFFAIRS

SIGNED BY: 
 NAME: MARY TODD
 TITLE: PRESIDENT
 DATE: 12-16-2014

SIGNED BY: 
 NAME: SAMUEL P. VERGHESE
 TITLE: SECRETARY
 DATE: 12/30/14

Federal Tax ID: 59-1529419 001

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ATTACHMENT I

**DEPARTMENT OF ELDER AFFAIRS
STATEMENT OF WORK
OLDER AMERICANS ACT PROGRAM TITLE III**

SECTION I: SERVICES TO BE PROVIDED

1.1 DEFINITIONS OF TERMS AND ACRONYMS

1.1.1 CONTRACT ACRONYMS

Area Agency on Aging (AAA)
Activities of Daily Living (ADL)
Alliance of Information & Referral Systems (AIRS)
Assessed Priority Consumer List (APCL)
Adult Protective Services (APS)
Client Information and Registration Tracking System (CIRTS)
Chronic Disease Self-Management Education (CDSME)
Chronic Disease Self-Management Program (CDSMP)
Evidence-Based Disease Prevention and Health and Promotion (EBDPHP)
Information and Referral (I & R)
Instrumental Activities of Daily Living (IADL)
Older Americans Act (OAA)
Planning and Service Area (PSA)

1.1.2 PROGRAM SPECIFIC TERMS

Area Plan: A plan developed by the AAA outlining a comprehensive and coordinated service delivery system in its PSA in accordance with Section 306 (42 U.S.C. 3026) of the OAA and Department instructions.

Area Plan Update: A revision to the area plan wherein the AAA enters OAA specific data in CIRTS. An update may also include other revisions to the area plan as instructed by the Department.

Child: An individual who is not more than 18 years of age or an individual with disability.

Criteria: A standard which the Administration on Aging/Administration on Community Living set for the Title III D program. AoA/ACL's standard criterion consists of three tiers: Minimal Criteria, Intermediate Criteria, and Highest Level Criteria.

Family Caregiver: An adult family member, or another individual, who is an informal provider of in-home and community care to an older individual.

Frail: When an older individual is unable to perform at least two ADLs without substantial human assistance, including verbal reminding, physical cueing or supervision; or due to cognitive or other mental impairment, requires substantial supervision because the individual behaves in a manner that poses a serious health or safety hazard to the individual or to another individual.

Grandparent: A grandparent or step-grandparent of a child, or a relative of a child by blood, marriage or adoption and who lives with the child; is the primary caregiver of the child because the biological or adoptive parents are unable or unwilling to serve as the primary caregiver of the child; and has a legal relationship to the child, such as legal custody or guardianship, or is raising the child informally.

Living Healthy: Also known as CDSMP for the State of Florida.

1.2 GENERAL DESCRIPTION

1.2.1 General Statement

The OAA Program is a federal program initiative that provides assistance to older persons and caregivers and is the only federal supportive services program directed solely toward improving the lives of older people. The program provides a framework for a partnership among the different levels of government and the public and private sectors with a common objective, improving the quality of life for all older individuals by helping them to remain independent and productive. The primary purpose of the OAA program is to foster the development and implementation of comprehensive and coordinated systems to serve older individuals. The OAA program uses these systems to assist older individuals to attain and maintain maximum independence and dignity in a home environment and allows for the capability of self-care with appropriate supportive services.

1.2.2 Authority

The relevant authority references governing the OAA program are:

- (1) Older Americans Act of 1965, as amended;
- (2) Rule 58A-1, Florida Administrative Code; and
- (3) Section 430.101, Florida Statutes.

1.2.3 Scope of Service

The Contractor is responsible for the programmatic, fiscal, and operational management of the Title IIIB, Title IIIC1, Title IIIC2, Title IIID, and Title IIIE programs of the OAA within its designated PSA. The scope of service includes planning, coordinating and assessing the needs of older persons, and assuring the availability and quality of services. The services shall be provided in a manner consistent with and described in both the current Contractor's Area Plan Update and the current Department of Elder Affairs Programs and Services Handbook.

1.2.4 Major Program Goals

The major goals of the OAA program are to improve the quality of life for older individuals, preserve their independence and prevent or delay more costly institutional care. These goals are achieved through the implementation of a comprehensive and coordinated service system that provides a continuum of service alternatives that meet the diverse needs of elders and their caregivers.

1.3 INDIVIDUALS TO BE SERVED

1.3.1 OAA Title III, General

Consumers shall not be dually enrolled in an OAA program and a Medicaid capitated long-term care program, with the exception of consumers in need of OAA Legal Assistance services.

1.3.2 OAA Title IIIB, Supportive Services

Eligibility for OAA Title IIIB, Supportive Services, are as follows:

- (1) Individuals must be age 60 or older; and
- (2) Information and Referral/Assistance services are provided to individuals regardless of age.

1.3.3 OAA Titles IIIC1 and IIIC2, Nutrition Services, General

General factors that should be considered in establishing priority for Nutrition Services, both C1 and C2, include those older persons who meet the following:

- (1) Cannot afford to eat adequately;
- (2) Lack the skills or knowledge to select and prepare nourishing and well-balanced meals;
- (3) Have limited mobility which may impair their capacity to shop and cook for themselves; or
- (4) Have a disabling illness or physical condition requiring nutritional support or have been screened at a high nutritional risk.

1.3.3.1 OAA Title IIIC1, Congregate Nutrition Services

In addition to meeting the general nutrition services eligibility requirements listed in ATTACHMENT I, Paragraph 1.3.3, individuals must be mobile, not homebound and physically, mentally and medically able to attend a congregate nutrition program. Individuals eligible to receive congregate meals include the following:

- (1) Individuals age 60 or older; and
- (2) Any spouse (regardless of age) who attends the dining center with his/her eligible spouse;
- (3) Persons with a disability, regardless of age, who reside in a housing facility occupied primarily by older individuals where congregate nutrition services are provided;
- (4) Disabled persons who reside at home with and accompany an eligible person to the dining center; and
- (5) Volunteers, regardless of age, who provide essential services on a regular basis during meal hours.

1.3.3.2 OAA Title IIIC2, Home Delivered Nutrition Services

In addition to meeting the general nutrition services eligibility requirements listed in ATTACHMENT I, Paragraph 1.3.3, individuals must be homebound and physically, mentally or medically unable to attend a congregate nutrition program. Individuals eligible to receive home delivered meals include the following:

- (1) Individuals age 60 or older who are homebound by reason of illness, disability or isolation;
- (2) The spouse of a homebound eligible individual, regardless of age, if the provision of the collateral meal supports maintaining the person at home;
- (3) Individuals with disabilities, regardless of age, who reside at home with eligible individuals and are dependent on them for care; and
- (4) Persons at nutritional risk who have physical, emotional or behavioral conditions, which would make their presence at the congregate site inappropriate; and persons at nutritional risk who are socially or otherwise isolated and unable to attend a congregate nutrition site.

1.3.4 OAA Title IIID, Disease Prevention and Health Promotion Services

- (1) Target individuals age 60 or older; and
- (2) Priority will be given to individuals residing in medically underserved areas.

1.3.5 OAA Title IIIE, Caregiver Support Services

Eligibility for OAA Title IIIE, Caregiver Support Services, are as follows:

- (1) Family caregivers of individuals age 60 or older;
- (2) Grandparents (age 55 or older) or older individuals (age 55 or older) who are relative caregivers;
- (3) Priority will be given to family caregivers who provide care for individuals with Alzheimer's disease and related disorders with neurological and organic brain dysfunction and for grandparents or older individuals who are relative caregivers who provide care for children with severe disabilities; and
- (4) For respite and supplemental services, a family caregiver must be providing care for an older individual who meets the definition of the term "frail" in OAA, Section 102 Paragraph 22.

1.3.6 Targeted Groups

Preference shall be given to those with the greatest economic and social need, with particular attention to low-income older individuals, including those that are low-income minorities, have limited English proficiency, and older individuals residing in rural areas.

SECTION II – MANNER OF SERVICE PROVISION**2.1 SERVICE TASKS**

In order to achieve the goals of the OAA program, the Contractor shall ensure the following tasks are performed:

- (1) Client eligibility determination;
- (2) Targeting and screening of service delivery for new clients;
- (3) Delivery of services to eligible clients;
- (4) Use of volunteers to expand the provision of available services;
- (5) Development of Partnerships and Collaborations;
- (6) Monitoring the performance of its subcontractors;

- (7) Information and Referral/Assistance Access Services (Elder Helplines); and
- (8) Grievance and Complaint Procedures.

2.1.1 Client Eligibility Determination

The Contractor shall ensure that applicant data is evaluated to determine eligibility. Eligibility to become a client is based on meeting the requirements described in this ATTACHMENT I, Section 1.3.

2.1.2 Targeting and Screening of Service Delivery for New Clients

The Contractor shall develop and implement policies and procedures consistent with OAA targeting and screening criteria.

2.1.3 Delivery of Services to Eligible Clients

The Contractor shall ensure the provision of a continuum of services that meets the diverse needs of elders and their caregivers. The Contractor shall ensure the performance and report performance of the following services in accordance with the current Department of Elder Affairs Programs and Services Handbook. The services funded pursuant to this contract are in accordance with the OAA, Title III, sections 321, 331, 336, 361, and 373 as follows:

- (1) Section 321, Title IIIB Supportive Services;
- (2) Section 331, Title IIIC1 Congregate Nutrition Services;
- (3) Section 336, Title IIIC2 Home Delivered Nutrition Services;
- (4) Section 361, Title IIID Disease Prevention and Health Promotion Services;
- (5) Section 373, Title IIIE Caregiver Support Services; and
- (6) Sections 321 and 373 – Information and Referral/Assistance Access Services (Elder Helplines)

2.1.3.1 Supportive Services (IIB Program)

Supportive services include a variety of community-based and home-delivered services that support the quality of life for older individuals by helping them remain independent and productive. Services include the following:

- | | |
|--|---------------------------------|
| (1) ADRC Access; | (17) Recreation; |
| (2) Adult Day Care/Adult Day Health Care; | (18) Emergency Alert Response; |
| (3) Caregiver Training/Support; | (19) Escort; |
| (4) Case Aid/Case Management; | (20) Health Support; |
| (5) Chore Services; | (21) Home Health Aid; |
| (6) Companionship; | (22) Homemaker; |
| (7) Counseling (Gerontological and Mental Health); | (23) Housing Improvement; |
| (8) Education/Training; | (24) Information; |
| (8) Legal Assistance; | (25) Intake; |
| (9) Material Aid; | (26) Interpreter/Translating; |
| (10) Occupational Therapy; | (27) Referral/Assistance; |
| (11) Outreach; | (28) Respite Services; |
| (12) Personal Care; | (29) Screening/Assessment; |
| (13) Physical Therapy; | (30) Speech Therapy; |
| (14) Shopping Assistance; | (31) Telephone Reassurance; and |
| (15) Skilled Nursing; | (32) Transportation |
| (16) Specialized Medical Equipment, Services, and Supplies | |

2.1.3.2 Congregate Nutrition Services (IIC1 Program)

Nutrition services are provided in congregate settings and are designed to reduce hunger and food insecurity, promote socialization and the health and well-being of older individuals by assisting them to gain access to nutrition and other disease prevention and health promotion services. Services include the following:

- (1) Congregate meals;
- (2) Congregate meals screening;
- (3) Nutrition education and nutrition counseling; and
- (4) Outreach.

2.1.3.3 Home Delivered Nutrition Services (IIC2 Program)

In-home nutrition services are provided to reduce hunger and food insecurity; promote socialization and the health and well-being of older individuals by assisting such individuals to gain access to nutrition and other disease prevention and health promotion services. Services include the following:

- (1) Home delivered meals;
- (2) Nutrition education and counseling; and
- (3) Outreach.

2.1.3.4 Disease Prevention and Health Promotion Services (Title IID Program)

The following are Evidence-Based Disease Prevention and Health Promotion (EBDPHP) services, which have been demonstrated through rigorous evaluation to be effective in assisting older adults maintain a healthy lifestyle. The Administration on Community Living (ACL) defines EBDPHP services as meeting minimal, intermediate, or highest-level criteria. Only services that meet the criteria are allowable under the IID Program. The goal is for all Title III D activities to include only services that meet the highest-level criteria. Programs meeting the minimal or intermediate criteria are acceptable, unless otherwise specified by the Administration on Community Living. EBDPHP services must be delivered in accordance with the fidelity of the program, as described in the DOEA Programs and Services Handbook Attachment A.

- | | |
|---|---|
| (1) Diabetes Empowerment Education Program (Minimal); | (22) EnhanceFitness (Highest-Level); |
| (2) Disease Information (Minimal); | (23) EnhanceWellness (Highest-Level); |
| (3) Counseling (Gerontological) (Minimal); | (24) Fit and Strong! (Highest-Level); |
| (4) Counseling (Mental Health) (Minimal); | (25) Healthy Eating Every Day (Highest-Level); |
| (5) Health Promotion (Minimal); | (26) Healthy Ideas (Highest-Level); |
| (6) Health Risk Assessment (Minimal) | (27) Healthy Moves for Aging Well (Highest-Level); |
| (7) Health Risk Screening (Minimal); | (28) HomeMeds (Highest-Level); |
| (8) Healthy Eating for Successful Living in Older Adults (Minimal); | (29) Program to Encourage Active, Rewarding Lives for Seniors (PEARLS) (Highest-Level); |
| (9) Home Injury Control (Minimal); | (30) Programa de Manejo Personal de la Artritis (Highest-Level); |
| (10) Medication Management (Minimal); | (31) Programa de Manejo Personal de la Diabetes (Highest-Level); |
| (11) Nutrition Counseling (Minimal); | (32) Stepping On (Highest-Level); |
| (12) Physical Fitness (Minimal); | (33) Tai Chi Moving for Better Balance (Highest-Level); |
| (13) Eat Better Move More (Intermediate); | (34) Tomando Control de su Salud (Highest-Level); |
| (14) A Matter of Balance (Highest-Level); | (35) Un Asunto de Equilibrio (Highest-Level); and |
| (15) Active Living Every Day (Highest-Level); | (36) Walk with Ease (Highest-Level). |
| (16) Arthritis Foundation Exercise Program (Highest-Level); | |
| (17) Arthritis Self-Management (Self Help) Program (Highest-Level); | |
| (18) Brief Intervention & Treatment for Elders (BRITE) (Highest-Level); | |
| (19) Chronic Disease Self-Management Program (Highest-Level); | |
| (20) Chronic Pain Self-Management Program (Highest-Level); | |
| (21) Diabetes Self-Management Program (Highest-Level); | |

2.1.3.5 Caregiver Support Services (IIIE Program)

The following services are intended to provide direct help to caregivers, assist in the areas of health, nutrition and financial literacy and assist caregivers in making decisions and problem solving related to their caregiving roles and responsibilities:

- (37) Adult Day Care/Adult Day Health Care;
- (38) Caregiver Training/Support;
- (39) Counseling (Gerontological and Mental Health);
- (40) Education/Training;
- (41) Financial Risk Reduction (Assessment and Maintenance);
- (42) Information;
- (43) Intake;
- (44) Outreach;
- (45) Referral/Assistance;
- (46) Respite Services;
- (47) Screening/Assessment; and
- (48) Transportation.

2.1.3.6 Caregiver Support Supplemental Services (IIIES Program)

At least 10 percent, but no more than 20 percent, of the total Title III E funds shall be used to provide supplemental support services. The following services are provided to complement the care provided by caregivers:

- (1) Chore Services;
- (2) Housing Improvement;
- (3) Legal Assistance;
- (4) Material Aid; and
- (5) Specialized Medical Equipment, Services and Supplies.

2.1.3.7 Caregiver Support Grandparent Services (IIIEG Program)

At least 5 percent, but no more than 10 percent, of the total Title III E funds shall be used to provide support services to grandparents and older individuals who are relative caregivers. Services for grandparents or older individuals who are relative caregivers designed to help meet their caregiving obligations include the following:

- (1) Caregiver Training/Support;
- (2) Child Day Care;
- (3) Counseling (Gerontological and Mental Health);
- (4) Education/Training;
- (5) Information;
- (6) Legal Assistance;
- (7) Outreach;
- (8) Referral/Assistance;
- (9) Screening/Assessment;
- (10) Sitter; and
- (11) Transportation

2.1.4 Use of Volunteers to Expand the Provision of Available Services

2.1.4.1 The Contractor shall ensure the use of trained volunteers in providing direct services delivered to older individuals and individuals with disabilities needing such services. If possible, the Contractor shall work in coordination with organizations that have experience in providing training, placement, and stipends for volunteers or participants (such as organizations carrying out federal service programs administered by the Corporation for National and Community Service), in community service settings.

2.1.4.2 The Contractor shall submit a quarterly report of volunteer activities and services electronically on the internet in a format provided by the Department’s Office of Volunteer and Community Services. The quarterly report schedule is as follows:

Report Period	Report Due Dates
January 1 - March 31	April 30, 2015
April 1- June 30	July 31, 2015
July 1- September 30	October 31, 2015
October 1 - December 31	January 31, 2016

2.1.5 Use of Subcontractors

If this contract involves the use of a subcontractor or third party, then the Contractor shall not delay the implementation of its agreement with the subcontractor. If any circumstances occur that may result in a delay for a period of 60 days or more of the initiation of the subcontract or in the performance of the subcontractor, the Contractor shall notify the Contract Manager and the Department’s Chief Financial Officer in writing of such delay.

- 2.1.5.1 The Contractor shall not permit a subcontractor to perform services related to this agreement without having a binding subcontractor agreement executed. In accordance with section 23.1 of the Master Contract, the Department will not be responsible or liable for any obligations or claims resulting from such action.
- 2.1.5.2 The Contractor shall submit a copy of all subcontracts to the Contract Manager within thirty days of the subcontract being executed.
- 2.1.5.3 **Monitoring the Performance of Subcontractors**
The Contractor shall monitor at least once per year each of its subcontractors, subrecipients, vendors, and/or consultants paid from funds provided under this contracts. The Contractor shall perform fiscal, administrative and programmatic monitoring to ensure contractual compliance, fiscal accountability, programmatic performance and compliance with applicable state and federal laws and regulations. The Contractor shall monitor to ensure that time schedules are met, the budget and scope of work are accomplished within the specified time periods and other performance goals stated in this contract are achieved.
- 2.1.6 **Development of Partnerships and Collaborations (Title IID Program)**
The Contractor shall collaborate and partner with organizations to extend the reach of EBDPHP services. Partnerships and Collaborations may be developed with Florida Department of Health; the Florida Department of Children and Families; the Department of Agriculture's Nutrition Program; insurance companies; Centers for Disease Control and Prevention; Area Health Education Centers; local health councils; public and private universities; federally qualified health clinics; county health departments; and local Communities for a Lifetime initiative participants. Partnerships shall be designed to stimulate innovation of new approaches and activities in EBDPHP services, development of greater capacity, and leverage other funding sources. Partnerships shall also address building and sustaining an infrastructure for the dissemination of EBDPHP services. This includes, but is not limited to recruitment of trainers and participants; covering costs for licenses; and replicating program fidelity.
- 2.1.6.1 The contractor shall document, and provide upon request, evidence of partnerships created formally through Memorandums of Agreement or Understanding or informally through emails and phone calls. Contractor will be required to keep track of partnerships in the Monthly Programmatic Report. Each month the Contractor should review and provide updates as necessary.
- 2.1.7 **Information and Referral/Assistance Access Services (Elder Helplines)**
The Contractor shall ensure, through training and periodic monitoring, that each Elder Helpline providing Information and Referral/Assistance services adheres to the Standards for Professional Information & Referral, ATTACHMENT I, Exhibit 1 to this contract. The Department's standards are based on the current Alliance of Information & Referral Systems (AIRS) standards. The standards have been amended by the Department to address the unique needs of the Elder Helpline Information and Referral system.
- 2.1.8 **Subcontractor Outreach Reporting Requirements**
The Contractor shall document its oversight of subcontractor performance of outreach activities, by establishing a uniform reporting format that includes the following: number and type of provider events or activities; date and location; total number of participants at each event or activity; individual service needs identified; and referral sources or information provided. The Contractor shall require subcontractors to use this format for reporting on outreach activities at least semi-annually.
- 2.1.9 **Grievance and Complaint Procedures**
- 2.1.9.1 **Grievance Procedures**
The Contractor shall comply with and ensure subcontractor compliance with the Minimum Guidelines for Recipient Grievance Procedures, Appendix D, Department of Elder Affairs Programs and Services Handbook, to address complaints regarding the termination, suspension or reduction of services, as required for receipt of funds

2.1.9.2 Complaint Procedures

The Contractor shall develop and implement complaint procedures and ensure that subcontractors develop and implement complaint procedures to process and resolve client dissatisfaction with services. Complaint procedures shall address the quality and timeliness of services, provider and direct service worker complaints, or any other advice related to complaints other than termination, suspension or reduction in services that require the grievance process as described in Appendix D, Department of Elder Affairs Programs and Services Handbook. The complaint procedures shall include notification to all clients of the complaint procedure and include tracking the date, nature of complaint and the determination of each complaint.

2.1.9.3 Legal Provider Grievance Procedures

Legal Providers must have an internal grievance procedure that addresses both denial of service and complaints by clients about manner or quality of legal assistance. Grievance policies that comport with requirements of the Legal Services Corporation are sufficient to meet this standard. At a minimum, the procedure must provide applicants with:

- i. Adequate notice of the grievance procedures;
- ii. Information on how to file a grievance or complaint, and;
- iii. An opportunity for review of the complaint by the Legal Provider's Executive Director or the Executive Director's designee.

The AAA may not serve in an appellate capacity or otherwise interfere in the grievance review process for legal providers. However the AAA may request that legal providers maintain a file of complaints and statements of disposition of complaints, with redacted client identifying information, for examination by the AAA during monitoring.

2.2 SERVICE TIMES

The Contractor shall ensure the provision of the services listed in the contract during normal business hours unless other times are more appropriate to meet the performance requirements of the contract, and it shall monitor its subcontractors to ensure they are available to provide services during hours responsive to client needs and during those times which best meet the needs of the relevant service community.

2.3 DELIVERABLES

2.3.1 Programmatic Operations/Administration

The Contractor shall ensure the provision of services outlined in Section 2.3.2 in accordance with Department of Elder Affairs Programs and Services Handbook through its review of reports outlined in Section 2.4 of this agreement at least as follows: A.) monthly review of subcontractors' surplus/deficit reports, and CIRTS data accuracy reports; B.) quarterly review of I&R Activity Reports; C.) annual review of service cost reports; and D.) at least annually and as needed to correlate with applicable contract amendments area plan update for OAA service units, recording of manual units of service portions of the OAA Annual Report; and completion of a DOEA Cost Analysis.

2.3.2 Service Unit

The Contractor shall ensure the provision of the services described in the contract in accordance with the current Department of Elder Affairs Programs and Services Handbook and the services tasks described in Section 2.1. The chart below lists the services allowed and the units of measurement. Units of service will be paid pursuant to the rate established in the 2015 Area Plan as updated in ATTACHMENT K, and approved by the Department.

Services		Unit of Service
ADRC Access Adult Day Care/Adult Day Health Care Caregiver Training/Support Case Aid/Case Management Child Day Care Chore Services Companionship Congregate Meals Screening Counseling Services EnhanceFitness EnhanceWellness Escort Financial Risk Reduction Services Health Support Home Health Aide Homemaker HomeMeds Housing Improvement	Intake Interpreter/Translating Legal Assistance Medication Management Mental Health Counseling/Screening Nutrition Counseling Occupational Therapy Personal Care Physical Fitness Physical Therapy Program to Encourage Active, Rewarding Lives for Seniors (PEARLS) Recreation Respite Services Screening/Assessment Sitter Skilled Nursing Services Speech Therapy	Hour
Emergency Alert Response		Day
A Matter of Balance Active Living Every Day Arthritis Foundation Exercise Program Arthritis Foundation Tai Chi Program (Tai Chi for Arthritis) Arthritis Self-Management Program Brief Intervention & Treatment for Elders (BRITE) Chronic Disease Self-Management Program Diabetes Empowerment Education Program (DEEP) Diabetes Self-Management Program Disease Information Eat Better Move More Education/Training Fit and Strong! Health Promotion Health Risk Assessment Health Risk Screening Healthy Eating for Successful Living in Older Adults	Healthy Ideas Home Injury Control Information Material Aid Nutrition Education Outreach Programa de Manejo Personal de la Artritis Programa de Manejo Personal de la Diabetes Referral/Assistance Specialized Medical Equipment, Services and Supplies Stepping On Tai Chi Moving for Better Balance Telephone Reassurance Tomando Control de su Salud Un Asunto de Equilibrio Walk with Ease	Episode
Escort Shopping Assistance Transportation		One-Way Trip
Congregate and Home Delivered Meals		Meal

2.4 REPORTS

The Contractor shall respond to additional routine and/or special requests for information and reports required by the Department in a timely manner as determined by the Contract Manager. The Contractor shall establish due dates for any subcontractors that permit the Contractor to meet the Department's reporting requirements.

2.4.1 Area Plan Update and All Revisions Thereto

The Contractor is required to submit an area plan update wherein the Contractor enters OAA specific data in CIRTS.

2.4.2 Client Information and Registration Tracking System (CIRTS) Reports

The Contractor shall input OAA specific data into CIRTS to ensure CIRTS data accuracy. The contractor shall use CIRTS generated reports which include the following:

- (1) Client Reports;
- (2) Monitoring Reports;
- (3) Services Reports;
- (4) Miscellaneous Reports;
- (5) Fiscal Reports;
- (6) Aging Resource Center Reports; and
- (7) Outcome Measurement Reports.

2.4.3 Service Costs Reports

The Contractor shall require subcontractors to submit to the Contractor annual service cost reports, which reflect actual costs of providing each service by program. This report provides information for planning and negotiating unit rates.

2.4.4 Surplus/Deficit Report

The Contractor will submit a consolidated surplus/deficit report in a format provided by the Department to the Contract Manager by the 25th of each month. This report is for all agreements and/or contracts between the Contractor and the Department. The report shall include the following:

- (1) A list of all subcontractors and their current status regarding surplus/deficit;
- (2) The Contractor's detailed plan on how the surplus/deficit spending exceeding the threshold specified by the Department will be resolved;
- (3) Recommendations to transfer funds to resolve surplus/deficit spending;
- (4) Input from the Contractor's Board of Directors on resolution of spending issues, if applicable;
- (5) Number of clients currently on APCL that receive a priority ranking score of 4 or 5; and
- (6) Number of clients currently on the APCL designated as Imminent Risk.

2.4.5 Elder Helpline Reports

The Contractor's Elder Helpline shall develop reports using inquirer data and/or data from the resource database to support community planning activities (or planning at other levels), internal analysis and advocacy. The Elder Helpline shall provide quarterly I&R Activity Reports to the Department of Elder Affairs. Reports must include the data elements identified in ATTACHMENT I, EXHIBIT 1, Standard 14: Data Analysis and Reporting, and be submitted in accordance with ATTACHMENT VIII, EXHIBIT 1.

2.4.6 OAA Annual Report

The completed manual units of service portions of the OAA Annual Report, if applicable, are due to the Contract Manager on the date established by the Department. The Department will obtain the remaining report sections from the CIRTS.

2.4.7 DOEA Cost Analysis For Non-Competitively Procured Contracts In Excess of Category II

In compliance with State of Florida Chief Financial Officer Memorandum No. 02 (released October 3, 2012), the Contractor will submit a completed DOEA Cost Analysis For Non-Competitively Procured Contracts In Excess of Category II identified as ATTACHMENT F by December 31, 2014. Instructions for completing the form are identified as ATTACHMENT F, EXHIBIT 1.

2.4.8 Title IID Reports

The Contractor shall ensure providers submit detailed reports of EBDPHP services. The Contractor shall:

- (1) Ensure that all programs have a sign in sheet. The sign in sheets must include: Date, Time, Name of event,

Participant names (with signatures), and person instructing program. Sign in sheets for specific programs will be provided by the Contract Manager. If a program requires specific forms and sign in sheets to be used under their license agreement, use those required program forms. If the participant refuses to sign in or is unable to do so, the instructor may sign by proxy for the participant with a note on the sign in sheet stating why it is necessary to do so (the note needs to be initialed and dated).

- (2) Enter data into the NCOAForce database for the Chronic Disease Self-Management Education (CDSME) workshops.
- (3) Submit monthly programmatic reports in the format as specified by the Department on the schedule (ATTACHMENT VIII EXHIBIT 2). DOEA's Contract Manager will provide an excel spreadsheet with the following tabs; Health and Wellness (one for each month); Success Story (reported only in May); and Partnership (one tab updated as needed).
- (4) Submit upon request flyers or documentation demonstrating efforts to recruit participants and promote EBDPHP services provided.
- (5) Contact the DOEA Contract Manager in the event of an emergency or an exigent circumstance where the provider is unable to maintain an aspect of fidelity of the EBDPHP services (e.g., minimum or maximum number of participants) before the end of the workshop. At the discretion of the DOEA Contract Manager, the service may be reimbursed under this contract; however, if the fidelity infraction is discovered after the workshop has finished, during the request for payment process or a desk review; the Contractor may not be reimbursed for the workshop or shall be requested to reimburse the cost of the workshop.

2.5 RECORDS AND DOCUMENTATION

The Contractor will ensure the collection and maintenance of client and service information on a monthly basis from the CIRTSS or any such system designated by the Department. Maintenance includes valid exports and backups of all data and systems according to Department standards.

- 2.5.1 Each Contractor and subcontractor, among other requirements, must anticipate and prepare for the loss of information processing capabilities. The routine backing up of all data and software is required to recover from losses or outages of the computer system. Data and software essential to the continued operation of contractor functions must be backed up. The security controls over the backup resources shall be as stringent as the protection required of the primary resources. It is recommended that a copy of the backed up data be stored in a secure, offsite location.
 - 2.5.1.1 The Contractor shall maintain written policies and procedures for computer system backup and recovery and shall have the same requirement in its contracts and/or agreements with subcontractors. These policies and procedures shall be made available to the Department upon request.

2.6 PERFORMANCE SPECIFICATIONS

2.6.1 Outcomes

- (1) The Contractor shall ensure services provided under this contract are in accordance with the current DOEA Programs and Services Handbook.
- (2) The Contractor shall timely submit to the Department all reports described in **ATTACHMENT I, Paragraph 2.4 REPORTS.**
- (3) The Contractor shall timely submit to the Department all information described in **ATTACHMENT I, Paragraph 2.5 RECORDS AND DOCUMENTATION.**

- 2.6.2 The Contractor shall develop and document strategies in the Area Plan to support the Department's standard of performance achievement (as referenced on the Department's website <http://floridafiscalportal.state.fl.us/PDFDoc.aspx?ID=9126>) of the following:
 - (1) Percent of most frail elders who remain at home or in the community instead of going into a nursing home;

- (2) Percent of APS referrals who are in need of immediate services to prevent further harm who are served within 72 hours;
- (3) Average monthly savings per consumer for home and community-based care versus nursing home care for comparable client groups;
- (4) Percent of elders assessed with high or moderate risk environments who improved their environment score;
- (5) Percent of new service recipients with high-risk nutrition scores whose nutritional status improved;
- (6) Percent of new service recipients whose ADL assessment score has been maintained or improved;
- (7) Percent of new service recipients whose IADL assessment score has been maintained or improved;
- (8) Percent of family and family-assisted caregivers who self-report they are very likely to provide care;
- (9) Percent of caregivers whose ability to continue to provide care is maintained or improved after one year of service intervention (as determined by the caregiver and the assessor); and
- (10) Percent of customers who are at imminent risk of nursing home placement who are served with community based services.

The Contractor's performance of these measures will be reviewed and documented in the Department's annual monitoring reports.

2.7 CONTRACTOR'S FINANCIAL OBLIGATIONS

2.7.1 Matching, Level of Effort, and Earmarking Requirements

The Contractor shall provide match of at least 25 percent of the federal administrative funds received. The Contractor's match will be made in the form of cash, general revenue administrative funds and/or in-kind resources. The Contractor will assure, through a provision in subcontracts, a match requirement of at least 10 percent of the cost for services funded through this contract, except for Title IIID. The subcontractor's match will be made in the form of cash and/or in-kind resources. The Contractor shall report match by title each month. At the end of the contract period, the Contractor must properly match OAA funds that require a match.

2.7.2 Consumer Contributions

Consumer contributions are to be used under the following terms:

- (1) The Contractor assures compliance with Section 315 of the OAA as amended in 2006, in regard to consumer contributions;
- (2) Voluntary contributions are not to be used for cost sharing or matching;
- (3) Accumulated voluntary contributions are to be used prior to requesting federal reimbursement; and
- (4) Voluntary contributions are to be used only to expand services.

2.7.3 Use of Service Dollars and Management of the Assessed Priority Consumer List

The Contractor is expected to spend all federal, state and other funds provided by the Department for the purpose specified in the contract. The Contractor must manage the service dollars in such a manner so as to avoid having a wait list and a surplus of funds at the end of the contract period, for each program managed by the Contractor. If the Department determines that the Contractor is not spending service funds accordingly, the Department may transfer funds to other PSAs during the contract period and/or adjust subsequent funding allocations accordingly, as allowable under state and federal law.

- 2.7.4** The Contractor agrees to distribute funds as detailed in the area plan update and the **Budget Summary, ATTACHMENT VII** to this contract. Any changes in the amounts of federal or general revenue funds identified on the Budget Summary form require a contract amendment.

2.7.5 Title III Funds

The Contractor assures compliance with Section 306 of the OAA, as amended in 2006, that funds received under Title III will not be used to pay any part of a cost (including an administrative cost) incurred by the Contractor to maintain a contractual or commercial relationship that is not carried out to implement Title III.

2.7.6 Carryforward Funds

Carryforward funds must be identified on **ATTACHMENT XI**, Computation of Carryforward and Overadvance OAA Title III and submitted with the Closeout Report. Requests for award of carryforward funds must be justified by the Contractor and approved by the Department. All OAA carryforward funds must be budgeted in the same title as originally awarded.

2.8 DEPARTMENT RESPONSIBILITIES**2.8.1 Program Guidance and Technical Assistance**

The Department will provide to the Contractor guidance and technical assistance as needed to ensure the successful fulfillment of the contract by the Contractor.

2.8.2 Contract Monitoring

The Department will review and evaluate the performance of the Contractor under the terms of this contract. Monitoring shall be conducted through direct contact with the Contractor through telephone, in writing, or an on-site visit. The Department's determination of acceptable performance shall be conclusive. The Contractor agrees to cooperate with the Department in monitoring the progress of completion of the service tasks and deliverables. The Department may use, but is not limited to, one or more of the following methods for monitoring:

- (1) Desk reviews and analytical reviews;
- (2) Scheduled, unscheduled and follow-up on-site visits;
- (3) Client visits;
- (4) Review of independent auditor's reports;
- (5) Review of third-party documents and/or evaluation;
- (6) Review of progress reports;
- (7) Review of customer satisfaction surveys;
- (8) Agreed-upon procedures review by an external auditor or consultant;
- (9) Limited-scope reviews; and
- (10) Other procedures as deemed necessary.

SECTION III: METHOD OF PAYMENT**3.1 General Statement of Method of Payment**

The method of payment for this contract includes advances, cost reimbursement for administration costs, and fixed rate for services. The Contractor shall ensure that the fixed rates for services include only those costs that are in accordance with all applicable state and federal statutes and regulations and are based on audited historical costs in instances where an independent audit is required. The Contractor shall consolidate all requests for payment from subcontractors and expenditure reports that support requests for payment and shall submit to the Department on forms 106A (**ATTACHMENT IX**), 105AA (**ATTACHMENT X, EXHIBIT 1**), 105AS (**ATTACHMENT X, EXHIBIT 2**), and 105AE (**ATTACHMENT X, EXHIBIT 3**).

3.1.1 The Contractor agrees to distribute funds as detailed in the area plan update and the Budget Summary, **ATTACHMENT VII** to this contract. Any changes in the total amounts of the funds identified on the Budget Summary form require a contract amendment.

3.2 Advance Payments

The Contractor may request up to two months of advances at the start of the contract period, if available, to cover program administrative and service costs. The payment of an advance will be contingent upon the sufficiency and amount of funds released to the Department by the State of Florida ("budget release"). The Contractor shall provide the Contract Manager documentation justifying the need for an advance and describing how the funds will be distributed.

- 3.2.1 The Contractor's requests for advance require the approval of the Contract Manager. If sufficient budget is available, the Department will issue approved advance payments after January 1, 2015.
- 3.2.2 All advance payments made to the Contractor shall be returned to the Department as follows: one-tenth of the advance payment received shall be reported as an advance recoupment on each request for payment, starting with report number five, in accordance with the **Invoice Schedule, ATTACHMENT VIII** to this contract.
- 3.2.3 Interest earned on advances must be identified separately by source of funds, state or federal. Contractors shall maintain advances of federal funds in FDIC interest bearing accounts unless otherwise exception is made in accordance with 45 CFR 74.22(k). Earned interest must be returned to the Department at the end of each quarter of the contract period.
- 3.3 **Invoice Submittal and Requests for Payment**
All requests for payment and expenditure reports submitted to support requests for payment shall be on DOEA forms 106A (**ATTACHMENT IX**), 105AA (**ATTACHMENT X-EXHIBIT 1**), 105AS (**ATTACHMENT X-EXHIBIT 2**), and 105AE (**ATTACHMENT X-EXHIBIT 3**). The Contractor shall include with its request for payment documentation of services provided, the units of services provided, and the rates for the services provided in conformance with the requirements as described in the deliverables and service tasks.
- 3.3.1 **Remedies for Nonconforming Services**
The Contractor shall ensure that all goods and/or services provided under this contract are delivered timely, completely and commensurate with required standards of quality. Such goods and/or services will only be delivered to eligible program participants.
- 3.3.1.1 If the Contractor fails to meet the prescribed quality standards for services, such services will not be reimbursed under this contract. In addition, any nonconforming goods (including home delivered meals) and/or services not meeting such standards will not be reimbursed under this contract. The Contractor's signature on the request for payment form certifies maintenance of supporting documentation and acknowledgement that the Contractor shall solely bear the costs associated with preparing or providing nonconforming goods and/or services. The Department requires immediate notice of any significant and/or systemic infractions that compromise the quality, security or continuity of services to clients.
- 3.3.2 **Financial Consequences**
Contractor shall ensure the provision of services to the projected number of clients in accordance with the Area Plan as updated and within the contract amount. The Contractor shall ensure expenditure of 100% of the contract amount budgeted for services to clients at the unit rates established in the Area Plan. In the event the Contractor has a surplus of 1% or more at the end of the of the grant term, the Department will reallocate an amount equal to 1% reverted carry forward amount in the next contract term to other area agencies found to be serving clients to the fullest extent of their allocated budgets. If, or to the extent, there is any conflict between this paragraph and paragraphs 39.1 and 39.2 of the Master Contract, this paragraph shall have precedence. 2013-2015 Area Plan form C.I.E., Service Units and Costs Projections – PSA Summary, is identified as **ATTACHMENT K**.
- 3.3.3 All payment requests shall be based on the submission of actual monthly expenditure reports beginning with the first month of the contract. The schedule for submission of advance requests (when available) and invoices is **ATTACHMENT VIII** to this contract.
- 3.3.4 Payment may be authorized only for allowable expenditures, which are in accordance with the limits specified in **ATTACHMENT VII, Budget Summary**.

- 3.3.5** Any payment due by the Department under the terms of this contract may be withheld pending the receipt and approval by the Department of all financial and programmatic reports due from the Contractor and any adjustments thereto, including any disallowance not resolved as outlined in Section 25 of the Master Contract.
- 3.3.6** Final requests for budget revisions or adjustments to contract funds based on expenditures for services provided between January 1, 2015 and December 31, 2015, must be submitted to the Contract Manager no later than December 31, 2015.
- 3.4** **Consequences for Noncompliance**
Contractor shall ensure 100% of the deliverables identified in SECTION II – MANNER OF SERVICE PROVISION are performed pursuant to contract requirements, and as described in Section 2.3.1 are identified as major deliverables in this contract.
- 3.4.1** If at any time the Contractor is notified by the Department’s Contract Manager that it has failed to correctly, completely, or adequately perform these major deliverables, the Contractor will have 10 days to submit a Corrective Action Plan (“CAP”) to the Contract Manager that addresses the deficiencies and states how the deficiencies will be remedied within a time period approved by the Contract Manager. The Department shall assess a Financial Consequence for Non-Compliance on the Contractor for each deficiency identified in the CAP which is not corrected pursuant to the CAP. The Department will also assess a Financial Consequence for failure to timely submit a CAP.
- 3.4.2** In the event Contractor fails to correct an identified deficiency within the approved time period specified in the CAP, the Department shall deduct, from the payment for the invoice of the following month, 1% of the monthly value of the administrative funds in the contract for each day the deficiency is not corrected. The Department may also deduct, from the payment for the invoice of the following month, 1% of the monthly value of the administrative funds in the contract for each day the Contractor fails to timely submit a CAP.
- 3.4.3** If Contractor fails to timely submit a CAP plan, the Department shall deduct 1% of the monthly value of the administrative funds in the contract for each day the CAP is overdue, beginning the 11th day after notification by the contract manager of the deficiency. The deduction will be made from the payment for the invoice of the following month.
- 3.4.4** If, or to the extent, there is any conflict between subsections 3.4 – 3.4.4 and paragraphs **39.1** and **39.2** of the Master Contract, subsections 3.4 – 3.4.4 shall have precedence.
- 3.5** **Dates for Final Request for Payment**
The Contractor shall submit the final request for payment to the Department no later than March 1, 2016.
- 3.6** **Documentation for Payment**
The Contractor shall maintain documentation to support payment requests that shall be available to the Department or authorized individuals, such as Department of Financial Services, upon request.
- 3.6.1** The Contractor must require subcontractors to enter all required data per the Department’s CIRTSS Policy Guidelines for clients and services in the CIRTSS database. The data must be entered into the CIRTSS before the subcontractors submit their request for payment and expenditure reports to the Contractor. The Contractor shall establish time frames to assure compliance with due dates for the requests for payment and expenditure reports to the Department.
- 3.6.2** The Contractor must require subcontractors to run monthly CIRTSS reports and verify client and service data in the CIRTSS is accurate. This report must be submitted to the Contractor with the monthly request for payment and expenditure report and must be reviewed by the Contractor before the subcontractor’s request for payment and expenditure reports can be approved by the Contractor.

**ATTACHMENT I
EXHIBIT 1****SUMMARY OF STANDARDS FOR PROFESSIONAL INFORMATION & REFERRAL
OLDER AMERICANS ACT PROGRAM****SERVICE DELIVERY**

To provide guidance to the Elder Helplines in the delivery of quality information and assistance to elders, their caregivers and other interested individuals, the Department of Elder Affairs has adopted the following standards based on the "Standards for Professional Information and Referral," developed by the Alliance of Information & Referral Systems (AIRS) and amended by the Department to address the unique needs of the Elder Helpline system.

- 1) The Elder Helpline information and referral (I&R) services hours of operation shall be appropriate to community needs. At a minimum, the helpline must maintain business hours from 8:00 am to 5:00 pm Monday through Friday, with the exception of state and national holiday observances. If there is a planned office closure during normal business hours, the Elder Helpline manager must notify Department staff via email, at least 24 hours before the office closure.
- 2)
 - a) If I&R services are not available 24 hours a day, an answering system must be in place that identifies the agency, provides hours of operation, gives the caller the option to leave a message and gives the number of an organization that will offer service in an emergency (e.g., directing callers to dial 9-1-1 if an emergency). Messages shall be responded to within the next business day.
 - b) If the Elder Helpline has arrangements with another agency to provide after hours or 24-hour coverage, the arrangement must be documented in a formal memorandum of agreement (MOA).
- 3) During hours of operation, the Elder Helpline shall provide timely access to an I&R specialist. Recorded messages to the helpline's voicemail system must be responded to within the next business day, when possible. Exceptions will be during periods when helplines are experiencing higher than normal call volume (i.e., SHINE annual enrollment period, public awareness campaigns or disaster/weather-related events). The Elder Helpline shall have a method of tracking call volume including timeliness of response.
- 4) I&R services must be provided by trained I&R specialists. At a minimum, an I&R specialist must have a high school diploma or GED and three years experience in I&R services, case management, call center services, social services; or related work experience.
- 5) An I&R specialist shall:
 - a) Have the skills to meet the needs of people who are angry and hostile, manipulative, call frequently with the same problem or are otherwise difficult to serve;
 - b) Have the skills to meet the needs of older adults, adults with disabilities, and other special populations ;
 - c) Effectively utilize the resource information system to identify resources to meet the inquirer's needs;
 - d) When possible, provide at least three referrals to give the inquirer a choice;
 - e) When warranted and with the inquirer's permission, make direct contact and communicate effectively on behalf of the inquirer with other agency staff through three-way calling, notification of the inquirer's forthcoming contact, or scheduling of appointments;
 - f) Encourage inquirers to call back if the information proves incorrect, inappropriate or insufficient to link them with the needed service(s); and
 - g) Accurately record transaction information for use in reports.
- 6) The Elder Helpline must have a policy to ensure the privacy, confidentiality and security of personal inquirer information and shall comply with state and federal law, including applicable HIPAA rules to ensure the protection of inquirer records. Staff that has access to confidential information shall have a signed agreement form on file that documents their agreement to comply with the confidentiality requirements of this paragraph. Provided that the release of information conforms to state and federal confidentiality laws and regulations, including HIPPA, the identity of inquirers, their requests and the information given to staff may be communicated to others if:

- a) Release of information is required by law or court order (e.g., reporting abuse);
 - b) Careful consideration indicates the presence or risk of serious harm to the inquirer or another person, and then communication may be only to those who must be informed in order to reduce harm or risk; or
 - c) The inquirer has authorized another person or agency to receive the information.
 - i) If authorization is required, the agency shall have a written policy in place regarding when such authorization needs to be in writing and when it can be verbal.
- 7) The Elder Helpline shall provide barrier-free access to its services for individuals and groups who have special needs (i.e., access via applicable technology and/or communication methods for people with hearing or speech impairments; language access for inquirers with limited English proficiency and physical access for people with disabilities, if the helpline assist inquirers at its facility).
- 8) The Elder Helpline shall make every effort to ensure that its telephone service is accessible from all telecommunication devices (e.g., wireless, competitive local exchanges) within its coverage area.
- 9) The Elder Helpline I&R service shall ensure that staffing is structured to meet the needs of callers and that the optimum number of staff is available at the times most inquiries occur. The Elder Helpline I&R service shall include at minimum, a staff of 2.5 dedicated people.
- a) The Elder Helpline shall utilize technology that improves access to service and enhances its ability to serve inquirers efficiently and effectively while preserving the level and quality of its core services. The main role of technology is to enhance or strengthen person-to-person contact, not to reduce or discourage such contact or make it more difficult. "Technology" includes telephone systems, telephony, telecommunications, e-mail, online chat, I&R software packages, electronic directories and self-service mechanisms such as automated attendants/interactive voice response systems, fax-on-demand, video relay services, community kiosks and searchable I&R databases on the internet.
 - b) If the helpline service uses telephone technology which allows for the collection of identifying information about an inquirer without his or her explicit permission, it shall develop policies and procedures that protect the inquirer's right to privacy and anonymity while preserving the I&R specialist's ability to provide for the individual's safety should personal identification become necessary.
 - c) If the Elder Helpline provides resource information through an automated attendant (a menu-driven telephone system), it shall develop procedures to encourage inquirers to transfer to a live specialist if consultation or guidance is required. Inquirers shall be able to make the transfer without having to make another call.

Standard 1: Referral Provision

The Elder Helpline shall provide I&R services in which the inquirer has one-to-one interaction with an I&R specialist. The referral process consists of active listening and effective questioning to determine the needs of the inquirer, clarifying the need, identifying appropriate resources, selecting appropriate delivery mode(s), making referrals to organizations capable of meeting those needs, and providing enough information about each organization to help inquirers make an informed choice. In situations where services are unavailable, the I&R service shall engage in problem solving to help the inquirer identify alternative strategies and, when necessary, actively participate in linking the inquirer to needed services.

The referral process may require more in-depth interviewing and assessment to assist clients in either determining their need or linking them with an appropriate resource.

Follow-up is required within 14 business days for each referral when assistance and/or advocacy is provided, and is conducted with the referred person and/or the resource to determine the outcome of the referral/assistance. The referral cannot be counted until follow-up is complete.

- 1) The Elder Helpline shall strive to provide access to community resource information in a variety of formats and through a variety of paths which include supported access through an I&R worker or case manager and options for independent access by end users (including staff in other organizations).

- 2) The Elder Helpline shall serve the entire community of older individuals, particularly older individuals with the greatest social need, older individuals with the greatest economic need, older individuals with limited English proficiency, older individuals residing in rural areas and older individuals at risk of institutional placement.

Standard 2: Information Provision

The Elder Helpline shall provide current and pertinent information to an inquirer in response to a direct request for such information. Information can range from a limited response (such as an organization's name, telephone number, and address) to a detailed description of community service systems (such as explaining how intake works for a particular agency), agency policies, and procedures for application. Active listening is necessary to establish a positive contact with the inquirer, understand context and provide an appropriate response.

Every call, including information only calls, shall be documented in the Refer system. Documentation shall include the type of information requested/reason for call and the action taken.

- 1) The I&R specialist shall encourage inquirers to call back if the information proves incorrect, inappropriate, or insufficient to link them with needed service(s).
- 2) The I&R specialist shall accurately record the nature (disposition) of the inquiry, the problems/needs addressed by the inquiry if confirmed and, if applicable, the organization discussed in the course of the inquiry, for use in reports. Dispositions are as follows:
 - a) Met needs, i.e., information is made available (assistance without referrals); and
 - b) Unmet needs, i.e., information cannot be located or provided.

Standard 3: Methods of Access to Community Resource Information

The Elder Helpline shall provide community resource information in a variety of ways including supported access through an I&R specialist and independent access which allow end users to conduct their own searches without speaking to an I&R specialist or other professional.

1. Supported Access Methods: The Elder Helpline shall make its information and/or services available by telephone, email, social media or other methods of communication.
2. Independent Access Methods: The Elder Helpline shall make its information and/or services available by making all or a portion of its database available on the Internet at no cost and in a format that allows searching by:
 - Organization and program name.
 - Taxonomy and/or Taxonomy related keywords.
 - Geographic location.

Services searches shall be structured to allow the public to use natural language; and options such as user defined categories, and other user friendly search categories are employed, where possible.

Standard 4: Inquirer Advocacy

The Elder Helpline shall offer advocacy, when necessary, to ensure people receive the benefits and services for which they are eligible. Inquirer advocacy efforts seek to meet individual needs without attempting to change social institutions and, for purposes of these standards, do not include system advocacy or legislative advocacy (lobbying). All advocacy efforts shall be consistent with written policies established by the governing body of the Area Agency on Aging and shall proceed only with the permission of the inquirer.

The Elder Helpline shall intervene, when necessary, on behalf of individuals to help them establish eligibility for or obtain needed services when they have been denied benefits or services to which they are entitled, or when they need assistance to communicate their needs to a service provider.

The Elder Helpline shall make one or more additional calls or take another action on the inquirer's behalf, when necessary, to ensure that appropriate information or help was provided.

The Elder Helpline records the fact that advocacy was conducted and the advocacy is documented in the quarterly I & R report.

Standard 5: Crisis Intervention

The Elder Helpline shall be prepared to assess and meet the immediate, short-term needs of inquirers who are experiencing crisis situations and contact the helpline service for assistance. Included is assistance for individuals threatening suicide, homicide or assault; suicide survivors; victims of domestic abuse or other forms of violence, elder/dependent adult abuse/neglect; sexual assault survivors, people experiencing a psychiatric emergency; chemically dependent people in crisis; survivors of traumatic death; and others in distress.

- 1) The Elder Helpline shall have written crisis intervention policies and procedures that provide call-handling protocols for specific types of emergencies. Included shall be lethality assessment procedures, protective measures relating to inquiries from individuals in endangerment situations, protocols that address inquirers who wish to remain anonymous yet require rescue and the organization's rescue protocols. The I&R specialist shall have the skills to recognize when an inquirer is experiencing a crisis and shall determine whether the individual is in immediate danger and take steps to ensure that s/he is safe before continuing with the interview. In assault and sexual assault cases, for example, the specialist ensures that the assailant has left the vicinity and determines whether the individual needs emergency medical treatment. In domestic violence situations, the specialist ensures that the abusive person is not present and threatening the inquirer. The specialist shall follow the Elder Helpline's protocol established by the agency for when to access 911 or other emergency rescue services.
- 2) The Elder Helpline shall ensure through training and supervision that I&R specialists have the intervention skills to:
 - a) De-escalate and stabilize the individual and help him/her remain calm;
 - b) Help the inquirer talk about and work through his/her feelings as part of the assessment and problem solving stages of the interview; and
 - c) Keep the inquirer on the telephone pending referral or rescue.
- 3) In cases of suspected elder abuse, the I&R specialist shall comply with mandatory reporting statutes.
- 4) In situations involving suicide or homicide, the I&R specialist understands the circumstances under which a lethality assessment (an evaluation based on research of how dangerous a situation is, which addresses issues such as the person's intention, method, timing and state of mind) is required and shall conduct an appropriate assessment when necessary. Lethality assessments shall be recorded in writing and shall include a description of specific actions taken in response to the situation.
- 5) The I&R specialist shall have the skills to recognize when an inquirer is in immediate need of intervention and shall follow the agency's I&R service rescue protocol for when to access 911 or other emergency personnel to intervene and save the individual's life.
- 6) In cases of domestic violence and other endangerment situations, the specialist shall take special precautions to safeguard the inquirer's identity and all aspects of their interview.
- 7) The Elder Helpline may consider utilizing various means to support its ability to conduct rescue services including Caller ID or a call tracing arrangement with the telephone company or the appropriate 911 service. At a minimum, there must be a separate telephone that is available for initiating rescue procedures without interrupting the crisis call.

I&R specialists shall follow the agency's I&R service protocol for addressing callers who wish to remain anonymous yet require rescue.

- 8) When necessary, the I&R specialist shall connect inquirers in crisis situations to a formal crisis intervention service in the community for long-term assistance and support once the inquirer's immediate, short-term needs have been met. The connection shall be made by direct transfer, when possible, and the specialist shall follow the protocol established by the agreement with the crisis center.
- 9) In cases where the inquirer has been referred to a formal crisis intervention service rather than transferred directly, the I&R specialist shall follow-up to ensure that the individual has the ongoing support s/he needs.
- 10) If the Elder Helpline does not provide a formal crisis intervention service, it shall have prearranged protocols with an appropriate crisis center that does. The arrangements shall be documented in a written memorandum of understanding (MOU) or memorandum of agreement (MOA).

Standard 6: Follow-Up

Follow-up is required for each referral when assistance and/or advocacy is provided and must be completed within 14 business days unless a crisis situation suggests a more immediate follow-up. Follow-up shall consist of contacting the inquirer and/or organization to which a referral has been made to find out if the service is being provided and the need is being met when the specialist believes the inquirers do not have the necessary capacity to follow through and resolve their problems. Additional assistance in locating or accessing services may be necessary.

- 1) The primary purpose of the follow-up is for the benefit of inquirers to see if their needs were met.
- 2) Examples of situations in which follow-up should normally occur include:
 - a) Vulnerable households that are without heat during winter.
 - b) Older adults having trouble expressing their needs.
 - c) Older adults with disabilities who have received an eviction order.
 - d) Older adults with no health insurance who need health care.
 - e) Individuals needing emergency shelter.
- 3) If the inquirer has not received services or the need has not been met, the helpline determines whether there is a need and makes additional referrals if appropriate. The helpline also determines whether the inquirer has additional new needs and makes appropriate referrals prior to completing the contact.
- 4) Follow-up results (whether service was received or there was an unmet need) must be documented in the I&R system.

RESOURCE DATABASE

Standard 7: Inclusion/Exclusion Criteria

To ensure that the needs of the community are met, the Elder Helpline shall develop criteria for the inclusion or exclusion of agencies and programs in the resource database. These criteria shall be uniformly applied and published so that staff and the public are aware of the scope and limitations of the database.

- 1) The inclusion/exclusion criteria shall adequately address the needs of elders and persons with disabilities.
- 2) The inclusion/exclusion criteria shall be reviewed on a regular basis (at minimum, every three years) to ensure they continue to meet the changing needs of the community.

Standard 8: Data Elements

The resource database shall contain standardized information about organizations that meet criteria for inclusion, the services provided by each organization, and the locations (sites) where those services are available. The standardized entry must contain all required data elements, where applicable (e.g., a mailing address is included if one exists). However, the specific data elements that are seen by a particular group of users (e.g., resource specialists, I&R specialist, the general public) may vary.

Agency/Main Site Data Elements

- 1) **Mandatory Data Elements:** The agency profile shall include, but is not limited to, the following data, which the Elder Helpline shall collect when appropriate:
 - a) Unique ID Number;
 - b) Record Ownership Code;
 - c) Agency Name;
 - d) Program name if applicable;
 - e) Street/Physical Address;
 - f) Telephone number (s) including TDD/TTY and Fax;
 - g) Website(s)/URL(s);
 - h) E-mail Address(es)
 - i) Agency Description;
 - j) Administrative Hours/Days of Operation;
 - k) Geographic area served; and
 - l) Date the information was last verified.

- 2) **Recommended Data Elements:**
 - a) AKA (Also Known As) Names;
 - b) Eligibility requirements and exclusions;
 - c) Documents which may be required by the organization for application;
 - d) Languages other than English in which the service is offered;
 - e) Legal status;
 - f) Fee structure; and
 - g) Method of payment.

Standard 9: Classification System (Taxonomy)

The Elder Helpline shall use the AIRS/211 LA County Taxonomy of Human Service classification system. Additional classification structures such as keywords may supplement the Taxonomy.

Standard 10: Content Management and Indexing

The Elder Helpline shall ensure through training, database management procedures and supervision that a resource specialist organizes information about organizations into database records that accurately and concisely reflect the agency, its location and its services/programs; index the services provided by each organization using the AIRS/211 LA County Taxonomy of Human Services in accordance with recognized and consistently applied practices; and assign other search keys in a way that accurately reflects the conditions under which services are available.

Standard 11: Database Search Methods

Information in the resource database shall be accessible in ways that support the I&R process including search and retrieval by organization, site and program name and by the type of service available.

Standard 12: Database Maintenance

The resource database shall be updated through continual revisions at intervals sufficiently frequent enough to ensure accuracy of information and comprehensiveness of its content.

- 1) The Elder Helpline shall use software that supports the Resource Database standard.
- 2) The Elder Helpline shall have a documented process for updating the resource database at least annually or on a continuing basis throughout the year that involves multiple attempts to achieve a 100% update rate within a 12-month cycle. Resources may be updated by mail/electronic surveys, fax, telephone contact, onsite visits to organizations listed in the database or follow-up correspondence. Information that cannot be verified is considered for removal from the database. Records in the database shall include the date of last update.

REPORTS AND MEASURES**Standard 13: Inquirer Data Collection**

The Elder Helpline shall establish and use a secure computerized system for collecting and organizing inquirer data and related management information that facilitate appropriate referrals and provide a basis for describing requests for service and unmet needs, identifying service gaps and overlaps, assisting with needs assessments, supporting the development of products, identifying issues for staff training and facilitating the expansion of the resource database. Inquirer data includes information gathered during follow-up and customer satisfaction/quality assurance calls as well as that acquired during the original contact. The primary goal of data collection is to garner enough information about inquirers to help them address and/or resolve their problems. Inquirer data must always be made available in aggregated form to protect the confidentiality of individual inquirers.

- 1) Data collected for Elder Helpline analysis and reporting purposes are based on the agency's policy and local, state and/or national requirements.
- 2) Inquirer data collection and reporting activities shall facilitate the analyses needed to support:
 - a) The human service needs of inquirers;
 - b) Management information needs (i.e. planning for staffing needs);
 - c) Community needs assessment;
 - d) Community planning;
 - e) Allocation of funding; and
 - f) Research
- 3) The data collected must provide enough information about inquirers' needs to identify:
 - a) Service requests;
 - b) Unmet needs;
 - c) Trends in community service provision and/or gaps in services;
 - d) Demographic data; and
 - e) Profiles of inquirers served (aggregate data only)
- 4) Data collected for reporting purposes may include, but not be limited to, the following:
 - a) Total number of incoming contacts/inquiries by phone (incoming calls) recorded by the phone system and answered by the I&R specialist.
 - b) Total number of contacts/inquiries from calls and other sources (generally recorded in the I&R software) in which inquirer problems or needs are addressed. Included are:
 - i) Transaction calls.
 - ii) Face-to-face contacts (walk-ins or I&R interactions in other settings such as community facilities).
 - iii) E-mail contacts.
 - iv) Voicemail contacts.
 - v) IM (Instant Message) contacts.

- vi) Text message contracts.
 - vii) Regular mail contacts.
 - c) Total number and types of problems/needs presented by inquirers.
 - d) Geographic and demographic profiles of inquirers (e.g., who is calling and where they are calling from).
 - e) The organizations discussed during the course of an inquiry or to which referrals were made.
- 5) To support management information needs, it is recommend the Elder Helpline have a method for tracking call volume, average speed of answer, abandoned calls, average call handling and incoming call patterns.

Standard 14: Data Analysis and Reporting

The Elder Helpline shall utilize inquirer data and/or data from the resource database to support community planning activities (or planning at other levels), internal analysis for management purposes and system advocacy. The Elder Helpline shall provide quarterly I&R activity reports to the Department of Elder Affairs. Reports shall be submitted in accordance with ATTACHMENT VIII, Exhibit 1.

- 1) At a minimum, reports shall have the ability to provide statistics regarding total number of calls/contacts to the helpline, service request, and gaps/unmet needs. If available, reports may also include information such as types of calls (information, referral, crisis), follow-up results, inquirer characteristics and data to measure the effectiveness of the I&R service and service outcomes.
- 2) The Elder Helpline shall be responsive to specific requests for data to support planning functions and advocacy.

COOPERATIVE RELATIONSHIPS

Standard 15: Cooperative Relationships within the I&R System

In communities that have comprehensive and specialized I&R providers, the Elder Helpline shall develop cooperative working relationships to build a coordinated I&R system which ensures broad access to I&R services, maximizes the utilization of existing I&R resources, avoids duplication of effort and encourages seamless access to community resource information. The Elder Helpline must develop and define its working relationships with comprehensive/2-1-1 services and formalize them through a MOU or MOA.

Attempts should also be made to participate in local database collaboration as a means of avoiding duplication of database maintenance activities and achieving broader coverage of different types of community resources. The Helpline must maintain comprehensive, accurate, and up-to-date information on the community resources for which it has maintenance responsibility.

The Elder Helpline shall:

- a) Identify and develop cooperative working relationships with key state and national I&R providers to provide an alternative source for specialized referrals when local resources are not available.
- b) Develop access to a broader spectrum of useful Web-based resources, written materials and other products in specialized areas.
- c) Better meet the needs of low incidence populations.
- d) Obtain broader perspectives on changing needs, available resources, legislation and policy issues.

Standard 16: Cooperative Relationships with Service Providers

The Elder Helpline shall strive to develop cooperative working relationships with local human service providers to build an integrated service delivery system that ensures broad access to community services, maximizes the utilization of existing resources and facilitates the ability of people who need services to easily find the most appropriate provider.

The Elder Helpline shall work with state and local providers to assess the viability of using its call center capacity as the first point of contact for calls into the system. Helplines shall encourage collaborating service providers to participate in community and statewide data collection, analysis and reporting activities where appropriate.

DISASTER PREPAREDNESS

Standard 17: Emergency Operations and Business Contingency Plan

The Elder Helpline shall have a written emergency operations and business contingency plan that specifically addresses disasters common to the area, but one that also prepares for emergencies in general. The plan shall reference emergency preparedness and changes in business operations and shall address the steps to take before, during and after an emergency to prevent or minimize interruptions in business operations and assure long-term recovery.

- 1) The Elder Helpline shall have written procedures that address specific types of emergencies including power outages, fires, medical emergencies, bomb threats, workplace violence and other incidents that may require different forms of response. Procedures for contacting the police/paramedics shall be included.
- 2) The Elder Helpline shall have written procedures for emergency evacuation of the facility following a disaster that impacts the immediate area surrounding the facility and potentially threatens safety. Special arrangements for helping staff or visitors with a disability exit the building should also be addressed.
- 3) The Elder Helpline shall have procedures for maintaining service delivery during and after an emergency including relocation or alternative modes of service delivery, e.g., through an MOU with an I&R service outside the area. If the helpline plans to relocate in the event of loss of facilities, it must have identified alternative sites.

Standard 18: Formal Relationships with Government and Private Sector Emergency Operations and Relief Agencies

The Elder Helpline shall consider participating in ongoing cooperative disaster response planning in the community and establish relationships, as necessary, to become recognized as an integral part of the community's emergency preparedness and response network.

Standard 19: Disaster Resources

The Elder Helpline shall develop, maintain and/or use an accurate, up-to-date resource database containing information about available community resources that provide services in times of disaster. Database records shall include descriptions of the services organizations provide and the conditions under which services are available.

- 1) The Elder Helpline shall include in the resource database information about permanent local, state and federal disaster-related resources.
- 2) The Elder Helpline shall add information about organizations that have no formal role in emergency response but emerge in the context of particular disaster, specific relief and recovery services that come to life in response to the specific needs of the community and information about specific services offered by agencies in the standing disaster database (such as Red Cross Service Centers, special needs shelters, etc.).
- 3) The Elder Helpline shall update the disaster resources prior to an anticipated disaster and throughout the response, relief and recovery periods.
- 4) The Elder Helpline shall have an alternative means for allowing staff to access disaster resources in the event that computerized access is unavailable.

Standard 20: Disaster-Related I&R Service Delivery

The Elder Helpline shall provide I&R services to the community during (when appropriate) and following a disaster or other emergency. This service shall include assessing the needs of the inquirer, evaluating appropriate resources, indicating organizations capable of meeting those needs, helping inquirers for whom services are unavailable by locating alternative resources and actively participating in linking inquirers to needed services or volunteer opportunities.

- 1) The Elder Helpline shall ensure adequate staff to meet potential increases in inquirer needs.
- 2) The Elder Helpline shall have in place mutual aid agreements with other I&R services that include provisions for relocation of staff and/or redirection of calls.
- 3) I&R specialist shall have the skills to respond effectively to people in crisis, work cooperatively with other organizations, remain flexible in a rapidly changing environment, be willing to work under adverse conditions (e.g., long hours, uncomfortable surroundings), be aware of their own stress level and coping mechanisms, respond appropriately face-to-face communications and work within boundaries of their I&R role.

Standard 21: Disaster-Related Inquirer Data Collection/Reports

The Elder Helpline shall track inquirer requests for service, referrals and when appropriate, demographic information from inquirers, and be prepared to produce reports regarding requests for disaster-related services and referral activity.

Following all emergencies that necessitate implementation of the provisions of the Disaster Preparedness standards, the I&R service shall produce an after action report that documents the special activities of the agency with a focus on what worked well and what needs to be improved through revisions of the agency's disaster plan and/or additional training or staff.

Standard 22: Disaster-Related Technology Requirements

The Elder Helpline shall have technology in place that facilitates the ability of the organization to maintain service delivery during times of disaster or a localized emergency.

- 1) The Elder Helpline shall have the ability to reroute calls to another location if their own business site is not accessible.
- 2) It is recommended that the Elder Helpline have an emergency generator or other power back-up that will allow operations to continue on a longer term basis during a power failure.
- 3) It is recommended that the Elder Helpline have back-up systems for its telephones to ensure ongoing access in situations where there is no local electricity.
- 4) It is recommended that the Elder Helpline have an alternate phone number in a different location for staff to access the agency in case of an emergency that makes the regular phone lines inaccessible.

Standard 23: Disaster Training and Exercise

The Elder Helpline shall train staff on emergency operations and business expectations and include such training as part of the new employee orientation required by standard 27. It is recommended that the agency provide ongoing training thereafter.

ORGANIZATIONAL EFFECTIVENESS

Standard 24: Governance

The auspices under which the Elder Helpline operates shall ensure the achievement of the Area Agency on Aging's mission and I&R goals and meet the standards set forth by the Area Agency on Aging and the Department of Elder Affairs. Goals shall include but are not limited to:

- a) Provide for a regular cycle of needs assessment, program planning and service delivery, and conduct an annual evaluation of I&R activities;
 - b) Formulate policies needed to successfully implement and sustain a quality I&R service;
 - c) Assist in procuring financial and technical assistance to sustain the I&R service;
 - d) Provide human resources to adequately staff the I&R service; and
 - e) Promote the I&R system throughout the community ensuring appropriate publicity, public relations, marketing, and outreach.
- 1) The Elder Helpline shall have formally adopted, regularly reviewed, dated and formatted written policies that clearly articulate the general principles by which it manages the I&R service. Organizational policies should be available to all employees.
 - 2) The Elder Helpline shall have a process for registering and resolving complaints from inquirers, staff members and the community.
 - 3) The Elder Helpline shall have in place a statement approved by the organization's governing body prohibiting discrimination in all of its forms and documenting its intention to comply with all laws, orders and regulations addressing this issue.
 - 4) The Elder Helpline shall provide adequate, accessible space and equipment to ensure that staff can effectively perform their duties, including sufficient space to ensure confidential interviewing, files and technology needs. The office must be equipped with sufficient desks, tables, chairs, supplies, and lockable filing cabinets and must be free of architectural barriers to people with physical disabilities per Americans with Disabilities Act (ADA) requirements. If the Elder Helpline is designed to serve walk-ins, the office shall be accessible by public transportation, have available parking and be geographically convenient to the elder population and persons with disabilities.

Standard 25: Technology

The Elder Helpline shall use technology that improves access to information and enhances its ability to serve inquirers efficiently and effectively. The main role of technology is to enhance and strengthen information sharing while accommodating people's communication preferences. Technology includes telephone systems, telecommunications, computer systems and applications, searchable I&R databases on the Internet, etc.

Standard 26: Personnel Administration

The Elder Helpline shall provide a framework and mechanisms for program and personnel management and administration that guarantee the continuity and consistency required for effective service delivery.

- 1) Staff - The Elder Helpline shall recruit and hire service and administrative staff who are competent, ethical, qualified, and sufficient in number to implement service policies.
- 2) Job Descriptions - The Elder Helpline must have written, up-to-date job descriptions for all employees and volunteers outlining responsibilities, essential job functions and lines of accountability. The job descriptions must be dated within the last three years.
- 3) Staff Supervision - The Elder Helpline must provide for the ongoing supervision and annual evaluation of employees and volunteers by qualified I&R managers. The organization must have a written supervision plan for staff and use standardized observation and performance appraisal forms.

Quality indicators for I&R specialists and the Elder Helpline as a whole may include the following:

- 1) Call Monitoring/Remote Listening: Live or recorded calls that are randomly selected for review and feedback on a regular basis.
- 2) Call Management System Reports, Measures and Metrics: The call management component of the telephone system produces weekly and monthly reports that provide the following figures which may be analyzed to assess individual and Departmental efficiency and productivity:
 - a) Calls received.
 - b) Calls answered.
 - c) Calls abandoned.
 - d) Service level.
 - e) Average speed of answer.
 - f) Average abandonment time
 - g) Average call handling time.
 - h) Occupancy rates.
- 3) Complaints and Commendations: The complaints and commendations a particular I&R specialist has received.

Standard 27: Staff Training

The Elder Helpline shall have a training policy and make training available to employees and volunteers.

- 1) The Elder Helpline shall provide training for employees and volunteers based on pre-determined written training goals with written curriculum objectives defining behavioral outcomes for each module.
- 2) The Elder Helpline shall provide an orientation for new employees and volunteers that addresses the role, mission, function of the I&R service; the role of governing body; federal, state and local laws affecting service delivery (e.g., abuse reporting); emergency operations and business expectations; and the administrative structure, policies and procedures of the organization.
- 3) Training for the I&R specialist includes:
 - a) Pre-service training appropriate to the knowledge and skills of new staff to ensure that they meet organizational expectations.
 - b) On-the-job training that involves increasing levels of responsibility in handling inquiries.
 - c) In-service training that focuses on refining and updating the staff's information and referral skills.
- 4) The content of the staff training program shall be consistent with the ABC's of I&R published by AIRS or the Department of Elder Affairs Information and Referral/Assistance training module.
- 5) The Elder Helpline shall systematically evaluate the effectiveness of its training program and the performance of its trainers and modify the training based on evaluation results.

Standard 28: Promotion and Outreach

The Elder Helpline shall establish and maintain a program that increases public awareness of I&R services, its objectives, and its value to the community. At least two outreach projects targeting low-income older individuals including low-income minority, older individuals with limited English proficiency and older individuals residing in rural areas must be completed annually. The Helpline shall use various methods to publicize I&R; methods shall be tailored to meet the needs of diverse populations and may include:

- | | |
|-------------------------|---|
| 1. Personal contact | 8. Telephone directories |
| 2. Speaking engagements | 9. Printed materials such as brochures, |
| 3. Community meetings | 10. Posters, and billboards |

- | | |
|---|------------------------|
| 4. Public service announcements or listings | 11. Booths at fairs |
| 5. Feature articles | 12. Radio |
| 6. News stories | 13. Television |
| 7. Displays | 14. Internet web pages |

Standard 29: Program Evaluation and Quality Assurance

The Elder Helpline shall have the ability to assess the quality and effectiveness of all aspects of its operation including its service delivery, resource database, reports and measures, cooperative relationships, disaster preparedness and organizational structure. These determinations shall be made both through on-going quality assurance procedures and periodic, formal evaluations that are used to implement measurable improvements.

- 1) The Elder Helpline shall provide for a regular cycle of needs assessment, program planning and service delivery and shall conduct an annual evaluation of I&R activities. Steps in the evaluation process include:
 - a) Formulating annual service goals, objectives and work plans that reflect priorities for service and desired outcomes; and
 - b) Conducting a structured evaluation on an annual basis to measure the effectiveness and cost-efficiency of the I&R service and its impact on the people it serves (outcomes).

The Elder Helpline shall conduct regular customer satisfaction/quality assurance surveys with a specified percentage of inquirers to assess overall service performance and I&R service outcomes. The surveys may occur during the original contact with an inquirer or in a separate call made for quality assurance purposes.

If during the course of conducting client satisfaction/quality assurance surveys, it is determined that the original need of the inquirer has not been met or that the inquirer has new needs, the Elder Helpline shall have procedures in place to provide additional information, referrals or advocacy.

Reference: The Older Americans Act (OAA) contract standards have been adopted with modifications from the AIRS Standards for Professional Information and Referral.

ATTACHMENT III

1. FEDERAL RESOURCES AWARDED TO THE SUBRECIPIENT PURSUANT TO THIS CONTRACT CONSIST OF THE FOLLOWING:

PROGRAM TITLE	FUNDING SOURCE	CFDA	AMOUNT
Older Americans Act Administration	U.S. Health and Human Services	93.044-045 & 93.052	\$639,444.00
Older Americans Act Administration Carry Forward	U.S. Health and Human Services Carry Forward	93.044-045 & 93.052	\$0.00
Older Americans Act Administration Title III B – Support Services	U.S. Health and Human Services	93.044	\$2,877,572.22
Older Americans Act Administration Title III B – Carry Forward	U.S. Health and Human Services Carry Forward	93.044	\$0.00
Older Americans Act Administration Title III C1 – Congregate Meals	U.S. Health and Human Services	93.045	\$998,231.14
Older Americans Act Administration Title III C1 – Carry Forward	U.S. Health and Human Services Carry Forward	93.045	\$0.00
Older Americans Act Administration Title III C2 – Home Delivered Meals	U.S. Health and Human Services	93.045	\$1,464,425.64
Older Americans Act Administration Title III C2 – Carry Forward	U.S. Health and Human Services Carry Forward	93.045	\$0.00
Older Americans Act Administration Title III D – Preventive Health	U.S. Health and Human Services	93.043	\$107,610.00
Older Americans Act Administration Title III D – Carry Forward	U.S. Health and Human Services Carry Forward	93.043	\$0.00
Older Americans Act Administration Title III E – Caregiver Support Services	U.S. Health and Human Services	93.052	\$714,109.00
Older Americans Act Administration Title III E – Carry Forward	U.S. Health and Human Services Carry Forward	93.052	\$0.00
TOTAL FEDERAL AWARD			\$6,801,392.00

COMPLIANCE REQUIREMENTS APPLICABLE TO THE FEDERAL RESOURCES AWARDED PURSUANT TO THIS CONTRACT ARE AS FOLLOWS:

FEDERAL FUNDS:

2 CFR Part 200 Uniform Administrative Requirements, Cost Principles, and Audit Requirement for Federal Awards.
 OMB Circular A-133 – Audit Requirements
 Reference Guide for State Expenditures

2. STATE RESOURCES AWARDED TO THE RECIPIENT PURSUANT TO THIS CONTRACT CONSIST OF THE FOLLOWING:

STATE FINANCIAL ASSISTANCE SUBJECT TO Sec. 215.97, F.S.

PROGRAM TITLE	FUNDING SOURCE	CSFA	AMOUNT
Older Americans Act Administration	General Revenue	N/A	\$27,729.00
TOTAL AWARD			\$27,729.00

COMPLIANCE REQUIREMENTS APPLICABLE TO STATE RESOURCES AWARDED PURSUANT TO THIS CONTRACT ARE AS FOLLOWS:

STATE FINANCIAL ASSISTANCE

Section 215.97, Fla. Stat.
 Chapter 69I-5, Fla. Admin. Code

ATTACHMENT VII

BUDGET SUMMARY

	(1)	(2)	(3)	(4)
	Federal Funding	General Revenue	Local Match/ CCE/HCE	TOTAL FUNDS
1. Area Agency Admin				
A. Current Year	639,444.00	\$27,729.00		\$667,173.00
B. Prior Year CF* (2014)	0.00			\$0.00
CONTRACT TOTAL	\$639,444.00	\$27,729.00	\$0.00	\$667,173.00
C. CCE GR Administration			\$34,045.00	\$34,045.00
D. HCE GR Administration			\$79,785.00	\$79,785.00
E. LSP Admin			\$21,984.00	\$21,984.00
F. ADI Admin			\$18,063.00	\$18,063.00
G. Local Match			\$31,542.00	\$31,542.00
TOTAL ADMIN	\$639,444.00	\$27,729.00	\$185,419.00	\$852,592.00
2. Title IIIB				
A. Supportive Services				
(1) Current Year	\$2,877,572.22		\$319,730.25	\$3,197,302.47
(2) Prior Year CF* (2014)	\$0.00			\$0.00
TOTAL	\$2,877,572.22		\$319,730.25	\$3,197,302.47
B. IIIB Set-Aside (also included in Total)	\$105,000.00			\$105,000.00
3. Title IIIC1 Nutrition Services				
A. Current Year	\$998,231.14		\$110,914.57	\$1,109,145.71
B. Prior Year CF* (2014)	\$0.00			\$0.00
TOTAL	\$998,231.14		\$110,914.57	\$1,109,145.71
4. Title IIIC2 Nutrition Services				
A. Current Year	\$1,464,425.64		\$162,713.96	\$1,627,139.60
B. Prior Year CF* (2014)	\$0.00			\$0.00
TOTAL	\$1,464,425.64		\$162,713.96	\$1,627,139.60
5. Title IIID Preventive Health				
A. Current Year	\$107,610.00			\$107,610.00
B. Prior Year CF* (2014)	\$0.00			\$0.00
TOTAL	\$107,610.00		\$0.00	\$107,610.00
6. Title IIIE Caregiver Support Services				
A. Current Year	\$714,109.00		\$79,345.44	\$793,454.44
B. Prior Year CF* (2014)	\$0.00			\$0.00
TOTAL	\$714,109.00		\$79,345.44	\$793,454.44
7. Total Federal Current Year Funds Awarded (Sum of 1.A, 2.A(1), 3.A, 4.A, 5.A., 6.A, 7.A)	\$6,801,392.00			
8. Total CF Funds Awarded (Sum of 1.B, 2.A(2), 3.B, 4.B, 5.B, 6.B, 7.B)	\$0.00			
9. Total GR Awarded (Total of column (2))		\$27,729.00		
10. Total of All Funds to be Received (Sum of 8, 9, 10)		\$6,829,121.00		

* Carry Forward

ATTACHMENT VIII

**INVOICE SCHEDULE
ADVANCE BASIS CONTRACT**

Report Number	Based On	Submit to State On This Date
1	January Advance*	January 1
2	February Advance*	January 1
3	January Expenditure Report	February 15
4	February Expenditure Report	March 15
5	March Expenditure Report	April 15
6	April Expenditure Report	May 15
7	May Expenditure Report	June 15
8	June Expenditure Report	July 15
9	July Expenditure Report	August 15
10	August Expenditure Report	September 15
11	September Expenditure Report	October 15
12	October Expenditure Report	November 15
13	November Expenditure Report	December 15
14	December Expenditure Report	January 15
15	Final Expenditure and Request for Payment	March 1
16	Closeout Report	March 15

Legend: * Advance based on projected cash need.

Note # 1: Report #1 for Advance Basis Agreements cannot be submitted to the Department of Financial Services (DFS) prior to January 1 or until the agreement with the Department has been executed and a copy sent to DFS. Actual submission of the vouchers to DFS is dependent on the accuracy of the expenditure report.

Note # 2: Report numbers 5 through 14 shall reflect an adjustment of one tenth of the total advance amount, on each of the reports, repaying advances issued the first two months of the agreement. The adjustment shall be recorded in Part C, 1 of the report (ATTACHMENT IX).

Note #3: Submission of expenditure reports may or may not generate a payment request. If final expenditure report reflects funds due back to the Department, payment is to accompany the report.

**ATTACHMENT VIII
EXHIBIT 1**

INFORMATION AND REFERRAL REPORT SCHEDULE

Program Name	Report	Reporting Requirement	Report Due Date(s)
Information and Referral	Quarter 1	Reports must include the data elements identified in Attachment I, Exhibit 1, Standard 14: Data Analysis and Reporting for January – March.	April 11, 2015
Information and Referral	Quarter 2	Reports must include the data elements identified in Attachment I, Exhibit 1, Standard 14: Data Analysis and Reporting for April – June.	July 11, 2015
Information and Referral	Quarter 3	Reports must include the data elements identified in Attachment I, Exhibit 1, Standard 14: Data Analysis and Reporting for July – September.	October 11, 2015
Information and Referral	Quarter 4	Reports must include the data elements identified in Attachment I, Exhibit 1, Standard 14: Data Analysis and Reporting for October – December.	January 11, 2016

**ATTACHEMENT VIII
EXHIBIT 2**

Title IIID Programmatic Reporting Schedule

Program Name	Report	Reporting Requirement	Month Services were completed/delivered	Reports Due Date on or before
Title III D Evidence-based Disease Prevention and Health Promotion Services	Report 1	Submit monthly programmatic reports as specified in Attachment I Paragraph 2.4.8 Title IIID Reports (this report is on Excel)	January	February 15
Title III D Evidence-based Disease Prevention and Health Promotion Services	Report 2	Submit monthly programmatic reports as specified in Attachment I Paragraph 2.4.8 Title IIID Reports (this report is on Excel)	February	March 15
Title III D Evidence-based Disease Prevention and Health Promotion Services	Report 3	Submit monthly programmatic reports as specified in Attachment I Paragraph 2.4.8 Title IIID Reports (this report is on Excel)	March	April 15
Title III D Evidence-based Disease Prevention and Health Promotion Services	Report 4	Submit monthly programmatic reports as specified in Attachment I Paragraph 2.4.8 Title IIID Reports (this report is on Excel)	April	May 15
Title III D Evidence-based Disease Prevention and Health Promotion Services	Report 5	Submit monthly programmatic reports as specified in Attachment I Paragraph 2.4.8 Title IIID Reports (this report is on Excel)	May	June 15
Title III D Evidence-based Disease Prevention and Health Promotion Services	Report 6	Submit monthly programmatic reports as specified in Attachment I Paragraph 2.4.8 Title IIID Reports (this report is on Excel)	June	July 15
Title III D Evidence-based Disease Prevention and Health Promotion Services	Report 7	Submit monthly programmatic reports as specified in Attachment I Paragraph 2.4.8 Title IIID Reports (this report is on Excel)	July	August 15
Title III D Evidence-based Disease Prevention and Health Promotion Services	Report 8	Submit monthly programmatic reports as specified in Attachment I Paragraph 2.4.8 Title IIID Reports (this report is on Excel)	August	September 15
Title III D Evidence-based Disease Prevention and Health Promotion Services	Report 9	Submit monthly programmatic reports as specified in Attachment I Paragraph 2.4.8 Title IIID Reports (this report is on Excel)	September	October 15
Title III D Evidence-based Disease Prevention and Health Promotion Services	Report 10	Submit monthly programmatic reports as specified in Attachment I Paragraph 2.4.8 Title IIID Reports (this report is on Excel)	October	November 15
Title III D Evidence-based Disease Prevention and Health Promotion Services	Report 11	Submit monthly programmatic reports as specified in Attachment I Paragraph 2.4.8 Title IIID Reports (this report is on Excel)	November	November 15
Title III D Evidence-based Disease Prevention and Health Promotion Services	Report 12	Submit monthly programmatic reports as specified in Attachment I Paragraph 2.4.8 Title IIID Reports (this report is on Excel)	December	December 15

REQUEST FOR PAYMENT

REQUEST FOR PAYMENT OLDER AMERICANS ACT							
PROVIDER NAME, ADDRESS, PHONE AND FED ID NUMBER		TYPE OF REPORT: Advance _____ Reimbursement _____			THIS REQUEST PERIOD: Report # _____ Contract # : _____ Contract Period: _____ PSA : _____		
CERTIFICATION: I hereby certify to the best of my knowledge that this request conforms with the terms and the purposes set forth in the above contract.							
Prepared By: _____ Date: _____ Approved By: _____ Date: _____							
PART A: BUDGET SUMMARY	(1) ADMIN	(2) IIB	(3) IIC1	(4) IIC2	(5) IID	(6) IIE	(7) TOTAL
1. Approved Contract Amount	0.00	0.00	0.00	0.00	0.00	0.00	0.00
2. Previous Funds RECEIVED for Contract period	0.00	0.00	0.00	0.00	0.00	0.00	0.00
3. Contract Balance (Line 1 minus line 2)	0.00	0.00	0.00	0.00	0.00	0.00	0.00
4. Previous Funds REQUESTED and Not Received.	0.00	0.00	0.00	0.00	0.00	0.00	0.00
5. Contract Balance (Line 3 minus line 4)	0.00	0.00	0.00	0.00	0.00	0.00	0.00
PART B: FUNDS REQUESTED							
1. 1st-2nd Months Request Only	0.00	0.00	0.00	0.00	0.00	0.00	0.00
2. Net Expenditures For Month	0.00	0.00	0.00	0.00	0.00	0.00	0.00
3. Total	0.00	0.00	0.00	0.00	0.00	0.00	0.00
PART C: NET FUNDS REQUESTED:							
1. Less: Over-Advance	0.00	0.00	0.00	0.00	0.00	0.00	0.00
2. Contract Funds are Hereby Requested For	0.00	0.00	0.00	0.00	0.00	0.00	0.00
List of Services / Units / Rates provided - See attached report.							

DOEA FORM 106A revised 0/14

RECEIPTS AND EXPENDITURE REPORT

RECEIPTS AND EXPENDITURE REPORT
OLDER AMERICAN ACT

PROVIDER NAME, ADDRESS, PHONE# AND FEID#	Program Funding Source : Title III Admin. _____	THIS REPORT PERIOD FROM: _____ TO: _____ CONTRACT PERIOD: CONTRACT # _____ REPORT # _____ PSA# _____		
CERTIFICATION : I certify to the best of my knowledge and belief that this report is complete and all outlays herein are for purposes set forth in the contract.				
Prepared by : _____ Date : _____ Approved by : _____ Date : _____				
PART A : BUDGETED INCOME/ RECEIPTS 1. Federal Funds 2. State Funds 3. Program Income 4. Cash Match (CCE, HCE and Other) 5. SUBTOTAL: CASH RECEIPTS 6. Local In-Kind Match 7. TOTAL RECEIPTS	1. Approved Budget \$0.00 \$0.00 \$0.00 \$0.00 \$0.00 \$0.00 \$0.00	2. Actual Receipts For This Report \$0.00 \$0.00 \$0.00 \$0.00 \$0.00 \$0.00 \$0.00	3. Total Receipts Year to Date \$0.00 \$0.00 \$0.00 \$0.00 \$0.00 \$0.00 \$0.00	4. Percent of Approved Budget _____ % _____ % _____ % _____ % _____ % _____ % _____ %
PART B : EXPENDITURES 1. Administrative Services 2. Travel 3. TOTAL EXPENDITURES	1. Approved Budget \$0.00 \$0.00 \$0.00	2. Expenditures For This Report \$0.00 \$0.00 \$0.00	3. Expenditures Year to Date \$0.00 \$0.00 \$0.00	4. Percent of Approved Budget _____ % _____ % _____ %
PART C : OTHER EXPENDITURES (For tracking purposes only) 1. Match: CCE / GR HCE / GR Other and In-Kind 2. Local Match 3. TOTAL	\$0.00 \$0.00 \$0.00 \$0.00 \$0.00	\$0.00 \$0.00 \$0.00 \$0.00 \$0.00	\$0.00 \$0.00 \$0.00 \$0.00 \$0.00	_____ % _____ % _____ % _____ % _____ %
PART D : Other Revenue and Expenditures 1. Program Income (PI) a. OAA Unbudgeted PI Receipts YTD \$ _____	II. Addition Cost Alternative Program Income 1. Approved Budget \$ _____ 2. Received YTD \$ _____ 3. Expenditures \$ _____		III. Interest 1. Earned on GR Advance \$ _____ 2. Return of GR Advance \$ _____ 3. Other Earned \$ _____	

ATTACHMENT X
EXHIBIT 2

RECEIPTS AND EXPENDITURE REPORT

RECEIPTS AND EXPENDITURE REPORT OLDER AMERICAN ACT				
PROVIDER NAME, ADDRESS, PHONE# AND FEID#	PROGRAM FUNDING SOURCE: IIB _____ IIC1 _____ IIC2 _____ IID _____		THIS REPORT PERIOD FROM: _____ TO: _____ CONTRACT PERIOD: CONTRACT # REPORT # PSA#	
CERTIFICATION: I certify to the best of my knowledge and belief that this report is complete and all outlays herein are for purposes set forth in the contract.				
Prepared by : _____ Date : _____ Approved by : _____ Date : _____				
PART A : BUDGETED INCOME/ RECEIPTS	1. Approved Budget	2. Actual Receipts For This Report	3. Total Receipts Year to Date	4. Percent of Approved Budget
1. Federal Funds	\$0.00	\$0.00	\$0.00	_____ %
2. State Funds	\$0.00	\$0.00	\$0.00	_____ %
3. Program Income - Non Match	\$0.00	\$0.00	\$0.00	_____ %
4. Local Cash Match	\$0.00	\$0.00	\$0.00	_____ %
5. SUBTOTAL: CASH RECEIPTS	\$0.00	\$0.00	\$0.00	_____ %
6. Local In-Kind Match	\$0.00	\$0.00	\$0.00	_____ %
7. TOTAL RECEIPTS	\$0.00	\$0.00	\$0.00	_____ %
PART B : EXPENDITURES	1. Approved Budget	2. Expenditures For This Report	3. Expenditures Year to Date	4. Percent of Approved Budget
1. Meals / Meal Agreements	\$0.00	\$0.00	\$0.00	_____ %
2. Service/ Subcontractor	\$0.00	\$0.00	\$0.00	_____ %
3. Other	\$0.00	\$0.00	\$0.00	_____ %
4. Indirect Cost	\$0.00	\$0.00	\$0.00	_____ %
5. TOTAL EXPENDITURES	\$0.00	\$0.00	\$0.00	_____ %
PART C : OTHER EXPENDITURES (For Tracking Purposes only)				
1. Match				
a. Other and In-Kind	\$0.00	\$0.00	\$0.00	_____ %
b. Local Match	\$0.00	\$0.00	\$0.00	_____ %
2. NSIP Cash Received	\$0.00	\$0.00	\$0.00	_____ %
3. Program Income	\$0.00	\$0.00	\$0.00	_____ %
4. TOTAL OTHER	\$0.00	\$0.00	\$0.00	_____ %
PART D: INTEREST				
1. Earned on Advances	\$0.00			
2. Return on Advances	\$0.00			
3. Other Earned	\$0.00			
DOEA FORM 105as revised 9/23/2014				

RECEIPTS AND EXPENDITURE REPORT

RECEIPTS AND EXPENDITURE REPORT
OLDER AMERICAN ACT

PROVIDER NAME ADDRESS, PHONE# AND FEID# 	Program Funding Source Title III E _____	THIS REPORT PERIOD FROM _____ TO _____ CONTRACT PERIOD CONTRACT # REPORT # PSA#		
CERTIFICATION I certify to the best of my knowledge and belief that this report is complete and all outlays herein are for purposes set forth in the contract. Prepared by _____ Date _____ Approved by _____ Date _____				
PART A BUDGETED INCOME/ RECEIPTS	1. Approved Budget	2. Actual Receipts For This Report	3. Total Receipts Year to Date	4. Percent of Approved Budget
1. Federal Funds	\$0.00	\$0.00	\$0.00	_____ %
2. State Funds	\$0.00	\$0.00	\$0.00	_____ %
3. Program Income	\$0.00	\$0.00	\$0.00	_____ %
4. Local Cash Match	\$0.00	\$0.00	\$0.00	_____ %
5. SUBTOTAL CASH RECEIPTS	\$0.00	\$0.00	\$0.00	_____ %
6. Local In-Kind Match	\$0.00	\$0.00	\$0.00	_____ %
7 TOTAL RECEIPTS	\$0.00	\$0.00	\$0.00	_____ %
PART B EXPENDITURES	1. Approved Budget	2 Expenditures For This Report	3. Expenditures Year to Date	4. Percent of Approved Budget
A Direct Services				
1. Personnel	\$0.00	\$0.00	\$0.00	_____ %
2. Travel	\$0.00	\$0.00	\$0.00	_____ %
3. Building Space	\$0.00	\$0.00	\$0.00	_____ %
4. Communication / Utilities	\$0.00	\$0.00	\$0.00	_____ %
5. Printing / Supplies	\$0.00	\$0.00	\$0.00	_____ %
6. Equipment	\$0.00	\$0.00	\$0.00	_____ %
7. Other	\$0.00	\$0.00	\$0.00	_____ %
B Agreement Services				
8. Services Subcontracted	\$0.00	\$0.00	\$0.00	_____ %
9 TOTAL EXPENDITURES	\$0.00	\$0.00	\$0.00	_____ %
10 DEDUCTIONS				
a. Total Local Match	\$0.00	\$0.00	\$0.00	_____ %
b. Program Income Used	\$0.00	\$0.00	\$0.00	_____ %
c. TOTAL DEDUCTIONS	\$0.00	\$0.00	\$0.00	_____ %
11. NET EXPENDITURES	\$0.00	\$0.00	\$0.00	_____ %
PART C EXPENDITURES ANALYSIS	2 Units of Services Year to Date		3 Number of People Served Year to Date	
A. Expenditures by Services Year to Date				
1 Information	\$0.00	\$0.00	..	0.00
2 Assistance	\$0.00	\$0.00	..	0.00
3 Counseling	\$0.00	\$0.00	..	0.00
4. Respite	\$0.00	\$0.00	..	0.00
5. Supplemental Services	\$0.00	\$0.00	..	0.00
6. TOTAL	\$0.00	\$0.00	..	0.00
Part B Line 11, column 3 should be equal to this total.				
PART D GRANDPARENT SERVICES (reported by Federal Fiscal Year)				
FFY _____ \$ _____	FFY _____ \$ _____	FFY _____ \$ _____		
Match \$ _____	Match \$ _____	Match \$ _____		

COMPUTATION OF CARRYFORWARD AND OVERADVANCE OAA TITLE III

COMPUTATION OF CARRYFORWARD AND OVERADVANCE OAA TITLE III								
PSA NO. _____			CONTRACT PERIOD: _____					
CONTRACT NUMBER _____								
	AAA ADMINISTRATION		TITLE III B	TITLE III C1	TITLE III C2	TITLE III D	TITLE III E	TOTAL
	FED FUND	GEN REV	FED FUND	FED FUND	FED FUND	FED FUND	FED FUND	
CARRYFORWARD								
1. CURRENT YEAR FUNDING : FFY _____	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
2. PRIOR YEAR CARRYFORWARD: FFY _____	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
3. PRIOR YEAR CARRYFORWARD: FFY _____	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
4. CONTRACT TOTALS	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
5. NET EXPENDITURES FOR CONTRACT YEAR	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
6. CURRENT FFY CARRYFORWARD	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
7. CARRYFORWARD PERCENTAGE	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!
OVERADVANCES								
8. TOTAL FUNDS ADVANCED AND/OR REIMBURSED	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
9. LESS: EXPENDITURES FROM LINE 5	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
10. AMOUNT OF OVERADVANCE	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
11. REPORT APPROVED FOR AAA BY:				12. REPORT APPROVED BY DOEA DIVISION OF FINANCIAL ADMINISTRATION.				
_____ Signature _____ Date _____				_____ Signature _____ Date _____				
				13. REPORT APPROVED BY DOEA CONTRACT MANAGEMENT:				
				_____ Signature _____ Date _____				

ATTACHMENT F

DOEA Cost Analysis For Non-Competitively Procured Contracts in Excess of Category II

PSA #: _____

Contract #: _____

PROGRAM: _____

CONTRACT PERIOD: _____

TYPE OF SERVICE

1	2	Column 3	Column 4	Column 5	6	7	8	
		(to be completed by Contractor)			(to be completed by DOEA)			
Budget Category		Line Item	Amount	% Allocated to this Agreement	Allowable	Reasonable	Necessary	
Administration	a.	Salaries (List position titles and salaries below; add rows as necessary)						
			Sub-total Salaries		#DIV/0!			
		b.	Fringe Benefits		#DIV/0!			
		c.	Equipment		#DIV/0!			
		d.	Telephone & Utilities		#DIV/0!			
		e.	Travel		#DIV/0!			
		f.	Printing & Supplies		#DIV/0!			
	g.	Building Space		#DIV/0!				
	h.	Other (List below; add rows as necessary)		#DIV/0!				
				#DIV/0!				
				#DIV/0!				
				#DIV/0!				
				#DIV/0!				
		TOTAL ADMINISTRATION						
Services		Client Services (Attach details per instructions)		#DIV/0!				
		TOTAL SERVICES						
		CONTRACT TOTAL		#DIV/0!				

CERTIFICATION (to be signed by DOEA Contract Manager)
 I certify that the cost for each line item budget category has been evaluated and determined to be allowable, reasonable, and necessary as required by Section 216.3475, F.S. documentation is on file evidencing the methodology used and the conclusions reached.

Name: _____ Title: _____

Signature: _____ Date: _____

ATTACHMENT F
Exhibit 1

**INSTRUCTIONS: COST ANALYSIS FOR NON-COMPETITIVELY PROCURED
CONTRACTS IN EXCESS OF CATEGORY II**

The purpose of the ATTACHMENT F, Exhibit 1, is to document that costs in non-competitively procured contracts in excess of \$35,000 are allowable, reasonable and necessary.

Upon receipt of the form completed by the AAA, the DOEA contract manager will:

1. Evaluate each separate line item to determine whether the cost is allowable, reasonable and necessary.
 - a. To be allowable, a cost must be allowable pursuant to state and federal expenditure laws, rules and regulations and authorized by the agreement between the state and the contractor.
 - b. To be reasonable, a cost must be evaluated to determine that the amount does not exceed what a prudent person would incur given the specific circumstances.
 - c. To be necessary, a cost must be essential to the successful completion of the program.
2. Place the Cost Analysis for Non-Competitively Procured Agreements in Excess of Category II form in the official file for this contract at the Department of Elder Affairs.
 - (1) In accordance with the following instructions for the DOEA Cost Analysis For Non-Competitively Procured Contracts In Excess Of Category II worksheet (ATTACHMENT F, EXHIBIT 1), the contractor must complete COLUMNS 3 and 4 AND ensure COLUMN 5 calculates accurately. This form is required for the original contract and for any amendment that affects the amount of compensation and/or the level of services provided.
 - (2) Definition of Administrative Costs –
 - a. Salaries/Wages: The charges to directly hire someone and put them on payroll.
 - b. Fringe Benefits: The costs of health insurance, Social Security, Medicare, unemployment and other benefits paid on behalf of each employee. If fringe benefits will be based on a specified percentage, rather than the actual cost of fringe benefits, then the calculation for the fringe benefits amount must be shown.
 - c. Equipment: An article of nonexpendable, tangible personal property generally having a useful life of more than one year and an acquisition cost that equals or exceeds the lesser of the established capitalization level of \$5,000 (federal funds) or \$1,000 or hardback bound books not circulated, with a value of \$250.00 or more (state funds).
 - d. Telephone and Utilities: Expenses such as utilities and telephone service costs.
 - e. Travel: Expenses that are necessary, reasonable and allowable for carrying out the project. Travel must be in accordance with Section 112.061, Florida Statutes, which includes submission of the claim on the approved State travel voucher or electronic means and at the authorized meal, per diem and state mileage reimbursement rates.
 - f. Printing and Supplies: Expenses such as office supplies, postage, and printing.
 - g. Building Space: Costs related to lease or mortgage payments.
 - h. Other Costs: Identify these by individual line item and include their associated costs.
 - (3) Client Service costs should be documented via Area Agency on Aging Area Plans, Unit Cost information input into CIRTS, or some other form of documentation to support the cost analysis.
 - (4) The allocation to the agreement will be calculated based on the cost by line item cost divided by the total agreement amount.

ATTACHMENT K

SERVICE RATE REPORT

Service Rate Report				
PSA: 10				
Program: Federally Funded		From 01/01/2014 to 12/31/2014		
Program	SERVICE	Method of Payment	High Reimbursement Rate	Unit Type
O3C1	CONGREGATE MEALS	Fixed Fee/Unit Rate	\$5.89	MEALS
	NUTRITION EDUCATION	Fixed Fee/Unit Rate	\$1.77	PARTICIPANT
O3C2	HOME DELIVERED MEALS	Fixed Fee/Unit Rate	\$2.92	MEALS
	NUTRITION EDUCATION	Fixed Fee/Unit Rate	\$0.37	PARTICIPANT
	SCREENING & ASSESSMENT	Fixed Fee/Unit Rate	\$71.06	HOURS
OA3B	ADULT DAY CARE	Fixed Fee/Unit Rate	\$9.62	HOURS
	CASE MANAGEMENT	Fixed Fee/Unit Rate	\$42.98	HOURS
	CHORE*	Cost Reimbursement	Cost Reimbursement	EPISODES
	COUNSELING (GERONTOLOGICAL)- GROUP	Fixed Fee/Unit Rate	\$125.00	HOURS
	COUNSELING (GERONTOLOFICAL)- INDIVIDUAL	Fixed Fee/Unit Rate	\$86.38	HOURS
	EDUCATION/TRAINING- GROUP	Fixed Fee/Unit Rate	\$183.83	EPISODES
	HEALTH SUPPORT - GROUP	Fixed Fee/Unit Rate	\$102.31	HOURS
	HEALTH SUPPORT - INDIVIDUAL	Fixed Fee/Unit Rate	\$65.00	HOURS
	HOMEMAKER	Fixed Fee/Unit Rate	\$20.61	HOURS
	HOUSING IMPROVEMENT*	Cost Reimbursement	Cost Reimbursement	EPISODES
	INFORMATION	Fixed Fee/Unit Rate	\$9.68	HOURS
	INTAKE	Fixed Fee/Unit Rate	\$98.19	HOURS
	LEGAL ASSISTANCE	Fixed Fee/Unit Rate	\$57.31	HOURS
	OUTREACH	Fixed Fee/Unit Rate	\$176.13	EPISODES
	PERSONAL CARE	Fixed Fee/Unit Rate	\$19.36	HOURS
	RECREATION	Fixed Fee/Unit Rate	\$50.95	HOURS
	REFERRAL/ASSISTANCE	Fixed Fee/Unit Rate	\$63.44	EPISODES
	RESPIRE IN-FACILITY	Fixed Fee/Unit Rate	\$10.70	HOURS
	RESPIRE IN-HOME	Fixed Fee/Unit Rate	\$19.36	HOURS
	SCREENING & ASSESSMENT	Fixed Fee/Unit Rate	\$141.53	HOURS
TRANSPORTATION	Fixed Fee/Unit Rate	\$9.74	TRIPS	

ATTACHMENT K

OA3D	A MATTER OF BALANCE	Fixed Fee/Unit Rate	\$4,945.17	EPISODES
	ARTHRITIS FOUNDATION EXERCISE PROGRAM	Fixed Fee/Unit Rate	\$1,875.00	EPISODES
	CHRONNIC DISEASE SELF-MANAGEMENT PROGRAM	Fixed Fee/Unit Rate	\$3,750.00	EPISODES
	DIABETES SELF-MANAGEMENT PROGRAM	Fixed Fee/Unit Rate	\$1,710.87	EPISODES
	TAI CHI: MOVING FOR BETTER BALANCE	Fixed Fee/Unit Rate	\$3,420.59	EPISODES
OA3E	ADULT DAY CARE	Fixed Fee/Unit Rate	\$9.62	HOURS
	CAREGIVER TRAIN/SUPPORT (GRP)	Fixed Fee/Unit Rate	\$2,628.00	HOURS
	CAREGIVER TRAIN/SUPPORT (INDV)	Fixed Fee/Unit Rate	\$64.15	HOURS
	RESPIRE IN-HOME	Fixed Fee/Unit Rate	\$15.00	HOURS
OA3EG	CAREGIVER TRAIN/SUPPORT (GRP)	Fixed Fee/Unit Rate	\$106.40	HOURS
	CAREGIVER TRAIN/SUPPORT (INDV)	Fixed Fee/Unit Rate	\$75.09	HOURS
	CHILD DAY CARE	Fixed Fee/Unit Rate	\$3.74	HOURS
OA3ES	HOUSING IMPROVEMENT*	Cost Reimbursement	Cost Reimbursement	EPISODES
	LEGAL ASSISTANCE	Fixed Fee/Unit Rate	\$57.31	HOURS
*As stipulated in contract, these services are provided on a cost reimbursement basis.				