

**SUBMITTAL TO THE BOARD OF SUPERVISORS  
COUNTY OF RIVERSIDE, STATE OF CALIFORNIA**

418



**FROM:** Office on Aging

**SUBMITTAL DATE:**  
June 10, 2010

**SUBJECT:** Approve contract agreements with 15 contractors for FY 2010/2011 covering 20 senior services in all of Riverside County and allow Purchasing Agent to enter into contract amendments with Senior Service Providers.

**RECOMMENDED MOTION:** That the Board of Supervisors:

- 1) Approve agreements with 15 Contractors (See Form 11 Attachment A1 for list of contractors).
- 2) Authorize Purchasing Agent to sign the agreements.
- 3) Direct the Clerk of the Board to retain (1) original copy of each contract and return (3) copies of each contract to the Office on Aging for further processing.
- 4) After contract agreements are approved, allow Purchasing Agent to enter into contract amendments with Senior Service Providers to increase or transfer funding amounts between service providers not to exceed 10% of the annual aggregate budget in order to meet service needs.

**BACKGROUND:** The enclosed agreements represent the second of the three year Request for Proposal (RFP) Contracting cycle (July 1, 2010 through June 30, 2011) based on federal guidelines. The RFP process requires a public process in which the Riverside County Office on Aging requests potential contractors to bid for 20 senior services in all of Riverside County through an intense application process.

*Edward F. Walsh*  
Edward F. Walsh  
Director

Continued on next page....

<b>FINANCIAL DATA</b>	Current F.Y. Total Cost:	\$ 3,651,469.00	In Current Year Budget:	Yes
	Current F.Y. Net County Cost:	\$ 0	Budget Adjustment:	No
	Annual Net County Cost:	\$ 0	For Fiscal Year:	10/11

<b>SOURCE OF FUNDS:</b> Federal 81% State 19%	<b>Positions To Be Deleted Per A-30</b>	<input type="checkbox"/>
	<b>Requires 4/5 Vote</b>	<input type="checkbox"/>

**C.E.O. RECOMMENDATION:**

APPROVE  
BY: *Lani Sioson*  
Lani Sioson

**County Executive Office Signature**

**MINUTES OF THE BOARD OF SUPERVISORS**

On motion of Supervisor Stone, seconded by Supervisor Buster and duly carried by unanimous vote, IT WAS ORDERED that the above matter is approved as recommended.

Ayes: Buster, Tavaglione, Stone, Benoit and Ashley  
Nays: None  
Absent: None  
Date: July 13, 2010  
xc: Office on Aging, Purchasing, EO, Auditor

Kecia Harper-Ihem  
Clerk of the Board  
By: *Kecia Harper-Ihem*  
Deputy

Prev. Agn. Ref 3.36 6/23/09 District: All Agenda Number:

3.63

ATTACHMENTS FILED WITH THE CLERK OF THE BOARD

FISCAL PROCEDURES APPROVED  
 ROBERT E. BYRD, AUDITOR-CONTROLLER  
 BY: *Samuel Wong*  
 SAMUEL WONG, Purchasing Agent  
 Mark Seiler, Assistant Director  
 FORM APPROVED COUNTY COUNSEL  
 BY: *Neal R. Kipnis*  
 NEAL R. KIPNIS, DATE: \_\_\_\_\_  
 Policy  Policy   
 Consent  Consent   
 Dep't Recomm.: \_\_\_\_\_ Per Exec. Ofc.: \_\_\_\_\_

**From:** Office on Aging

**Date:** 06/10/10

**SUBJECT:** Approve contract agreements with 15 contractors for FY 2010/2011 covering 20 senior services in all of Riverside County and allow Purchasing Agent to enter into contract amendments with Senior Service Providers.

**BACKGROUND:** (continued)

Those who offer services that meet our standards and are at a rate that is competitive are approved by our Advisory Council. These agreements covering the period July 1, 2010 through June 30, 2011, in the reimbursable amount of \$3,651,469.00 continues 20 vital services to frail seniors in Riverside County. These services target seniors in Riverside County that need: Title III B Personal and Homemaker Services, Title III B Transportation, Title III B Adult Day Care, Title III B Legal Services; Title III & VII Ombudsman Services; Title III C-1 Congregate Meals, Title III C-2 Home Delivered Meals; Title III E Family Caregiver Support Group, Title III E Family Caregiver Respite, Title III E Access Information and Assistance, Title III E Access Comprehensive Assessment, Title III E Access Case Management; Title III E Access Assisted Transportation; Community Based Services Programs(HICAP).

Attachment A1 of the Form 11 gives a breakdown of service providers, program and service descriptions, dollar amounts, and total contract amounts per service provider.

More descriptive information regarding the contractors and services to be performed are located in each contractor agreement under Attachment A (Scope of Service). This provides program specifications including definitions of service, unit costs if applicable, and methods of service delivery for each contractor.

These programs are funded by the Older Americans Act, Older Californian Act, and support the goals and objectives of the Office on Aging's three-year Strategic Plan: A Compass for Quality Aging. Our strategic plan was approved by the Office on Aging Advisory Council April 3, 2009 and the Board of Supervisors on April 28, 2009, Agenda Number 2.12.

Additionally, the Office on Aging would like the Board of Supervisors to allow the Purchasing Agent to expedite service provider contract budget increases or transfers of funds between Senior Service Providers not to exceed ten percent (10%) of the annual aggregate contractor allocations. Processing Contract Amendments through the Form 11 process utilizes a large amount of staff time (both Office on Aging and other County staff). Approval by the Board of Supervisors of this recommended motion would allow the Office on Aging to efficiently expedite contract budget adjustments to deliver much needed services to the community in a timely manner.

Total FY 10/11 contract allocations of \$3,651,469.00 would allow for a maximum of \$365,146.00 in increases or transfers of funds.

The current contractors and their budgets are listed on Attachment A1.

The Office of County Counsel has approved these agreements as to form.

**Financial Impact:** No additional County funds requested.

<b>Office On Aging</b>				
<b>Contracts for Fiscal Year 10-11</b>				
<b>Attachment A1</b>				
<b>Program</b>	<b>Project/Grant</b>	<b>Acct Number</b>	<b>Actuals 10-11</b>	<b>Subrecipient</b>
Title IIIB - Adult Day Care	OA60547FY11	536200	\$ 50,000.00	Care Connexus, Inc.
Title IIIE - Caregiver Support - Support Group	OA62718FY11	536200	\$ 8,460.00	Care Connexus, Inc.
Title IIIE - Caregiver Support - Training	OA62721FY11	536200	\$ 7,375.00	Care Connexus, Inc.
Title IIIE - Respite - Day Care	OA62834FY11	536200	\$ 18,311.00	Care Connexus, Inc.
			<b>\$ 84,146.00</b>	
Title IIIB - Comm Svcs - Sr Center Staffing	OA61642FY11	536200	\$ 41,658.00	Colorado River Senior Center
			<b>\$ 41,658.00</b>	
Title IIIB - Adult Day Care	OA60547FY11	536200	\$ 16,000.00	DASH, Incorporated
Title IIIE - Access - Case Management	OA62636FY11	536200	\$ 11,920.00	Alzheimers Association
Title IIIE - Caregiver Support - Support Group	OA62718FY11	536200	\$ 3,000.00	Alzheimers Association
Title IIIE - Caregiver Support - Training	OA62721FY11	536200	\$ 7,000.00	Alzheimers Association
Title IIIE - Caregiver Support - Counseling	OA62707FY11	536200	\$ 4,000.00	Alzheimers Association
Title IIIE - Respite - Day Care	OA62834FY11	536200	\$ 15,000.00	Alzheimers Association
			<b>\$ 40,920.00</b>	
Title IIIB - Adult Day Care	OA60547FY11	536200	\$ 35,000.00	Eisenhower Memorial Five Star Club
			<b>\$ 35,000.00</b>	
Title IIIC2 NSIP - Meals	OA60451FY11	536200	\$ 112,000.00	Family Service Association
Title IIIC1 NSIP - Meals	OA60751FY11	536200	\$ 60,000.00	Family Service Association
Title IIIC2 - Meals	OA60451FY11	536200	\$ 655,630.00	Family Services Association
Title IIIB - Adult Day Care	OA60547FY11	536200	\$ 19,259.00	Family Services Association
Title IIIC1 - Meals	OA60751FY11	536200	\$ 424,753.00	Family Services Association
Title IIIE - Caregiver Support - Counseling	OA62707FY11	536200	\$ 8,680.00	Family Services Association
Title IIIE - Caregiver Support - Training	OA62721FY11	536200	\$ 18,000.00	Family Services Association
Title IIIE - Respite - Day Care	OA62834FY11	536200	\$ 10,000.00	Family Services Association
			<b>\$ 1,308,322.00</b>	
Title IIIB - Homemaker	OA60214FY11	536200	\$ 60,939.00	Maxim HealthCare Services
Title IIIB - Personal Care	OA60103FY11	536200	\$ 98,514.00	Maxim HealthCare Services
			<b>\$ 159,453.00</b>	
HICAP Medicare Modernization Act (MMA)	OA51055FY11	536200		Inland Agency
HICAP Reimbursements (Ins. Fund)	OA51056FY11	536200	\$ 190,433.00	Inland Agency
HICAP Funds	OA51091FY11	536200	\$ 95,192.00	Inland Agency
HICAP Federal Base (SHIP Funds)	OA51098FY11	536200	\$ 99,974.00	Inland Agency
HICAP Federal Base (SHIP Rural Funds)	OA51099FY11	536200	\$ 5,225.00	Inland Agency
			<b>\$ 390,824.00</b>	
Title IIIE - Access - Case Management	OA62636FY11	536200	\$ 10,000.00	Inland Caregiver Resource Center

Title III E - Caregiver Support - Support Group	OA62718FY11	536200	\$ 2,300.00	Inland Caregiver Resource Center
Title III E - Caregiver Support - Training	OA62721FY11	536200	\$ 7,000.00	Inland Caregiver Resource Center
Title III E - Respite - 24 Hr Care	OA62834FY11	536200	\$ 10,000.00	Inland Caregiver Resource Center
Title III E - Respite - Day Care	OA62834FY11	536200	\$ 10,000.00	Inland Caregiver Resource Center
Title III E - Respite - In-Home	OA62834FY11	536200	\$ 25,000.00	Inland Caregiver Resource Center
			\$ 64,300.00	
Title III B - Legal - Legal Assistance	OA61140FY11	536200	\$ 56,213.00	Inland County Legal Services
			\$ 56,213.00	
Title III B - Escort	OA60910FY11	536200	\$ 63,745.00	Partnership to Preserve Independent Living
			\$ 63,745.00	
Title III C2 - Meals	OA60451FY11	536200	\$ 100,000.00	Riverside-San Bernardino Co Indian Health
Title III C1 - Meals	OA60751FY11	536200	\$ 15,354.00	Riverside-San Bernardino Co Indian Health
			\$ 115,354.00	
Title III B - Comm Svcs - Material Aid	OA61615FY11	536200	\$ 61,970.00	Second Harvest Food Bank
			\$ 61,970.00	
Title III C2 NSIP - Meals	OA60451FY11	536200	\$ 112,000.00	Sodexo America, LLC
Title III C1 NSIP - Meals	OA60751FY11	536200	\$ 60,000.00	Sodexo America, LLC
Title III C2 - Meals	OA60451FY11	536200	\$ 550,000.00	Sodexo Marriott Mgmt, Inc.
Title III C1 - Meals	OA60751FY11	536200	\$ 324,753.00	Sodexo Marriott Mgmt, Inc.
			\$ 1,046,753.00	
Title VIA - Ombudsman - Fac Visit	OA61806FY11	536200	\$ 61,226.00	Volunteer Center of Riverside County
Ombudsman Initiative - Volunteer Recruitment	OA61926FY11	536200	\$ 53,661.00	Volunteer Center of Riverside County
Ombudsman Initiative - Title III B	OA61805FY11	536200	\$ 51,924.00	Volunteer Center of Riverside County
			\$ 166,811.00	
		<b>Grand Total:</b>	<b>3,651,469.00</b>	

 5/19/10

**CONTRACT CONTENTS CHECKLIST  
FISCAL YEAR 2010/2011**

Contract with: **Care Connexus, Inc.**

√ Check each box when complete

Contract: (4) Signed Standard Agreements:	<input checked="" type="checkbox"/>	Four Signature Pages Only
Attachment A: (Scope of Services)	<input checked="" type="checkbox"/>	Attachments A: Care Connexus, Inc. Titles IIIB & IIIE
Exhibit C: Budgets	<input checked="" type="checkbox"/>	Exhibits C: Care Connexus, Inc.

**Insurance Copies:**

	Attach a copy Certificate of Insurance	Expiration Dates
<input checked="" type="checkbox"/>	Workers Compensation	7/1/2010
<input checked="" type="checkbox"/>	*Commerce General Liability	4/1/2011
<input checked="" type="checkbox"/>	*Vehicle Liability	7/1/2010
<input checked="" type="checkbox"/>	General Insurance	4/1/2011
<input checked="" type="checkbox"/>	Professional Liability	4/1/2011

\* Requires additionally insured letter

Board Resolution Stmt & Signatures	<input checked="" type="checkbox"/>	Authorization to enter into agreement
Organizational Chart:	<input checked="" type="checkbox"/>	Include names and job titles

AGENCY CONTRACTS REPRESENTATIVE PLEASE FILL OUT THIS CONTRACT CONTENTS CHECKLIST FORM COMPLETELY AND RETURN WITH CONTRACT PACKAGE.

**\* Failure to include all required documents that are complete and correct will result in the package being returned to me via regular mail. The returned package will include a statement indicating the reason(s) for return. Execution of this Contract and the availability of funds WILL be delayed.**

\* Please provide the name(s) of the person(s) who complete the Monthly Reports and Reimbursements:

Monthly Reports/Name/Phone Number  
 \_\_\_\_\_  
 Rey DeGuzman, Accountant (951) 509-2500

Reimbursements/Name/Phone Number  
 \_\_\_\_\_  
 Rey DeGuzman, Accountant (951) 509-2500

Please provide an email address for your agency  
 \_\_\_\_\_  
[jklingenberger@careconnexus.com](mailto:jklingenberger@careconnexus.com) / [rdeguzman@careconnexus.com](mailto:rdeguzman@careconnexus.com)

\* Upon receipt of a complete and correct contract package, the contract will be executed and a copy sent to.

*Jeanne Klingenberger* 6/4/10  
 \_\_\_\_\_  
 SIGNATURE/DATE  
 (DIRECTOR OR DESIGNEE)

Amendment Number:

1. This Agreement is entered into between the Riverside County Agency and Contractor named below.

Riverside County Agency Name  
Office on Aging

Contractor Name  
CARE CONNEXUS, INC.

2. The term of this Agreement is: July 1, 2010 through June 30, 2011



3. Maximum amount of this Agreement: \$84,146.00  
Eighty Four Thousand One Hundred Forty-Six

4. The parties agree to comply with the terms and conditions of the following exhibits which are by this reference made a part of the Agreement.

- Attachment(s) A Scope of Work
- Attachment B Individual Contractor Allocations
- Attachment C Contract Budget
- Exhibit A
- Exhibit B
- Exhibit D
- Exhibit E

Insurance Certificates General Liability and Vehicle require additionally insured letter

**IN WITNESS WHEREOF, this Agreement has been executed by the parties hereto.**

Contractor		County of Riverside	
Contractor Name: Care Connexus		Agency Name: Riverside County Office on Aging	
BY (Authorized Signature) 	Date Signed <u>6/4/10</u> 6/4/2010	BY (Authorized Signature) 	Date Signed <u>6-22-10</u>
Printed Name And Title of Person Signing JEANNE KLINGENBERGER, Executive Director		Printed Name And Title of Person Signing Purchasing: <u>Mark Seiler, Assistant Director</u>	
Address 4130 Adams St., Ste. B Riverside, CA 92504		Address 6296 River Crest Drive, Suite K Riverside, CA 92507-0738	

FORM APPROVED COUNTY COUNSEL

BY:  8/17/10  
NEAL R. KIPNIS DATE

JUL 13 2010 3.63

# **Scope of Work**

**A - 1 Adult Day Care**

**A - 2 Caregiver Support  
(Caregiver Support Group)**

**A - 3 Caregiver Support  
(Caregiver Training)**

**A - 4 Respite Care Services**

**ADULT DAY CARE**

**ATTACHMENT(S) A  
SCOPE OF SERVICES**



**PROGRAM #1**  
**ADULT DAY CARE**

**ATTACHMENT A-1**

**SCOPE OF SERVICES**

FY 2010-2011

**ADULT DAY CARE**

I. PROGRAM SPECIFICATIONS

A. Program # - 1  
Unit of Service - 1 Hour

Definition -

1. Unit Measurement:

2. Units of Service/Clients Served:

a. Units of Service to be Provided Under Contract:	<u>4000 hrs.</u>
b. Unit Rate:	<u>\$12.50</u>
c. Number of New Clients to be Served:	<u>28</u>
d. Number of New Minorities to be Served:	<u>13</u>
e. Number of Clients in Target Groups:	<u>28</u>

II. INTAKE/SCREEN FORMS

Contractor must use the "New Senior Intake Form", 100x, (OoA Form 2), for each new client served, and take appropriate measures to ensure confidentiality of such client information. A copy of this form for each new senior served during the reporting month must be submitted to the Office on Aging along with the Monthly Supportive Services Report and Request for Reimbursement.

III. STAFFING PLAN

Attach to this Scope of Service an organization chart and job descriptions for key paid and volunteer staff. Describe how non-English speaking clients will be served and what training will be available to staff.

Care Connexus, Inc. takes pride in the cultural diversity of its staff. More than one quarter of the 37 staff members is bi-

## ATTACHMENT A-1

lingual (Spanish-speaking) allowing us to effectively serve monolingual participants and caregivers. Spanish, after English is the language most frequently used. See *Organizational Chart as Appendix A and Job Descriptions as Appendix B*

Staff receives training and orientation upon hiring. Weekly staff training is held at each Center. Topics include: instruction on client management issues, lifting, stress reduction, cultural diversity, and other pertinent items. Outside training and/or facilitators are also used. Management, nursing and social work staff generally provides training.

#### IV. PLAN OF ACTION

Briefly answer the following questions about the program/services to be provided under this Contract. If you use additional pages, please repeat the question(s) with your answers.

- A. Describe the day-to-day activities you will undertake to provide this service, i.e., how you will reach out to specific neighborhoods, how you will handle referrals, record keeping, etc."

The Adult Day Programs provides much more than direct personal care, it provides programming that helps to stabilize the person's condition and helps that person function at the highest level possible. The program is especially designed to serve the needs of older adults who are physically disabled and/or memory impaired. Structured activities encourage participation and help to combat the lack of motivation and depression associated with illnesses such as Alzheimer's disease, stroke, Parkinson's disease, Multiple Sclerosis, and cardiovascular impairment.

Care Connexus, Inc., offers a specialized program for persons with moderate to severe symptoms of Alzheimer's disease. The client may pace, wander, exhibit mild behavior problems, and/or require help with feeding, walking, bath-rooming, etc. Clients may be in wheelchairs, or use a cane or walker. Trained Program Assistants, under the supervision of an experienced Program Director, provide care.

Nursing consultation may be provided along with assistance with medications. Special attention is paid to the nutritional needs of the clients. A light breakfast and hot

## ATTACHMENT A-1

lunch are served each day. Activities are provided which are cognitively stimulating and encourage physical movement.

Outreach methods used by Care Connexus, Inc. have been effective in reaching eligible participants. Care Connexus, Inc. uses a variety of outreach methods to ensure that eligible persons and family members know about the availability of services, including: mailings, brochure distribution, personal contracts, calls to organizations and professionals serving the senior population; home visits and media. Requests for scholarship assistance are handled through the social work office. Information, assistance and referral requests are documented by program staff. Records are maintained in the business office.

B. Hours/days of operation:

Both the Riverside and Sun City Centers are open Monday through Friday, 8:30am to 2:00pm. Both centers offer caregiver support groups and respite care.

C. Describe the geographic area(s) Target Area Group TAG), your program will serve:

TAG's 1, 2, 3, & 4

D. Describe how you will find and serve, or involve members of target population groups:

The target areas for this program are heavily populated with minority people and persons of low poverty income. Outreach techniques will take the diversity of the population into consideration, as will staff recruitment. Care Connexus, Inc. uses a variety of means to reach potential participants. In addition to networking and community educational presentations, Care Connexus, Inc. visits board and care agencies, physicians, and organizations, which serve the aging population. The success of our outreach is reflected in the diversity of our participants.

## ATTACHMENT A-1

- E. Describe how you will coordinate your program with other senior services providers in your community, i.e., transportation, housing, health providers, churches, civic groups, etc.:

Upon telephone or walk-in inquiries, Social Work staff determines the need for other referral resources to/from Care Connexus, Inc. include Inland Empire Alzheimer's Association; other Adult Day Care Agencies - Inland Caregiver Resource Center; SCAN, Home Health Care Agency/VNA Hospice; Riverside Office on Aging; Sun City Concern; United Way; numerous board and care, assisted living, skilled nursing and retirement agencies. Care Connexus, Inc. maintains active referral linkages with these agencies. We actively participate in a wide variety of community organization and activities. These include groups, specific to our area of interest and mission, such as Serving Senior Network and civic organizations. Care Connexus, Inc. is a United Way Funded Agency. Representatives from Care Connexus, Inc. are frequently invited to participate in planning forums and training programs. Care Connexus, Inc. utilizes many transportation modalities, Riverside Transit Agency, City of Riverside Specialized Transportation, Care A Van and Care Connexus, Inc. transportation to name a few. Care Connexus, Inc. is included in the Coordinated Plan of the Riverside County Transportation Commission. RTA is the lead agency for this coordination.

On June 2, 2010 the Adult Day Program was relocated to a stand alone building on the Cenicerros Campus. The new facility is more conducive to a therapeutic environment for persons with dementia.

- F. Include other pertinent\unique information about your program:

Our agency continues to upgrade its technological capacity. The accounting functions, client billings, Individual Care Plans, and payroll are already computerized. Computers are networked to allow to CADCare client management system. Centers are linked through email.

**CAREGIVER SUPPORT**

**ATTACHMENT(S) A  
SCOPE OF SERVICES**

**PROGRAM # 2 & 3**  
**CAREGIVER SUPPORT**  
**(Support Group)**  
**(Caregiver Training)**

**ATTACHMENTS A-2 & A-3**

**SCOPE OF SERVICES**

FY 2010-2011

**CAREGIVER SUPPORT GROUP**

I. PROGRAM SPECIFICATIONS

- A. Program # - 2  
Unit of Service - 1 Hour

Definition -

1. Unit Measurement:
2. Units of Service/Clients Served:
  - a. Units of Service to be Provided Under Contract: 79 hrs.
  - b. Unit Rate: \$107.45
  - c. Number of New Clients to be Served: 55
  - d. Number of New Minorities to be Served: 12
  - e. Number of Clients in Target Groups: 55

**CAREGIVER TRAINING**

I. PROGRAM SPECIFICATIONS

- A. Program # - 3  
Unit of Service - 1 Contact

Definition -

1. Unit Measurement:
2. Units of Service/Clients Served:
  - a. Units of Service to be Provided Under Contract: 123 hrs.
  - b. Unit Rate: \$60



## ATTACHMENTS A-2 & A-3

c.	Number of New Clients to be Served:	<u>20</u>
d.	Number of New Minorities to be Served:	<u>6</u>
e.	Number of Clients in Target Groups:	<u>20</u>

### II. INTAKE/SCREEN FORMS

Contractor must use the "New Senior Intake Form", 100x, (OoA Form 2), for each new client served, and take appropriate measures to ensure confidentiality of such client information. A copy of this form for each new senior served during the reporting month must be submitted to the Office on Aging along with the Monthly Supportive Services Report and Request for Reimbursement.

### III. STAFFING PLAN

Attach to this Scope of Service an organization chart and job descriptions for key paid and volunteer staff. Describe how non-English speaking clients will be served and what training will be available to staff.

Care Connexus, Inc. takes pride in the cultural diversity of its staff. More than one quarter of the 37 staff members are bilingual (Spanish-speaking) allowing us to effectively serve monolingual participants and caregivers. Spanish, after English is the language most frequently used.

Staff receives training and orientation upon hiring. Weekly staff training is held at each Center. Topics include: instruction on client management issues, lifting, stress reduction, cultural diversity, and other pertinent items. Outside training and/or facilitators are also used. Management, nursing and social work staff generally provides training. (See Appendix A for Job Descriptions).

### IV. PLAN OF ACTION

Briefly answer the following questions about the program/services to be provided under this Contract. If you use additional pages, please repeat the question(s) with your answers.

A. Describe the day-to-day activities you will undertake to provide this service, i.e., how you will reach out to specific neighborhoods, how you will handle referrals, record

## ATTACHMENTS A-2 & A-3

keeping, etc."

Outreach methods used by Care Connexus, Inc. have been effective in reaching caregivers who are unable to cope with the demands of care-giving. Care Connexus, Inc. uses a variety of outreach methods to ensure that caregivers and family members know about the availability of services, including: mailings, Spanish and English brochure distribution, personal contracts, calls to organizations and professionals serving the senior population; home visits and media. Requests for caregivers support, training and respite assistance are handled through the social work office. Information assistance and referral requests are documented by program staff. Records are maintained in the business office.

### B. Hours/days of operation:

Both the Riverside and Sun City Centers are open Monday through Friday, 8:30am to 2:00pm. Both centers offer caregiver support groups and respite care.

### C. Describe the geographic area(s)Target Area Group TAG), your program will serve:

TAG's 1,2,3 & 4

### D. Describe how you will find and serve, or involve members of target population groups:

The target areas for this program are heavily populated with minority people and persons of low poverty income. Outreach techniques will take the diversity of the population into consideration, as will staff recruitment. Care Connexus, Inc. uses a variety of means to reach potential caregivers. In addition to networking and community educational presentations, Care Connexus, Inc. visits board and care agencies, physicians, and organizations, which serve the aging population. The success of our outreach is reflected in the diversity of our participants.

## ATTACHMENTS A-2 & A-3

- E. Describe how you will coordinate your program with other senior services providers in your community, i.e., transportation, housing, health providers, churches, civic groups, etc.:

Care Connexus, Inc. a long history of collaborating with and partnering with other providers in the community. Upon telephone or walk-in participant inquires, social worker determines the need for other referral resources. This may include Alzheimer's Association;, Adult Day Care Agencies - Inland Caregiver Resource Center; SCAN, Home Health Care Agency/VNA Hospice; Riverside Office on Aging; Sun City Concern; United Way; numerous board and care, assisted living, skilled nursing and retirement agencies. Care Connexus, Inc. maintains active referral linkages with these agencies. We actively participate in a wide variety of community organization and activities. These include groups, specific to our area of interest and mission, such as civic organizations. Care Connexus, Inc. is a United Way Funded Agency. Representatives from Care Connexus are frequently invited to participate in planning forums and training programs.

- F. Include other pertinent\unique information about your program:

Our agency continues to upgrade its technological capacity. The accounting functions, client billings, Individual Care Plans, and payroll are already computerized. Computers are networked to allow to CADCare client management system. Centers are linked through email.

# RESPIRE CARE SERVICES

## ATTACHMENT(S) A SCOPE OF SERVICES

**PROGRAM #4**  
**RESPITE CARE SERVICES**

**ATTACHMENT A-4**

**SCOPE OF SERVICES**

FY 2010-2011

Alzheimer's Association

**RESPIRE CARE SERVICES**

I. PROGRAM SPECIFICATIONS

- A. Program # - 4  
Unit of Service - 1 Hour

Definition -

1. Unit Measurement:
2. Units of Service/Clients Served:
  - a. Units of Service to be Provided Under Contract: 1465 hrs.
  - b. Unit Rate: \$12.50
  - c. Number of New Clients to be Served: 30
  - d. Number of New Minorities to be Served: 8
  - e. Number of Clients in Target Groups: 30

II. INTAKE/SCREEN FORMS

Contractor must use the "New Senior Intake Form", 100x, (OoA Form 2), for each new client served, and take appropriate measures to ensure confidentiality of such client information. A copy of this form for each new senior served during the reporting month must be submitted to the Office on Aging along with the Monthly Supportive Services Report and Request for Reimbursement.

III. STAFFING PLAN

Attach to this Scope of Service an organization chart and job descriptions for key paid and volunteer staff. Describe how non-English speaking clients will be served and what training will be available to staff.

## ATTACHMENT A-4

Care Connexus, Inc. takes pride in the cultural diversity of its staff. More than one quarter of the 37 staff members are bilingual (Spanish-speaking) allowing us to effectively serve monolingual participants and caregivers. Spanish, after English is the language most frequently used.

Staff receives training and orientation upon hiring. Weekly staff training is held at each Center. Topics include: instruction on client management issues, lifting, stress reduction, cultural diversity, and other pertinent items. Outside training and/or facilitators are also used. Management, nursing and social work staff generally provides training.

### IV. PLAN OF ACTION

Briefly answer the following questions about the program/services to be provided under this Contract. If you use additional pages, please repeat the question(s) with your answers.

A. Describe the day-to-day activities you will undertake to provide this service, i.e., how you will reach out to specific neighborhoods, how you will handle referrals, record keeping, etc."

Outreach methods used by Care Connexus, Inc, have been effective in reaching eligible caregivers. Care Connexus, Inc. uses a variety of outreach methods to ensure that caregivers and family members know about the availability of services, including: mailings, brochure distribution, personal contracts, calls to organizations and professionals serving the senior population; home visits and media. Requests for respite assistance are handled through the social work office. Information, assistance and referral requests are documented by program staff. Records are maintained in the business office. Respite is offered through CCI's Adult Day Programs.

B. Hours/days of operation:

Both the Riverside and Sun City/Menifee Centers are open Monday through Friday, 8:30am to 2:00pm. Both centers offer caregiver support groups and respite care.

## ATTACHMENT A-4

- C. Describe the geographic area(s) Target Area Group TAG), your program will serve:

TAG's 1,2,3 & 4

- D. Describe how you will find and serve, or involve members of target population groups:

The target areas for this program are heavily populated with minority people and persons of low poverty income. Outreach techniques will take the diversity of the population into consideration, as will staff recruitment. Care Connexus, Inc. uses a variety of means to reach potential participants. In addition to networking and community educational presentations, Care Connexus, Inc. visits board and care agencies, physicians, and organizations, which serve the aging population. The success of our outreach is reflected in the diversity of our participants. Care Connexus, Inc. also has a Web Site. [www.careconnexus.com](http://www.careconnexus.com)

- E. Describe how you will coordinate your program with other senior services providers in your community, i.e., transportation, housing, health providers, churches, civic groups, etc.:

Care Connexus, has a long history of collaborating with other senior programs. This may include Inland Empire Alzheimer's Association; other Adult Day Care Agencies - Inland Caregiver Resource Center; SCAN, Home Health Care Agency/VNA Hospice; Riverside Office on Aging; Sun City Concern; United Way; numerous board and care, assisted living, skilled nursing and retirement agencies. Care Connexus, Inc. maintains active referral linkages with these agencies. We actively participate in a wide variety of community organization and activities. These include groups, specific to our area of interest and mission, such as civic organizations. Care Connexus, Inc. is a United Way Funded Agency. Representatives from Care Connexus, Inc. are frequently invited to participate in planning forums and training programs.



## ATTACHMENT A-4

F. Include other pertinent\unique information about your program:

Our agency continues to upgrade its technological capacity. The accounting functions, client billings, Individual Care Plans, and payroll are already computerized. Computers are networked to allow to CADCare client management system. Centers are linked through email.

**ATTACHMENT B  
ALLOCATION**

**ATTACHMENT B**

**Contracts for Services Fiscal Year 2010/2011**  
**Vendor #4832**

<b>Provider</b>	<b>Funding Source</b>	<b>Project/Grant</b>	<b>Program</b>	<b>Unit of Service</b>	<b>Unit Description</b>	<b>CFDA #</b>	<b>Number of Units</b>	<b>Unit Rate</b>	<b>Dollar Amount</b>	<b>Total Contract Amount per Provider</b>
Care Connexus, Inc. 4130 Adams St, Suite B Riverside, CA 92504	OA51193FY11		Community Based	ADCRC	Expense Reimbursement	n/a	n/a	Expenses	\$0.00	
	OA60547FY11		Title III B Adult Day Care	Attendance (1 Hour)	1 Hour	93.044	4,419	\$12.50	\$50,000.00	
	OA62718FY11		Title III E Caregiver Support	Caregiver Support Group	1 Hour Meeting	93.052	79	\$107.45	\$8,460.00	
	OA62721FY11		Title III E Caregiver Support	Caregiver Training	1 Contact	93.052	123	\$60.00	\$7,375.00	
OA62834FY11		Title III E Respite	Respite Care Services (Day Care)	1 Hour	93.052	1,465	\$12.50	\$18,311.00		<b>\$84,146.00</b>

**ATTACHMENT C  
BUDGET**

**EXHIBIT C**

**CONTRACT BUDGET**

EXHIBIT C

COUNTY OF RIVERSIDE  
 OFFICE ON AGING  
 CONTRACTOR BUDGET  
 Fiscal Year 2010/2011

CONTRACT PROVIDER: Care connexus, Inc  
 PROGRAM/ACTIVITY: Adult Day Care

Vendor #: 0535

NARRATIVE	CONTRACT FUNDS	CASH MATCH	IN-KIND MATCH	PROGRAM INCOME	TOTAL
PERSONNEL	29,915.00	46,503.52	40,268.00	2,530.00	\$119,216.52
					\$0.00
					\$0.00
					\$0.00
Subtotal Personnel	29,915.00	46,503.52	40,268.00	2,530.00	\$119,216.52
FRINGE BENEFITS					\$0.00
Taxes:	7,760.00	12,062.84			\$19,822.84
Benefits:					\$0.00
					\$0.00
Subtotal Fringe Benefits	7,760.00	12,062.84	0.00	0.00	\$19,822.84
SERVICE AND SUPPLIES					\$0.00
Accounting:					\$0.00
Staff Training and Travel:		114.98			\$114.98
Equipment/Furniture		205.82			\$205.82
Contracts/Consultants					\$0.00
Telephone:		522.00			\$522.00
Postage:		40.77			\$40.77
Advertising:		566.77			\$566.77
Rent:		3,131.52			\$3,131.52
Insurance:		934.83			\$934.83
Utilities:		501.08			\$501.08
Repair		952.02			\$952.02
Copying/Printing					\$0.00
Other:	12,325.00	12,193.97			\$24,518.97
					\$0.00
Subtotal Service and Supplies	\$12,325.00	\$19,163.74	\$0.00	\$0.00	\$31,488.74
TOTAL COSTS	\$50,000.00	\$77,730.10	\$40,268.00	\$2,530.00	\$170,528.10

COUNTY OF RIVERSIDE  
 OFFICE ON AGING  
 CONTRACTOR BUDGET JUSTIFICATION  
 Fiscal Year 2010/2011

CONTRACT PROVIDER: Care Connexus, Inc.  
 PROGRAM/ACTIVITY: Adult Day Care

PROV. #: 0535

NARRATIVE	CONTRACT FUNDS	CASH MATCH	IN-KIND MATCH	PROGRAM INCOME	TOTAL
<b>PERSONNEL</b>					
Community Educator, Social Worker Assist, Program Assistants, Activity Coordinator RN, Program Director, Executive Director In Kind Contributions	29,915.00	46,503.52	40,268.00	2,530.00	\$0.00 \$0.00 \$78,948.52 \$40,268.00
Subtotal Personnel	29,915.00	46,503.52	40,268.00	2,530.00	\$119,216.52
<b>FRINGE BENEFITS</b>					
Community Educator, Social Worker, Program Assistants, Activity Coordinator	7,760.00	12,062.84			\$0.00 \$0.00 \$19,822.84 \$0.00 \$0.00 \$0.00
Subtotal Fringe Benefits	7,760.00	12,062.84	0.00	0.00	\$19,822.84
<b>SERVICE AND SUPPLIES</b>					
Accounting					\$0.00
Staff Training and Travel		114.98			\$0.00
Equipment/Furniture		205.82			\$114.98
Contracts/Consultants		0.00			\$205.82
Telephone		522.00			\$0.00
Postage		40.77			\$522.00
Advertising		566.77			\$40.77
Rent		3,131.52			\$566.77
Insurance		934.83			\$3,131.52
Utilities		501.08			\$934.83
Repair		952.02			\$501.08
Coping/Printing		0.00			\$952.02
Other: Administrative Costs	12,325.00	12,193.97			\$0.00
Subtotal Service and Supplies	\$12,325.00	\$19,163.74	\$0.00	\$0.00	\$24,518.97
<b>TOTAL COSTS</b>	\$50,000.00	\$77,730.10	\$40,268.00	\$2,530.00	\$31,488.74 \$170,528.10

**Care Connexus, Inc.**  
**AAA Salary and Benefit Allocation**  
**Fiscal Year 2010/2011**

	Percentage	Salary	Allocated Salary	Benefit	Allocated Benefit
RN - Consultant-SC	3.0%	59302.91	1779.09	17492.14	262.38
Program Director-SC	55%	40550.64	22302.85	6119.94	3059.97
Program Assistant-SC	75%	16469.70	12352.28	7746.73	5810.05
Program Assistant-SC	30%	15686.19	3921.55	5148.57	1287.14
Activity Coord/Med Asst-SC	75%	20675.07	15506.30	4031.45	3023.58
Social Worker	1%	48780.16	4878.02	14980.65	1498.07
LVN	30%	34828.89	6965.78	13832.68	2766.54
Program Assistant	50%	14379.01	5032.65	2532.40	886.34
Program Assistant	5%	15097.23	754.86	3093.85	154.69
Kitchen Assistant	21%	6630.00	1392.30	986.76	207.22
Executive Director	4.5%	79119.59	3560.38	19263.54	866.86
		351519.38	78446.05	95228.71	19822.84



EXHIBIT C

COUNTY OF RIVERSIDE  
 OFFICE ON AGING  
 CONTRACTOR BUDGET  
 Fiscal Year 2010/2011

Vendor #: 0535

CONTRACT PROVIDER: Care connexus, Inc  
 PROGRAM/ACTIVITY: Caregiver Support - Support Group

NARRATIVE	CONTRACT FUNDS	CASH MATCH	IN-KIND MATCH	PROGRAM INCOME	TOTAL
PERSONNEL	5,789.77	8,957.31			\$14,747.08
					\$0.00
					\$0.00
					\$0.00
Subtotal Personnel	5,789.77	8,957.31	0.00	0.00	\$14,747.08
FRINGE BENEFITS					\$0.00
Taxes:	1,572.68	2,433.08			\$4,005.75
Benefits:					\$0.00
					\$0.00
Subtotal Fringe Benefits	1,572.68	2,433.08	0.00	0.00	\$4,005.75
SERVICE AND SUPPLIES					\$0.00
Accounting:					\$0.00
Staff Training and Travel:		59.93			\$59.93
Equipment/Furniture					\$0.00
Contracts/Consultants					\$0.00
Telephone:					\$0.00
Postage:					\$0.00
Advertising:		149.00			\$149.00
Rent:					\$0.00
Insurance:					\$0.00
Utilities:					\$0.00
Repair					\$0.00
Copying/Printing					\$0.00
Other:	1,097.55	1,489.07			\$2,586.62
					\$0.00
Subtotal Service and Supplies	\$1,097.55	\$1,698.01	\$0.00	\$0.00	\$2,795.56
TOTAL COSTS	\$8,460.00	\$13,088.40	\$0.00	\$0.00	\$21,548.40

COUNTY OF RIVERSIDE  
 OFFICE ON AGING  
 CONTRACTOR BUDGET JUSTIFICATION  
 Fiscal Year 2010/2011

PROV. #: 0535

CONTRACT PROVIDER: Care Connexus, Inc.

PROGRAM/ACTIVITY: Caregiver Support - Support Group

NARRATIVE	CONTRACT FUNDS	CASH MATCH	IN-KIND MATCH	PROGRAM INCOME	TOTAL
<b>PERSONNEL</b>					
Community Educator, Social Worker Assist,					\$0.00
Program Assistants, Activity Coordinator	5,789.77	8,957.31		0.00	\$0.00
RN, Program Director, Executive Director					\$14,747.08
In Kind Contributions			0.00		\$0.00
Subtotal Personnel	5,789.77	8,957.31	0.00	0.00	\$14,747.08
<b>FRINGE BENEFITS</b>					
Community Educator, Social Worker,					\$0.00
Program Assistants, Activity Coordinator	1,572.68	2,433.08			\$0.00
Subtotal Fringe Benefits	1,572.68	2,433.08	0.00	0.00	\$4,005.75
<b>SERVICE AND SUPPLIES</b>					
Accounting					\$0.00
Staff Training and Travel		59.93			\$0.00
Equipment/Furniture		0.00			\$59.93
Contracts/Consultants		0.00			\$0.00
Telephone		0.00			\$0.00
Postage		0.00			\$0.00
Advertising		149.00			\$0.00
Rent		0.00			\$0.00
Insurance		0.00			\$149.00
Utilities		0.00			\$0.00
Repair		0.00			\$0.00
Coping/Printing		0.00			\$0.00
Other: Administrative Costs	1,097.55	1,489.07			\$0.00
Subtotal Service and Supplies	\$1,097.55	\$1,698.01	\$0.00	\$0.00	\$2,795.56
<b>TOTAL COSTS</b>	\$8,460.00	\$13,088.40	\$0.00	\$0.00	\$21,548.40

**Care Connexus, Inc.**  
**Support Group Salary and Benefit Allocation**  
**Fiscal Year 2010/2011**

	Percentage	Salary	Allocated Salary	Benefit	Allocated Benefit
Social Worker, MSW	5.00%	48780.16	2439.01	14980.65	749.03
Social Worker, BSW	5.00%	37651.12	1882.56	7380.26	369.01
LVN	7.50%	34828.89	2612.17	13832.68	1037.45
Program Assistant	12.50%	20914.92	2614.37	7190.00	898.75
Program Assistant	6.00%	15686.19	941.17	5148.57	308.91
Program Director-SC	10.50%	40550.64	4257.82	6119.94	642.59
		198411.92	14747.08	54652.10	4005.75

EXHIBIT C

COUNTY OF RIVERSIDE  
OFFICE ON AGING  
CONTRACTOR BUDGET  
Fiscal Year 2010/2011

Vendor #: 0535

CONTRACT PROVIDER: Care connexus, Inc  
PROGRAM/ACTIVITY: Caregiver Support - Training

NARRATIVE	CONTRACT FUNDS	CASH MATCH	IN-KIND MATCH	PROGRAM INCOME	TOTAL
PERSONNEL	5,120.67	10,135.66			\$15,256.33
					\$0.00
					\$0.00
					\$0.00
Subtotal Personnel	5,120.67	10,135.66	0.00	0.00	\$15,256.33
FRINGE BENEFITS					\$0.00
Taxes:	1,345.01	2,662.27			\$4,007.28
Benefits:					\$0.00
					\$0.00
Subtotal Fringe Benefits	1,345.01	2,662.27	0.00	0.00	\$4,007.28
SERVICE AND SUPPLIES					\$0.00
Accounting:					\$0.00
Staff Training and Travel:		71.64			\$71.64
Equipment/Furniture					\$0.00
Contracts/Consultants					\$0.00
Telephone:					\$0.00
Postage:					\$0.00
Advertising:					\$0.00
Rent:					\$0.00
Insurance:					\$0.00
Utilities:					\$0.00
Repair					\$0.00
Copying/Printing					\$0.00
Other:	909.32	1,728.25			\$2,637.57
					\$0.00
Subtotal Service and Supplies	\$909.32	\$1,799.88	\$0.00	\$0.00	\$2,709.20
TOTAL COSTS	\$7,375.00	\$14,597.81	\$0.00	\$0.00	\$21,972.81

COUNTY OF RIVERSIDE  
 OFFICE ON AGING  
 CONTRACTOR BUDGET JUSTIFICATION  
 Fiscal Year 2010/2011

PROV. #: 0535

CONTRACT PROVIDER: Care Connexus, Inc.  
 PROGRAM/ACTIVITY: Caregiver Support - Training

NARRATIVE	CONTRACT FUNDS	CASH MATCH	IN-KIND MATCH	PROGRAM INCOME	TOTAL
PERSONNEL					\$0.00
Community Educator, Social Worker Assist, Program Assistants, Activity Coordinator RN, Program Director, Executive Director	5,120.67	10,135.66		0.00	\$0.00
In Kind Contributions			0.00		\$15,256.33
Subtotal Personnel	5,120.67	10,135.66	0.00	0.00	\$15,256.33
FRINGE BENEFITS					\$0.00
Community Educator, Social Worker, Program Assistants, Activity Coordinator	1,345.01	2,662.27			\$0.00
					\$4,007.28
					\$0.00
					\$0.00
					\$0.00
Subtotal Fringe Benefits	1,345.01	2,662.27	0.00	0.00	\$4,007.28
SERVICE AND SUPPLIES					\$0.00
Accounting					\$0.00
Staff Training and Travel		71.64			\$71.64
Equipment/Furniture		0.00			\$0.00
Contracts/Consultants		0.00			\$0.00
Telephone		0.00			\$0.00
Postage		0.00			\$0.00
Advertising		0.00			\$0.00
Rent		0.00			\$0.00
Insurance		0.00			\$0.00
Utilities		0.00			\$0.00
Repair		0.00			\$0.00
Coping/Printing		0.00			\$0.00
Other: Administrative Costs	909.32	1,728.25			\$2,637.57
Subtotal Service and Supplies	\$909.32	\$1,799.88	\$0.00	\$0.00	\$2,709.20
TOTAL COSTS	\$7,375.00	\$14,597.81	\$0.00	\$0.00	\$21,972.81

**Care Connexus, Inc.**  
**Training Salary and Benefit Allocation**  
**Fiscal Year 2010/2011**

	Percentage	Salary	Allocated Salary	Benefit	Allocated Benefit
Social Worker, MSW	2.50%	48780.16	1219.50	14980.65	374.52
Social Worker, BSW	5.00%	37651.12	1882.56	7380.26	369.01
LVN	7.50%	34828.89	2612.17	13832.68	1037.45
Program Assistant	12.50%	20914.92	2614.37	7190.00	898.75
Program Assistant	9.00%	15686.19	1411.76	5148.57	463.37
Program Assistant	8.75%	14379.01	1258.16	2532.40	221.59
Program Director-SC	10.50%	40550.64	4257.82	6119.94	642.59
		212790.92	15256.33	57184.50	4007.28

EXHIBIT C

COUNTY OF RIVERSIDE  
 OFFICE ON AGING  
 CONTRACTOR BUDGET  
 Fiscal Year 2010/2011

Vendor #: 0535

CONTRACT PROVIDER: Care connexxus, Inc  
 PROGRAM/ACTIVITY: Caregiver Support - Respite

NARRATIVE	CONTRACT FUNDS	CASH MATCH	IN-KIND MATCH	PROGRAM INCOME	TOTAL
PERSONNEL	12,629.10	4,341.90			\$16,971.00
					\$0.00
					\$0.00
					\$0.00
Subtotal Personnel	12,629.10	4,341.90	0.00	0.00	\$16,971.00
FRINGE BENEFITS					\$0.00
Taxes:	3,484.58	636.11			\$4,120.69
Benefits:					\$0.00
					\$0.00
Subtotal Fringe Benefits	3,484.58	636.11	0.00	0.00	\$4,120.69
SERVICE AND SUPPLIES					\$0.00
Accounting:					\$0.00
Staff Training and Travel:					\$0.00
Equipment/Furniture					\$0.00
Contracts/Consultants					\$0.00
Telephone:					\$0.00
Postage:					\$0.00
Advertising:					\$0.00
Rent:					\$0.00
Insurance:					\$0.00
Utilities:					\$0.00
Repair					\$0.00
Copying/Printing					\$0.00
Other:	2,197.32	679.85			\$2,877.17
					\$0.00
Subtotal Service and Supplies	\$2,197.32	\$679.85	\$0.00	\$0.00	\$2,877.17
TOTAL COSTS	\$18,311.00	\$5,657.86	\$0.00	\$0.00	\$23,968.86

COUNTY OF RIVERSIDE  
 OFFICE ON AGING  
 CONTRACTOR BUDGET JUSTIFICATION  
 Fiscal Year 2010/2011

PROV. #: 0535

CONTRACT PROVIDER: Care Connexus, Inc.  
 PROGRAM/ACTIVITY: Caregiver Support - Respite

NARRATIVE	CONTRACT FUNDS	CASH MATCH	IN-KIND MATCH	PROGRAM INCOME	TOTAL
<b>PERSONNEL</b>					\$0.00
Community Educator, Social Worker Assist, Program Assistants, Activity Coordinator RN, Program Director, Executive Director In Kind Contributions	12,629.10	4,341.90	0.00	0.00	\$0.00 \$0.00 \$16,971.00
Subtotal Personnel	12,629.10	4,341.90	0.00	0.00	\$16,971.00
<b>FRINGE BENEFITS</b>					\$0.00
Community Educator, Social Worker, Program Assistants, Activity Coordinator	3,484.58	636.11			\$0.00 \$4,120.69
Subtotal Fringe Benefits	3,484.58	636.11	0.00	0.00	\$4,120.69
<b>SERVICE AND SUPPLIES</b>					\$0.00
Accounting Staff Training and Travel Equipment/Furniture Contracts/Consultants Telephone Postage Advertising Rent Insurance Utilities Repair Coping/Printing Other: Administrative Costs	2,197.32	679.85			\$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 \$2,877.17
Subtotal Service and Supplies	\$2,197.32	\$679.85	\$0.00	\$0.00	\$2,877.17
<b>TOTAL COSTS</b>	\$18,311.00	\$5,657.86	\$0.00	\$0.00	\$23,968.86



**Care Connexus, Inc.**  
**Respite Salary and Benefit Allocation**  
**Fiscal Year 2010/2011**

	Percentage	Salary	Allocated Salary	Benefit	Allocated Benefit
Social Worker, MSW	2.50%	48780.16	1219.50	14980.65	374.52
Kitchen Assistant	7.00%	6630.00	464.10	986.76	69.07
LVN	10.00%	34828.89	3482.89	13832.68	1383.27
Program Assistant	15.00%	15686.19	2352.93	5148.57	772.29
Program Assistant	26.25%	14379.01	3774.49	2532.40	664.76
Program Director-SC	14.00%	40550.64	5677.09	6119.94	856.79
		160854.88	16971.00	43601.00	4120.69

**CERTIFICATE OF  
INSURANCE**

# CERTIFICATE OF INSURANCE

# ACORD™ CERTIFICATE OF LIABILITY INSURANCE

DATE (MM/DD/YYYY)  
05/28/2010

PRODUCER (562)698-0691 FAX (562)698-1379  
National Certified, Inc.  
License #0392666  
P.O. Box 189  
Whittier, CA 90608

THIS CERTIFICATE IS ISSUED AS A MATTER OF INFORMATION ONLY AND CONFERS NO RIGHTS UPON THE CERTIFICATE HOLDER. THIS CERTIFICATE DOES NOT AMEND, EXTEND OR ALTER THE COVERAGE AFFORDED BY THE POLICIES BELOW.

INSURED Care Connexus, Inc.  
4130 Adams St., Ste. B  
Riverside, CA 92504

INSURERS AFFORDING COVERAGE	NAIC #
INSURER A: NONPROFITS INS ALLIANCE	
INSURER B: PHILADELPHIA INDEMNITY INS CO	
INSURER C: EVEREST NATIONAL	
INSURER D:	
INSURER E:	

## COVERAGES

THE POLICIES OF INSURANCE LISTED BELOW HAVE BEEN ISSUED TO THE INSURED NAMED ABOVE FOR THE POLICY PERIOD INDICATED. NOTWITHSTANDING ANY REQUIREMENT, TERM OR CONDITION OF ANY CONTRACT OR OTHER DOCUMENT WITH RESPECT TO WHICH THIS CERTIFICATE MAY BE ISSUED OR MAY PERTAIN, THE INSURANCE AFFORDED BY THE POLICIES DESCRIBED HEREIN IS SUBJECT TO ALL THE TERMS, EXCLUSIONS AND CONDITIONS OF SUCH POLICIES. AGGREGATE LIMITS SHOWN MAY HAVE BEEN REDUCED BY PAID CLAIMS.

INSR LTR	ADD'L INSRD	TYPE OF INSURANCE	POLICY NUMBER	POLICY EFFECTIVE DATE (MM/DD/YY)	POLICY EXPIRATION DATE (MM/DD/YY)	LIMITS	
A		GENERAL LIABILITY	2010-12956-NPO	04/01/2010	04/01/2011	EACH OCCURRENCE	\$ 1,000,000
		<input checked="" type="checkbox"/> COMMERCIAL GENERAL LIABILITY				DAMAGE TO RENTED PREMISES (Ea occurrence)	\$ 500,000
		<input type="checkbox"/> CLAIMS MADE <input checked="" type="checkbox"/> OCCUR				MED EXP (Any one person)	\$ 20,000
		GEN'L AGGREGATE LIMIT APPLIES PER:				PERSONAL & ADV INJURY	\$ 1,000,000
		<input type="checkbox"/> POLICY <input type="checkbox"/> PROJECT <input type="checkbox"/> LOC				GENERAL AGGREGATE	\$ 3,000,000
						PRODUCTS - COMP/OP AGG	\$ 3,000,000
B		AUTOMOBILE LIABILITY	PHPK433043	07/01/2009	07/01/2010	COMBINED SINGLE LIMIT (Ea accident)	\$ 2,000,000
		<input type="checkbox"/> ANY AUTO				BODILY INJURY (Per person)	\$
		<input checked="" type="checkbox"/> SCHEDULED AUTOS				BODILY INJURY (Per accident)	\$
		<input checked="" type="checkbox"/> HIRED AUTOS				PROPERTY DAMAGE (Per accident)	\$
		<input checked="" type="checkbox"/> NON-OWNED AUTOS				AUTO ONLY - EA ACCIDENT	\$
						OTHER THAN AUTO ONLY: EA ACC	\$
						AGG	\$
		GARAGE LIABILITY				EACH OCCURRENCE	\$
		<input type="checkbox"/> ANY AUTO				AGGREGATE	\$
		EXCESS/UMBRELLA LIABILITY					\$
		<input type="checkbox"/> OCCUR <input type="checkbox"/> CLAIMS MADE					\$
		DEDUCTIBLE					\$
		RETENTION \$					\$
C		WORKERS COMPENSATION AND EMPLOYERS' LIABILITY	6600001083091	07/01/2009	07/01/2010	<input checked="" type="checkbox"/> WC STATUTORY LIMITS <input type="checkbox"/> OTHER	
		ANY PROPRIETOR/PARTNER/EXECUTIVE OFFICER/MEMBER EXCLUDED?				E.L. EACH ACCIDENT	\$ 1,000,000
		If yes, describe under SPECIAL PROVISIONS below				E.L. DISEASE - EA EMPLOYEE	\$ 1,000,000
						E.L. DISEASE - POLICY LIMIT	\$ 1,000,000
A		OTHER PROFESSIONAL LIABILITY	2010-12956-NPO	04/01/2010	04/01/2011	AGGREGATE	\$ 3,000,000
						EACH OCCURRENCE	\$ 1,000,000

### DESCRIPTION OF OPERATIONS / LOCATIONS / VEHICLES / EXCLUSIONS ADDED BY ENDORSEMENT / SPECIAL PROVISIONS

RE: FUNDING

THE COUNTY OF RIVERSIDE, ITS SPECIAL DISTRICTS, THEIR RESPECTIVE DIRECTORS, OFFICERS, ELECTED OFFICIALS, EMPLOYEES AND REPRESENTATIVES ARE NAMED AS ADDITIONAL INSURED WITH RESPECT TO GENERAL LIABILITY.

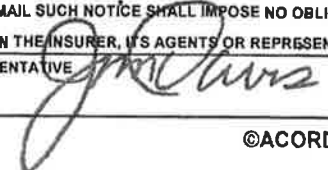
\*10 DAY NOTICE OF CANCELLATION IN THE EVENT OF NON-PAYMENT.

### CERTIFICATE HOLDER

RIVERSIDE COUNTY OFFICE ON AGING  
(CAREGIVER SUPPORT)  
6296 RIVERCREST DR STE K  
RIVERSIDE, CA 92507

### CANCELLATION

SHOULD ANY OF THE ABOVE DESCRIBED POLICIES BE CANCELLED BEFORE THE EXPIRATION DATE THEREOF, THE ISSUING INSURER WILL ENDEAVOR TO MAIL 30 DAYS WRITTEN NOTICE TO THE CERTIFICATE HOLDER NAMED TO THE LEFT, BUT FAILURE TO MAIL SUCH NOTICE SHALL IMPOSE NO OBLIGATION OR LIABILITY OF ANY KIND UPON THE INSURER, ITS AGENTS OR REPRESENTATIVES.

AUTHORIZED REPRESENTATIVE 

**THIS ENDORSEMENT CHANGES THE POLICY. PLEASE READ IT CAREFULLY.**

**ADDITIONAL INSURED – DESIGNATED  
PERSON OR ORGANIZATION**

This endorsement modifies insurance provided under the following:

COMMERCIAL GENERAL LIABILITY COVERAGE PART

**SCHEDULE**

<b>Name Of Additional Insured Person(s) Or Organization(s)</b>
<p>THE COUNTY OF RIVERSIDE, ITS SPECIAL DISTRICTS, THEIR RESPECTIVE DIRECTORS, OFFICERS, ELECTED OFFICIALS, EMPLOYEES AND REPRESENTATIVES.</p>
<p>Information required to complete this Schedule, if not shown above, will be shown in the Declarations.</p>

**Section II – Who Is An Insured** is amended to include as an additional insured the person(s) or organization(s) shown in the Schedule, but only with respect to liability for "bodily injury", "property damage" or "personal and advertising injury" caused, in whole or in part, by your acts or omissions or the acts or omissions of those acting on your behalf:

- A. In the performance of your ongoing operations; or
- B. In connection with your premises owned by or rented to you.

# ACORD™ CERTIFICATE OF LIABILITY INSURANCE

DATE (MM/DD/YYYY)  
05/28/2010

PRODUCER (562)698-0691 FAX (562)698-1379  
National Certified, Inc.  
License #0392666  
P.O. Box 189  
Whittier, CA 90608

THIS CERTIFICATE IS ISSUED AS A MATTER OF INFORMATION ONLY AND CONFERS NO RIGHTS UPON THE CERTIFICATE HOLDER. THIS CERTIFICATE DOES NOT AMEND, EXTEND OR ALTER THE COVERAGE AFFORDED BY THE POLICIES BELOW.

**INSURERS AFFORDING COVERAGE**

NAIC #

INSURER A: NONPROFITS INS ALLIANCE  
INSURER B: PHILADELPHIA INDEMNITY INS CO  
INSURER C: EVEREST NATIONAL  
INSURER D:  
INSURER E:

INSURED Care Connexus, Inc.  
4130 Adams St., Ste. B  
Riverside, CA 92504

**COVERAGES**

THE POLICIES OF INSURANCE LISTED BELOW HAVE BEEN ISSUED TO THE INSURED NAMED ABOVE FOR THE POLICY PERIOD INDICATED. NOTWITHSTANDING ANY REQUIREMENT, TERM OR CONDITION OF ANY CONTRACT OR OTHER DOCUMENT WITH RESPECT TO WHICH THIS CERTIFICATE MAY BE ISSUED OR MAY PERTAIN, THE INSURANCE AFFORDED BY THE POLICIES DESCRIBED HEREIN IS SUBJECT TO ALL THE TERMS, EXCLUSIONS AND CONDITIONS OF SUCH POLICIES. AGGREGATE LIMITS SHOWN MAY HAVE BEEN REDUCED BY PAID CLAIMS.

INSR ADD'L LTR INSRD	TYPE OF INSURANCE	POLICY NUMBER	POLICY EFFECTIVE DATE (MM/DD/YY)	POLICY EXPIRATION DATE (MM/DD/YY)	LIMITS	
A	GENERAL LIABILITY	2010-12956-NPO	04/01/2010	04/01/2011	EACH OCCURRENCE	\$ 1,000,000
	<input checked="" type="checkbox"/> COMMERCIAL GENERAL LIABILITY				DAMAGE TO RENTED PREMISES (Ea occurrence)	\$ 500,000
	<input type="checkbox"/> CLAIMS MADE <input checked="" type="checkbox"/> OCCUR				MED EXP (Any one person)	\$ 20,000
					PERSONAL & ADV INJURY	\$ 1,000,000
					GENERAL AGGREGATE	\$ 3,000,000
					PRODUCTS - COMP/OP AGG	\$ 3,000,000
	GEN'L AGGREGATE LIMIT APPLIES PER: <input type="checkbox"/> POLICY <input type="checkbox"/> PRO-JECT <input type="checkbox"/> LOC					
B	AUTOMOBILE LIABILITY	PHPK433043	07/01/2009	07/01/2010	COMBINED SINGLE LIMIT (Ea accident)	\$ 2,000,000
	<input type="checkbox"/> ANY AUTO				BODILY INJURY (Per person)	\$
	<input checked="" type="checkbox"/> SCHEDULED AUTOS				BODILY INJURY (Per accident)	\$
	<input checked="" type="checkbox"/> HIRED AUTOS				PROPERTY DAMAGE (Per accident)	\$
<input checked="" type="checkbox"/> NON-OWNED AUTOS						
	GARAGE LIABILITY				AUTO ONLY - EA ACCIDENT	\$
	<input type="checkbox"/> ANY AUTO				OTHER THAN EA ACC	\$
					AUTO ONLY: AGG	\$
	EXCESS/UMBRELLA LIABILITY				EACH OCCURRENCE	\$
	<input type="checkbox"/> OCCUR <input type="checkbox"/> CLAIMS MADE				AGGREGATE	\$
						\$
	DEDUCTIBLE					\$
	RETENTION \$					\$
C	WORKERS COMPENSATION AND EMPLOYERS' LIABILITY	6600001083091	07/01/2009	07/01/2010	<input checked="" type="checkbox"/> WC STATU-TORY LIMITS <input type="checkbox"/> OTH-ER	
	ANY PROPRIETOR/PARTNER/EXECUTIVE OFFICER/MEMBER EXCLUDED?				E.L. EACH ACCIDENT	\$ 1,000,000
	If yes, describe under SPECIAL PROVISIONS below				E.L. DISEASE - EA EMPLOYEE	\$ 1,000,000
					E.L. DISEASE - POLICY LIMIT	\$ 1,000,000
A	OTHER PROFESSIONAL LIABILITY	2010-12956-NPO	04/01/2010	04/01/2011	AGGREGATE	\$3,000,000
					EACH OCCURRENCE	\$1,000,000

DESCRIPTION OF OPERATIONS / LOCATIONS / VEHICLES / EXCLUSIONS ADDED BY ENDORSEMENT / SPECIAL PROVISIONS  
RE: FUNDING

THE COUNTY OF RIVERSIDE, ITS SPECIAL DISTRICTS, THEIR RESPECTIVE DIRECTORS, OFFICERS, ELECTED OFFICIALS, EMPLOYEES AND REPRESENTATIVES ARE NAMED AS ADDITIONAL INSURED WITH RESPECT TO GENERAL LIABILITY.

\*10 DAY NOTICE OF CANCELLATION IN THE EVENT OF NON-PAYMENT.

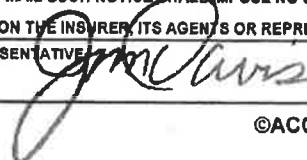
**CERTIFICATE HOLDER**

**CANCELLATION**

RIVERSIDE COUNTY OFFICE ON AGING (AAA)  
6296 RIVERCREST DR STE K  
RIVERSIDE, CA 92507

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AUTHORIZED REPRESENTATIVE



**THIS ENDORSEMENT CHANGES THE POLICY. PLEASE READ IT CAREFULLY.**

**ADDITIONAL INSURED – DESIGNATED  
PERSON OR ORGANIZATION**

This endorsement modifies insurance provided under the following:

COMMERCIAL GENERAL LIABILITY COVERAGE PART

**SCHEDULE**

**Name Of Additional Insured Person(s) Or Organization(s)**

THE COUNTY OF RIVERSIDE, ITS SPECIAL DISTRICTS, THEIR RESPECTIVE DIRECTORS, OFFICERS, ELECTED OFFICIALS, EMPLOYEES AND REPRESENTATIVES.

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- A. In the performance of your ongoing operations; or
- B. In connection with your premises owned by or rented to you.

**BOARD RESOLUTION  
STATEMENT AND  
SIGNATURES**




# BOARD RESOLUTION

Care  
Connexus  
Adult Day Services

RESOLUTION

On June 15, 2010, the Board of Directors of Care Connexus, Inc., authorized Jeanne Klingenberger, Executive Director, to renew the Title IIIB, IIIE and Community Based Services Programs Agreement with the County of Riverside Office on Aging. Authorizations include administering, receiving and executing funds for the 2010/2011 Contract Agreement.



A.J. Wilson, President

6/15/2010  
Date



June 17, 2010

Riverside County  
Office on Aging  
6296 River Crest Drive, Suite K  
Riverside, CA 92507-0738

**Attention:** Ms. Jeanette Flores  
Contracts and Services Officer

**Subject:** Board Resolution for Title IIIB, Title IIIE and  
Community Based Services Programs

Dear Ms. Flores,

Enclosed please find Board Resolution of Care Connexus Inc. authorizing the Executive Director to enter into renewal agreements with the County of Riverside Office on Aging on behalf of the Agency for FY 2010/2011.

If you should have any questions or require any additional information, please do not hesitate to contact me at (951) 509-2500.

Sincerely,

A handwritten signature in blue ink that reads "Jeanne Klingenberger".

Jeanne Klingenberger  
Executive Director

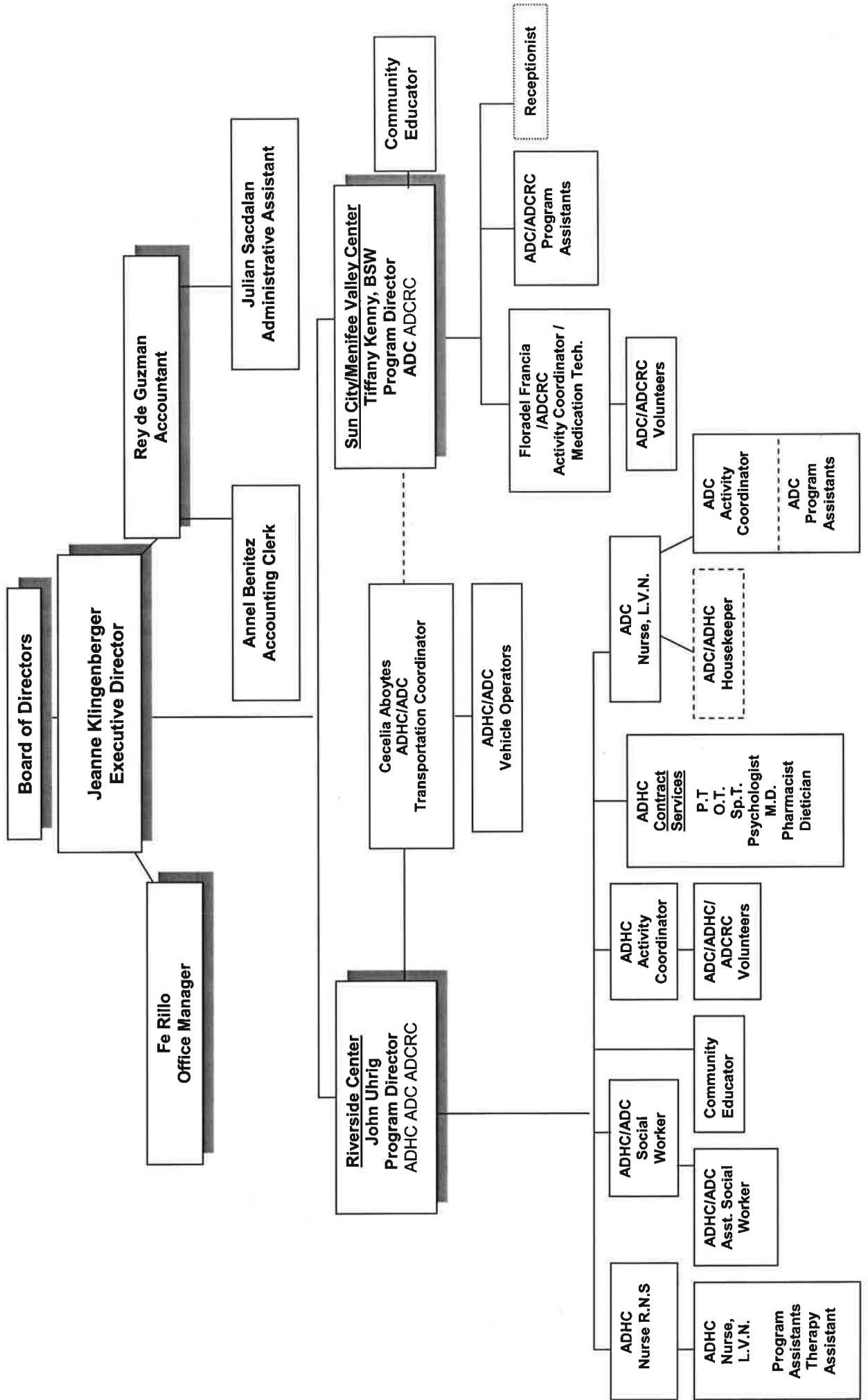
# ORGANIZATIONAL CHART

**Appendix B**

**ORGANIZATIONAL**

**CHART**

**CARE CONNEXUS, INC.**  
**ORGANIZATIONAL CHART**  
 For Fiscal Year 2009-2010



# Appendix A

## JOB DESCRIPTIONS



**EXECUTIVE DIRECTOR**

**OVERALL OBJECTIVES:** The Executive Director is responsible for the overall management and development of all programs and services provided by Care Connexus Inc. The position also serves as administrator for all programs.

**RESPONSIBLE TO:** BOARD OF DIRECTORS

**RESPONSIBLE FOR:** *THE DAY TO DAY ADMINISTRATION OF ALL PROGRAMS, FACILITIES, AND CORPORATE MATTERS OF THE CORPORATION.*

**DUTIES AND RESPONSIBILITIES:**

**1. Relationship With The Board:**

- a. Be directly responsible to the board.
- b. Prepare agenda for board meetings.
- c. Attend and participate in all board meetings.
- d. Ex officio member of all board committees.
- e. Provide board and committees with adequate information, and make recommendations, to help the board reach sound decisions and establish policies.

**2. Management Skills and Abilities:**

- a. Make operating policies (not in conflict with the law or board policy) and decide all matters of administrative and supervisory detail; in connection with the operation and maintenance of the organization.
- b. Initiate and direct the development of policies for board approval.
- c. Supervise the implementation of all board policies.
- d. Report regularly to the board about progress toward organizational objectives, financial status of the organization and other issues of concern.
- e. Work with the board to develop short and long term goals for the agency.
- f. Keep the board informed of the general affairs of the agency.
- g. Develop, coordinate and implement (direct or indirect) all programs of the agency.
- h. Make recommendations to the board regarding continuance of all programs and services of the agency or development of new ones.



- i. Provide information to the board on community trends in the field of aging and needs of the elder community that may affect agency programs.
- j. Provide for the upkeep of all properties the agency is responsible for.

**3. Human Resources Management:**

- a. Hire, terminate, evaluate, discipline and supervise all staff *IN ACCORDANCE WITH THE PERSONNEL POLICIES ADOPTED BY THE BOARD OF DIRECTORS.*
- b. Direct administrative staff in their assignments and duties.
- c. Through administrative staff, direct all other staff in the performance of their duties.
- d. Provide job descriptions, training and in-service programs for all employees.
- e. Provide a trained volunteer program to support employees and enhance the services provided.
- f. Make recommendations to the board regarding salary scales and wages for all employees.

**4. Fiscal Management:**

- a. Direct the preparation of the annual budget and submit it for board approval.
- b. *SUBJECT TO THE APPROVAL OF THE BOARD OF DIRECTORS*, negotiate and administer all contracts between the agency and other entities.
- c. Approve and direct purchases and expenditures within the limits of the board approved budget.
- d. Provide information to the board regarding purchases and expenditures.
- e. *SUBJECT TO POLICIES AND PROCEDURE ADOPTED BY THE BOARD OF DIRECTORS* oversee all accounting *PRACTICES* including in-house fiscal *ADMINISTRATION*, *FISCAL* reports *TO OUTSIDE ENTITIES*, *GRANT ACCOUNTING*, *MONTHLY FINANCIAL REPORTS*, and annual certified audits.
- f. Keep board informed of current financial standing and possible impact of pending administrative or funding actions.
- g. Prepare grant proposals for board approval.
- h. Act as agent in all matters pertaining to grants and contracts as authorized by the board. Manage funds within terms of agreement and meet programmatic requirements of such.

**5. Community and Public Relations:**

- a. Represent the organization as its Chief Operating Officer in all dealings with other organizations, individuals and the general public.
- b. Present aggressive marketing program for agency's services and programs to the community of Western Riverside County.





## **PROGRAM DIRECTOR**

**OVERALL OBJECTIVES:** Coordinate, implement and supervise all programs and services of the Adult Day Services Center of Riverside in an integrated setting of Adult Day Care, Adult Day Health Care and Alzheimer's Day Care Resource Center. All policies and procedures of Care Connexus Inc., applicable laws and licensing requirements will be followed at all times.

**RESPONSIBLE TO:** Executive Director

**RESPONSIBLE FOR:** All Program Employees and Volunteers of Facility

### **DUTIES OF RESPONSIBILITY:**

1. **Personnel.** Responsible for providing adequately trained and sufficient staffing of the center at all times; make recommendations to the Executive Director for hiring, evaluations and terminations of all program employees; coordinate all staff meetings and in-service training programs to meet requirements of all licenses and agency with special emphasis on dementia care management; make recommendations regarding personnel problems and needs; follow all labor laws and legal employment practices.
2. **ADHC Contract Services.** Coordinate all contract services for the ADHC program including P.T., O.T., S.T., Psych., M.D., Dietician, Pharmacy, M.S.W., etc.; make recommendations to the Executive Director for hiring and termination of all contract staff; maintain all required documentation for contract services; maintain up-to-date contracts.
3. **Volunteer Program.** Responsible for the recruitment, training, implementation and effectiveness of the volunteer and/or internship programs to supplement regular staff and enhance programs; initial interviews and placement of volunteers/interns; maintain volunteer files that include required documentation such as application, job description, health statement and T.B. clearance, etc.; volunteer recognition.
4. **Participant Programs and Activities.** Responsible for monitoring all programs and services of the Riverside Center for providing effective programs that assist participants to function as high as possible, provides dementia and behavior management care techniques, increases/ maintains social skills and enhances self-esteem, is age/condition appropriate, is provided on individual and group basis; meets all licensing requirements for ADC and ADHC regulations and ADCRC guidelines at all times; all intake and assessment processes; all treatments are being provided; all participants' files, documentation and record keeping are maintained and up-to-date; financial assistance needs of participants; assist with participant care and other functional duties as needed; supervises the implementation of each individual's ADC Care Plans and ADHC IPC's; chairs the Multi-Disciplinary ADHC Team and Inter-Disciplinary ADC Team.

5. **Support Services.** Monitor all support services for quality and effectiveness such as: caregiver support groups, information and referral, counseling and consultations, professional consultations and training and caregiver education and training.
6. **Health/Safety/Sanitation.** Maintain a healthy, safe and clean facility at all times to control potential accident and injury of anyone on site; maintain all aspects of the Injury In-The-Workplace Program, CAL-OSHA guidelines, documentation; acts as safety officer of facility; Universal Precautions, etc.
7. **Facility Maintenance.** Maintain all aspects of housekeeping of facility both inside and outside; facility shall be maintained in excellent maintenance condition at all times; make recommendations to the Executive Director for maintenance needs; monitor work of maintenance contractors; maintain maintenance manual requirements.
8. **Marketing and Public Relations.** Assists the Executive Director in designing a marketing and public relations plan for the center and monitors all responsibilities; represents the agency to the community, other organizations, individuals, businesses and services; markets for recruiting and maintaining inquiries; controls all media exposure; community networking; serves on assigned committees; completes all required marketing reports.
9. **Advocacy.** Functions as an advocate of elderly concerns.
10. **Quality Assurance.** Monitors and observes all programs and services for quality assurance; coordinates participation in all evaluations for quality assurance such as the Utilization Review Committee for ADHC, the Program Committee evaluations, questionnaires, etc.; develops quality assurance systems with the Executive Director.

**Administrative Duties.** Keeps the Executive Director fully informed at all times; work as an integral coordinator and participant of a management team concept; maintain all records required by the agency, licenses and contracts; maintain various up-to-date procedures manuals for the position; maintain a master calendar for position; provide raw service collection data from all staff and tabulate monthly data profiles; maintain a working knowledge of all facility service areas; meet mandated reporting requirements; assist with fund raising effort of agency and coordinate center efforts; provide input for strategic planning; make recommendations for policy changes. Will adhere to all policies and procedures required by the Child and Adult Care Food Program, Department of Education Nutrition Services Division.

11. **HIPAA Privacy Official.** Responsible for developing and implementing Care Connexus, Inc.'s program for maintaining the privacy of participants' protected health information in accordance with Care Connexus, Inc.'s privacy policies and procedures and with state and federal law. Specific duties include:
  - Develops and implements, with the assistance of management and outside consultants, privacy policies and procedures that regulate the disclosure and protect the confidentiality of protected health information and that respect participants' rights with respect to their protected health information.
  - Organizes and maintains a program for compliance with state and federal laws concerning the privacy of participants' protected health information.
  - Establishes a Privacy Committee and serves in a leadership role on the Committee.

- Establishes an internal privacy risk assessment program.
- Develops forms necessary to effectuate the privacy policies and procedures.
- Establishes and implements internal and external audits to monitor compliance with privacy policies and procedures.
- Oversees participant requests to access, amend, receive accountings of, and implement restrictions with respect to protected health information.
- Develops and implements privacy policies and procedures regarding the maintenance and destruction of records containing protected health information.
- Develops and implements a privacy training program designed to ensure that workforce members receive instruction on privacy policies and procedures, on relevant state and federal legal requirements, and on participants' rights with respect to the confidentiality and disclosure of protected health information.
- Works with human resources and legal counsel to develop sanctions for workforce members who fail to comply with corporate privacy policies and procedures.
- Periodically reviews and revises the privacy compliance program, including privacy policies and procedures to match changes in state and federal law and in best practices.
- Assists the information technology department with development and implementation of an information infrastructure.
- Provides strategic guidance to corporate officers regarding privacy resources and technology.
- Identifies business associates, and reviews and revises all agreements with business associates to ensure compliance with corporate privacy policies and procedures, Participants' rights, and compliance with state and federal privacy laws and regulations.
- Serves as an information privacy consultant for employees and departments.
- Provides status reports about the privacy compliance program to the Board of Directors, management, and other designated individuals or committees.
- Performs other appropriate duties as assigned.

12. **HIPAA Contact Person.** Responsible for providing information to participants about Care Connexus, Inc.'s Notice of Privacy Practices and developing and implementing policies and procedures with respect to receiving, investigating, and responding to complaints about violations of Care Connexus, Inc. privacy policies and procedures, participants' privacy, rights, and applicable state and federal laws. Specific duties include:

- Develops and implements a process, in concert with management and consultants, for receiving, documenting, tracking, investigating, and taking action on all complaints concerning Care Connexus, Inc.'s privacy policies and procedures and participants' privacy rights.
- Provides information about Care Connexus, Inc.'s Notice of Privacy Practices for Protected Health Information.
- Organizes and maintains a program for compliance with state and federal laws concerning investigating and responding to complaints about medical record privacy violations and failure to comply with participants' rights regarding their protected health information.
- Establishes an internal risk assessment program regarding violations of Participants' rights and corporate privacy policies and procedures.
- Cooperates with federal and state agencies in any investigation concerning a complaint.

- Implements policies and procedures regarding maintaining and destroying records regarding complaints.
- Periodically revises the complaint policies and procedures to match changes in laws and regulations.
- Provides status reports and guidance to corporate officers regarding complaints.
- Performs other appropriate duties as assigned.

13. **Civil Rights Complaint Coordinator** – Is responsible to take the necessary steps to effectively implement and practice the statement of assurance for Title VI of the Civil Rights Act of 1964, Title IX of the Educational Amendments of 1972, and the Americans with Disabilities Act of 1990. Section 594 of the Rehabilitation Act of 1973, which prohibits discrimination based on disability, and the United States Department of Agriculture (USDA) Implementing Regulation, Title 7 of the code of Federal Regulations (CFR), Part 15b, the Age Discrimination Act of 1975 (45 CFR Part 91), which prohibits discrimination based on age in programs, or activities receiving Federal financial assistance.

The Civil Rights Complaint Coordinator is responsible for implementation of the following;

- To serve as liaison officer with all federal, state and local governmental compliance or investigating officers in all matters involving civil rights complaint, violation or required report.
- To ensure equal access to and provide equally treatment in the delivery of program services to all participants and their family or authorized representative.
- To certify receipt of complaint report for the review and investigation of alleged discrimination or any related issues concerning civil rights.
- To be available for consulting and/or provision of in-service training with employees with regards to rights and responsibilities concerning civil rights practices of the agency towards participants and their family or authorized representative.
- To organize and maintain copy of files which will contain written record of all of the action and procedure that has done by the agency as required by law. Such file will contain copies of records and reports require to be kept.

14. **Other.** The job description is in no way meant to describe exactly what the job duties are. It is a guideline to provide a frame of reference of job requirements. Other duties may be assigned at the discretion of the Executive Director.

**MINIMUM QUALIFICATIONS:**

Qualified professional in the field of nursing, social work, psychology or recreational, occupational or physical therapy with demonstrated or potential competence in working with the impaired, elderly living at home. Shall be knowledgeable of physical, social and mental health programs operating within a licensed health facility or clinic. Educational requirements depend upon the discipline of focus and must meet state guidelines. Three years of demonstrated experience in the methods of administration, management and organization; program development; and personnel management.

**CONDITIONS OF EMPLOYMENT:**

T.B. and physical clearance. Must have current CA driver's license/ CA ID, insurance. Provide a DMV printout if applicable; fingerprint clearance if applicable. Maintain First Aid and CPR provided by the agency.

In accordance with Federal law and U.S. Department of Agriculture policy, this institution is prohibited from discriminating on the basis of race, color, national origin, sex, age, or disability

This institution is an equal opportunity employer

Employment is at the mutual consent of the employee and Care Connexus, Inc. Therefore, either the employee or Care Connexus, Inc. can terminate the employment relationship at will.

---

Employee Signature

Date

---

Executive Director

Date

## **CARE CONNEXUS INC.**

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Adult Day Services Center of Sun City/Menifee Valley

### **PROGRAM DIRECTOR (Sun City)**

**OVERALL OBJECTIVES:** Coordinate, implement and supervise all operations, staff and volunteers in providing all services and activities of an Adult Day Program are and for functionally impaired older adults, specializing in the care of Alzheimer's disease and related disorders. All policies and procedures of Care Connexus, Inc., applicable laws and licensing requirements will be followed at all times.

**RESPONSIBLE TO:** EXECUTIVE DIRECTOR

**RESPONSIBLE FOR:** All Operations, Programs, Employees and Volunteers of the Adult Day Services Center of Sun City/Menifee Valley

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### **DUTIES AND RESPONSIBILITIES:**

**Personnel.** Responsible for providing adequately trained and sufficient staffing of the center at all times; make recommendations to the Executive Director for hiring, evaluations and terminations of all program employees; coordinate all staff meetings and in-service training programs to meet requirements of all licenses and agency with special emphasis on safety and dementia care management; make recommendations regarding personnel problems and needs; follow all labor laws and legal employment practices.

**Participant Programs and Activities.** Responsible for monitoring all programs and services of the ADP by providing effective dementia and behavioral management care techniques while maintaining self-esteem by offering age/condition appropriate activities on an individual and group basis; meeting all licensing requirements for ADP & ADCRC (when applicable) regulations at all times. Will assist hands-on with participant care as needed.

Oversee all intake and assessment processes; implement the individual's ADP Care Plan and keep files, documentation, and data, maintained and kept up-to-date. Will make recommendations for financial assistance. Prepare daily menus, nutritional services, and provide functional duties as needed. Follow Adult Day Program Food Requirements. Prepare monthly reports for the accounting department and the Executive Director as requested.

**Physical Plant and Facility Maintenance.** Responsible for all aspects of maintenance and housekeeping of facility both inside and outside; facility shall be maintained in excellent maintenance condition at all times; make recommendations to the Executive Director for non-scheduled maintenance repairs; monitor work of maintenance contractors; vendors. Maintain maintenance manual requirements. Must be available afterhours as needed for maintenance vendor's appointments.



**Health/Safety/Sanitation.** Maintain a healthy, safe and clean facility at all times to control potential accident and injury of anyone on site; maintain all aspects of the Injury In-The-Workplace Program, CAL-OSHA guidelines, documentation; acts as Safety Officer of facility; Universal Precautions, etc. All participant medications or hazardous chemicals are to be locked away at all times. Keep Material Safety Data Sheets (MSDS) up to date.

Surroundings areas are to be neat and orderly as possible. Activities supplies are to be put away after use and program supplies are to be free of clutter.

**Volunteer Program.** Responsible for the recruitment, training, implementation and effectiveness of the volunteer and/or internship programs to supplement regular staff and enhance programs; initial interviews and placement of volunteers/interns; maintain volunteer files that include required documentation such as application, job description, health statement and T.B. clearance, criminal background checks etc.; volunteer recognition celebrations. Provide evaluations for volunteers.

**Outreach and Public Relations.** Assists the Executive Director in designing a marketing and public relations plan for the center and monitors all responsibilities; represents the agency to the community, other organizations, individuals, businesses and services; markets for recruiting and maintaining inquiries; controls all media exposure; community networking; serves on assigned committees; completes all required marketing reports. Participates in community meetings and advocacy efforts as assigned. Events: Must be willing to work evening and weekends for special events

Must be able to explain, discuss and present the purposes and goals of Care Connexus, Inc., and its programs to staff, volunteers and the community. Will make community presentations and work as a liaison between the community and the agency.

Maintain Agency census, average daily attendance, for full utilization of available services.

**Care Giver Supportive Services.** Monitor all caregiver supportive services for quality and effectiveness such as: caregiver support groups, information and referral, counseling and consultations, professional consultations and training and caregiver education and training. Be knowledgeable of resources and community referrals.

## **TRANSPORTATION**

Supervisor for participant transportation program at center. Will work closely with Transportation Coordinator for recommendations for new passenger intakes and mapping. Will deliver and pick up agency vehicle for scheduled maintenance and light repairs, tire changes etc. Must be willing to drive company vehicle and transport participants when needed.

**ADMINISTRATION:**

**Administrative Duties.** Keeps the Executive Director fully informed at all times; work as an integral coordinator and participant of a management team concept; maintain all records required by the agency, licenses and contracts; maintain various up-to-date procedures manuals for the position; maintain a master calendar for position; provide raw service collection data from all staff and tabulate monthly data profiles; maintain a working knowledge of all facility service areas; meet mandated reporting requirements; assist with fund raising effort of agency and coordinate center efforts; provide input for strategic planning; make recommendations for policy changes. Participate in all administrative staff meetings. Will adhere to all policies and procedures required by the Child and Adult Care Food Program, Department of Education Nutrition Services Division. Maintain supervisory conduct in the workplace at all times based on honesty, common sense and fair play fostering a positive work environment.

**Staff Relations.** As Program Director will attend, support, participate and encourage staff at agency sponsored events.

**HIPAA Privacy Official for Center.** Responsible for developing and implementing Care Connexus, Inc.'s program for maintaining the privacy of participants' protected health information in accordance with Care Connexus, Inc.'s privacy policies and procedures and with state and federal law.

**Purchases.** Purchase all food & program supplies for operations with additional items stored in case of a disaster. The purchase order process is to be followed.

**Other.** The job description is in no way meant to describe exactly what the job duties are. It is a guideline to provide a frame of reference of job requirements. Other duties may be assigned at the discretion of the Executive Director.

**MINIMUM QUALIFICATIONS:**

A baccalaureate degree in psychology, social work, or a related human services field; or a minimum of one year or experience in a supervisory or management position in the human services delivery system. Shall be knowledgeable of physical, social, senior and mental health programs. Educational requirements must meet state guidelines.

Three years of demonstrated experience in the methods of administration, management and organization; program development; and personnel management.

Knowledgeable in Word, Outlook and Excel software programs.

Must be willing to travel for agency business and to work outside normal business hours.

**CONDITIONS OF EMPLOYMENT:**

T.B. and physical clearance. Must have current CA driver's license/ CA ID, insurance. Provide a DMV printout if applicable; may be placed on DMV pull notice, fingerprint clearance if applicable. Maintain First Aid and CPR provided by the agency. Community Care Licensing Orientation Program and continuing education as required by The Department of Social Services.

In accordance with Federal law and U.S. Department of Agriculture policy, this institution is prohibited from discriminating on the basis of race, color, national origin, sex, age, or disability

This institution is an equal opportunity employer

Your employment with Care Connexus is voluntary and is subject to termination by you or the company with or without cause. Employment is at the mutual consent of the employee and Care Connexus, Inc. Therefore, either the employee or Care Connexus, Inc. can terminate the employment relationship at-will, with or without notice, at any time.

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Employee Signature

Date

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Executive Director

Date

## **CARE CONNEXUS INC.**

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### Adult Day Services

#### **ADULT DAY CARE NURSE, L.V.N**

**OVERALL OBJECTIVES:** Supervise the Adult Day Care Program for functionally impaired older adults at the Adult Day Services Center of Riverside in an integrated program setting of Adult Day Care, Alzheimer's Day Care Resource Center and Adult Day Health Care programs on a daytime basis. All policies and procedures established by CARE CONNEXUS INC. will be followed at all times.

**RESPONSIBLE TO:** Program Director

**RESPONSIBLE FOR:** Program Aides and Assigned Volunteers

#### **DUTIES AND RESPONSIBILITIES:**

1. **STAFF.** Coordinate, train and supervise all Program Aides of the Adult Day Care Program; assist in providing in-service training program, general staff meetings and related record keeping; make recommendations for hiring, terminations, evaluations of Program Aides; make recommendations regarding personnel problems and needs; provide adequate and sufficiently trained staff at all times; follow current labor laws and all legal employment practices; create a team approach in providing services.
2. **VOLUNTEERS.** Coordinate special volunteers that may be assigned to work in the Adult Day Care Program; assist with volunteer recruitment, training and evaluations; maintain all required records.
3. **PARTICIPANT SERVICES.** Coordinate physical care of participants as indicated including ambulation, nutrition, medications, toileting, feeding, etc.; will assist in providing personal care; will provide training in behavior management strategies for wandering and assist in providing personal care; will provide training in agitation problems, etc.; provide therapeutic programs that assist participants to function at optimum level, increase and maintain social skills, enhance self esteem and improve their capabilities with ADL's and IADL,s; assist in completing the intake process including participant file, assessments and re-assessments, case notes, individual care plans, mental status exams and all required reports; function as the primary case coordinator for Adult Day Care participants in cooperation with the Program Director/Social Worker. This position is designed to be a floor nurse and involved in the program as much as

possible. The nurse is to assist clients to the bathroom, feeding & eating, cleaning up and participate in activities, light housekeeping, etc.

4. **NUTRITION.** Responsible for all food services for participants including breakfast, lunch and afternoon snacks; menu preparation and meeting all requirements of the Adult Day Care Food Program; purchasing all food and janitorial supplies for the center. Will adhere to all policies and procedures required by the Child and Adult Care Food Program, Department of Education Nutrition Services Division.
5. **CAREGIVER SUPPORT.** Provide on-going support for caregivers and families in their care-giving process; coordinate home care needs with Adult Day Care for continuity of care; provide caregiver training to enhance their skills when indicated.
6. **HOUSEKEEPING.** Responsible for maintaining a healthy, safe and clean facility at all times to control potential accident and injury of anyone on site; provide effective injury/safety in the workplace programs and meet all reporting requirements; coordinate all aspects of housekeeping of facility both inside and outside.
8. **MARKETING/PUBLIC RELATIONS/FUND RAISING.** Assist with the marketing, public relations and fund raising efforts of the agency, which may include attending meetings, speaking, health fairs, other agency visits, etc.
9. **ADMINISTRATIVE.** Keeping the Program Director fully informed at all times; function as an integral part of a team concept; member of the Interdisciplinary Team of the Adult Day Care Program; consult to the Multi-Disciplinary Adult Day Health Care Team on dementia issues; maintain up-to-date procedure manuals for all aspects of department; maintain all records required by the agency, licensing and contracts; other duties as assigned.
10. **ADHC RELIEF.** Will fill in for the Adult Day Health Care R.N. or L.V.N. when that person is absent from the facility. In doing so will require keeping up-to-date with the requirements of the ADHC program.
11. **CONFIDENTIALITY -** Maintains participant confidentiality at all times.

**MINIMUM QUALIFICATIONS:**

1. Licensed L.V.N. state of CA; 2 years experience as an L.V.N. in geriatrics; demonstrated experience in coordinating, assessment skills, supervision and training; be flexible and adaptable to a changing environment.



**CARE CONNEXUS, INC.**

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Adult Day Services Center of Sun City/Meniffee Valley

**ACTIVITY COORDINATOR / MEDICATION TECH (Meniffee Valley only)****OVERALL OBJECTIVES:**

Coordinate, supervise and implement an activity and social program for cognitively and functionally impaired older adult in an Adult Day Care and Alzheimer's Day Care Resource Center program. The philosophy, policies and goals of Care Connexus, Inc. will be carefully maintained. Assists participants with personal care and to participate in activity and recreational programs of the Adult Day Services Center of Sun City/Meniffee Valley. Assist ADC LVN with direct and indirect supervision and coordination of program staff in providing activities. Must be trained in medication procedures specific to Title 22 of Community Care Licensing and maintain compliance. Assist Program Director in ensuring compliance with agency and licensing guidelines regarding storage and proper handling of client medications. Assist the participants in taking their own Physician prescribed medications while at the Center. All regulations and policies regarding medications shall be adhered to at all times. Act as positive role model at all times.

**RESPONSIBLE TO:            Program Director****DUTIES AND RESPONSIBILITIES:****Part I****A. ACTIVITY AND SOCIAL PROGRAM:**

Assist with planning a diverse and comprehensive activity and social program tailored to meet the needs and limitations of functionally and memory impaired older adults. Assist with Multi-level individual and group activities, will assist with providing activities to meet the various functioning levels of participants. Activities shall promote health, independence and self care and help to increase or maintain social skills and self esteem. Special emphasis will be placed on needs of persons with Alzheimer's diseases or related disorders.

1. Provide activity assessments for Adult Day Care participants upon intake and reassessments. Maintain all documentation and monthly case notes as required.
2. Decorate the center for holidays and special events with ecumenical themes providing respect for all backgrounds and religions.
3. Maintain agencies participants and caregivers confidentiality at all times in accordance with HIPPA regulations. This will include all verbal or written correspondence.

4. Assist with maintaining inventory and equipment in an orderly fashion. Keep activity supplies organized. .
5. Assist participants in all areas of personal care needs. If necessary such as toileting, feeding, ambulating, etc; providing care with dignity.
6. Assists with housekeeping and maintenance needs of the center if necessary.

**MEDICATION ASSISTANT (SUN CITY ONLY)**

**Part II**

**DUTIES AND REPONSIBILITIES:**

Under the supervision of the Program Director, ensure compliance with regulations and agency policies regarding proper storage, handling and destruction of medications. Must be trained in

**MINIMUM QUALIFICATIONS:**

1. Must be an L.V.N. licensed in the State of CA. Trained in medication procedures specific to Title 22 of Community Care Licensing.
2. Demonstrate experience and coordination skills.
3. Ability to identify and respond to particular needs of participants with various physical and mental impairments; ability to follow directions during emergencies; and be flexible.

**CONDITIONS OF EMPLOYMENT:**

T.B. and physical clearance. Must have current CA driver's license/ CA ID. Provide a DMV printout if applicable; fingerprint clearance if applicable. Maintain First Aid and CPR provided by the agency.

Employment is at the mutual consent of the employee and Care Connexus. Therefore, either the employee or Care Connexus can terminate the employment relationship at will.

\_\_\_\_\_  
Employee Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Program Director

\_\_\_\_\_  
Date



**CARE CONNEXUS INC.**

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Adult Day Services

**SOCIAL WORKER**

**OVERALL OBJECTIVES:** Provide all social work services for the Adult Day Services Center of Riverside in an integrated program of Adult Day Health Care, Adult Day Care and Alzheimer's Day Care Resource Center. All policies and procedures of CARE CONNEXUS INC., applicable laws and licensing requirements will be followed at all times.

**RESPONSIBLE TO:** Program Director

**AREAS OF SOCIAL WORK RESPONSIBILITIES:**

1. Processes all inquiries in a timely manner and maintains tracking documentation. Meets with family members, or referring agency, and determines appropriate program.
2. Provides in-home assessments for all ADHC participants and ADC participants only on special request. Completes all intake processes.
3. Provides discharge planning for all participants.
4. Assesses and makes recommendations for financial assistance needs of participants.
5. Provides full case management for ADHC participants and referrals for ADC participants. Maintains a comprehensive information and referral resource file for the center's primary and secondary service areas along with pertinent referrals outside of service area.
6. Provide functional assistance in the areas of assisting participants in any area of personal care needs, programs needs, housekeeping and maintenance of facility.
7. Provides group sessions in the program.
8. Provides participant and family counseling as needed.
9. Facilitates, or co-facilitates, caregiver support groups as assigned.
10. Maintain a working knowledge of facility service areas including transportation, community characteristics and geographics.

11. Active participant in the ADHC Multi-Disciplinary Team and ADC Inter-Disciplinary Team.
12. Active participant in all staff and in-service meetings. Requirements may require outside training. Provide training for in-services as assigned.
13. Works as an integral participant of a management team concept. Maintains effective relationship with staff geared to the building and maintenance of a cohesive team.
14. Consults with and advises staff members as to the relationship of social, emotional and ethnic factors to health and medical care, and as to the availability of social services in the community.
15. Maintains all agency, licensing, contracts and administrative requirements for documentations as required for client services and administrative needs including raw data collections and tabulations and reporting requirements.
16. Assist in developing and providing educational and training programs for caregivers and professionals. Assisting in providing fact sheets and other information materials.
17. Acts as an advocate for elderly concerns.
18. Participates as a member of assigned community committees as a representative of Care Connexus, Inc.
19. Maintains a networking liaison with other organizations in the eldercare field. Represents the agency in contact with human service, health care, and community organization groups and individuals.
20. Primary person responsible for providing marketing and public relations efforts for the facility. Plans will be established with administration including goals and tracking.
21. Maintain up-to-date procedures manual and master calendar for position.
22. Assist with agency fund raising efforts.
23. Will adhere to all policies and procedures required by the Child and Adult Care Food Program, Department of Education Nutrition Services Division.
23. The job description is in no way meant to describe exactly what the job duties are. It is a guideline to provide a frame of reference of job



**CARE CONNEXUS, INC.**

Adult Day Services Center of Riverside

**PROGRAM ASSISTANT**

**OVERALL OBJECTIVES:** Assist participants with personal care and to participate in activities and recreational programs of the Adult Day Services Center of Riverside in an integrated program setting of Adult Day Care, Adult Day Health Care and Alzheimer's Day Care Resource Center. In developing and implementing the criteria of this position, all areas of responsibility shall be carefully coordinated with adherence to the philosophy, policies and goals of Care Connexus, Inc.

**RESPONSIBLE TO:**              X   Adult Day Health Care Nurse, R.N.  
     X   Adult Day Care Nurse, L.V.N.

**DUTIES AND RESPONSIBILITIES:**

1. Provide care with dignity and maintain participant confidentiality at all times in accordance with HIPPA regulations.
2. Will maintain a therapeutic environment by developing and utilizing techniques and methods to work with participants and encouragement to function at the highest possible level; utilize behavior management strategies to reduce agitation and restlessness.
3. Provide motivation for clients by socializing and communicating with them both on a one-to-one and group level.
4. Assist participants with activities of daily living such as grooming, personal hygiene, feeding, walking, wheelchair assistance and ambulation, etc.
5. Assist in preparation, serving and clean up of all nutrition services including breakfast, lunch and snacks.
6. Report any changes in physical or behavioral conditions of participants to the nurse including any sores, bruises or other forms of possible injury or illness.
7. Assist the Activity Coordinator in planning, developing, coordinating and leading the activity and social program. Activities may include art, games, crafts, music, exercises, cultural and educational activities, social groups, special parties, meals, outings, etc. Will provide therapeutic programming at all times. Keep program supplies, equipment and resource materials in proper storage.
8. Will provide therapeutic exercises to ADHC participants as indicated by the care plans when trained by the Physical or Occupational Therapist and supervised by the RN. This includes providing documentation, system planning and record keeping as required. Will assist with assessment of vital signs and weights for all participants.
9. Responsible for helping participants to the bathroom and providing any personal assistance needed. Maintain all charts necessary for bladder and bowel training. Clients are to be kept clean, dry and sanitary at all times. May need to give showers, wash laundry, etc.
10. Housekeeping duties which may include (but not limited to) dusting, vacuuming, watering plants, sweeping patios, mopping floors, cleaning bathrooms, cleaning up after

snacks and lunch, washing dishes and general housekeeping duties both inside and outside facility.

11. Maintain all health and safety standards of the agency at all times. This includes meeting all licensing, fire and disaster preparedness regulations and all safety in the work place policies. Immediately report any incidents of injury to your supervisor.
12. Work as an integral part of a team approach in providing services and maintain a positive professional working relationship with all staff, families and participants at all times.
13. Shall attend and participate in all in-service training, departmental and general staff meetings; may be required to attend outside training and reading of materials.
14. Report known or suspected elder or disabled person abuse as the law mandates.
15. This list of job elements, responsibilities, skills, duties, requirements and conditions are not complete, but merely the most accurate list for the current job. The job description may be revised and is not intended to state that these are the only duties to be performed. Some duties may be required when job circumstances change (e.g. emergencies, changes in workload or personnel, etc.).
16. Other duties as assigned.

**AGENCY SUPPORT:**

1. A team player.
2. Attendance/punctuality/accountability.
3. Maintain confidentiality at all times.
4. Maintains positive relationships with all employees / participants / families / community.
5. Represents, in a positive manner, the Care Connexus, Inc. mission, policies and goals.
6. Support agency marketing, public relations and fundraising efforts.

**MINIMUM QUALIFICATIONS:**

High school graduate (or equivalent); minimum of six months experience working with the elderly; ability to identify and respond to particular needs of participants with various physical and mental impairments; ability to follow directions during emergencies; and be flexible. Can lift up to 75 lbs.

**CONDITIONS OF EMPLOYMENT:**

T.B. and physical clearance. Must have current CA driver's license/ CA ID. Provide a DMV printout if applicable; fingerprint clearance if applicable. Maintain First Aid and CPR provided by the agency.

Employment is at the mutual consent of the employee and Care Connexus. Therefore, either the employee or Care Connexus can terminate the employment relationship at will.

\_\_\_\_\_  
Employee Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Program Director

\_\_\_\_\_  
Date

**CARE CONNEXUS, INC.**

Adult Day Services Center of Sun City/Menifee Valley

**PROGRAM ASSISTANT**

**OVERALL OBJECTIVES:** Assist participants with personal care and to participate in activities and recreational programs of the Adult Day Services Center of Sun City/Menifee Valley in an integrated program setting of Adult Day Care and Alzheimer's Day Care Resource Center. In developing and implementing the criteria of this position, all areas of responsibility shall be carefully coordinated with adherence to the philosophy, policies and goals of Care Connexus, Inc.

**RESPONSIBLE TO:** Program Director

**DUTIES AND RESPONSIBILITIES:**

1. Provide care with dignity and maintain participant confidentiality at all times in accordance with HIPPA regulations.
2. Will maintain a therapeutic environment by developing and utilizing techniques and methods to work with participants and encouragement to function at the highest possible level; utilize behavior management strategies to reduce agitation and restlessness.
3. Provide motivation for clients by socializing and communicating with them both on a one-to-one and group level.
4. Assist participants with activities of daily living such as grooming, personal hygiene, feeding, walking, wheelchair assistance and ambulation, etc.
5. Assist in preparation, serving and clean up of all nutrition services including breakfast, lunch and snacks.
6. Report any changes in physical or behavioral conditions of participants to the nurse including any sores, bruises or other forms of possible injury or illness.
7. Assist the Activity Coordinator in planning, developing, coordinating and leading the activity and social program. Activities may include art, games, crafts, music, exercises, cultural and educational activities, social groups, special parties, meals, outings, etc. Will provide therapeutic programming at all times. Keep program supplies, equipment and resource materials in proper storage.
8. Will assist with assessment of vital signs and weights for all participants.
9. Responsible for helping participants to the bathroom and providing any personal assistance needed. Maintain all charts necessary for bladder and bowel training. Clients are to be kept clean, dry and sanitary at all times. May need to give showers, wash laundry, etc.
10. Housekeeping duties which may include (but not limited to) dusting, vacuuming, watering plants, sweeping patios, mopping floors, cleaning bathrooms, cleaning up after snacks and lunch, washing dishes and general housekeeping duties both inside and outside facility.



**CARE CONNEXUS, INC.**

Adult Day Services Center of Sun City/Menifee Valley

**KITCHEN ASSISTANT**

**OVERALL OBJECTIVES:** Under the supervision of the Program Director, responsible for assisting with the Center's meal program which includes clean-up, serving, and food preparation as assigned in accordance with California Dept. of Education Nutrition Services Division Requirements and Adult Day Care Food Service Title 22.

**RESPONSIBLE TO:** Program Director

**DUTIES AND RESPONSIBILITIES:**

1. Provide the basic preparation, serving, and clean up of food and beverages.
2. Responsible for cleaning and general maintenance of the kitchen and dining room. With emphasis in the area of cleanup during the meal preparation and after the meal has been served.
3. Records daily, Temperature Log, Meal Counts and Daily Transport Record – Pre Pack Meals etc.
4. Operates and cleans a variety of specialized food service equipment, i.e. coffee maker, microwave , refrigerator etc.
5. Inventories supplies and makes recommendations for purchases.
6. Demonstrates knowledge of meal pattern for adults, serving sizes and equivalent.
7. Serve participants diets in accordance with physicians orders and particular attention to individual allergies. Assist with feeding participants.
8. Maintain all health and safety standards of the agency at all times. This includes meeting all licensing, fire and disaster preparedness regulations and all safety in the work place policies. Immediately report any incidents of injury to your supervisor.
9. Work as an integral part of a team approach in providing services and maintain a positive professional working relationship with all staff, families and participants at all times.
10. Shall attend and participate in all in-service training, departmental and general staff meetings; may be required to attend outside training and reading of materials.
11. Report known or suspected elder or disabled person abuse as the law mandates.
12. Confidentiality.
13. This list of job elements, responsibilities, skills, duties, requirements and conditions are not complete, but merely the most accurate list for the current job. The job description may be revised and is not intended to state that these are the only duties to be





# EXHIBIT A

**Scope of Work – Exhibit A  
AREA PLAN**

**ARTICLE I. DEFINITIONS**

**A. DEFINITIONS SPECIFIC TO TITLE III AND TITLE VII PROGRAMS**

1. **Program Requirements** means Title III program requirements found in the Older Americans Act (OAA 42 USC Section 3001-3058), Code of Federal Regulations (45 CFR XIII, 1321); Title 22, California Code of Regulations (CCR), Section 7000 et seq., and Department Program Memoranda.
2. **Title III B (Supportive Services)** means a variety of services including, but not limited to: personal care, homemaker, chore, adult day care/adult day health, case management, assisted transportation, transportation, legal assistance, information and assistance, outreach, and long-term care ombudsman advocacy, as defined in the National Aging Programs Information Systems (NAPIS) categories and National Ombudsman Reporting System (NORS).
3. **Program Development** means activities that either establish a new service or expand or integrate existing services.
4. **Coordination** means activities that involve the active participation of the Area Agency on Aging (AAA) staff to include liaison with non-OAA funded agencies and organizations for the purpose of avoiding duplication, improving services, resolving problems related to service delivery, and addressing the service needs of the eligible service population.
5. **Priority Services** means those services associated with access to services (transportation, outreach, information and assistance, and case management); in-home services including supportive services for families of older individuals who are victims of Alzheimer's disease and related disorders with neurological and organic brain dysfunction, and legal assistance.
6. **Title III C-1 (Congregate Nutrition Services)** means nutrition services for older individuals in a congregate setting. Services include meals, nutrition and health promotion education, health promotion programs, nutrition risk screening, and opportunities for socialization. Each meal shall provide one-third (1/3) of the Dietary Reference Intakes (DRI) and comply with the current Dietary Guidelines for Americans, 2005.
7. **Title III C-2 (Home Delivered Nutrition Services)** means nutrition services provided to homebound older individuals including meals, nutrition and health promotion education, and nutrition risk screening. Each meal shall provide one-third (1/3) of the Dietary Reference Intakes (DRI) and comply with the current Dietary Guidelines for Americans, 2005.

**Scope of Work – Exhibit A  
AREA PLAN**

ARTICLE I. DEFINITIONS (Continued)

8. **Nutrition Services Incentive Program (NSIP)** is the name for the United States Department of Agriculture (USDA) cash allotment or commodity program. The purpose of the program is to provide incentives to encourage and reward effective performance by AAAs in the efficient delivery of nutritious meals to older individuals.
  
9. **Title III D (Disease Prevention and Health Promotion Services)** means a variety of activities to maintain or improve the physical, mental, and nutritional health of older persons, to include the following specific activities: disease prevention, health promotion education, nutrition education, nutrition counseling, nutrition risk screening services, medication management, home security, equipment, family support, community education/advocacy, information, outreach, physical fitness, therapy, and comprehensive assessment.  
  
Medication Management means “medication screening and education to prevent incorrect medication and adverse drug reactions” and is a required service with a separate funding allocation.
  
10. **Program Income** means revenue generated by the Contractor or subcontractor from contract-supported activities. Program income is:
  - a. Voluntary contributions received from a participant or responsible party as a result of services.
  - b. Income from usage or rental fees of real or personal property acquired with grant funds or funds provided under this Agreement.
  - c. Royalties received on patents and copyrights from contract-supported activities.
  - d. Proceeds from sale of items fabricated under a contract agreement.
  
11. **One-Time-Only** include the following:
  - a. Titles III and VII federal funds allocated to the Office on Aging in a state fiscal year that are not expended or encumbered for services and administration provided by June 30 of that fiscal year as reported to CDA in the Financial Closeout Report (CDA 180). (Title 22 CCR 7314).
  - b. Title III and VII federal funds recovered from the Office on Aging as a result of a fiscal audit determination and resolution by the Department.

**Scope of Work – Exhibit A  
AREA PLAN**

ARTICLE I. DEFINITIONS (Continued)

- c. Supplemental Title III and Title VII program funds allocated by the Administration on Aging to the Department as a result of the federal re-allotment process.
12. **Indirect Costs** means costs incurred for a common or joint purpose benefiting more than one cost objective and not readily assignable to the cost objective specifically benefited, without effort disproportionate to the results achieved.
13. **Eligible Service Population** for Title III (except for Title III E) means individuals 60 years of age or older, with emphasis on those in economic and social need with particular attention to low income minority individuals, older individuals with limited English proficiency, and older individuals residing in rural areas. [OAA, Section 305 (a)(2)(E)] [Title 22, CCR, Sections 7125, 7127, 7130, and 7135].
- B. DEFINITIONS SPECIFIC TO TITLE III E—FAMILY CAREGIVER SUPPORT PROGRAM (FCSP)
- 1. **Program Requirements** means requirements found in the Older Americans Act (OAA), Title III, Part E, Sections 371 through 374.
  - 2. **Eligible Service Population** for Title III E means:
    - a. A Family Caregiver
    - b. A Grandparent or Older Individual Who is a Relative Caregiver
  - 3. **A Family Caregiver** is defined in Title III, Part A, Sections 302(3) of the OAA as an adult family member or another individual who is an informal provider of in-home and community care to an older individual or to an individual (of any age) with Alzheimer's disease or a related disorder with neurological and organic brain dysfunction. "Family Caregiver" is used interchangeably with "informal caregiver". "Informal" means that the care is not provided as part of a public or private formal service program.
- A Family Caregiver provides care without pay. FCSP funds cannot be used to pay the Family Caregiver a stipend or salary for providing care. FCSP funds may be used to pay another family member or friend to provide respite care or supplemental services to the Family Caregiver.
- The broader term "Caregiver" as defined in Title I, Section 102(18)(B) of the OAA is not applicable to Title III of the OAA since it also means an

**Scope of Work – Exhibit A  
AREA PLAN**

individual who—voluntarily or because of compensation—has responsibility for the care of an older individual and is providing this care on behalf of the Family Caregiver or on behalf of a public or private agency or organization.

4. **A Grandparent or Older Individual Who is a Relative Caregiver** is defined as a grandparent or step-grandparent of a child, or a relative of a child by blood, marriage, or adoption, who is 55 years of age or older, and who meets the following additional criteria in Title III, Part E, Section 372 (3) of the OAA.
  - a. Lives with a child (but is not the older adult parent of the child or individual of any age with a disability);
  - b. 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
  - c. Has legal relationship with child, as such legal custody or guardianship, or is raising the child informally.
  
5. **An Older Individual Receiving Care (Care Receiver)** is defined as one who is 60 years of age or older, or an individual (of any age) with Alzheimer's disease or a related disorder with neurological and organic brain dysfunction [Title III, Part, A Section 302(3); Title I, Section 102(22)]. Family Caregivers cannot receive FCSP-funded respite and supplemental services specified in paragraph 7 of this section unless the Care Receiver meets the more restrictive eligibility criteria specified in Title III, Part E, Section 373 (c) (1) (B) of the OAA and the definition of "frail" in OAA Section 102 (26), which requires that the Care Receiver is unable to perform at least two activities of daily living (ADLs) [i.e., human assistance is needed for eating, toileting, continence, transferring in/out of bed or chair, bathing, dressing] or requires substantial supervision due to a cognitive or other mental impairment.
  
6. **A Child (who receives care from a Grandparent or Older Individual who is a Relative Caregiver)** is defined in Title III, Part E, Section 372(a)(1) of the OAA as an individual who is not more than 18 years of age or is an individual (of any age) with a disability.
  
7. **Individual with Severe Disabilities** is defined in Title I, Section 102(48) of the OAA as a person with a severe, chronic disability attributable to mental or physical impairment, that is likely to continue indefinitely and results in substantial limitation in 3 or more of the following areas of major life activity:

**Scope of Work – Exhibit A  
AREA PLAN**

- a. Self-care,
  - b. Receptive and expressive language,
  - c. Learning,
  - d. Mobility,
  - e. Self-direction,
  - f. Capacity for Independent Living,
  - g. Economic self-sufficiency,
  - h. Cognitive functioning, and
  - i. Emotional adjustment.
8. **Title III E (Family Caregiver Support Program)** is defined in Title III, Part E, Section 373(b) as support services that include (1) information to caregivers, potential caregivers, and those who may assist caregivers about available services; (2) assistance to caregivers in gaining access to the services; (3) individual counseling, organization of support groups, and caregiver training (individual or group) to assist the caregivers in the areas of health, nutrition, and financial literacy, and in making decisions and solving problems relating to their caregiving roles; (4) respite care to enable caregivers to be temporarily relieved from their caregiving responsibilities; and (5) supplemental services, on a limited basis, to complement the care provided by caregivers. In accordance with Title III, Part E, Section 373(e) (1), the Department has established for the five support service categories additional service standards that must be met. These standards are documented in the FCSP Service Matrix, which the Department publishes periodically, as necessary.

The following apply to the Respite service category above:

- a. "Respite Care" is the provision of temporary, substitute supports or living arrangements for care receivers and may be provided (1) in the home (and include the provision of personal, homemaker, and chore services to the care receiver), (2) by attendance of the care receiver at day care or other non-residential day center or program (including recreational outings for children), and (3) by attendance of the care receiver in a facility for an overnight stay on an occasional or emergency basis (such as a nursing home for older adults or summer camp for grandchildren).
- b. "Temporarily" means a brief period of relief or rest from a caregivers responsibilities during a limited time period, and could be provided on the following basis:
  - (1) Intermittent—Time off a few hours once a week for a limited time to give the caregiver a planned or unscheduled break;
  - (2) Occasional—Time off for the caregiver to attend a special event;

**Scope of Work – Exhibit A  
AREA PLAN**

- (3) Emergency—Extended break to address an intervening circumstance, such as caregiver emotional stress or hospitalization and recovery.

c. Title III E funds cannot be used to support the following activities:

- (1) To pay the costs for a family caregiver to attend a camp, spa, resort, or restaurant;
- (2) To temporarily relieve workers from formally paid services (e.g., In-Home Supportive Services or services required to be provided in a licensed facility such as a Residential Care Facility for the Elderly);
- (3) To supplement the service unit cost of “a participant day” at an adult day care program.

d. Title III E Supplemental Funds cannot be used to support the following activities:

- (1) Assisting a care receiver, unless there is an identified caregiver need that is met through assistance to the care receiver;
- (2) Providing ongoing assistance to a care receiver living alone;
- (3) Same level of service provided to all caregivers, rather than assistance based on caregiver level of need and priority; and
- (4) One-time, end-of-the-year assistance without an identified individual caregiver need.

**C. DEFINITIONS SPECIFIC TO TITLE VII-A (ALLOTMENTS FOR VULNERABLE ELDER RIGHTS PROTECTION ACTIVITIES)**

- 1. **State Long-Term Care Ombudsman Program** means the CDA program recognized by the State Legislature and in compliance with the Older Americans Act and the Older Californians Act. The legislative intent of this program is to use volunteers and volunteer programs to effectively assist older individuals residing in long-term care facilities in the assertion of their civil and human rights. [OAA 712(a)(1)(B); WIC 9700, 9701(f)].
- 2. **Office of the Long-Term Care Ombudsman** means the office established and operated by CDA to carry out the State Long-Term Care Ombudsman Program, both directly and by contract with the Office on Aging. As a program of CDA, the Office is responsible for activities that promote the development, coordination, and utilization of Ombudsman services. The Office establishes and maintains effective communication with programs that provide legal services for the



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elderly and advocacy services of similar nature that receive funding or official designation from the state. The Office analyzes data, monitors government actions, and provides recommendations pertaining to long-term care facilities and services. The Office periodically updates training procedures for Local Ombudsman Programs and provides them with administrative and technical assistance. [OAA 712(a)(1)(A), 712(a)(3) (C&F), 712(h); WIC 9710, 9716, 9717].

3. **State Ombudsman** means the individual who serves as the full-time head of the Office of the Long-Term Care Ombudsman. The State Ombudsman is appointed by the CDA director and reports directly to this director. With the participation of the Office on Aging, the State Ombudsman develops policies and procedures for the State Ombudsman Program, including the Office on Aging responsibilities for the provision of Ombudsman services in their Planning and Service Area (PSA 21) – including their resolution of concerns with respect to Local Ombudsman Program activity. [OAA 712(a) (2&3), 712(a)(5)(D)(ii), 712(e); WIC 9711].
4. **Local Ombudsman Program** means either a program of the Office on Aging or its subcontractor that is selected to carry out the duties of the State Long-Term Care Ombudsman Program with respect to the planning or service area. The selection is in accordance with policies and procedures established by the State Ombudsman and meet the State Ombudsman's criteria for designation and concurrence. [OAA 711(3), 712(a)(5)(D); WIC 9701(a)].
5. **Local Ombudsman Coordinator** means the individual selected by the governing board or executive director responsible for the Local Ombudsman Program to represent the Local Ombudsman Program and manage the day-to-day operations, including implementation of federal and State requirements. The Local Ombudsman Coordinator is required to be a State Certified Ombudsman Representative, complete State training for new Coordinators, and participate in State Ombudsman sponsored meetings at least twice each year. The selection is in accordance with policies and procedures established by the State Ombudsman and meet the State Ombudsman's criteria for designation and concurrence. [OAA 712(a)(5)(A), 712(h)(5); 9701(e), 9719].
6. **State Certified Ombudsman Representative** means the volunteer or employee of the Local Ombudsman Program who is individually certified in accordance with policies and procedures established by the State Ombudsman to serve as representative of the State Long-Term Care Ombudsman Program. Prior to acceptance by the State Ombudsman for certification, the individual is required to complete a minimum of 36 hours

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of training in accordance with policies and procedures established by the State Ombudsman. [OAA 711(5), 712(a)(5)(A), 712(h)(5); WIC 9719].

7. **Volunteer Recruitment** means those activities associated with engaging and retaining the services of volunteers to serve as a State Certified Ombudsman Representative. [OAA Section 712(a)(5)(B)(vii)]
8. **Eligible Service Population** means older individuals, 60 years of age or older, who are residents of long-term care facilities (i.e. nursing, skilled nursing, distinct part facilities, residential care facilities for the elderly, and other adult care homes similar to these facilities) regardless of their socio-economic status or area of residence. [OAA Sections 102(35), 321(a)(10), WIC 9701(b). The Local Ombudsman Program may serve residents under 60 years of age if:
  - a. A majority of the residents of the facility where the younger person resides are over age 60, and
  - b. Such service does not weaken or decrease service to older individuals covered by the Older Americans Act [Policy of the Office of Elder Rights Projection, Administration on Aging; July 15, 1996].

**D. DEFINITIONS SPECIFIC TO TITLE VII-B (ALLOTMENTS FOR VULNERABLE ELDER RIGHTS PROTECTION ACTIVITIES – PROGRAMS FOR PREVENTION OF ELDER ABUSE, NEGLECT, AND EXPLOITATION)**

1. **Elder Abuse Prevention Programs** means activities to develop, strengthen, and carry out programs for the prevention, detection, assessment, and treatment of, intervention in, investigation of, and response to elder abuse, neglect, and exploitation (including financial exploitation) (42 U.S.C. 3058i, OAA Section 721), including:
  - a. Providing for public education and outreach to identify and prevent elder abuse, neglect, and exploitation;
  - b. Providing for public education and outreach to promote financial literacy and prevent identity theft and financial exploitation of older individuals;
  - c. Ensuring the coordination of services provided by area agencies on aging with services instituted under the State adult protective service program, State and local law enforcement systems, and courts of competent jurisdiction;
  - d. Promoting the development of information and data systems, including elder abuse reporting systems, to quantify the

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extent of elder abuse, neglect, and exploitation in the Planning and Service Area.

- e. Conducting analyses of local Adult Protective Services and Long-Term Care Ombudsman information concerning elder abuse, neglect, and exploitation and identifying unmet service, enforcement, or intervention needs;
- f. Conducting training for individuals, including caregivers described in part E of Title III, professionals, and paraprofessionals, in relevant fields on the identification, prevention, and treatment of elder abuse, neglect, and exploitation, with particular focus on prevention and enhancement of self-determination and autonomy;
- g. Providing technical assistance to programs that provide or have the potential to provide services for victims of elder abuse, neglect, and exploitation and for family members of the victims;
- h. Conducting special and on-going training, for individuals involved in serving victims of elder abuse, neglect, and exploitation, on the topics of self-determination, individual rights, State and federal requirements concerning confidentiality, and other topics determined by the Department to be appropriate.

**ARTICLE II. SCOPE OF WORK**

- A. The Office on Aging shall perform the following for Title III, Title VII, and Community-Based Services Programs (CBSP) Programs:
  - 1. Implement the statutory provisions of the Title III and Title VII Programs (OAA, Section 306) in accordance with State and federal laws and regulations. The Office on Aging shall make every effort to meet the goals and objectives stipulated in the four-year Area Plan and annual updates of the Area Plan's Goals, Objectives, and Service Unit Plan, herein incorporated into this Agreement by reference. Performance shall not be unilaterally reduced or otherwise changed without prior consultation with, and written approval of, the Department.
  - 2. Establish and maintain an organization that shall have the ultimate accountability for funds received from the Department and for the effective and efficient implementation of the activities as described in the Area Plan and all pertinent State and federal laws and regulations including data reporting requirements.

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3. Meet the adequate proportion requirements for priority services as required under the OAA, Section 306(a)(2); and CCR, Section 7312.
4. Maintain staff time records and documentation to identify the allocation of Program Development or Coordination activities to determine the amount of Program Development or Coordination expenditures. Records and documentation shall:
  - a. Include a written description for each Program Development or Coordination activity in the staff time records that is of sufficient detail to define the event or type of activity, and
  - b. Be traceable back to the Program Development or Coordination objectives as approved in the Area Plan.
5. The written record/documentation supporting expenditures of Program Development or Coordination activities must be kept on file by the Contractor for three years or until any audit is resolved, whichever is longer.
6. Meet the requirements under the OAA, Section 301(a)(1) to secure and maintain maximum independence and dignity in a home environment for the eligible service population capable of self-care with appropriate supportive and nutrition services.
7. Remove individual and social barriers to economic and personal independence for the eligible service population to the extent possible as required under OAA, Section 301(a)(2)(B).
8. Provide a continuum of care for the vulnerable eligible service population as required under OAA, Section 301(a)(2)(C).
9. Secure the opportunity for the eligible service population to receive managed in-home and CBSP long-term care services as required under OAA, Section 301(a)(2)(D).
10. Maintain or improve Community-Based Services Program (CBSP) services to meet the physical and mental health of older persons, as required under the OAA, Section 361(a) through funding that includes Title III D Disease Prevention and Health Promotion.
11. Conduct and/or promote activities for the prevention and treatment of elder abuse, neglect, and exploitation, as required under the OAA, Section 721.
12. If federal and/or State funds for meal programs increase, the number of Title III C-1 and C-2 meals served shall be maintained or increased. This

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contract shall promote and maintain high standards of food safety and sanitation as required by the California Retail Food Code (CalCode).

13. The Office on Aging shall enter into contracts with subcontractors which require them to provide services pursuant to Title 22 CCR, Sections 7352 through 7364, and ensure all applicable provisions required within this Agreement are included in the subcontract(s).
14. Review, approve, and monitor subcontractor budgets and expenditures and any subsequent amendments and revisions to budgets. The Office on Aging shall, to the extent feasible, ensure that all budgeted funds are expended by the end of each fiscal year.
15. Annually conduct onsite program and fiscal monitoring; evaluate, and document subcontractor performance. [45 CFR Part 1321.11]
16. Provide support and technical assistance to subcontractors and respond in writing to all written requests for direction, guidance, and interpretation of instructions to include client and service data.
17. Distribute and maintain up-to-date Department requirements so that all responsible persons have ready access to standards, policies, and procedures.
18. Provide program information and assistance to the public.
19. Maintain a four-year Area Plan, with annual updates, as specified in Title 22 CCR, Sections 7300 through 7320. The Area Plan and annual updates are due by May 1 of each year and the year-end report is due by November 1 of each year. The annual update and year-end report shall be effective during the same term as this Agreement.
20. Maintain a program data collection and reporting system as specified in Exhibit E.
21. Limit expenditures for Title III E Supplemental Services to twenty (20) percent of the total Federal and Matching Non-Federal share FCSP allocation, as directed per guidance from Administration on Aging.
22. Obtain prior approval of the Department for any units of service to be funded under the Title III E Supplemental Services "Other" Category, in accordance with Department policy.
23. Expend not more than ten (10) percent of the total federal and matching non-federal share to provide support services to grandparents and older individuals who are relative caregivers of a child who is not more than 18 years of age in accordance with OAA Section 373(g)(2)(C).

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24. Contract Title III case management services only to a public or non-profit agency, as required by the United States Code 42 Section 3026 (a)(8)(C).
  25. Offer to each older individual seeking Title III case management services a list of agencies that provide similar services within the jurisdiction of the Office on Aging as specified in subsection (i), (ii), and (iii), of the United States Code 42 Section 3026 (a)(8)(C).
- B. The Office on Aging shall ensure that the Local Ombudsman Program, in accordance with policies and procedures established by the State Ombudsman, will:
1. Provide services to protect the health, safety, welfare and rights of residents. [OAA 712(a)(5)(i); 9701(a)].
  2. Ensure residents in the service area of the Local Ombudsman Program have regular, timely access to State Certified Ombudsman Representatives and timely responses to complaints and requests for assistance. [OAA 712(a)(5)(B)(ii)].
  3. Identify, investigate, and seek to resolve complaints made by or on behalf of residents that relate to their rights and well-being as residents. Complaint investigations shall be done in an objective manner to ascertain the pertinent facts. Findings shall be reported to the complainant. If a complaint is not investigated; the complainant shall be notified in writing the decision not to investigate and the reasons for the decision. [OAA 712(a)(5)(B)(iii); WIC 9701(a), 9720].
  4. Witness advance health care directives and property transfers of more than \$100 for residents of skilled nursing facilities. [HSC 1289, PC 4675, PC 4700 et seq.].
  5. Collect and submit data in accordance with the statewide uniform reporting system established by the State Ombudsman and the reporting provisions specified in Exhibit E of this contract. [OAA 712(c)].
  6. Represent the interests of residents before governmental agencies and seek administrative, legal, and other remedies to protect the rights and well-being of residents. [OAA 712(a)(5)(B)(iv)].
  7. Review, comment, and facilitate the ability of the public to comment on laws, regulations, policies, actions, and legislative bills that pertain to the rights and well-being of residents. [OAA 712(a)(5)(B)(v)].
  8. Support the development of resident and family councils. [OAA 712(a)(5)(B)(vi)].

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9. Carry out other activities that the State Ombudsman determines to be appropriate, including periodic updating of a plan for maintaining an ongoing presence in long-term care facilities, and participation in special initiatives to recruit volunteers to serve as State Certified Ombudsman Representatives. [OAA 712(a)(5)(B)(vii)].
  10. Have the option to provide additional services, if they do not weaken or decrease required Ombudsman responsibilities and duties, including the following services:
    - a. Provide public information and technical support pertaining to long-term care services, including inspection reports, statements of deficiency, and plans of correction for long-term care facilities within the service area. [WIC 9726.1(a)].
    - b. Promote visitation programs and other community involvement in long-term care facilities within the service area. [WIC 9726.1(b&d)].
    - c. Establish (in addition to support) resident, family and friends' councils. [WIC 9726.1(c)].
    - d. Present community education and training programs to long-term care facility staff, human service workers, and the general public about long-term care and residents' rights. [WIC 9726.1(e)].
    - e. Refer to the appropriate governmental agency the complaints and concerns of other residents in long-term care facilities that are not eligible to receive the services of the State Long-Term Care Ombudsman Program. [WIC 9720].
- C. The Office on Aging shall ensure that the Local Ombudsman Program, in accordance with policies and procedures established by the State Ombudsman, will:
1. Use Federal Citation Penalties Account to provide an increase in the number of certified volunteer Ombudsman staff and volunteers that provide services to residents living in Skilled Nursing Facilities (SNF) and Distinct Part SNFs in acute care hospitals. These programs provide staff and resources to recruit, hire, train, and manage additional volunteer certified Ombudsman volunteers. Allowable expenditures include: increased staffing, office space, equipment and furniture for new staff, increased utilities usage, additional funding for volunteer mileage, training, volunteer recognition activities, and materials and space to conduct community awareness activities.

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2. Ensure that before the funds referred to in paragraph 1 are requested from the Department, the Long-Term Care Ombudsman Program(s) shall submit an annual plan to the Department that includes:
    - a. Estimated number of volunteers to be certified during the State fiscal year who will perform Ombudsman activities primarily in SNFs and Distinct Part SNFs in acute care hospitals.
    - b. Number of staff to be hired or number and percentage of additional Full-time Equivalents (FTEs) dedicated to volunteer recruitment activities during the State fiscal year.
    - c. Anticipated time period during which staff will be hired.
    - d. Number and type of community awareness activities for the purpose of recruiting volunteers (e.g., speaking engagements, attending senior fairs, health fairs, etc.) during the State fiscal year.
  3. The Office on Aging shall review and approve claims for federal Citation Penalties Account funds.
  4. The Office on Aging shall submit monthly fiscal documents to CDA, as determined by the Department, for federal Citation Penalties Account funds.
- D. The Office on Aging shall perform the following for the Community-Based Services Programs (CBSP):

If the Office on Aging chooses to use CBSP funds for any of the following purposes, the contractor shall agree to the following provisions:

1. Linkages Program
  - a. Operate, as a direct or contracted service, a state funded Linkages Program that meets the program standards set forth in the Linkages Program Manual, revised June 2000, and in any other subsequent program memos, provider bulletins, or similar instructions issued during the term of this Agreement.
  - b. Additional Provisions
    - i. **Eligible Service Population** means: the frail elderly and disabled adult age 18 and older without regard to financial eligibility; live in a geographic area of a state-funded case management (Linkages) program; the ability to be maintained in the community with case management; be



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willing to participate in the program; and be at risk of being placed in an institution.

- ii. Have the option to participate in Targeted Case Management (TCM) administered by the Department of Health Services (DHS). Contractor must comply with Title 42 USC, Section 1396 et seq., 42 Code of Federal Regulations (CFR) Part 400 et seq., and 45 CFR Part 95, California Welfare and Institutions (W&I) Code, Division 9, Part 3, Chapter 7 (commencing with Section 14000) and Chapter 8 (commencing with Section 142000), and Title 22 California Code of Regulations (CCR), Division 3 (commencing with Section 50000), all as periodically amended; State-issued policy directives; and with the federal Office of Management and Budget (OMB) Circular A-87, as periodically amended for the operation of TCM.
- iii. Have the ability to seek parking penalties, fines, or forfeiture funds collected at the county level pursuant to provisions contained in Section 1465.5 of the Penal Code and Section 42001.13 of the Vehicle Code for violation of Section 22507.9 of the Vehicle Code.
- iv. The active targeted monthly caseload shall be at least 100 clients per Linkages site or a ratio of 50:1 for each full-time equivalent case manager. A caseload variance of +/- 20 percent (20%) based on the 50:1 ratio is allowed, but the active caseload shall not fall below an 80 percent (80%) client minimum.
- v. Maintain a program data collection and reporting system as specified in Exhibit E.

2. Senior Companion Program

- a. Operate, as a direct or contracted service, a Senior Companion (SC) Program with an approved Corporation for National and Community Service (CNCS) provider to implement the statutory provisions of the Domestic and Volunteer Service Act of 1973, as Amended (Title 42 U.S. code, Chapter 26), 45 Code of Federal Regulations (CFR) Parts 1207 and 2551, and in accordance with the 2000 SC Program Operations Handbook as issued by the CNCS ([www.seniorcorps.org](http://www.seniorcorps.org)).
- b. Additional Provisions

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- i. **Eligible Service Population** means: low-income volunteers aged 60 years and older, with an income that falls below the federal eligibility guidelines.
  - ii. Provide a tax-exempt stipend, a flexible work schedule of 15 to 40 hours per week, [45 CFR 25551.51] and other benefits that enable eligible volunteers to participate without incurring personal costs to themselves.
  - iii. Use a base funding for a Volunteer Service Year (VSY) calculated at a cost per VSY of \$4,675. [CNCS 2006 Programming for National Significance (PNS) Guidance]
  - iv. No minimum limitation on how the State allocation can be applied in the Volunteer Expense category.
  - v. If CNCS already has an approved federal SCP provider within the jurisdiction of the Contractor, that federal provider must be given an opportunity to accept the State-funded SC Program through a sole source contract.
  - vi. If the approved federal SC Program provider waives its interest in a State-funded SC Program, the Contractor must secure the approval of the CNCS to procure through the competitive bid process prior to issuing any Request for Proposal (RFP).
  - vii. Any RFP must be approved by the CNCS prior to release.
  - viii. Maintain a program data collection and reporting system as specified in Exhibit E.
  - ix. Conduct and document National Service Criminal History Checks on SC volunteers as well as grant-funded employees, who serve persons age 60 and older or individuals with disabilities. [Corporation for National and Community Service 45 CFR Part 2551 Subpart B.].
3. Brown Bag Program
- a. Operate, as a direct or contracted service, a state funded Brown Bag Program that meets the program standards set forth in the Brown Bag Manual, revised June, 1999, and in any other subsequent program memos, provider bulletins, or similar instructions issued during the term of this Agreement.
  - b. Additional Provisions



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program memos, provider bulletins, or similar instructions issued during the term of this Agreement.

b. Additional Provisions

- i. **Eligible Service Population** means: an individual age 18 and older with Alzheimer's disease, or other dementia-related disorders, particularly in the moderate to severe stages, whose care needs and behavioral problems may make it difficult to participate in existing care programs.
- ii. Have the ability to use additional funding sources, including but not limited to, participant fees or share-of-cost.
- iii. Conduct pre-award and physical plant, safety inspections, and relocation visits.
- iv. The total amount of funds from all sources (CBSP, Program Income, Matching Contributions, and Non-Matching Contributions) that will be used to operate the ADCRC program, must at a minimum total \$80,000.
- v. Use of any funds in support of an ADCRC requires each contracted entity to comply with all ADCRC program requirements.
- vi. Multiple subcontractors are allowable and satellite sites operated by a subcontractor are no longer tied to a baseline funding allocation.
- vii. Subcontractor must have a mechanism in place to ensure that changes in licensing status are reported to the Contractor within 30 days.
- viii. Maintain a program data collection and reporting system as specified in Exhibit E.
- ix. Ensure that the subcontractor has a current Adult Day Health Care or Adult Day Care license. (W&I 9542(e))

E. The Office on Aging shall perform the following bilingual and linguistic program services for all programs:

1. Needs Assessment

- a. The Office on Aging shall conduct a cultural and linguistic group-needs assessment of the eligible client population in the service area to assess the language needs of the population and determine

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what reasonable steps are necessary to ensure meaningful access to services and activities to eligible individuals. (Title 22 CCR Section 98310, 98314)

The group-needs assessment shall take into account the following four factors:

1. Number or proportion of limited English speaking (LEP) persons eligible to be served or likely to be encountered by the program.
2. Frequency with which LEP individuals come in contact with the program.
3. Nature and importance of the services provided to people's lives.
4. Resources available to the Contractor.

This group-needs assessment will serve as the basis for The Office on Aging determination of "reasonable steps" and provide documentary evidence of compliance with Government Code section 11135 et seq. and sections 98000-98382 of Title 22 of the California Code of Regulations.

- b. The Office on Aging shall prepare and make available a report of the findings of the group-needs assessment that summarizes the items listed below:
    1. Methodologies used.
    2. Findings regarding linguistic and cultural needs of non-English or LEP groups.
    3. Services proposed to address the needs identified and a timeline for implementation. (Title 22 CCR Section 98310)
  - c. The Office on Aging shall maintain a record of the group-needs assessment on file at their location at all times during the term of this Agreement. (Title 22 CCR Section 98310, 98313)
2. Provision of Services
- a. The Office on Aging shall take reasonable steps, based upon the group-needs assessment identified in subdivision 1 of this section, to ensure that "alternative communication services" are available to non-English speaking or LEP beneficiaries of services under this Agreement. (Title 22 CCR Section 98211)
  - b. "Alternative communication services" include, but are not limited to, the provision of services and programs by means of the following:

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1. Interpreters or bilingual providers and provider staff.
  2. Contracts with interpreter services.
  3. Use of telephone interpreter lines.
  4. Sharing of language assistance materials and services with other providers.
  5. Translated written information materials, including but not limited to, enrollment information and descriptions of available services and programs.
  6. Referral to culturally and linguistically appropriate community service programs.
- c. Based upon the findings of the group needs assessment, The Office on Aging shall ensure that reasonable alternative communication services are available to meet the linguistic needs of identified eligible client population groups at key points of contact. Key points of contact include, but are not limited to, telephone contacts, office visits and in-home visits. (Title 22 CCR Section 98211)
- d. The Office on Aging shall self-certify to compliance with the requirements of this section and shall maintain the self-certification record on file at their office at all times during the term of this Agreement. (Title 22 CCR Section 98310)
- e. The Office on Aging shall notify its employees of clients' rights regarding language access and obligation to ensure access to alternative communication services where determined appropriate based upon the needs assessment conducted by The Office on Aging. (Title 22 CCR Section 98324)
- f. Noncompliance with this section may result in suspension or termination of funds and/or termination of this Agreement. (Title 22 CCR Section 98370)
3. Compliance Monitoring
- a. The Office on Aging shall develop and implement policies and procedures for assessing and monitoring the performance of individuals and entities that provide alternative communication services to non-English and LEP clients. (Title 22 CCR Section 98310)
  - b. The Office on Aging shall monitor, evaluate, and take effective action to address any needed improvement in the delivery of culturally and linguistically appropriate services. (Title 22 CCR Section 98310)
  - c. The Office on Aging shall permit timely access to all records of compliance with this section. Failure to provide access to such

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records may result in appropriate sanctions. (Title 22 CCR Section 98314)

4. Notice to Eligible Beneficiaries of Contracted Services
  - a. The Office on Aging shall designate an employee to whom initial complaints or inquiries regarding national origin can be directed. (Title 22 CCR Section 98325)
  - b. The Office on Aging shall make available to ultimate beneficiaries of contracted services and programs information regarding the Department's procedure for filing a complaint and other information regarding the provisions of Government Code section 11135 et seq. (Title 22 CCR Section 98326)
  - c. The Office on Aging shall notify the Department immediately of a complaint alleging discrimination based upon a violation of State or federal law. (Title 22 CCR Sections 98211, 98310, 98340)

**ATTACHMENTS FILED**  
**WITH**  
**THE CLERK OF THE BOARD**