

527



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

FROM: Office on Aging

SUBMITTAL DATE:
June 30, 2015

SUBJECT: Ratify and Approve contract agreements with 12 contractors for FY 2015/16 covering 14 senior services in all of Riverside County and allow Purchasing Agent to enter into contract amendments with Senior Service Providers. [Districts – ALL] [Total cost: \$3,720,417] [Source of Funds: Federal 81%, State 14%, Local 5%].

RECOMMENDED MOTION: That the Board of Supervisors:

1. Ratify and Authorize Chair to execute FY 2015/16 contract agreements with 12 contractors (See Attachment 1 for list of contractors);
2. Authorize the Purchasing Agent to enter into contract amendments with Senior Service Providers to transfer funding amounts between service providers as needed and increase funding amounts not to exceed 10% of the annual aggregate budget in order to meet service needs; and
3. Return all four (4) copies of the Agreements to the Office on Aging for further processing.

BACKGROUND:

Summary

The Request For Proposal (RFP) process requires a public process in which the Riverside County Office on Aging requests potential contracts to bid to provide senior services in Riverside County.

Michele Haddock
Michele Haddock
Director

(Continued on Page 2)

FORM APPROVED COUNTY COUNSEL
BY: *[Signature]* 7/1/15
GREGORY P. PRAMOS
Departmental Concurrence
PURCHASING & FLEET SERVICES
Lisa Brandl, Director

FINANCIAL DATA	Current Fiscal Year:	Next Fiscal Year:	Total Cost:	Ongoing Cost:	POLICY/CONSENT (per Exec. Office)
COST	\$ 3,720,417	\$ 0	\$ 3,720,417	\$ 0	Consent <input type="checkbox"/> Policy <input checked="" type="checkbox"/>
NET COUNTY COST	\$ 0	\$ 0	\$ 0	\$ 0	

SOURCE OF FUNDS: Federal 81%, State 14%, Local 5%

Budget Adjustment: No

For Fiscal Year: 2015/16

C.E.O. RECOMMENDATION:

APPROVE
BY: *Lani Sioson*
Lani Sioson

County Executive Office Signature

MINUTES OF THE BOARD OF SUPERVISORS

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

Ayes: Jeffries, Tavaglione, Washington, Benoit and Ashley
Nays: None
Absent: None
Date: July 21, 2015
xc: OoA, Purchasing

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

- A-30
- Positions Added
- 4/5 Vote
- Change Order

Prev. Agn. Ref.: 8/5/14, 3-29 | District: ALL | Agenda Number:

3-30

SUBMITTAL TO THE BOARD OF SUPERVISORS, COUNTY OF RIVERSIDE, STATE OF CALIFORNIA
FORM 11: Ratify and Approve contract agreements with 12 contractors for FY 2015/16 covering 14 senior services in all of Riverside County and allow Purchasing Agent to enter into contract amendments with Senior Service Providers. [Districts – ALL] [Total cost: \$3,720,417] [Source of Funds: Federal 81%, State 14%, Local 5%].

DATE: June 30, 2015

PAGE: 2 of 3

BACKGROUND:

Summary (continued)

Bidders who have been determined to be the most responsive and responsible by the evaluation panel and that meet all of the requirements necessary to successfully perform under the contract are recommended for approval by the Board of Supervisors. These agreements are for the period July 1, 2015 through June 30, 2016, in the reimbursable amount of \$3,720,417 will continue 14 vital services to frail seniors in Riverside County. These services target seniors in Riverside County that need: Title IIIB Personal Care and Homemaker Services, Title IIIB Assisted Transportation, Title IIIB Adult Day Care, Title IIIB Legal Assistance; Title III & VII Ombudsman Services, Title III C-1 Congregate Meals, Title III C-2 Home Delivered Meals, Title III E Family Caregiver Respite Care, Title IIIE Family Caregiver Support Services Comprehensive Assessment, Title III E Family Caregiver Support Services Counseling, Title III E Family Caregiver Support Services Support Group, Title III E Family Caregiver Support Services Training, and Title III E Family Caregiver Support Service Case Management.

Attachment 1 provides an overview 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 Work). 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 and Older Californians Act, and support the goals and objectives of the Office on Aging's Four-year Strategic Plan: Focusing on a Healthy Tomorrow. Our strategic plan was approved by the Office on Aging Advisory Council on March 14, 2012 and the Board of Supervisors on May 1, 2013, Agenda Number 2.9.

The Office on Aging respectfully requests that the Board of Supervisors allow the Purchasing Agent to expedite service provider contract budget increases and transfers of funds between Senior Service Providers not to exceed 10% of the annual aggregate contractor allocations. 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 2015/16 contract allocations of \$3,720,417 would allow for a maximum of \$372,041 in increases or transfers of funds.

The enclosed contract agreements represent the fourth year renewal for the Request for Proposal (RFP) contracting cycle (July 1, 2013 through June 30, 2016).

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

There is no impact to County General Funds and we are requesting no additional matching requirements.

Impact on Residents and Businesses

These funds are to be utilized in accordance with the targeting requirements of the Older Americans Act (OAA), with requirements for programs and services to persons aged 60 and older with the greatest social and economic need.

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DATE: June 30, 2015

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ATTACHMENTS:

Service Providers' Overview: Attachment 1

Service Providers' Contracts: Attached

Program	2015/2016	Subrecipient
Title IIIB - Adult Day Care	\$ 58,915.00	Care Connexus, Inc.
Title III E - Caregiver Support - Support Group	\$ 3,000.00	Care Connexus, Inc.
Title III E - Caregiver Support - Training	\$ 21,955.00	Care Connexus, Inc.
Title III E - Respite - Day Care	\$ 28,154.00	Care Connexus, Inc.
	\$ 112,024.00	
Title IIIB - Comm Svcs - Sr Center Staffing	\$ 45,158.00	Colorado River Senior Center
	\$ 45,158.00	
Title IIIB - Family Caregiver - Comprehensive Assessment	\$ 3,617.00	Alzheimers Association
Title III E - Access - Case Management	\$ 10,850.00	Alzheimers Association
Title III E - Caregiver Support - Counseling	\$ 2,000.00	Alzheimers Association
Title III E - Caregiver Support - Support Group	\$ 3,735.00	Alzheimers Association
Title III E - Caregiver Support - Training	\$ 798.00	Alzheimers Association
Title III E - Caregiver Support - Training - Savvy	\$ 8,734.00	Alzheimers Association
Title III E - Respite - Day Care	\$ 3,000.00	Alzheimers Association
Title III E - Respite - Day Care - In Home	\$ 19,992.00	Alzheimers Association
	\$ 52,726.00	
Title IIIB - Adult Day Care	\$ 32,998.00	Eisenhower Memorial Five Star Club
	\$ 32,998.00	
Title IIIC1 - Meals	\$ 428,981.00	Family Services Association
Title IIIC1 NSIP - Meals	\$ 72,674.00	Family Services Association
Title IIIC2 - Meals	\$ 452,214.00	Family Services Association
Title IIIC2 NSIP - Meals	\$ 134,165.00	Family Services Association
	\$ 1,088,034.00	
Title IIIC1 - Meals	\$ 170,500.00	Mizell Senior Center
Title IIIC2 - Meals	\$ 502,286.00	Mizell Senior Center
	\$ 672,786.00	
Title IIIB - Adult Day Care	\$ 9,495.00	Inland Caregiver Resource Center
Title IIIB - Homemaker	\$ 31,879.00	Inland Caregiver Resource Center
Title IIIB - Personal Care	\$ 58,514.00	Inland Caregiver Resource Center
Title IIIB - Transportation	\$ 10,800.00	Inland Caregiver Resource Center
Title III E - Access - Case Management	\$ 17,492.00	Inland Caregiver Resource Center
Title III E - Comprehensive Assessment	\$ 8,736.00	Inland Caregiver Resource Center
Title III E - Caregiver Support - Support Group	\$ 3,168.00	Inland Caregiver Resource Center
Title III E - Caregiver Support - Training	\$ 6,000.00	Inland Caregiver Resource Center
Title III E - Respite - 24 Hr Care	\$ 7,800.00	Inland Caregiver Resource Center
Title III E - Respite - Day Care	\$ 4,125.00	Inland Caregiver Resource Center
Title III E - Respite - In-Home	\$ 17,390.00	Inland Caregiver Resource Center
	\$ 175,399.00	
Title IIIB - Legal - Legal Assistance	\$ 72,253.00	Inland County Legal Services
	\$ 72,253.00	
Title IIIB - Escort/Assisted Transportation	\$ 51,675.00	Partnership to Preserve Independent Living
	\$ 51,675.00	
Title IIIC1 - Meals	\$ 25,061.00	Riverside-San Bernardino Co Indian Health
Title IIIC2 - Meals	\$ 48,000.00	Riverside-San Bernardino Co Indian Health
	\$ 73,061.00	
Title IIIC1 - Meals	\$ 428,981.00	Sodexo America LLC
Title IIIC1 NSIP - Meals	\$ 72,674.00	Sodexo America LLC
Title IIIC2 - Meals	\$ 452,213.00	Sodexo America LLC
Title IIIC2 NSIP - Meals	\$ 134,164.00	Sodexo America LLC
	\$ 1,088,032.00	
Title VIIA - Ombudsman - Fac Visit	\$ 62,690.00	Community Connect (Volunteer Center of Riverside County)
Ombudsman Initiative - Volunteer Recruitment	\$ 43,005.00	Community Connect (Volunteer Center of Riverside County)
Ombudsman Initiative - Title IIIB	\$ 49,783.00	Community Connect (Volunteer Center of Riverside County)
Ombudsman SNF QIla & Acct.	\$ 100,793.00	Community Connect (Volunteer Center of Riverside County)
	\$ 256,271.00	
Grand Total:	3,720,417.00	

Clerk's Original

Debbie Walsh
Mead Valley

Board of Supervisors
4080 Lemon Street, 1st Floor
Riverside, CA 92501
cob@rcbos.org

RE: Agenda Item 3-30. Office on Aging. Ratify and Approval of Contract Agreements with 12 Contractors for Fiscal Year 2015/2016

Honorable Supervisors:

Riverside County Office on Aging operating congregate meals program at the Mead Valley and Good Hope Community Centers without a contract. Previous contract ended on June 30th, 2015 and meals are still being served by this same provider at these locations. Who will be contracted to serve congregate meals at the Mead Valley and Good Hope Centers?

s 7634.5 Selection of an Elderly Nutrition Program Provider.

(a) Competitive Bid Process. The AAA shall award a nutrition services contract to providers to furnish congregate meals through a competitive bid process, pursuant to Sections 7352 through 7364 of this Division. Smooth Transition was approved as a Nutrition Program Provider for congregate meals for the Mead Valley and Good Hope Community Centers with a Sole Source contract. Violation of s 7634.5.

Office on Aging has put out a RFP for the July 1, 2015 to July 30, 2016 contract, but has not allowed qualified service providers to participate. Sedexo who provides congregate meals to a number of Riverside County Senior Centers was not allowed to submit the REQUEST FOR PROPOSAL NO. OAARC-014 to the Office on Aging FOR CONTRACT PERIOD JULY 1, 2015 TO JUNE 30, 2016.

There are a number of other areas of concern with the Congregate Meals program at the Mead Valley and Good Hope Community Centers.

California code s 7632.3(b)(3) Goals and Objectives are not being met. Promote and maintain high food safety and sanitation standards. Are staff serving food to seniors properly trained? These newly hired staff are wearing the same gloves during the entire lunch period while closing and opening doors and touching a number of unclean objects without washing their gloves. A volunteer who sometimes wears gloves is serving food, opening food containers that contain lunches and placing utensils in these Styrofoam containers and also touching unclean objects, eating lunch then returning to serve seniors their lunches without hand washing. The cards with numbers that the seniors use to turn in and get their meals are not cleaned. The kitchen staff with their gloves on take these cards from the seniors and then serve food without hand washing or replacing their gloves. One set of gloves per person is used for the entire lunch serving session.

Submitted by Debbie Walsh

7-21-15 Item 3-30
(date)

(A) (1) meal per day, a minimum of one-third (1/3) of the in the dietary Reference Intakes (DRIs) by the Food and Nutrition Board, Institute of Medicine, National Academy of Science (2006), which are incorporated by reference.

(2)(c) Food substitutions to meals originally planned must meet the requirements of this section and be approved by a registered dietitian. Food substitutions are being made by regular staff. 2

7638.7 Eligibility for Nutrition Services.

(a) Congregate Meals. Individuals eligible to receive a meal at a congregate nutrition site are:

(1) Any older individual.

(2) Spouse of any older individual.

(3) A person with a disability, under age sixty (60) who resides in housing facilities occupied primarily by older individuals at which congregate nutrition services are provided.

(4) A disabled individual who resides at home with and accompanies an older individual who participates in the program.

Individuals under 60 who are not accompanied by their spouse are allowed to participate in the senior program. Food often runs out and under 60 individuals are depriving meals allocated for seniors who are 60 and over.

Good Hope Community Center Congregate meals are being served as take out for the participants. Very few seniors eat meals at this facility.

Insurance: The Office on Aging shall be named the certificate holder and the address must be listed on the certificate. Insurance incorrectly lists the City of Perris as the certificate holder. Was this ever corrected on the contract ending June 30, 2015? The County of Riverside would be held liable instead of the provider for any lawsuits.

These are some of the many reasons that a new provider should be approved to serve congregate meals for the seniors at the Mead Valley and Good Hope Community Centers.

Please approve a new provider with a proven track record to provide senior congregate meals for Mead Valley and Good Hope.

Sincerely,

Debbie Walsh

preparedness, and other emergency procedures.

Is training being performed for volunteers or regular staff in accident prevention, instruction on fire safety, first aid, choking, earthquake preparedness, and other emergency procedures?

(b) A yearly written plan for staff training shall be developed, implemented, and maintained on file by the nutrition services provider, as required in subsection 7636.7(c). This plan shall identify who is to be trained, who will conduct the training, content of training, and when it is scheduled. Is there a yearly plan?

(c) The nutrition services provider's registered dietitian shall review and approve content of all staff training prior to presentation. Does the provider have a registered dietitian? What if any training is being performed?

(d) A minimum of four (4) hours of staff training shall be provided annually, by providers, for paid and volunteer food service staff.

(f) Documentation of training to include evaluations and attendance records shall be maintained, as required in subsection 7636.7(c). Where is the documentation of required training.

s 7636.7. Records, Reports, Distribution of Information, and Confidentiality.

(a) The nutrition services provider shall develop and maintain records on congregate and home delivered meal participants that are in accordance with subsection 7500(a) of this Division. Is the provider following the recommended guidelines for records?

(b) The Nutrition services provide shall establish procedures in order to comply with subsection 7500(c) of this Division, which ensure the accuracy and authenticity of the number of eligible participant meals served each day. Such procedures shall be kept on file at the provider's site.

(d) The nutrition services provider shall ensure that information about, or obtained from a participant's records, shall be maintained in a confidential manner according to subsection 7500 (b) of this Division.

Windows next to the desk allow clear visibility for anyone to see confidential information.

s 7638 Nutrition requirements of meals.

(a) Compliance with dietary guidelines:

(1) in accordance with Section 339 of the OAA, each meal shall provide the following to participating individuals:

s 7634.3. AAA Registered Dietitian Scope of Work.

The registered dietitian shall:

- (a) Participate in developing and evaluating the AAA Request for Proposal (RFP) concerning nutrition services, as described in Sections 7352 through 7364 of this Division.
- (b) Annually monitor each nutrition services provider on-site to evaluate the provision of nutrition services.

s 7636.3. Staff Qualifications.

(a) The nutrition services provider shall have a manager on staff who shall conduct the day-to-day management and administration functions of the Elderly Nutrition Program, and either have (1), (2) or (3):

Associate Degree in institutional food service management, or a closely related field, plus two (2) years experience as a food service supervisor, or,

(2) Demonstrate experience in food service, such as, but not limited to, cooking at a restaurant, and within twelve (12) months of hire successfully complete a minimum of twenty (20) hours specifically related to food service management, business administration, or personnel management at a college level. Prior to completion of meeting the houses, this individual's performance shall be evaluated through quarterly monitoring by a registered dietitian, or,

(3) Two years experience managing food services. Such experience shall be verified and approved by a registered dietitian prior to hire.

Do the staff have the above qualifications? Many times unqualified persons are administrating the congregate meals applications.

The placement of the desk allows anyone to see confidential applications through the windows of the office which are a few feet from the desk. HIPPA violations.

Volunteer staff observed at the check in station. Newly hired staff from the Gain program with no real training in the kitchen serving food. No dietitian present.

(c) Preference to Older Individuals. Preference shall be given to hiring older individuals subject to the qualifications of the position.

Older individuals are not being hired. Very young staff are being hired instead.

(d) Volunteer Services. Volunteers shall be recruited and used in any phase of program operations where qualified.

s 7636.5 Staff/Volunteer Training Requirements.

(a) All staff, paid and volunteer, shall be oriented and trained to perform their assigned responsibilities and tasks. Training at a minimum, shall include:

(1) Food Safety , prevention of food borne illness, and HACCP principles.

(2) Accident prevention, instruction on fire safety, first aid, choking, earthquake

s 7632.5 Administrative Responsibilities

(b)(1) (2) monitoring and evaluating nutrition services.

Inadequate training of volunteers that are administering the congregate meals applications. Confidential applications are frequently missing when seniors ask to be checked in to receive their meals. Seniors are asked repeatedly to fill out new applications. Untrained volunteer is being asked to monitor the food supplies in the kitchen, complete reports and perform many of the duties that are within the scope of the dietitian.

s 7634 General requirements.

(a) AAA shall ensure the provision of nutrition services as provided in Section 7250 and 7252 of this Division, though a provider as defined in subsection 7630 (m).

(b) The AAA shall hire a registered dietitian who shall provide oversight of nutrition services in the PSA. (Planning Service Area). Is the Office on Aging Nutritionist providing oversight?

(e) Dietary Guidelines. The AAA shall insure that each meal shall meet the requirements of Section 339 of the OAA. (1/3 of daily dietary requirements). Senior food lunches are not meeting the minimum requirements of Section 339. Portion sizes 3 oz.

s 7636. Elderly Nutrition Program Provider Administration.

s 7636.1 General Requirements.

(a) Each Elderly Nutrition Program shall: establish and administer nutrition services with the advice of a registered dietitian in accordance with Section 339 of the OAA. Lunches are no longer meeting the Federal and State guidelines. Portions sizes are being reduced as well as the number of items being served. Cups of fruit with no lid and child size utensils.

(4) Comply with the CRFC and their local health department regarding safe and sanitary preparation and service of meals.

Hand washing, replacement of gloves, sanitizing the work area including door knobs. Wearing gloves and sometimes not wearing gloves.

(6) Minimum quarterly monitoring for safe food handling and preparation practices of food facilities.

(b) The AAA shall hire a registered dietitian who shall provide oversight of nutrition services in the PSA.

(e) dietary Guidelines. The AAA shall ensure that each meal shall meet the requirements of Section 339 of the OAA (42 U.S.C.. 3030g-21).

ATTACHMENTS FILED
WITH
THE CLERK OF THE BOARD

**Riverside County Board of Supervisors
Request to Speak**

Submit request to Clerk of Board (right of podium),
Speakers are entitled to three (3) minutes, subject
to Board Rules listed on the reverse side of this form.

SPEAKER'S NAME: Debbie WALSH

Address: MEAD VALLEY
(only if follow-up mail response requested)

City: _____ **Zip:** _____

Phone #: _____

Date: 7-21 **Agenda #** 3-30

PLEASE STATE YOUR POSITION BELOW:

Position on "Regular" (non-appealed) Agenda Item:
_____ **Support** _____ **Oppose** _____ **Neutral**

Note: If you are here for an agenda item that is filed
for "Appeal", please state separately your position on
the appeal below:

_____ **Support** _____ **Oppose** **Neutral**

I give my 3 minutes to: _____

BOARD RULES

Requests to Address Board on "Agenda" Items:

You may request to be heard on a published agenda item. Requests to be heard must be submitted to the Clerk of the Board before the scheduled meeting time.

Requests to Address Board on items that are "NOT" on the Agenda:

Notwithstanding any other provisions of these rules, member of the public shall have the right to address the Board during the mid-morning "Oral Communications" segment of the published agenda. Said purpose for address must pertain to issues which are under the direct jurisdiction of the Board of Supervisors. YOUR TIME WILL BE LIMITED TO THREE (3) MINUTES.

Power Point Presentations/Printed Material:

Speakers who intend to conduct a formalized Power Point presentation or provide printed material must notify the Clerk of the Board's Office by 12 noon on the Monday preceding the Tuesday Board meeting, insuring that the Clerk's Office has sufficient copies of all printed materials and at least one (1) copy of the Power Point CD. Copies of printed material given to the Clerk (by Monday noon deadline) will be provided to each Supervisor. If you have the need to use the overhead "Elmo" projector at the Board meeting, please insure your material is clear and with proper contrast, notifying the Clerk well ahead of the meeting, of your intent to use the Elmo.

Individual Speaker Limits:

Individual speakers are limited to a maximum of three (3) minutes. Please step up to the podium when the Chairman calls your name and begin speaking immediately. Pull the microphone to your mouth so that the Board, audience, and audio recording system hear you clearly. Once you start speaking, the "green" podium light will light. The "yellow" light will come on when you have one (1) minute remaining. When you have 30 seconds remaining, the "yellow" light will begin flash, indicating you must quickly wrap up your comments. Your time is up when the "red" light flashes. The Chairman adheres to a strict three (3) minutes per speaker. **Note: If you intend to give your time to a "Group/Organized Presentation", please state so clearly at the very bottom of the reverse side of this form.**

Group/Organized Presentations:

Group/organized presentations with more than one (1) speaker will be limited to nine (9) minutes at the Chairman's discretion. The organizer of the presentation will automatically receive the first three (3) minutes, with the remaining six (6) minutes relinquished by other speakers, as requested by them on a completed "Request to Speak" form, and clearly indicated at the front bottom of the form.

Addressing the Board & Acknowledgement by Chairman:

The Chairman will determine what order the speakers will address the Board, and will call on all speakers in pairs. The first speaker should immediately step to the podium and begin addressing the Board. The second speaker should take up a position in one of the chamber aisles in order to quickly step up to the podium after the preceding speaker. This is to afford an efficient and timely Board meeting, giving all attendees the opportunity to make their case. Speakers are prohibited from making personal attacks, and/or using coarse, crude, profane or vulgar language while speaking to the Board members, staff, the general public and/or meeting participants. Such behavior, at the discretion of the Board Chairman may result in removal from the Board Chambers by Sheriff Deputies.