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**FLORIDA DEPARTMENT OF ELDER AFFAIRS
STANDARD CONTRACT**

THIS CONTRACT is entered into between the Florida Department of Elder Affairs (Department or DOEA) and Area Agency on Aging of Palm Beach/Treasure Coast, Inc. (Contractor), collectively referred to as the “Parties.”

WITNESSETH THAT:

WHEREAS, the Department has determined that it is in need of certain services as described herein for the Older Americans Act (OAA) Title III; and

WHEREAS, the OAA III Program is funded with Federal funds; and

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

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

1. Purpose of Contract:

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

2. Incorporation of Documents within the Contract:

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

3. Term of Contract:

This contract shall begin at twelve (12:00) A.M., Eastern Time **January 1, 2026**, or on the date the contract has been signed by the last party required to sign it, whichever is later. It shall end at eleven fifty-nine (11:59) P.M., Eastern Time **December 31, 2026**.

4. Contract Amount:

The Department agrees to pay for contracted services according to the terms and conditions of this contract in an amount not to exceed **\$11,872,418.00**, subject to the availability of funds. Any costs or services paid for under any other contract or from any other source are not eligible for payment under this contract.

5. Renewals:

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

6. Compliance with Federal Law:

6.1 If this contract contains federal funds this section shall apply.

6.1.1 The Contractor shall comply with the provisions of 45 Code of Federal Regulations (CFR) Part 75 and/or 45 CFR Part 92, 2 CFR Part 200, and other applicable regulations.

6.1.2 If this contract contains federal funds and is over \$100,000.00, the Contractor shall comply with all applicable standards, orders, or regulations issued under Section 306 of the Clean Air Act as amended (42 United States Code (U.S.C.) § 7401, et seq.), Section 508 of the Federal Water Pollution Control Act as amended (33 U.S.C. § 1251, et seq.), Executive Order 11738, as amended, and, where applicable, Environmental Protection Agency regulations 2 CFR Part 1500. The Contractor shall report any violations of the above to the Department.

6.1.3 Neither the Contractor nor any agent acting on behalf of the Contractor may use any federal funds received in connection with this contract to influence legislation or appropriations pending before Congress or any state legislature. The Contractor must complete all disclosure forms as required, specifically the

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Certification and Assurances Attachment, which must be completed and returned to the Contract Manager prior to the execution of this contract.

6.1.4 In accordance with Appendix II to 2 CFR Part 200, the Contractor shall comply with Department of Labor regulations 41 CFR Part 60 and in Department of Health and Human Services regulations 45 CFR Part 92, if applicable.

6.1.5 A contract award with an amount expected to equal or exceed \$25,000.00 and certain other contract awards will not be made to parties listed on the government-wide Excluded Parties List System, in accordance with the Office of Management and Budget (OMB) guidelines at 2 CFR Part 180 that implement Executive Orders 12549 and 12689, "Debarment and Suspension." The Excluded Parties List System contains the names of parties debarred, suspended, or otherwise excluded by agencies, as well as parties declared ineligible under statutory or regulatory authority other than Executive Order 12549. The Contractor shall comply with these provisions before doing business or entering into subcontracts receiving federal funds pursuant to this contract. The Contractor shall complete and sign the Certifications and Assurances Attachment prior to the execution of this contract.

6.2 The Contractor shall not employ an unauthorized alien. The Department will consider the employment of unauthorized aliens a violation of the Immigration and Nationality Act (8 U.S.C. § 1324a) and the Immigration Reform and Control Act of 1986 (8 U.S.C. § 1101). Such violation will be cause for unilateral cancellation of this contract by the Department.

6.3 If the Contractor is a non-profit provider and is subject to Internal Revenue Service (IRS) tax exempt organization reporting requirements (filing a Form 990 or Form 990-N), and has its tax exempt status revoked for failing to comply with the filing requirements of the Pension Protection Act of 2006 or for any other reason, the Contractor must notify the Department in writing within thirty (30) days of receiving the IRS notice of revocation.

6.4 The Contractor shall comply with Title 2 CFR Part 175 regarding Trafficking in Persons.

6.5 Unless exempt under 2 CFR § 170.110(b), the Contractor shall comply with the reporting requirements of the Transparency Act as expressed in 2 CFR Part 170.

6.6 To comply with Presidential Executive Order 12989, as amended, and State of Florida Executive Order Number 11-116, and section 448.095(5) F.S., Contractor agrees to utilize the U.S. Department of Homeland Security's E-verify system to verify the employment of all new employees hired by Contractor during the contract term. Contractor shall include in related subcontracts a requirement that Subcontractors performing work or providing services pursuant to the state contract utilize the E-verify system to verify employment of all new employees hired by the Subcontractor during the contract term. Contractors shall require any subcontractors to provide an affidavit stating it does not employ any unauthorized aliens and has no subcontractors that employ unauthorized aliens. Contractors shall retain any affidavits from subcontractors through the term of this contract.

7. Compliance with State Law:

7.1 This contract is executed and entered into in the State of Florida, and shall be construed, performed, and enforced in all respects in accordance with Florida law, including Florida provisions for conflict of laws.

7.2 If this contract contains state financial assistance funds, the Contractor shall comply with Section 215.97, F.S., and Section 215.971, F.S., and expenditures must be in compliance with applicable laws, rules, and regulations including, but not limited to, the Department of Financial Services Reference Guide for State Expenditures.

7.3 The Contractor shall comply with the requirements of Section 287.058, F.S., as amended.

7.3.1 The Contractor shall perform all tasks contained in Attachment I.

7.3.2 The Contractor shall provide units of deliverables, including reports, findings, and drafts, as specified in Attachment I, to be received and accepted by the DOEA Contract Manager prior to payment.

7.3.3 The Contractor shall comply with the criteria and final date by which such criteria must be met for completion of this contract as specified in Attachment I, Section III. Method of Payment.

7.3.4 The Contractor shall submit bills for fees or other compensation for services or expenses in sufficient detail for a proper pre-audit and post-audit.

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- 7.3.5** If itemized payment for travel expenses is permitted in this contract, the Contractor shall submit invoices for any travel expenses in accordance with Section 112.061, F.S., or at such lower rates as may be provided in this contract.
- 7.4** If clients are to be transported under this contract, the Contractor shall comply with the provisions of Chapter 427, F.S., and Rule Chapter 41-2, Florida Administrative Code (F.A.C).
- 7.5** Subcontractors who are on the Discriminatory Vendor List may not transact business with any public entity, in accordance with the provisions of Section 287.134, F.S.
- 7.6** The Contractor shall comply with the provisions of Section 11.062, F.S., and Section 216.347, F.S., which prohibit the expenditure of contract funds for the purpose of lobbying the legislature, judicial branch or a state agency.
- 7.7** The Department may, at its option, terminate the Contract if the Contractor is found to have submitted a false certification as provided under Section 287.135(5), F.S., has been placed on the Scrutinized Companies with Activities in the Iran Petroleum Energy Sector List, the Scrutinized Companies with Activities in Sudan List, or the Scrutinized Companies or Other Entities that Boycott Israel List, or if the Contractor has been engaged in business operations in Cuba or Syria or is engaged in a boycott of Israel.
- 7.8** The nongovernmental entity Contractor shall comply with the requirements of section 787.06(13), Florida Statutes, and provide the Department the required affidavit, or complete and return the applicable portions of Form PUR 2024 as described in ATTACHMENT III, whenever this Contract is executed, renewed, or extended.

8. Background Screening:

The Contractor shall ensure that the requirements of Section 430.0402 and Chapter 435, F.S., as they may be amended, are met regarding background screening for all employees, volunteers, and persons seeking employment who are “direct service providers” as that term is defined in Section 430.0402(1)(b) and who are not exempted from Level 2 background screening by Section 430.0402(2). The Contractor and its direct service providers, must also comply with any applicable rules promulgated by the Department and the Agency for Health Care Administration regarding implementation of Section 430.0402 and Chapter 435, F.S. Contractor shall submit the Background Screening Attestation of Compliance-Employer (Screening Form) to the Department within thirty (30) days of execution of this contract and annually, through the term of this contract pursuant to section 435.05(3) F.S. The Contractor shall also maintain copies of the new screening forms for its direct service providers as required herein. The Contractor hereby agrees to correct all background screening deficiencies identified by the Department’s Contract Manager within thirty (30) days upon notification.

8.1 Further information concerning the procedures for background screening may be found at <https://elderaffairs.org/about-us/background-screening>

8.2 The Contractor shall submit for each employee having access to the Clearinghouse program or the background screening information obtained from the program, an executed Attestation of Compliance – Background Screening Program User form to the Department within sixty (60) days of execution of this contract for each background screening program user and annually thereafter, within forty-five (45) days of the contract anniversary date.

9. Grievance Procedures:

The Contractor shall develop, implement, and ensure that its Subcontractors have established grievance procedures to process and resolve client dissatisfaction with, or denial of, service(s) and to address complaints regarding the termination, suspension or reduction of services, as required for receipt of funds. These procedures, at a minimum, will provide for notice of the grievance procedure and an opportunity for review of the Subcontractor’s determination(s).

10. Public Records and Retention:

The Department may unilaterally cancel this contract, notwithstanding any other provisions of this contract, for refusal by the Contractor to allow public access to all documents, papers, letters, or other material made or received by the Contractor in conjunction with this contract, unless the records are exempt, or confidential and exempt, from Section 24(a) of Article I of the State Constitution and Section 119.071, F.S.

IF THE CONTRACTOR HAS QUESTIONS REGARDING THE APPLICATION OF CHAPTER 119, FLORIDA STATUTES, TO THE CONTRACTOR’S DUTY TO

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PROVIDE PUBLIC RECORDS RELATING TO THIS CONTRACT, CONTACT THE CUSTODIAN OF PUBLIC RECORDS AT:

**Public Records Coordinator
Florida Department of Elder Affairs
4040 Esplanade Way, Suite 315
Tallahassee, Florida 32399
850-414-2151
doeapublicrecords@elderaffairs.org**

- 10.1** By execution of this contract, Contractor agrees to all provisions of Chapter 119, F.S., and any other applicable law, and shall:
- 10.1.1** Keep and maintain public records required by the Department to perform the contracted services.
 - 10.1.2** Upon request from the Department's custodian of public records, provide the Department a copy of the requested records or allow the records to be inspected or copied within a reasonable time at no cost to the Department.
 - 10.1.3** Ensure that public records that are exempt, or confidential and exempt, from public records disclosure requirements are not disclosed except as authorized by law for the duration of the contract term and following completion of the contract if the Contractor does not transfer the records to the Department.
 - 10.1.4** Upon completion of the contract, the Contractor will either transfer, at no cost to the Department, all public records in possession of the Contractor to the Department or will keep and maintain public records required by the Department. If the Contractor transfers all public records to the Department upon completion of the contract, Contractor shall destroy any duplicate public records that are exempt, or confidential and exempt, from public records disclosure requirements. If the Contractor keeps and maintains public records upon completion of the contract, the Contractor shall meet all applicable requirements for retaining public records. All records stored electronically must be provided to the Department in a format that is compatible with the information technology systems of the Department.
- 10.2** Upon termination of this contract, whether for convenience or for cause as detailed in section 53 of this contract, the Contractor and Subcontractors shall, at no cost to the Department, transfer all public records in their possession to the Department and destroy any duplicate public records that are exempt, or confidential and exempt, from public records disclosure requirements. All records stored electronically shall be provided to the Department in a format that is compatible with the information technology systems of the Department.

11. Audits, Inspections, Investigations:

- 11.1** The Contractor shall establish and maintain books, records, and documents (including electronic storage media) sufficient to reflect all assets, obligations, unobligated balances, income, interest, and expenditures of funds provided by the Department under this contract. Contractor shall adequately safeguard all such assets and ensure that they are used solely for the purposes authorized under this contract. Whenever appropriate, financial information should be related to performance and unit cost data.
- 11.2** The Contractor shall retain and maintain all client records, financial records, supporting documents, statistical records, and any other documents (including electronic storage media) pertinent to this contract for a period of six (6) years after completion of the contract, or longer when required by law. In the event an audit is required by this contract, records shall be retained for a minimum period of six (6) years after the audit report is issued or until resolution of any audit findings or litigation based on the terms of this contract, at no additional cost to the Department.
- 11.3** Upon demand, at no additional cost to the Department, the Contractor shall facilitate the duplication and transfer of any records or documents during the required retention period.

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- 11.4** The Contractor shall ensure that the records described in this section will be subject at all reasonable times to inspection, review, copying, or audit by federal, state, or other personnel duly authorized by the Department.
- 11.5** At all reasonable times for as long as records are maintained, persons duly authorized by the Department and federal auditors, pursuant to 45 CFR Part 75, shall be allowed full access to and the right to examine any of the Contractor's contracts and related records and documents pertinent to this specific contract, regardless of the form in which kept.
- 11.6** The Contractor shall provide a Financial and Compliance Audit to the Department as specified in this contract and ensure that all related third-party transactions are disclosed to the auditor.
- 11.7** Contractor agrees to comply with the Inspector General in any investigation, audit, inspection, review, or hearing performed pursuant to Section 20.055, F.S. Contractor further agrees that it shall include in related subcontracts a requirement that subcontractors performing work or providing services pursuant to this contract agree to cooperate with the Inspector General in any investigation, audit, inspection, review, or hearing pursuant to Section 20.055(5), F.S. By execution of this contract the Contractor understands and will comply with this subsection.
- 11.8** In accordance with Executive Order 20-44 which requires executive agencies to submit a list of entities named in statute with which a state agency must form a sole-source, public-private agreement or an entity that, through contract or other agreement with the state, annually receives 50% or more of their budget from the State or from a combination of State and Federal funds. Any Contractor that meets one or both of the criteria listed must submit an annual report, including the most recent IRS Form 990, detailing the total compensation for the entities' executive leadership teams within thirty (30) days of execution of this contract.
- 11.8.1** The report must include total compensation including salary, bonuses, cashed-in leave, cash equivalents, severance pay, retirement benefits, deferred compensation, real-property gifts, and any other payout.
- 11.8.2** The Contractor shall inform the agency of any changes in total executive compensation between the annual reports as those changes occur.
- 11.8.3** All compensation reports must indicate what percent of compensation comes directly from the State or Federal allocations to the contracted entity.

12. Nondiscrimination-Civil Rights Compliance:

- 12.1** The Contractor shall execute Assurances as stated in the Assurances-Non-Construction Programs Attachment that it will not discriminate against any person in the provision of services or benefits under this contract or in employment because of age, race, religion, color, disability, national origin, marital status, or sex in compliance with state and federal law and regulations. The Contractor further assures that all Contractors, Subcontractors, Sub-grantees, or others with whom it arranges to provide services or benefits in connection with any of its programs and activities are not discriminating against clients or employees because of age, race, religion, color, disability, national origin, marital status, or sex.
- 12.2** During the term of this contract, the Contractor shall complete and retain on file a timely, complete, and accurate Civil Rights Compliance Checklist, attached to this contract.
- 12.3** The Contractor shall establish procedures pursuant to federal law to handle complaints of discrimination involving services or benefits through this contract. These procedures shall include notifying clients, employees, and participants of the right to file a complaint with the appropriate federal or state entity.
- 12.4** If this contract contains federal funds, these assurances are a condition of continued receipt of or benefit from federal financial assistance, and are binding upon the Contractor, its successors, transferees, and assignees for the period during which such assistance is provided. The Contractor further assures that all Subcontractors, Vendors, or others with whom it arranges to provide services or benefits to participants or employees in connection with any of its programs and activities are not discriminating against those participants or employees in violation of the any statutes, regulations, guidelines, and standards. In the event of failure to comply, the Contractor understands that the Department may, at its discretion, seek a court order requiring compliance with the terms of this assurance or seek other appropriate judicial or administrative relief including, but not limited to, termination of the contract and denial of further assistance.

13. Monitoring by the Department:

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The Contractor shall permit persons duly authorized by the Department to inspect and copy any records, papers, documents, facilities, goods, and services of the Contractor which are relevant to this contract, and to interview any clients, employees, and Subcontractor employees of the Contractor to assure the Department of the satisfactory performance of the terms and conditions of this contract. Following such review, the Department will provide a written report of its findings to the Contractor and, where appropriate, the Contractor shall develop a Corrective Action Plan (CAP). The Contractor hereby agrees to correct all deficiencies identified in the CAP in a timely manner as determined by the Department's Contract Manager.

14. Provision of Services:

The Contractor shall provide services in the manner described in Attachment I.

15. Coordinated Monitoring with Other Agencies:

If the Contractor receives funding from one or more State of Florida human service agencies, in addition to the Department, then a joint monitoring visit including such other agencies may be scheduled. For the purposes of this contract, and pursuant to Section 287.0575, F.S., as amended, Florida's human service agencies shall include the Department, the Department of Children and Families (DCF), the Department of Health (DOH), the Agency for Persons with Disabilities (APD), and the Department of Veterans' Affairs (DVA). Upon notification and the subsequent scheduling of such a visit by the designated agency's lead administrative coordinator, the Contractor shall comply and cooperate with all monitors, inspectors, and/or investigators.

16. Other Contract(s) Reporting:

Pursuant to Section 287.0575, F.S., as amended, the Contractor shall complete the Contractor's State Contracts List attached to this contract. The Contractor shall notify the Department within ten (10) days of entering into a new contract with any of the four (4) state human service agencies, to include DCF, DOH, APD or DVA . The notification shall include the following information: (1) contracting state agency and the applicable office or program issuing the contract; (2) contract name and number; (3) contract start and end dates; (4) contract amount; (5) contract description and commodity or service; and (6) Contract Manager name and contact information.

17. Indemnification:

The Contractor shall be fully liable for, and fully indemnify, defend, and hold harmless the State of Florida, the Department and its officers, agents and employees from and against any and all suits, claims, damages, losses, and expenses, including attorney's fees, arising out of or resulting from any acts, actions, breaches neglect or omissions, including personal injury and/or damage to property, related to execution of this contract, any subcontracts or the performance of services caused in whole or part by the Contractor. It is understood and agreed that the Contractor is not required to indemnify the Department for claims, demands, actions, or causes of action arising solely out of the negligence of the Department.

17.1 Except to the extent permitted by Section 768.28, F.S., or other Florida law, this Section 17 is not applicable to contracts executed between the Department and state agencies or subdivisions defined in Section 768.28(2), F.S.

18. Insurance and Bonding:

18.1 The Contractor shall provide continuous adequate liability insurance coverage during the existence of this contract and any renewal(s) and extension(s) of it. By execution of this contract, unless it is a state agency or subdivision as defined by Section 768.28(2), F.S., the Contractor accepts full responsibility for identifying and determining the type(s) and extent of liability insurance coverage necessary to provide reasonable financial protections for the Contractor and the clients to be served under this contract. The limits of coverage under each policy maintained by the Contractor do not limit the Contractor's liability and obligations under this contract. The Contractor shall ensure that the Department has the most current written verification of insurance coverage throughout the term of this contract. Such coverage may be provided by a self-insurance program established and operating under the laws of the State of Florida. The Department reserves the right to require additional insurance as specified in this contract.

18.2 Throughout the term of this contract, the Contractor shall maintain an insurance bond from a responsible commercial insurance company covering all officers, directors, employees, and agents of the Contractor authorized to handle funds received or disbursed under all agreements and/or contracts incorporating this contract by reference in an amount commensurate with the funds handled, the degree of risk as determined by the insurance company, and consistent with good business practices.

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19. Confidentiality of Information:

The Contractor shall not use or disclose any information concerning a recipient of services under this contract for any purpose prohibited by state or federal law or regulations except with the written consent of a person legally authorized to give that consent or when authorized by law.

20. Health Insurance Portability and Accountability Act:

Where applicable, the Contractor shall comply with the Health Insurance Portability and Accountability Act of 1996, Public Law 104-191, as well as all regulations promulgated thereunder (45 CFR Parts 160, 162, and 164).

21. Incident Reporting:

21.1 The Contractor shall notify the Department immediately, but no later than forty-eight (48) hours from the Contractor's awareness or discovery of conditions that may materially affect the Contractor's or Subcontractor's ability to perform the services required to be performed under this contract. Such notice shall be made to the Department's Contract Manager in the most efficient manner with an email or other writing to immediately follow.

21.2 The Contractor shall immediately report knowledge or reasonable suspicion of abuse, neglect, or exploitation of a child, aged person, or disabled adult to the Florida Abuse Hotline on the statewide toll-free telephone number (1-800-96ABUSE). As required by Chapters 39 and 415, F.S., this provision is binding upon the Contractor, its Subcontractors, and their employees.

22. Bankruptcy Notification:

During the term of this contract, the Contractor shall immediately notify the Department if the Contractor, its assignees, Subcontractors, or affiliates file a claim for bankruptcy. Within ten (10) days after notification, the Contractor must also provide the following information to the Department: (1) the date of filing of the bankruptcy petition; (2) the case number; (3) the court name and the division in which the petition was filed (e.g., Northern District of Florida, Tallahassee Division); and (4) the name, address, and telephone number of the bankruptcy attorney.

23. Sponsorship and Publicity:

23.1 As required by Section 286.25, F.S., if the Contractor is a non-governmental organization which sponsors a program financed wholly or in part by state funds, including any funds obtained through this contract, it shall, in publicizing, advertising, or describing the sponsorship of the program, state: "Sponsored by (Contractor's name) and the State of Florida, Department of Elder Affairs." If the sponsorship reference is in written material, the words "State of Florida, Department of Elder Affairs" shall appear in at least the same size letters or type as the name of the organization.

23.2 The Contractor shall not use the words "State of Florida, Department of Elder Affairs" to indicate sponsorship of a program otherwise financed, unless specific written authorization has been obtained by the Department prior to such use.

24. Assignments:

24.1 The Contractor shall not assign the rights and responsibilities under this contract without the prior written approval of the Department. Any sublicense, assignment, or transfer otherwise occurring without prior written approval of the Department shall constitute a material breach of the contract. In the event the State of Florida approves assignment of the Contractor's obligations, the Contractor remains responsible for all work performed and all expenses incurred in connection with this contract.

24.2 The State of Florida is, at all times, entitled to assign or transfer, in whole or part, its rights, duties, or obligations under this contract to another governmental agency in the State of Florida upon giving prior written notice to the Contractor.

24.3 This contract shall remain binding upon the successors in interest of the Contractor and the Department.

25. Subcontracts:

25.1 The Contractor is responsible for any and all work performed and for any and all commodities produced pursuant to this contract, whether actually furnished by the Contractor or its Subcontractors. Any subcontracts shall be

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evidenced by a written document and subject to any conditions of approval the Department deems necessary. The Contractor further agrees that the Department will not be liable to the Subcontractor in any way or for any reason. The Contractor, at its expense, shall defend the Department against any such claims.

- 25.2** The Contractor shall promptly pay any Subcontractors upon receipt of payment from the Department or other state agency. Failure to make payments to any Subcontractor in accordance with Section 287.0585, F.S., unless otherwise stated in the contract between the Contractor and Subcontractor, will result in a penalty as provided by statute.

26. Independent Capacity of Contractor:

It is the intent and understanding of the Parties that the Contractor and any of its Subcontractors are independent Contractors and are not employees of the Department, and that they shall not hold themselves out as employees or agents of the Department without prior specific authorization from the Department. It is the further intent and understanding of the Parties that the Department does not control the employment practices of the Contractor and will not be liable for any wage and hour, employment discrimination, or other labor and employment claims against the Contractor or its Subcontractors. All deductions for social security, withholding taxes, income taxes, contributions to unemployment compensation funds, and all necessary insurance for the Contractor are the sole responsibility of the Contractor.

27. Payment:

Payments shall be made to the Contractor for all completed and approved deliverables (units of service) as defined in Attachment I. The DOEA Contract Manager will have final approval of the Contractor's invoice submitted for payment and will approve the invoice for payment only if the Contractor has met all terms and conditions of the contract, unless the bid specifications, purchase order, or this contract specify otherwise. The approved invoice will be submitted to the Department's finance section for budgetary approval and processing. Disputes arising over invoicing and payments will be resolved in accordance with the provisions of Section 215.422, F.S. A Vendor Ombudsman has been established within the Florida Department of Financial Services and may be contacted at 800-342-2762.

28. Return of Funds:

The Contractor shall return to the Department any overpayments due to unearned funds or funds disallowed, and any interest attributable to such funds pursuant to the terms and conditions of this contract, that were disbursed to the Contractor by the Department. In the event that the Contractor or its independent auditor discovers that an overpayment has been made, the Contractor shall repay said overpayment immediately without prior notification from the Department. In the event that the Department first discovers an overpayment has been made, the DOEA Contract Manager will notify the Contractor in writing of such findings. Should repayment not be made forthwith, the Contractor shall be charged at the lawful rate of interest on the outstanding balance pursuant to Section 55.03, F.S., after Department notification or Contractor discovery.

29. Data Security, Recovery, and Damages for Non-Performance:

29.1 Data Security. The Contractor and all Contractor Representatives shall comply with Rule Chapter 60GG-2, Florida Administrative Code (F.A.C.), which contains information technology (IT) procedures; and requires adherence to the Department's security policies in performance of this Contract. The Contractor shall provide immediate notice to the Department's information Security Manager (ISM), within the Office of Information Technology, 1) in the event it becomes aware of any security breach or any unauthorized transmission or loss of any or all of the data collected, created for, or provided by the Department (State Data); and 2) of any allegation or suspected violation of Rule Chapter 60GG-2, F.A.C. Except as required by law or legal process, and, with respect to the Department's information, after notice to the Department, the Contractor shall not divulge to third parties any Confidential Information obtained by the Contractor in the course of performing Contract work according to applicable rules, including, but not limited to, Rule Chapter 60GG-2, F.A.C. "Confidential Information" means information in the possession or under the control of the state of Florida (State) or the Contractor that is exempt from public disclosure pursuant to chapter 119, F.S., or to any other applicable provision of State or federal law that serves to exempt information from public disclosure. This includes, but is not limited to, the security procedures, business operations information, or commercial proprietary information. The Contract will not be required to keep confidential any information that is publicly available through no fault of the Contractor, material that the Contractor developed independently without relying on the State's Confidential Information, or information that is otherwise obtainable under State law as a public record. If State Data will reside in the Contractor's system, the

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Contractor will conduct at the Contractor's expense, an annual network penetration test or security audit of the Contractor's system(s) on which State Data resides and will share the results with the State upon request to.

- 29.2 Data Protection.** No State Data will be transmitted, processed, or stored outside of the United States of America regardless of method, except as required by law. Access to the Department's State Data will only be available to staff approved and authorized by the Department that have a legitimate business need. Access to State Data does not include remote support sessions for devices that might contain the State Data; however, during the remote support session the Contractor must escort the remote support access and maintain visibility of the support personnel's actions. Requests for remote access to the Department's systems will be submitted to the Department's Help Desk. Remote connections are subject to detailed monitoring via two-way log reviews and the use of other tools. When remote access is no longer needed, the Department must be promptly notified, and access will be promptly removed.
- 29.3 Breach and Negligence.** The Contractor agrees to protect, indemnify, defend, and hold harmless the Department from and against any and all costs, claims, demands, damages, losses, and liabilities arising from or in any way related to the Contractor's breach of this Section or the negligent acts or omissions of the Contractor related to this section.
- 29.4 Ownership of State Data.** The Department's State Data will be made available to the Department upon its request, in the form and format reasonably requested by the Department. Title to all of the Department's State Data will remain property of the Department and/or become property of the Department upon receipt and acceptance. Notwithstanding the foregoing, for purposes of this Section, any fields used for authentication for services shall be excluded from the definition of State Data for security purposes. The Contractor shall not possess or assert any lien or other right against or to any State Data in any circumstances.

30. Social Media and Personal Cell Phone use:

- 30.1** Inappropriate use of social media and personal cell phones may pose risks to DOEA's confidential and proprietary information and may jeopardize compliance with legal obligations. By signing this contract, Contractor agrees to the following social media and personal cell phone use requirements.
- 30.2 Social Media Defined.** The term Social Media and /or personal cellular communication includes, but is not limited to, social networking websites, blogs, podcasts, discussion forums, RSS feeds, video sharing, SMS (including Direct Messages (DMs), iMessages, text messages, etc.); social networks like Instagram, TikTok, Snapchat, Google Hangouts, WhatsApp, Signal, Facebook, Pinterest, and Twitter or their successors; and content sharing networks such as Flickr and YouTube. This includes the transmission of social media through any cellular or online transmission via any electronic, internet, intranet, or other wireless communication.
- 30.3 Application to any direct or incidental DOEA or other state business.** This contract applies to any DOEA or other state business conducted on any of the Contractor's, Subcontractor's, or their employees' social media accounts or through personal cellular communication.
- 30.4 Application to DOEA and Contractors Equipment.** This contract applies regardless of whether the social media is accessed using DOEA's IT facilities and equipment or equipment belonging to Contractor, Subcontractor, or their respective employees. Equipment includes, but is not limited to, personal computers, cellular phones, personal digital assistants, smart watches, or smart tablets.
- 30.5 Florida Government in the Sunshine, Florida Public Records Law, and HIPAA.** Contractor acknowledges that any DOEA or other state business conducted by social media or through personal cellular communication is subject to Florida's Government in the Sunshine Law, Florida's Public Records Law (Chapter 119, Florida Statutes), and the Health Insurance Portability and Accountability Act (HIPAA). Compliance with these laws and other applicable laws are further detailed in the contract.
- 30.6 Prohibited or Restricted Postings.** Any social media posts which include photos, videos, or names of clients, volunteers, staff, or other affiliates of DOEA may only be posted when authorized by law and when any required HIPAA authorizations and any other consents or authorizations required pursuant to federal or state law are on file with the contractor's records.
- 30.7 Assist DOEA with Communications.** Contractors may be asked periodically to assist in distributing certain DOEA communications through their social media outlets. Any such requests should be posted in adherence to the social media requirements herein and the other provisions of this contract.

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31. Conflict of Interest:

The Contractor shall establish safeguards to prohibit employees, board members, management, and Subcontractors from using their positions for a purpose that constitutes or presents the appearance of personal or organizational conflict of interest or personal gain. No employee, officer, or agent of the Contractor or Subcontractor shall participate in the selection or in the award of a contract supported by state or federal funds if a conflict of interest, real or apparent, might be involved. Such a conflict would arise when: (a) the employee, officer or agent; (b) any member of his/her immediate family; (c) his or her partner; or (d) an organization which employs, or is about to employ, any of the above individuals, has a financial or other interest in the firm being selected for award. The Contractor's or Subcontractor's officers, employees, or agents will neither solicit nor accept gratuities, favors, or anything of monetary value from Contractors, potential Contractors, or parties to Subcontracts. The Contractor's board members and management must disclose to the Department any relationship which may be, or may be perceived to be, a conflict of interest within thirty (30) calendar days of an individual's original appointment or placement in that position, or, if the individual is serving as an incumbent, within thirty (30) calendar days of the commencement of this contract. The Contractor's employees and Subcontractors must make the same disclosures described above to the Contractor's board of directors. Compliance with this provision will be monitored.

32. Public Entity Crime:

Pursuant to Section 287.133, F.S., a person or affiliate who has been placed on the Convicted Vendor List following a conviction for a public entity crime may not submit a bid, proposal, or reply on a contract to provide any goods or services to a public entity; may not submit a bid, proposal, or reply on a contract with a public entity for the construction or repair of a public building or public work; may not submit bids, proposals, or replies on leases of real property to a public entity; may not be awarded or perform work as a Contractor, Supplier, Subcontractor, or Consultant under a contract with any public entity; and may not transact business with any public entity in excess of the threshold amount provided in Section 287.017, F.S., for CATEGORY TWO for a period of thirty six (36) months following the date of being placed on the Convicted Vendor List.

33. Purchasing:

33.1 The Contractor shall procure products and/or services required to perform this contract in accordance with section 413.036, F.S. **and the state contract with the Central Non-Profit Agency for the Blind or Other Severely Handicapped (RESPECT):**

33.1.1 IT IS EXPRESSLY UNDERSTOOD AND AGREED THAT ANY ARTICLES THAT ARE THE SUBJECT OF, OR REQUIRED TO CARRY OUT, THIS CONTRACT SHALL BE PURCHASED FROM A NONPROFIT AGENCY FOR THE BLIND OR FOR THE SEVERELY HANDICAPPED THAT IS QUALIFIED PURSUANT TO CHAPTER 413, FLORIDA STATUTES, IN THE SAME MANNER AND UNDER THE SAME PROCEDURES SET FORTH IN SECTION 413.036(1) AND (2), FLORIDA STATUTES; AND FOR PURPOSES OF THIS CONTRACT THE PERSON, FIRM, OR OTHER BUSINESS ENTITY CARRYING OUT THE PROVISIONS OF THIS CONTRACT SHALL BE DEEMED TO BE SUBSTITUTED FOR THE STATE AGENCY INSOFAR AS DEALINGS WITH SUCH QUALIFIED NONPROFIT AGENCY ARE CONCERNED.

33.1.2 Pursuant to sections 413.036(1) and (4), F.S., the Contractor shall not be required to procure a product or service from RESPECT if: (a) the product or service is not available within a reasonable delivery time, (b) the Contractor is required by law to procure the product or service from any agency of the state, or (c) the Contractor determines that the performance specifications, price, or quality of the product or service is not comparable to the Contractor's requirements.

33.1.3 This act shall have precedence over any law requiring state agency procurement of products or services from any other nonprofit corporation unless such precedence is waived by the Department in accordance with its rules.

33.1.4 Additional information about the designated nonprofit agency and the products it offers is available at <http://www.respectofflorida.org>.

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33.2 The Contractor shall procure any recycled products or materials which are the subject of, or are required to carry out, this contract when the Department of Management Services determines that those products are available, in accordance with the provisions of section 403.7065, F.S.

33.3 The Contractor shall procure products and/or services required to perform this contract in accordance with section 946.515, F.S.

33.3.1 IT IS EXPRESSLY UNDERSTOOD AND AGREED THAT ANY ARTICLES WHICH ARE THE SUBJECT OF, OR REQUIRED TO CARRY OUT, THIS CONTRACT SHALL BE PURCHASED FROM THE CORPORATION IDENTIFIED UNDER CHAPTER 946, F.S., IN THE SAME MANNER AND UNDER THE SAME PROCEDURES SET FORTH IN SECTION 946.515(2) AND (4), F.S.; AND FOR PURPOSES OF THIS CONTRACT THE PERSON, FIRM, OR OTHER BUSINESS ENTITY CARRYING OUT THE PROVISIONS OF THIS CONTRACT SHALL BE DEEMED TO BE SUBSTITUTED FOR THIS AGENCY INsofar AS DEALINGS WITH SUCH CORPORATION ARE CONCERNED.

33.3.2 The Prison Rehabilitative Industries and Diversified Enterprises, Inc. (PRIDE) is under contract with the Department of Management Services (DMS). Additional information about PRIDE and the commodities or contractual services it offers is available at <https://pride-enterprises.org/>.

33.4 The Contractor shall provide a Certified Minority Business Subcontractor Expenditure (CMBE) Report summarizing the participation of certified suppliers for the current reporting period and project to date. The CMBE Report shall include the names, addresses, and dollar amount of each certified participant, and a copy must be forwarded to the Department, Division of Financial Administration, and must accompany each invoice submitted to the Department. The Office of Supplier Development (850-487-0915) will assist in furnishing names of qualified minorities. The Department's Minority Coordinator (850-414-2153) will assist with questions and answers. The CMBE Report is attached to this contract.

34. Patents, Copyrights, Royalties:

If this contract is awarded state funding and if any discovery, invention, or copyrightable material is developed or produced in the course of or as a result of work or services performed under this contract or in any way connected with this contract, or if ownership of any discovery, invention, or copyrightable material was purchased in the course of or as a result of work or services performed under this contract, the Contractor shall refer the discovery, invention, or copyrightable material to the Department to be referred to the Department of State. Any and all patent rights or copyrights accruing under this contract are hereby reserved to the State of Florida in accordance with Chapter 286, F.S. Pursuant to Section 287.0571(5)(k), F.S., the only exceptions to this provision shall be those that are clearly expressed and reasonably valued in this contract.

34.1 If the primary purpose of this contract is the creation of intellectual property, the State of Florida shall retain an unencumbered right to use such property, notwithstanding any agreement made pursuant to this Section 34.

34.2 If this contract is awarded solely federal funding, the terms and conditions are governed by 2 CFR § 200.315 or 45 CFR § 75.322, as applicable.

34.3 Notwithstanding the foregoing provisions, if the Contractor or one of its Subcontractors is a university and a member of the State University System of Florida, then Section 1004.23, F.S., shall apply, but the Department shall retain a perpetual, fully-paid, nonexclusive license for its use and the use of its Contractors, Subcontractors, or Assignees of any resulting patented, copyrighted, or trademarked work products.

35. Emergency Preparedness and Continuity of Operations:

35.1 If the tasks to be performed pursuant to this contract include the physical care and control of clients, or the administration and coordination of services necessary for client health, safety, or welfare, the Contractor shall, within thirty (30) calendar days of the execution of this contract, submit to the DOEA Contract Manager, verification of an Emergency Preparedness Plan. In the event of an emergency, the Contractor shall notify the Department of emergency provisions immediately, or as soon as practicable.

35.2 In the event a situation results in a cessation of services by a Subcontractor, the Contractor shall remain responsible for performance under this contract and must follow procedures to ensure continuity of operations without interruption.

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36. Equipment:

- 36.1** Equipment means: (a) tangible personal property (including information technology systems) having a useful life of more than one year and a per-unit acquisition cost which equals or exceeds the lesser of the capitalization level established by the organization for the financial statement purposes, or \$10,000.00 [for federal funds - 2 CFR § 200.33 and 45 CFR § 75.2, as applicable], or (b); nonexpendable, tangible personal property of a non-consumable nature with an acquisition cost of \$10,000.00 or more per unit, and expected useful life of at least one (1) year; and hardback bound books not circulated to students or the general public, with a value or cost of \$250.00 or more [for state funds].
- 36.2** Contractors and Subcontractors who are Institutions of Higher Education, Hospitals, and Other Non-Profit Organizations shall have written property management standards in compliance with 2 CFR Part 200 Administrative Requirements (formerly OMB Circular A-110) that include: (a) a property list with all the elements identified in the circular; (b) a procedure for conducting a physical inventory of equipment at least once every two (2) years; (c) a control system to insure adequate safeguards to prevent loss, damage, or theft of the equipment; and (d) maintenance procedures to keep the equipment in good condition. The property records must be maintained on file and shall be provided to the Department upon request. The Contractor shall promptly investigate, fully document, and notify the DOEA Contract Manager of any loss, damage, or theft of equipment. The Contractor shall provide the results of the investigation to the DOEA Contract Manager.
- 36.3** The Contractor's property management standards for equipment (including replacement equipment), whether acquired in whole or in part with federal funds and federally-owned equipment shall, at a minimum, meet the following requirements and shall include accurately maintained equipment records with the following information:
- 36.3.1** Property records must be maintained that include a description of the equipment;
 - 36.3.2** Manufacturer's serial number, model number, federal stock number, national stock number, or other identification number;
 - 36.3.3** Source of funding for the equipment, including the federal award identification number;
 - 36.3.4** Whether title vests in the Contractor or the federal government;
 - 36.3.5** Acquisition date (or date received, if the equipment was furnished by the federal government);
 - 36.3.6** Information from which one can calculate the percentage of federal participation in the cost of the equipment (not applicable to equipment furnished by the federal government);
 - 36.3.7** Location, use and condition of the equipment and the date the information was reported;
 - 36.3.8** Unit acquisition cost; and
 - 36.3.9** Ultimate disposition data, including date of disposal and sales price or the method used to determine current fair market value where a Contractor compensates the federal awarding agency for its share.
 - 36.3.10** A physical inventory must be taken, and the results reconciled with the property records at least once every two (2) years.
 - 36.3.11** A control system must be developed to ensure adequate safeguards to prevent loss, damage, or theft of the property. Any loss, damage, or theft must be investigated. 45 CFR § 75.320(d)(3).
 - 36.3.12** Adequate maintenance procedures must be developed to keep the property in good condition.
 - 36.3.13** If the Contractor is authorized or required to sell the equipment, proper sales procedures must be established to ensure the highest possible return.
- 36.4** Equipment purchased with federal funds with an acquisition cost of \$10,000.00 or less, and equipment purchased with state funds with an acquisition cost less than \$10,000.00 is part of the cost of carrying out the activities and functions of the grant awards and title (ownership) will vest in the Contractor [for federal funds see 2 CFR § 200.313(a) and 45 CFR § 75.320(a), as applicable], subject to the conditions of 2 CFR Part 200 and/or 45 CFR Part 75. Equipment purchased under these thresholds is considered supplies and is not subject to property standards. Equipment purchased with funds identified in the budget attachments to agreements covered by this contract or identified in the sub-agreements with Subcontractors (not included in a cost methodology), is subject to the conditions of Chapter 273, F.S., rule 60A-1.017, F. A. C., and 2 CFR Part 200 and/or 45 CFR Part 75.

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- 36.5** The Contractor shall not dispose of any equipment or materials provided by the Department or purchased with funds provided through this contract without first obtaining the approval of the DOEA Contract Manager. When disposing of property or equipment the Contractor must submit a written request for disposition instructions to the Department's Contract Manager. The request should include a brief description of the property, purchase price, funding source, and percentage of state or federal participation, acquisition date and condition of the property. The request should also indicate the Contractor's proposed disposition of the property (i.e., transfer or donation to another agency that administers federal programs, offer of the items for sale, destroy the items, etc.).
- 36.6** The DOEA Contract Manager will issue disposition instructions. If disposition instructions are not received within one hundred twenty (120) days of the written request for disposition, the Contractor is authorized to proceed as directed in 2 CFR § 200.313 or 45 CFR § 75.320, as applicable.
- 36.7** Real property means land (including land improvements), buildings, structures and appurtenances thereto, but excludes movable machinery and equipment. Real property may not be purchased with state or federal funds through agreements covered under this contract without the prior approval of the Department. Real property purchases from Older Americans Act funds are subject to the provisions of Title 42, Chapter 35, Subchapter III, Part A., Section 3030b United States Code (U.S.C.). Real property purchases from state funds can only be made through fixed capital outlay grants and aids appropriations and therefore are subject to the provisions of Section 216.348, F.S.
- 36.8** Any permanent storage devices (e.g.: hard drives, removable storage media) must be reformatted and tested prior to disposal to ensure no confidential information remains.
- 36.9** The Contractor must adhere to the Department's procedures and standards when purchasing Information Technology Resources (ITR) as part of any agreement(s) incorporating this contract by reference. An ITR worksheet is required for any computer related item costing \$1,000.00 or more, including data processing hardware, software, services, supplies, maintenance, training, personnel, and facilities. The completed ITR worksheet shall be maintained in the LAN administrator's file and must be provided to the Department upon request. The Contractor has the responsibility to require any Subcontractors to comply with the Department's ITR procedures.

37. PUR 1000 Form:

The PUR 1000 Form is hereby incorporated by reference and available at:

<http://dms.myflorida.com/purchasing>

In the event of any conflict between the PUR 1000 Form and any terms or conditions of this contract, the terms or conditions of this contract shall take precedence over the PUR 1000 Form. However, if the conflicting terms or conditions in the PUR 1000 Form are required by any section of the Florida Statutes, the terms or conditions contained in the PUR 1000 Form shall take precedence.

38. Use of State Funds to Purchase or Improve Real Property:

Any state funds provided for the purchase of or improvements to real property are contingent upon the Contractor or political subdivision granting to the state a security interest in the property at least to the amount of state funds provided for at least five (5) years from the date of purchase or the completion of the improvements or as further required by law.

39. Dispute Resolution:

Any dispute concerning performance of the contract shall be decided by the DOEA Contract Manager, who shall reduce the decision to writing and serve a copy on the Contractor.

40. Financial Consequences:

If the Contractor fails to meet the minimum level of service or performance identified in this contract, the Department shall impose financial consequences as stated in Attachment I.

41. No Waiver of Sovereign Immunity:

Nothing contained in this contract is intended to serve as a waiver of sovereign immunity by any entity to which sovereign immunity may be applicable.

42. Venue:

If any dispute arises out of this contract, the venue of such legal recourse shall be Leon County, Florida.

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43. Entire Contract:

This contract contains all the terms and conditions agreed upon by the Parties. No oral agreements or representations shall be valid or binding upon the Department or the Contractor unless expressly contained herein or by a written amendment to this contract signed by both Parties.

44. Force Majeure:

The Parties will not be liable for any delays or failures in performance due to circumstances beyond their control, provided the party experiencing the force majeure condition provides immediate written notification to the other party and takes all reasonable efforts to cure the condition.

45. Severability Clause:

The Parties agree that if a court of competent jurisdiction deems any term or condition herein void or unenforceable, the other provisions are severable to that void provision and shall remain in full force and effect.

46. Condition Precedent to Contract Appropriations:

The Parties agree that the Department's performance and obligation to pay under this contract are contingent upon an annual appropriation by the Legislature and the award federal funds to the State for this Contract.

47. Addition/Deletion:

The Parties agree that the Department reserves the right to add or to delete any of the services required under this contract when deemed to be in the State of Florida's best interest and reduced to a written amendment signed by both Parties. The Parties shall negotiate compensation for any additional services added.

48. Waiver:

The delay or failure by the Department to exercise or enforce any of its rights under this contract will not constitute or be deemed a waiver of the Department's right thereafter to enforce those rights, nor will any single or partial exercise of any such right preclude any other or further exercise thereof or the exercise of any other right.

49. Compliance:

The Contractor shall abide by all applicable current federal statutes, laws, rules, and regulations as well as applicable current state statutes, laws, rules and regulations. The Parties agree that failure of the Contractor to abide by these laws shall be deemed an event of default of the Contractor and subject the contract to immediate unilateral cancellation of the contract at the discretion of the Department.

50. Final Invoice:

The Contractor shall submit the final invoice for payment to the Department no later than thirty (30) days after the contract ending date unless otherwise specified in Attachment I. If the Contractor fails to do so, all right to payment is forfeited and the Department shall not honor any requests submitted after the aforesaid time period. Any payment due under the terms of this contract shall be withheld until all required documentation and reports due from the Contractor and necessary adjustments thereto have been approved by the Department.

51. Amendment or Modification:

Amendment or modification of the provisions of this Contract shall be valid only when they have been reduced to writing and duly signed by both parties. The rate of payment and the total dollar amount may be adjusted retroactively to reflect price level increases and changes in the rate of payment when these have been established through the appropriations process and subsequently identified in the Department's operating budget.

52. Suspension of Work:

The Department may, in its sole discretion, suspend any or all activities under the contract or purchase order, at any time, when in the interest of the State to do so. The Department shall provide the Contractor written notice outlining the particulars of suspension. Examples of the reason for suspension include, but are not limited to, budgetary constraints, declaration of emergency, or other such circumstances. After receiving a suspension notice, the Contractor shall comply with the notice and shall not accept any purchase orders. Within ninety (90) days, or any longer period agreed to by the Contractor, the Department shall either: (1) issue a notice authorizing resumption of work, at which time activity shall resume, or (2) terminate the contract or purchase order. Suspension of work shall not entitle the Contractor to any additional compensation.

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53. Termination:

53.1 Termination for Convenience. The Department, by written notice to the Contractor, may terminate this contract in whole or in part when the Department determines in its sole discretion that it is in the State's interest to do so. The Contractor shall not furnish any product after it receives the notice of termination, except as necessary to complete the continued portion of this contract, if any. The Contractor shall not be entitled to recover any cancellation charges or lost profits.

53.2 Termination for Cause. The Department may terminate this contract if the Contractor fails to: (1) deliver the product within the time specified in the contract or any extension, (2) maintain adequate progress, thus endangering performance of the contract, (3) honor any term of the contract, or (4) abide by any statutory, regulatory, or licensing requirement. The Contractor shall continue work on any work not terminated. Except for defaults of Subcontractors at any tier, the Contractor shall not be liable for any excess costs if the failure to perform the contract arises from events completely beyond the control, and without the fault or negligence, of the Contractor. If the failure to perform is caused by the default of a Subcontractor at any tier, and if the cause of the default is completely beyond the control of both the Contractor and the Subcontractor, and without the fault or negligence of either, the Contractor shall not be liable for any excess costs for failure to perform, unless the subcontracted products were obtainable from other sources in sufficient time for the Contractor to meet the required delivery schedule. If, after termination, it is determined that the Contractor was not in default, or that the default was excusable, the rights and obligations of the Parties shall be the same as if the termination had been issued for the convenience of the Department. The rights and remedies of the Department in this clause are in addition to any other rights and remedies provided by law or under the contract.

54. Electronic Records and Signature:

The Department authorizes, but does not require, the Contractor to create and retain electronic records and to use electronic signatures to conduct transactions necessary to carry out the terms of this contract. A Contractor that creates and retains electronic records and uses electronic signatures to conduct transactions shall comply with the requirements contained in the Uniform Electronic Transaction Act, Section 668.50, F.S. All electronic records must be fully auditable; are subject to Florida's Public Records Law, Chapter 119, F.S.; must comply with contract Section 29, Data Integrity and Safeguarding Information; must maintain all confidentiality, as applicable; and must be retained and maintained by the Contractor to the same extent as non-electronic records are retained and maintained as required by this contract.

54.1 The Department's authorization pursuant to this section does not authorize electronic transactions between the Contractor and the Department. The Contractor is authorized to conduct electronic transactions with the Department only upon further written consent by the Department.

54.2 Upon request by the Department, the Contractor shall provide the Department with non-electronic (paper) copies of records. Non-electronic (paper) copies provided to the Department of any document that was originally in electronic form with an electronic signature must identify the person and the person's capacity who electronically signed the document on any non-electronic copy of the document.

55. Contract Manager:

The Department may substitute any Department employee to serve as the DOEA Contract Manager.

56. Antitrust Assignment:

The Contractor, the Department, and the State of Florida recognize that in actual economic practice, overcharges resulting from antitrust violations are in fact usually borne by the State of Florida. Therefore, the Contractor hereby assigns to the State of Florida any and all claims for such overcharges as to goods, materials, or services purchased in connection with the Contract.

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

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a.	The Contractor name, as shown on page 1 of this contract, and mailing address of the official payee to whom the payment shall be made:	Area Agency on Aging of Palm Beach/Treasure Coast, Inc. 4400 North Congress Avenue West Palm Beach, FL 33407
b.	The name of the contact person and street address where financial and administrative records are maintained:	Holly Vath, Chief Financial Officer 4400 North Congress Avenue West Palm Beach, FL 33407
c.	The name, address, and telephone number of the Contractor Representative responsible for administration of the program under this contract:	Dwight Chenette, CEO, 4400 North Congress Avenue West Palm Beach, FL 33407 561-684-5885
d.	The section and location within the Department where Requests for Payment and Receipt and Expenditure forms are to be mailed:	Florida Department of Elder Affairs Division of Financial Administration 4040 Esplanade Way, Suite 215 Tallahassee, Florida 32399-7000
e.	The name, address, and telephone number of the Contract Manager for this contract:	Staci Eppes, FCCM 4040 Esplanade Way, Suite 335H Tallahassee, Florida 32399-7000 850-414-2135
After the execution of this Contract, the party making any changes in representatives (names, addresses, telephone numbers) must notify the other party in writing of such change and such changes shall not require a formal amendment to the Contract.		

58. Notice:

Unless stated otherwise, Notices between the Contractor and the Department regarding this Contract shall be in writing and directed to the Contractor Representative or Department Contract Manager (listed above). Notice shall be deemed received (i) when personally delivered; (ii) when transmitted via email and the receiver acknowledges receipt by email or the sender on the same day sends a confirming copy of such notice by certified or registered mail; (iii) the next business day following the day on which the same has been delivered prepaid to a recognized overnight delivery service; or (iv) the third business day following the day on which the same is sent by certified or registered mail, postage prepaid, with return receipt.

59. All Terms and Conditions Included:

This contract and its Attachments I – XVII, including any exhibits referenced in said attachments, together with any documents incorporated by reference, contain all the terms and conditions agreed upon by the Parties. There are no provisions, terms, conditions, or obligations other than those contained herein, and this contract shall supersede all previous communications, representations, or agreements, either written or verbal, between the Parties.

By signing this contract, the Parties agree that they have read and agree to the entire contract.

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IN WITNESS WHEREOF, the Parties hereto have caused this one hundred and three (103) page contract to be executed by their undersigned officials as duly authorized.

**CONTRACTOR:
AREA AGENCY ON AGING OF PALM
BEACH/TREASURE COAST, INC.**

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

Signed by:
SIGNED BY: Dwight Chenette
NAME: Dwight Chenette
TITLE: CEO
DATE: 12/19/2025

Signed by:
SIGNED BY: Michelle Branham
NAME: MICHELLE BRANHAM
TITLE: SECRETARY
DATE: 12/22/2025

Federal Tax ID: 65-0087858 002

Approved as to form and legal sufficiency, subject only to full and proper execution by the Parties.

**OFFICE OF GENERAL COUNSEL
FLORIDA DEPARTMENT OF ELDER AFFAIRS**

Signed by:
SIGNED BY: Erik Saylor
NAME: Erik Saylor
TITLE: General Counsel
DATE: 12/19/2025

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ATTACHMENT I STATEMENT OF WORK

I. *SERVICES TO BE PROVIDED*

A. Definitions of Terms

1. Contract Acronyms

Area Agency on Aging (AAA)
 Activities of Daily Living (ADL)
 Administration on Aging (AoA)
 Administration on Community Living (ACL)
 Assessed Priority Consumer List (APCL)
 Adult Protective Services (APS)
 Chronic Disease Self-Management Education (CDSME)
 Chronic Disease Self-Management Program (CDSMP)
 Dietary Reference Intake (DRI)
 Enterprise Client Information and Registration Tracking System (eCIRTS)
 Evidence-Based Disease Prevention and Health Promotion (EBDPHP)
 Florida Department of Business and Professional Regulations (DBPR)
 Florida Department of Elder Affairs (DOEA or Department)
 Florida Department of Health (DOH)
 Inform USA
 Information and Referral (I&R)
 Instrumental Activities of Daily Living (IADL)
 National Council on Aging (NCOA)
 Nutrition Services Incentive Program (NSIP)
 Older Americans Act (OAA)
 Planning and Service Area (PSA)
 State of Florida (State)
 Statewide Medicaid Managed Care Long-Term Care (SMMC LTC)
 United States Department of Agriculture (USDA)
 United States Department of Health and Human Services (USDHHS)

2. Program Specific Terms

Adult Child with a Disability: A child who is age 18 or older and is financially dependent on an older individual who is a parent of the child and has a disability.

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

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

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

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Criteria: A standard which the AoA/ACL set for the Title IIID Program. AoA/ACL's standard criterion consists of three tiers: Minimal Criteria, Intermediate Criteria, and Highest- Level Criteria.

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

Frail: When an older individual is (1) determined to be unable to perform at least two activities of daily living without substantial human assistance, including verbal reminding, physical cueing, or supervision or (2) unable to perform at least three such activities without such assistance; or, (3) due to a cognitive or other mental impairment, requires substantial supervision because the individual behaves in a manner that poses a serious health or safety hazard to the individual or to another individual.

Grandparent: A grandparent or step-grandparent of a child, or a relative of a child by blood, marriage or adoption, who: (1) lives with the child, (2) 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 (3) has a legal relationship to the child, such as legal custody or guardianship, or is raising the child informally.

B. General Description

1. General Statement

The primary purpose of the OAA Program is to foster the development and implementation of comprehensive and coordinated systems to serve older individuals. These systems assist older individuals to attain and maintain maximum independence with supportive services.

The NSIP provides incentives for the effective delivery of nutritious meals to older individuals. NSIP allows programs to increase the number and/or the quality of meals served. NSIP is a cash allotment or commodity program that supplements funding or food used in meals served under the OAA. Florida has opted for cash payments in lieu of donated foods.

2. Authority

All applicable federal laws, regulations, action transmittals, program instructions, review guides and similar documentation related to the following:

- a. Catalog of Federal Domestic Assistance Nos. 93.043, 93.044, 93.045, 93.052, and 93.053;
- b. Older Americans Act of 1965, as amended 2020;
- c. 42 U.S.C. § 303 and § 604;
- d. Rule 58A-1, Florida Administrative Code (F.A.C.);
- e. Section 430.101, Florida Statutes (F.S.);
- f. Section 430.07, Florida Statutes (F.S.); and
- g. DOEA Programs and Services Handbook, which is hereby incorporated by reference, to include any subsequent revisions thereof.

3. Scope of Service

The Contractor is responsible for the programmatic, fiscal, and operational management of the OAA Title IIIB, Title IIIC1, Title IIIC2, Title IIID, and Title IIIE Programs and NSIP, within its designated PSA. The program services shall be provided in a manner consistent with the Contractor's current Area Plan, as updated and hereby incorporated by reference, and the current DOEA Programs and Services Handbook. The Contractor shall use the NSIP funding to supplement funding for food used in meals served by OAA Nutrition Program Providers.

4. Major Program Goals

The major goals of the OAA Program are to improve older individuals' quality of life, preserve their independence, and prevent or delay their need for costlier institutional care. These goals are achieved through the implementation of a comprehensive and coordinated service system that provides a continuum of service alternatives and effective delivery of nutritious meals that meet the diverse needs of elders and their caregivers.

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C. Clients to be Served**1. General Description**

The OAA Program gives preference to older individuals with greatest economic need and older individuals with greatest social need (with particular attention to low-income older individuals, including low-income minority older individuals, older individuals with limited English proficiency, and older individuals residing in rural areas),

2. Client Eligibility**a. OAA Title III**

Consumers shall not be dually enrolled in an OAA Program and a Medicaid capitated Long-Term Care Program, except consumers in need of OAA Legal Assistance services and OAA Congregate Nutrition Services, including transportation to and from congregate meal sites.

b. NSIP

Meals served to an elderly individual, funded in whole or in part under the SMMC LTC, Home Care for the Elderly, Community Care for the Elderly Programs, or other means tested programs may not be included in the NSIP count. OAA-funded congregate meals provided to SMMC LTC clients may be included in the NSIP count.

c. OAA Title IIIB, Supportive Services

- i. Individuals must be age sixty (60) or older; and
- ii. I&R/Assistance services are provided to individuals regardless of age.

d. OAA Titles IIIC1 and IIIC2, Nutrition Services, General

General factors that shall be considered in establishing priority for the receipt of nutrition services include those older persons who:

- i. Cannot afford to eat adequately;
- ii. Lack the skills or knowledge to select and prepare nourishing and well-balanced meals;
- iii. Have limited mobility which may impair their capacity to shop and cook for themselves;
- iv. Have a disabling illness or physical condition requiring nutritional support; or
- v. Have been screened at a high nutritional risk.

e. OAA Title IIIC1, Congregate Nutrition Services

In addition to meeting the general nutrition services eligibility requirements listed in Section I.C.2.d. above, individuals must be mobile, not homebound, and physically, mentally, and medically able to attend a congregate nutrition program. Individuals eligible to receive congregate meals include the following:

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

f. OAA Title IIIC2, Home Delivered Nutrition Services

In addition to meeting the general nutrition services eligibility requirements as listed in Section I.C.2.d., individuals must be homebound and physically, mentally, or medically unable to attend a congregate nutrition program. Individuals eligible to receive home delivered meals include the following:

- i. Individuals age sixty (60) or older who are incapacitated or unable to attend a congregate nutrition site due to illness, disability, isolation, or caring for a loved one who is ill at home;

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- ii. Individuals age sixty (60) or older who are unable to attend a congregate nutrition site due to teeth and/or mouth issues which makes it difficult to eat in public;
 - iii. Individuals age sixty (60) or older who are at nutritional risk who have physical, emotional, or behavioral conditions which would make their presence at congregate nutrition sites inappropriate;
 - iv. Individuals age sixty (60) or older who are at nutritional risk who are socially or otherwise isolated, including those who are self-isolating at home due to health or other reasons, and unable to attend a congregate nutrition site;
 - v. Individuals age sixty (60) or older who are unable to prepare meals due to a lack of or inadequacy of facilities; an inability to shop, cook, or prepare meals safely; a lack of funds to purchase nutritious food; or a lack of appropriate knowledge or skill;
 - vi. A home delivered meals recipient's spouse, regardless of age, if the provision of the collateral meal supports maintaining the person at home; and
 - vii. Individuals with disabilities, regardless of age, who reside at home with home delivered meals recipients and are dependent on them for care.
- g. OAA Title IID, Disease Prevention and Health Promotion Services**
- i. Target individuals age sixty (60) or older; and
 - ii. Priority will be given to individuals residing in medically underserved areas.
- h. OAA Title III E, Caregiver Support Services**
- Eligibility for OAA Title III E, Caregiver Support Services, is as follows:
- i. Eligible individuals include:
 - (1) Family caregivers of individuals age sixty (60) or older; and
 - (2) Grandparents [age fifty-five (55) or older] or older individuals [age fifty-five (55) or older] who are relative caregivers.
 - ii. For respite and supplemental services, a family caregiver must be providing care for an older individual who meets the definition of the term "frail" as defined above.
 - iii. For Home Delivered Meals for III E and III EG, caregivers and individuals who reside in the home and are dependent on the caregiver for care.
 - iv. Priority will be given to family caregivers who provide care for individuals with Alzheimer's disease and related disorders with neurological and organic brain dysfunction and to grandparents or older individuals who are relative caregivers who provide care for children with severe disabilities.

II. MANNER OF SERVICE PROVISION

A. Service Tasks

To achieve the goals of the OAA Program, the Contractor shall ensure performance of the following tasks:

1. Client Eligibility Determination

The Contractor shall ensure that applicant data is evaluated to determine eligibility. Eligibility to become a client is based on meeting the requirements described in Section I.C.2.

2. Targeting and Screening New Clients for Service Delivery

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

3. Program Services

The Contractor shall ensure the provision of program services is consistent with the Contractor's current Area Plan, as updated and approved by the Department, and the current DOEA Programs and Services Handbook.

4. Program Eligibility Requirements

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a. Eligibility Criteria

To be eligible for program participation, an entity must:

- i. Be an agency that has received a grant under OAA Title III [OAA section 311(42 U.S.C. § 3030a)]; and
- ii. Partner with a nutrition service provider that serves meals and is under the jurisdiction, control, management, and audit authority of the AAA and the Department.:

b. Provider's Nutrition Service Operations

The Contractor shall ensure that the nutrition service operations of the provider meet the requirements of this contract, as well as any other applicable regulations and policies prescribed by the current DOE A Programs and Services Handbook, USDHHS, USDA, DOH and local health departments, DBPR, or any other agency designated to inspect meal quality for the State.

c. Prescribed Nutritional Requirements

The Contractor shall ensure that each meal provided under this contract meets the following criteria:

- i. Complies with the current Dietary Guidelines for Americans, published by the Secretaries of the USDHHS and USDA; and
- ii. Provides a minimum of thirty-three and a third percent (33 1/3%) of the dietary reference intakes/adequate intakes for a female age seventy (70) or older as established by the Food and Nutrition Board of the National Academy of Sciences.

d. Food Origin and Commodities Requirements

Consistent with existing requirements of the NSIP, the Contractor and its service providers may use NSIP cash to purchase foods of U.S. origin for their nutrition projects under Title III of the OAA. NSIP funds must be used to expand meal services to older adults.

B. Use of Subcontractors

If this contract involves the use of a subcontractor or third party, then the Contractor shall not delay the implementation of its agreement with the Subcontractor. If any circumstance occurs that may result in a delay for a period of sixty (60) days or more of the initiation of the subcontract or the performance of the Subcontractor, the Contractor shall notify the DOE A Contract Manager and the Department's Chief Financial Officer in writing of such delay. The Contractor shall not permit a Subcontractor to perform services related to this contract without having a binding Subcontractor agreement executed. The Department will not be responsible or liable for any obligations or claims resulting from such action.

1. Copies of Subcontracts

The Contractor shall submit copies of all subcontracts to the DOE A Contract Manager within thirty (30) days of execution of each subcontract agreement.

2. Monitoring the Performance of Subcontractors

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

- a. The Contractor shall require subcontractors to enter all required data per the Department's eCIRTS Policy Guidelines for clients and services into the eCIRTS database. The data must be entered into the eCIRTS database before the subcontractors submit their Request for Payment and Receipts and Expenditure Reports to the Contractor. The Contractor shall establish time frames to ensure compliance with due dates for the Requests for Payment and Receipts Expenditure Reports to the Department.
- b. The Contractor shall require subcontractors to run monthly eCIRTS reports and to verify that the client and service data in the eCIRTS database is accurate. This report must be submitted to the Contractor with the

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monthly Request for Payment and Receipts and Expenditure Report and must be reviewed by the Contractor before the subcontractor's Request for Payment and Receipts and Expenditure Reports can be approved by the Contractor.

- c. The Contractor shall require subcontractors to report on outreach activities at least semi-annually using a uniform reporting format established by the Contractor. Subcontractor reports must include the total number of outreach events or activities performed by the subcontractor as well as the following information for each event or activity: date, location, type of event or activity, total number of participants, individual service needs identified, and referral sources or information provided to participants.

C. Staffing Requirements

1. Staffing Levels

The Contractor shall assign its own administrative and support staff as needed to perform the tasks, responsibilities, and duties under this contract and ensure that subcontractors dedicate adequate staff accordingly. Within 30 days of contract execution, the Contractor shall provide the Department's contract manager with an updated Organizational Chart and a contact list for staff who will be conducting work for this contract.

2. Professional Qualifications

The Contractor shall ensure that the staff responsible for performing any duties or functions within this contract have the qualifications specified in the DOEA Programs and Services Handbook.

3. Service Times

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

D. Deliverables

The following section provides the specific quantifiable units of deliverables and the source documentation required to evidence the completion of the tasks specified in this contract. The Contractor must submit all required documentation in the time and manner specified for the minimum performance levels to be met. Each deliverable must be accepted in writing by the DOEA Contract Manager based on the requirements for each deliverable before the Contractor submits an invoice requesting payment.

1. Delivery of Services to Eligible Clients

The Contractor shall ensure the provision of a continuum of services that meets the diverse needs of elders and their caregivers. Documentation of service delivery must include a report consisting of the following: number of clients served, number of service units provided by service, and rate per service unit with calculations that equal the total invoice amount. The Contractor shall ensure the performance and reporting of the following types of services, in accordance with the Contractor's current Department-approved Area Plan, the current DOEA Programs and Services Handbook, and Section II.A.

a. Supportive Services (IIB Program)

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

- i. Adult Day Care/Adult Day Health Care;
- ii. Assurance (Telephone and In-Person);
- iii. Caregiver Support Groups;
- iv. Caregiver Training/Support;
- v. Case Aide/Case Management;
- vi. Chore and Chore (Enhanced);
- vii. Companionship;

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- viii. Counseling (Gerontological and Mental Health/Screening);
- ix. Education/Training;
- x. Emergency Alert Response;
- xi. Escort;
- xii. Health Support;
- xiii. Home Health Aide;
- xiv. Homemaker;
- xv. Housing Improvement;
- xvi. Information;
- xvii. Intake;
- xviii. Interpreter/Translating;
- xix. Legal Assistance;
- xx. Material Aide;
- xxi. Occupational Therapy;
- xxii. Outreach;
- xxiii. Personal Care;
- xxiv. Pet Support Services;
- xxv. Physical Therapy;
- xxvi. Recreation;
- xxvii. Recreation Materials;
- xxviii. Referral/Assistance;
- xxix. Respite Services (In-Home and Facility Based);
- xxx. Screening/Assessment;
- xxxi. Shopping Assistance;
- xxxii. Skilled Nursing;
- xxxiii. Specialized Medical Equipment, Services, and Supplies;
- xxxiv. Speech Therapy;
- xxxv. Technology;
- xxxvi. Technology – Equipment;
- xxxvii. Technology – Install;
- xxxviii. Technology - Staff Support; and Transportation.

b. Congregate Nutrition Services (IHC1 Program)

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

- i. Assurance (Telephone and In-Person);
- ii. Congregate Meals (Including Grab and Go Congregate Meals);
- iii. Congregate Meals Screening;
- iv. Nutrition Education and Nutrition Counseling;

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- v. Outreach; and
- vi. Shopping Assistance.

c. Home Delivered Nutrition Services (IIC2 Program)

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

- i. Assurance (Telephone and In-Person);
- ii. Home Delivered Meals (Including Grab and Go Home Delivered Meals);
- iii. Nutrition Education and Nutrition Counseling;
- iv. Outreach;
- v. Screening/Assessment; and
- vi. Shopping Assistance.

d. Disease Prevention and Health Promotion Services (Title IIID Program)

Evidence-Based Disease Prevention and Health Promotion (EBDPHP) services have been demonstrated through evaluation to be effective for improving health and wellbeing or reducing disease, disability, and/or injury among older adults. The ACL defines EBDPHP services as meeting highest-level criteria. Only services that meet the highest-level criteria are allowable under the IIID Program. EBDPHP services must be delivered per the requirements of the program and ensure program fidelity. EBDPHP services include the following:

- i. A Matter of Balance/Un Asunto de Equilibrio;
- ii. Active Living Every Day;
- iii. Arthritis Foundation Exercise Program;
- iv. Arthritis Foundation Tai Chi Program (Tai Chi for Arthritis);
- v. Applied Suicide Intervention Skills Training;
- vi. Assurance (Telephone and In-Person);
- vii. Bingocize;
- viii. Brief Intervention & Treatment for Elders (BRITE);
- ix. Chronic Disease Self-Management Program;
- x. Chronic Pain Self-Management Program/Manejo Personal del Cronico ;
- xi. Counseling (Gerontological and Mental Health/Screening);
- xii. Diabetes Empowerment Education Program (DEEP);
- xiii. Diabetes Self-Management Program/Program de Manejo Personal de la Diabetes;
- xiv. Enhance Fitness;
- xv. Enhance Wellness;
- xvi. Fit and Strong!;
- xvii. Healthy Eating Everyday
- xviii. Healthy Ideas;
- xix. Healthy Moves for Aging Well;
- xx. HomeMeds;
- xxi. Medication Management;

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- xxii.** Nutrition Counseling;
- xxiii.** Powerful Tools for Caregivers;
- xxiv.** Program to Encourage Active Rewarding Lives for Seniors (PEARLS);
- xxv.** SAVVY Caregiver
- xxvi.** Stepping On;
- xxvii.** Stay Active and Independent for Life (SAIL);
- xxviii.** Tai Chi/Tai Ji Quan Moving for Better Balance (Highest-Level);
- xxix.** Tailored Caregiver Assessment and Referral (TCARE);
- xxx.** Tomando Control de su Salud; and
- xxxi.** Walk with Ease.

e. Caregiver Support Services (IIIIE Program)

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

- i.** Adult Day Care/Adult Day Health Care;
- ii.** Assurance (Telephone and In-Person);
- iii.** Caregiver Support Groups;
- iv.** Caregiver Training/Support;
- v.** Case Aide/Case Management;
- vi.** Counseling (Gerontological and Mental Health/Screening);
- vii.** Education/Training;
- viii.** Financial Risk Reduction (Assessment and Maintenance);
- ix.** Home Delivered Meals (
- x.** Information;
- xi.** Intake;
- xii.** Outreach;
- xiii.** Pet Support Services;
- xiv.** Powerful Tools for Caregivers;
- xv.** Recreation Materials;
- xvi.** Referral/Assistance;
- xvii.** Respite Services (In-Home and Facility Based);
- xviii.** SAVVY Caregiver
- xix.** Screening/Assessment;
- xx.** Shopping Assistance;
- xxi.** Tailored Caregiver Assessment and Referral (TCARE);
- xxii.** Technology;
- xxiii.** Technology – Equipment;
- xxiv.** Technology – Install;
- xxv.** Technology - Staff Support; and

xxvi. Transportation.**(1) Caregiver Support Supplemental Services (III ES Program)**

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

- (a) Chore and Chore (Enhanced);
- (b) Emergency Alert Response;
- (c) Housing Improvement;
- (d) Legal Assistance;
- (e) Material Aide;
- (f) Medication Management; and
- (g) Specialized Medical Equipment, Services and Supplies.

(2) Caregiver Support Grandparent Services (III EG Program)

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

- (a) Assurance (Telephone and In-Person);
- (b) Caregiver Support Groups;
- (c) Caregiver Training/Support;
- (d) Case Aide/Case Management;
- (e) Child Day Care;
- (f) Counseling (Gerontological and Mental Health/Screening);
- (g) Education/Training;
- (h) Home Delivered Meals;
- (i) Legal Assistance;
- (j) Outreach;
- (k) Recreation Materials;
- (l) Referral/Assistance;
- (m) Screening/Assessment;
- (n) Shopping Assistance;
- (o) Sitter;
- (p) Technology;
- (q) Technology – Equipment;
- (r) Technology – Install;
- (s) Technology - Staff Support; and
- (t) Transportation.

f. Information and Referral/Assistance Services (Elder Helplines)

The Contractor shall ensure, through training and periodic quality assurance, that Elder Helpline Information and Referral/Assistance Services adhere to the Inform USA Summary of Standards for Professional Information & Referral, provided as Attachment I. The Department's standards are based on the current standards. The standards have been amended by the Department to address the unique needs of the Elder Helpline Information and Referral Service.

2. Provision of Services

The Contractor shall ensure the provision of the services described in this contract are in accordance with the current DOEA Programs and Services Handbook, the Contractor's current Department-approved Area Plan, and the tasks described in Section II.A.

3. Administrative Responsibilities

The Contractor shall provide management and oversight of OAA Program operations in accordance with the provisions of this contract, the current DOEA Programs and Services Handbook and the Contractor's current Department-approved Area Plan. Management and oversight of OAA Program Operations include the following:

- a. Develop and submit a complete and accurate Area Plan, with annual updates, as directed by the Department. This shall include having approval of the Board of Directors and Advisory Council prior to submission by the Department's established deadlines.
- b. Ensure that the Board of Directors are notified of any Department monitoring. At least three members of the Board of Directors shall participate in the Department's Monitoring Exit Conference. The Contractor shall provide an updated list of the Board of Directors along with contact information so that the Department can include them on the Monitoring Exit Conference virtual invitation. The Department will provide a template for receipt of this information.
- c. Implement its Department approved Area Plan by timely procuring qualified subcontractors experienced in the delivery of services to the eligible community and provide to the Department, no later than 90 calendar days before expiration of its current contract, its annual updated area plan which must include notice of completion of procurement of subcontractors, in addition to the status of subcontracts, evaluation of the performance of its service providers and vendors and updated rates of service for any new or renewed subcontracts and any additional information as directed by the Department. The rates approved by the Department within the Area Plan must follow guidance in Section IV. I. Rate Increase Thresholds.
- d. Establish and enforce written policies, procedures, and standards in accordance with state and federal requirements for the procurement and/or purchase of goods and services to ensure an open and competitive process. All contractual agreements using funds from this contract at or above \$35,000, whether for direct services or administrative support, must be competitively procured.
- e. Review all reports submitted by subcontractors and vendors for accuracy and sufficiency of information.
- f. Provide technical assistance to subcontractors and vendors as needed to ensure they meet the Contractor's standards and any legal requirements for the goods or services delivered.
- g. Monitor and evaluate at least annually subcontractors and vendors for fiscal, administrative, and programmatic compliance and take appropriate corrective action if needed.
- h. Submit all payments or reimbursements to subcontractors as scheduled.
- i. Establish procedures for handling recipient complaints and grievances, in particular, when an adverse action is being taken against expectations or interests such as denial or reduction of services and termination or reduction of benefits.

i. Complaint Procedures

The Contractor shall develop and implement complaint procedures and ensure that subcontractors develop and implement complaint procedures to process and resolve client dissatisfaction with services. Complaint procedures shall address the quality and timeliness of services, provider and

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direct service worker complaints, and all other issues except the termination, suspension, or reduction of services, which shall be addressed through the grievance process as described in Appendix D of the DOEA Programs and Services Handbook. Complaint procedures shall include notification to all clients of the complaint procedure and include tracking the date, nature, and disposition of each complaint.

ii. Legal Provider Grievance Procedures

The Contractor shall ensure that legal providers have an internal grievance procedure that addresses both denial of service and complaints by clients about manner or quality of legal assistance. Grievance procedures that comport with the requirements of the Legal Services Corporation as provided in 45 Code of Federal Regulation (CFR) Part 1621 are sufficient to meet this standard. At a minimum, the procedure must provide applicants with:

- (1) Adequate notice of the grievance procedures;
- (2) Information on how to file a grievance or complaint, and
- (3) Prompt consideration of each complaint by the Executive Director or the Executive Director's designee.

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

- j. Ensure compliance with eCIRTS regulations.
- k. Monitor performance objective achievements per targets set by the Department.
- l. Conduct annual client satisfaction surveys to evaluate and improve service delivery.
- m. Submit all completed client satisfaction surveys to the Department along with the Area Plan, as directed by the Department.

E. Reports

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

1. OAA Annual Volunteer Activity Report

The Contractor shall complete and submit an OAA Annual Volunteer Activity Report by January 15 each calendar year. The report must contain data for the previous contract year using the current reporting tool as directed by the Department. For any questions regarding this report, please contact the Department's Office of Volunteer & Community Services at 850-414-2020.

2. eCIRTS Reports

- a. Contractor shall input OAA-specific and NSIP-specific data into eCIRTS. To ensure eCIRTS data accuracy, the Contractor shall use eCIRTS-generated reports.

b. eCIRTS Data Entries for Subcontractors

The Contractor must require subcontractors to enter all required data for clients and services in the eCIRTS database per the DOEA Programs and Services Handbook and the eCIRTS User Manual – Aging Provider Network users (located in Documents on the eCIRTS Enterprise Application Services). Subcontractors must enter this data into the eCIRTS database prior to submitting their Requests for Payment and Receipts and Expenditure Reports to the Contractor. The Contractor shall establish deadlines for completing eCIRTS data entry to ensure compliance with due dates for the Requests for Payment and Receipts and Expenditure Reports that Contractor must submit to the Department.

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c. Subcontractors' Monthly eCIRTS Reports

The Contractor must require subcontractors to run monthly eCIRTS reports and verify that client and service data in the eCIRTS database is accurate. This report must be submitted to the Contractor with the monthly Request for Payment and Receipts and Expenditure Reports and must be reviewed by the Contractor before the subcontractor's Request for Payment and Receipts and Expenditure Reports can be approved by the Contractor.

d. eCIRTS Cleanup Reports

At a minimum, the Contractor must run quarterly eCIRTS cleanup reports as directed by the Department.

3. Area Plan Update and All Revisions Thereto

The Contractor shall submit, for approval by the Department, an Area Plan Update, wherein the Contractor enters OAA-specific data in eCIRTS, as required by the Department and federal funding source. Rates provided by the Contractor must be actual rates, either as provided in current contract or as updated by new or renewed contracts, but not estimated rates.

4. Surplus/Deficit Report

The Contractor shall submit a Consolidated Surplus/Deficit Report, in a format provided by the Department, to the DOEA Contract Manager by the 25th of each month. This Consolidated Surplus/Deficit Report is for all agreements and/or contracts between the Contractor and the Department and must include the following:

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

5. Older Americans Act Performance System (OAAPS) Report

Data required for the OAAPS Report that is not recorded in eCIRTS will be provided to DOEA in the format and on the date established by the Department. This includes, at a minimum, quarterly Program Income data.

The Contractor shall submit semi-annual reports regarding Legal Assistance to the Legal Services Developer on the dates established by the Department. Such reports shall include the following:

- a. A list of all Subcontractor(s) and copy of the service agreement with the Contractor;
- b. The Contractor and the Subcontractor(s) joint detailed plan on how to serve the identified target groups with the greatest economic social need;
- c. Whether the Subcontractor(s) made available the minimum specified categories of legal assistance identified in OAA priorities in the Department Program and Services Handbook;
- d. Whether the Subcontractor(s) reached targeted groups and served in priority issue areas;
- e. The Contractor's plan on how to develop and maximize the use of other resources to expand the provision of legal assistance;
- f. Case Summaries from Subcontractor(s) that provide examples of the type of outcomes provided [do not provide client names, addresses or identifiers];
- g. Number of clients referred by the Contractor to Subcontractor(s) for legal assistance to the Department's clients for that six month reporting period;
- h. Any activities or outreach the Contractor engaged in to publicize the legal assistance available through the Department, including event date, location, event type or activity, total number of participants, individual service needs identified and referral sources or information provided to participants;
- i. Any collaboration with Subcontractor(s) for trainings or community presentations including the date, time, location and subject matter for each event;
- j. Identification of any unmet needs within the legal community;

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- k. Recommendations for areas of trainings for Contractor personnel to improve quantity and quality of referrals for legal assistance; and
- l. Recommendations to improve the effectiveness and frequency of collaboration between Contractor and Subcontractor(s).

6. Health and Wellness Reports

The Contractor shall submit Monthly Programmatic Reports for EBDPHP services on the dates specified in Attachment XI, Exhibit 2. The DOEA Contract Manager will provide Contractor with an Excel report template with entry tabs for: Health and Wellness Courses/Services offered including Attestations (cumulative), Partnerships (updated as needed), and Success Stories (reported at least once each May).

- a. Information provided in the Monthly Programmatic Report must match eCIRTS data and the Request for Payment.
- b. The Contractor shall review program documentation to ensure documentation is complete and adequately supports the information reported on the Monthly Programmatic Report prior to submitting a Request for Payment. The Contractor will attest to the review in the “Comments” section of the Monthly Programmatic Report and provide relevant information regarding the documentation as needed.
- c. Program documentation shall include all the following elements: Sign-In Sheets or Attendance Logs; flyers or documentation demonstrating efforts to recruit participants and promote EBDPHP services provided; current facilitator certificates; copy of program license (if applicable); and any forms required by the specific program.
- d. Contractor shall ensure that Sign-In Sheets or Attendance Logs accurately reflect dates, times, names of programs, participant names, and name(s) of program facilitator(s). If the Attendance Log does not include a space for participant signatures, a Sign-In Sheet with signatures and dates must accompany it. Exceptions may be approved by the DOEA Contract Manager. Requests must be made to the Department in writing and kept with program documentation.
- e. Participants **must** *sign* their name on program Sign-in Sheets or Attendance Logs. If a participant is unable to sign their name, the instructor may sign by proxy for the participant (including their own initials and date) with a note on the Sign-In Sheet explaining the need for the proxy.
- f. The Contractor shall abide by all program fidelity requirements and annually observe delivery of EBDPHP services. A note will be included in the Monthly Programmatic Report, in the comments section, when a program has been observed. Documentation pertaining to the observation will be kept and provided to the Department upon request.
- g. The Contractor shall contact the DOEA Contract Manager in the event of an emergency or an exigent circumstance where the provider is unable to maintain an aspect of fidelity of the EBDPHP services (e.g., minimum, or maximum number of participants) before the end of the workshop. At the discretion of the DOEA Contract Manager, the service may be reimbursed under this contract; however, if the fidelity infraction is discovered after the program has finished, during the Request for Payment Process, or as a result of a desk review, the Contractor shall not be reimbursed for the workshop or shall reimburse the Department for the cost of the workshop.
- h. The Contractor shall collaborate and partner with organizations to extend the reach of EBDPHP services. Partnerships and collaborations may be developed with DOH, the Florida Department of Children and Families, USDA’s Nutrition Program, insurance companies, Centers for Disease Control and Prevention, Area Health Education Centers, local health councils, public and private universities, federally qualified health clinics, county health departments, and Florida’s Age-Friendly Communities. Partnerships shall be designed to stimulate innovation of new approaches and activities in EBDPHP services, develop greater capacity, and leverage other funding sources. Partnerships shall also address building and sustaining an infrastructure for the dissemination of EBDPHP services. This includes, but is not limited to, recruitment of trainers and participants, covering costs for licenses, and replicating program fidelity.
- i. The Contractor shall document, and provide to the Department upon request, evidence of partnerships created formally (through Memoranda of Agreement/Understanding) or informally. The Contractor will be

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required to keep track of partnerships in the Monthly Programmatic Report. Each month the Contractor shall review this information and provide updates to the Department as necessary.

7. Program Highlight Narratives

The Contractor shall submit brief written narratives to the Department for publication in the Program Highlight sections of the Department's Summary of Programs and Services, which is hereby incorporated by reference, to include any subsequent revisions thereof. The narratives shall reference specific events that have occurred since the last submission of Program Highlight narratives, including new success stories, quotes, testimonials, or human-interest vignettes. The narratives shall be written for a general audience, with no acronyms or technical terms. For all agencies or organizations that are referenced in the narratives, the Contractor shall provide a brief description of their mission or role. The active tense shall be consistently used in the narratives to identify the specific individuals or entities that performed the activities described in the narratives. The Contractor shall review and edit narratives for clarity, readability, relevance, specificity, human interest, and grammar prior to submitting them to the Department.

8. Congregate Meal Site and Food Service Vendor Verification Report

The Contractor shall conduct monthly reviews of the PSA's congregate meal site information to verify the accuracy of the information on file. Congregate meal site information includes, but may not be limited to, the address of the meal site, meal service time, name of caterer/vendor, and days of meal service. Any changes to congregate meal site information must be submitted to the DOEA Contract Manager using the Department's current Meal Site Change Form. Any changes to this information that the Contractor is made aware of prior to the Contractor's monthly report submission shall be communicated to the DOEA Contract Manager within 48 hours of the change (or in advance as appropriate). A comprehensive annual verification is due by June 1st of each year.

F. Records and Documentation

1. The Contractor agrees to make available to Department staff and any party designated by the Department all contract related records and documentation. The Contractor shall ensure the collection and maintenance of all program related information and documentation on any system designated by the Department. Maintenance includes valid exports and backups of all data and systems according to Department standards. Data must be usable and must be maintained in a format that is readable to the Department.

2. eCIRTS Data and Maintenance

The Contractor shall ensure monthly collection and maintenance of client and service information in eCIRTS, or any other system designated by the Department. Maintenance includes ensuring that all data is accurate and current and performing valid exports and backups of all data and systems according to Department standards.

3. Policies and Procedures for Records and Documentation

The Contractor shall maintain written policies and procedures for computer system backup and recovery and shall have the same requirement of its subcontractors. These policies and procedures shall be made available to the Department upon request.

4. eCIRTS Address Validation

The Contractor shall work with the Department to ensure that client addresses are correct in eCIRTS for disaster preparedness efforts. At least annually, and more frequently as needed, the Department will provide direction on how to validate eCIRTS addresses to ensure they can be mapped. The Contractor will receive a list of unmatched addresses that cannot be mapped, and the Contractor will be responsible for working with the local service providers to correct addresses and send a list to the Department with confirmed addresses. The Department will use this information to update maps, client rosters, and unmatched addresses and disseminate this information to the local service providers.

G. Performance Specifications

1. Outcomes and Outputs (Performance Measures)

At a minimum, the Contractor shall:

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- a. Ensure the provision of the services described in this contract are in accordance with the DOEA Programs and Services Handbook, the Contractor's current Department-approved Area Plan, and Section II.A.
 - b. Timely and accurately submit to the Department all documentation and reports described in Attachment I, Section II.E.
 - c. Timely and accurately, per Attachment XI, submit to the Department Attachments XII and XIII, Exhibits 1 – 7.
 - d. Develop and document strategies in the Area Plan to support the Department's standard of performance achievement, including increases in the following:
 - i. Percentage of most frail elders who remain at home or in the community instead of going into a nursing home;
 - ii. Percentage of APS referrals who need immediate services to prevent further harm who are served within seventy-two (72) hours;
 - iii. Percentage of active clients eating two or more meals per day;
 - iv. Percentage of new service recipients whose ADL assessment score has been maintained or improved;
 - v. Percentage of new service recipients whose IADL assessment score has been maintained or improved;
 - vi. Percentage of caregivers who, after service intervention, self-report being very confident about their ability to continue to provide care; and
 - vii. Percentage of customers who are at imminent risk of nursing home placement who are served with community-based services.
2. The Contractor's performance of the measures in G.1, above, will be reviewed and documented in the Department's Annual Programmatic Monitoring Reports.

3. Monitoring and Evaluation Methodology

The Department will review and evaluate the performance of the Contractor under the terms of this contract. Monitoring shall be conducted through direct contact with the Contractor via telephone, in writing, or an on-site visit. The primary, secondary, or signatory of the contract must be available for any on-site programmatic monitoring visit. The Department reserves the right to conduct an on-site visit unannounced by persons duly authorized by the Department. The Department's determination of acceptable performance shall be conclusive. The Contractor agrees to cooperate with the Department in monitoring the progress of completion of the service tasks and deliverables. The Department may use, but is not limited to, one or more of the following methods for monitoring:

- a. Desk reviews and analytical reviews;
- b. Scheduled, unscheduled, and follow-up on-site visits;
- c. Client visits;
- d. Review of independent auditor's reports;
- e. Review of third-party documents and/or evaluation;
- f. Review of progress reports;
- g. Review of customer satisfaction surveys;
- h. Agreed-upon procedures review by an external auditor or consultant;
- i. Limited-scope reviews; and
- j. Other procedures as deemed necessary by the Department.

4. Performance Definitions

"Work day" shall mean a provider's staff member's eight (8) hour work period, unless specifically noted otherwise. "Day" shall mean a calendar day, unless specifically noted otherwise.

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H. Contractor Responsibilities

1. Contractor Unique Activities

All tasks listed above in Section II. are solely and exclusively the responsibility of the Contractor and are tasks for which, by execution of this contract, the Contractor agrees to be held accountable.

2. Coordination with Other Providers and/or Entities

Notwithstanding that services for which the Contractor is held accountable involve coordination with other entities in performing the requirements of this contract, the failure of other providers or entities does not alleviate the Contractor from any accountability for tasks or services that the Contractor is obligated to perform pursuant to this contract.

I. Departmental Responsibilities

1. Department Obligations

The Department may, within its resources, provide technical support and/or assistance to the Contractor to assist the Contractor in meeting the requirements of this contract. The Department’s support and assistance, or lack thereof, shall not relieve the Contractor from full performance of contract requirements.

2. Department Determinations

The Department reserves the exclusive right to make certain determinations in the tasks performed by the Contractor and the approaches used by the Contractor to perform those tasks. The absence of the Department setting forth a specific reservation of rights does not mean that all other areas of the contract are subject to mutual agreement.

III. METHOD OF PAYMENT

A. Payment Method Used

The method of payment for this contract is a combination of Fixed-Fee/Unit Rate, Cost Reimbursement, and Advance Payments subject to the availability of funds and Contractor performance. The Department will pay the Contractor upon satisfactory completion of the Tasks/Deliverables, as specified in Section II.D., and in accordance with all other terms and conditions of this contract.

B. Unit of Service

1. Fixed Fee/Unit Rate

Contractor must meet the minimum level of performance stated in the contract to receive payment. Payments for Fixed Fee/Unit Rates shall not exceed amounts established in Attachment XVI.

2. Fixed Rates for NSIP Program

Payments for NSIP Fixed rate shall not exceed the unit rate of service identified below:

Service to be Provided	Unit of Service	Unit Rate
Eligible Congregate and Home Delivered Meals	1 unit = 1 meal	\$0.72

3. Cost Reimbursement

Payment shall only be authorized for allowable expenditures, per the limits specified in the Budget Summary (Attachment X). All cost reimbursement Requests for Payment must include the actual Receipts and Expenditure Reports, beginning with the first month of the contract. The Contractor must meet the minimum level of performance stated in the contract to receive payment.

The Contractor agrees to distribute funds as detailed in the Area Plan Update and the Budget Summary (Attachment X). Any change in the total amounts of the funds identified on the Budget Summary form requires a contract amendment.

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C. Advance Payments

The Contractor may request up to two (2) months of advances at the start of the contract period to cover program administration, outreach, and service costs. The payment of an advance will be contingent upon the sufficiency and amount of funds released to the Department by the State of Florida (budget release). The Contractor's requests for advance payments must be submitted to the Department in their entirety no later than January 12, 2026. The Contractor's requests for advance payments require the written approval of the Department's Contract Manager.

For the first month's advance request, the Contractor shall provide the Department's Contract Manager documentation justifying the need for an advance and describing how the funds will be distributed. If the Contractor is requesting two (2) months of advances, documentation must be provided reflecting the cash needs of the Contractor within the initial two (2) months and should be supported through a cash-flow analysis or other information appropriate to demonstrate the Contractor's financial need for the second month of advances. If sufficient budget is available, and the Department's Contract Manager, in his or her sole discretion, has determined that there is a justified need for an advance, the Department may issue approved advance payments up to 30 days after, but not prior to, the contract execution date. Advance payments will not be issued for NSIP.

1. Any advance payments the Contractor requests for subcontractors must be distributed within seven (7) days of receipt of payment from the Department. The Contractor shall submit to the Department documentation to support full distribution of advanced funds with Request for Payment, report number 5, due to the Department on April 15, 2026, in accordance with Invoice Schedule (Attachment XI).
2. All advance payments retained by the Contractor must be fully expended no later than March 31, 2026. Any portion of advanced payments not expended must be recouped on the Request for Payment, report number 5, due to the Department on April 15, 2026, in accordance with the Invoice Schedule (Attachment XI).
3. Advance recoupment shall start with the third monthly Request for Payment submission, in accordance with the Invoice Schedule (Attachment XI). The amount of recoupment shall be equally divided between the remaining number of Requests for Payment invoices due for the contract year. All advances should be recorded in Part C,1 of the report (attachment XII), and shall be fully recouped by the end of the contract year or when funds are fully expended, whichever is first.
4. Interest earned on advances must be identified separately by source of funds (state or federal). Contractors shall maintain advanced payments of federal funds in FDIC interest bearing accounts unless an exception is made in accordance with 45 CFR § 75.305. Earned interest must be returned to the Department at the end of each quarter of the contract period.

D. Invoice Instructions

Payment shall be made upon the Contractor's presentation of an invoice subsequent to the acceptance by the Department of the deliverables shown on the invoice. The form and substance of each invoice submitted by the Contractor shall be as follows:

1. The invoice shall include a "Remit to" address that corresponds exactly to the remittance address identified in the MyFloridaMarketPlace (MFMP) registration.
2. The monthly invoice shall include the units of services established in the Contractor's Department-approved Area Plan, per the requirements in the DOEA Programs and Services Handbook, at the rates established in Attachment XVI, Service Rate Report. Documentation of service delivery shall include a report consisting of the following: number of clients served, number of service units provided by service, and rate per service unit, with calculations that equal the total invoice amount. Reimbursement amounts for administrative costs shall be reflected on the Cost Reimbursement Summary form (Attachment XV) and include only items contained on the Contractor's Department-approved budget. Any change to the Contractor's Department-approved budget after the execution of this contract shall require approval from the DOEA Contract Manager prior to being made. Any change to the total contract amount requires a contract amendment.
3. The Contractor shall consolidate requests for payment from subcontractors and receipts and expenditure reports that support the requests for payment and shall submit to the Department Requests for Payment (Attachment XII), Receipt and Expenditure Reports (Attachment XIII), and Cost Reimbursement Summaries (Attachment XV).

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4. The Contractor shall include with the Fixed Fee/Unit Rate portion of its invoice the units of services provided based on rates established in Attachment XVI, number of clients, and the rates for the services provided per the requirements described in the deliverables and service tasks. The Contractor shall clearly state the provider name, the report month, and the invoice number on the invoice.
5. All Requests for Payment shall be based on the submission of actual monthly Receipts and Expenditure Reports beginning with the first month of the contract. The schedule for submission of advanced payment requests (when available) and invoices can be found in the Invoice Schedule (Attachment XI).
6. The Certified Minority Business Subcontractor Expenditures Report (Attachment VIV) is considered a deliverable and must be completed in its entirety and submitted with each invoice.
7. Final contract invoices must be submitted to the Department no later than February 15, 2027.

E. Payment Withholding

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

F. Corrective Action Plan

1. Contractor shall ensure 100% of the deliverables identified in Section II.D. are performed pursuant to contract requirements.
2. If at any time the Contractor is notified in writing by the DOEA Contract Manager that it has failed to correctly, completely, or adequately perform contract deliverables identified in Section II.D., the Contractor will have ten (10) business days to submit a Corrective Action Plan (CAP) or a Corrective Action Management Plan (CAMP), or both to the DOEA Contract Manager.
3. The CAP or CAMP must specifically address each identified deficiency and provide a detailed description of the corrective actions to be taken and the specific date(s) or timeline(s) by which each deficiency will be fully resolved. The DOEA Contract Manager must review and approve objectives, action steps, and the proposed timeline(s) for resolution in writing. No extension of the resolution timeline shall be effective unless approved in writing by the DOEA Contract Manager.
4. If the Contractor fails to timely submit a CAP or CAMP to the Department, the Department shall impose financial consequences specified in Section III.G.
5. If the Contractor fails to correct each identified deficiency within the Department-approved period specified in the CAP or CAMP, the Department shall impose financial consequences specified in Section III.G.
6. The CAP and/or CAMP shall survive the expiration or termination of the applicable contract period and shall remain open, enforceable, and ongoing into any subsequent contract period until all required corrective actions have been completed to the Department's satisfaction.
7. The CAP and/or CAMP may be closed in its entirety only after all identified deficiencies have been fully corrected and verified to the Department's satisfaction. Closure shall not be effective until the DOEA Contract Manager provides approval in writing.

G. Financial Consequences

The Department will withhold or reduce reimbursement as a financial consequence required by section 215.971(1), Florida Statutes, if the Contractor fails to perform the deliverables to the satisfaction of the Department. The deliverables are set forth in Section II.D. Any financial consequence shall only be deducted from the total funds amount for current year administration costs reimbursable to the Contractor as shown on Attachment X Budget Summary of this Contract. The financial consequence shall begin the first day after written notice of financial consequence is provided to the Contractor and continue until the Contractor corrects the deficiency to the satisfaction of the Department. Unless otherwise noted below, the reduction in current year administration costs shall be in the following amounts: \$50 per day for 1 to 30 business days late; \$75 per day for 31 to 60 business days late; \$100 per day for 61 to 90 business days late; and \$200 per business day for every day thereafter until the deficiency is corrected. The reduction of payment will be deducted from each subsequent invoice received from the

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Contractor and shall remain in effect until the deficiency is corrected. The following financial consequences will be imposed:

1. **Section II.A.1-2. Client Eligibility Determination and Targeting and Screening New Clients for Service Delivery and Section II.D.1. Delivery of Services to Eligible Clients:** Failure to comply with established assessment and prioritization criteria, as evidenced by eCIRTS reports, will result in a reduction of current year administration costs in the amounts described above. The reduction of payment will begin on the first business day following the Department's written notification to the Contractor of the deficiency.
2. **Section II.D.2. Provision of Services:** Failure to provide services in accordance with the current DOEA Programs and Services Handbook, the service tasks described in Section II.A., and Attachment XVI, or failure to submit required documentation will result in a reduction of current year administration costs in the amounts described above. The reduction of payment will begin on the first business day following the Department's written notification to the Contractor of the deficiency.
3. **Section II.D.3. Administrative Responsibilities:** Failure to perform management and oversight of program operations will result in a reduction of current year administration costs in the amounts described above. The reduction of payment will begin the first business day following the Department's written notification to the Contractor of the deficiency.
4. **Section III. F. Corrective Actions Required by the Department:** Failure to submit a CAP or CAMP within ten (10) business days after written notification of a deficiency by the Department's Contract Manager will result in a reduction of current year administration costs until the CAP or CAMP is received and accepted by Department. Failure to correct a deficiency by the date specified in any open CAP or CAMP will result in a reduction of current year administration costs until the deficiency is satisfactorily corrected. The reduction shall be in the amounts described above.
5. **Attachment XI Invoice Schedule and Title III-D Programmatic Reporting Schedule:** Failure to submit invoices and reports by the submission date listed in Attachment XI will result in a reimbursement reduction of \$50 for every business day the invoice was late until required invoice or report is submitted. The reduction shall commence the first business day following the deadline and shall continue until the required documentation is submitted to the Department.
6. **Section II.E.4. Surplus/Deficit Report:** Failure to submit the Surplus/Deficit Report by the 25th of each month will result in a reimbursement reduction of \$50 for every business day the report was late until the required report is submitted. The reduction shall commence the first business day following the deadline and shall continue until the required documentation is submitted to the Department.
7. **Exceptions to Financial Consequences:** Any exception to a financial consequence must be approved in writing by the Contract Manager including a reason for the exception. Any reduction to a financial consequence does not waive any Department rights or remedies under the Contract.

IV. SPECIAL PROVISIONS

A. Final Budget and Funding Revision Requests

Final requests for budget revisions or adjustments to contract funds based on expenditures for provided services must be submitted to the DOEA Contract Manager in writing no later than December 31, 2026; email requests are considered acceptable.

B. Contractor's Financial Obligations

1. Matching, Level of Effort, and Earmarking Requirements

The Contractor shall match at least twenty-five percent (25%) of the federal administrative funds received. The Contractor's match will be made in the form of cash, general revenue administrative funds, and/or in-kind resources. The Contractor will assure, through a provision in subcontracts, a match requirement of at least ten percent (10%) of the cost for services funded through this contract, except for services provided pursuant to OAA Title IIID. The subcontractor's match will be made in the form of cash and/or in-kind resources. The

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Contractor shall report match funds by title each month. At the end of the contract period, the Contractor must properly match OAA funds that require a match.

2. Consumer Contributions

Consumer contributions are to be used under the following terms:

- a. The Contractor assures compliance with Section 315 of the OAA, as amended in 2020, regarding consumer contributions;
- b. Voluntary contributions are not to be used for cost sharing or matching;
- c. Voluntary contributions are to be used only to expand services; and
- d. Accumulated voluntary contributions are to be used prior to requesting federal reimbursement.

3. Use of Service Dollars and Management of the Assessed Priority Consumer List

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

4. Title III Funds

The Contractor assures compliance with Section 306 of the OAA, as amended in 2020, and will not use funds received under Title III to pay any part of a cost (including an administrative cost) incurred by the Contractor to maintain a contractual or commercial relationship that is not carried out to implement Title III.

5. Carry Forward Funds

Carry forward funds must be identified on Attachment XIV, Computation of Carry Forward and Over-Advance OAA Title III, and submitted with the Closeout Report due to the Department no later than March 1, 2026. Requests for carry forward funds must be justified by the Contractor and approved by the Department. All OAA carry forward funds must be budgeted in the same title as originally awarded.

C. Remedies for Nonconforming Services

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

D. Incident Reporting

The Contractor shall notify the Department immediately but no later than forty-eight (48) hours from the Contractor's awareness or discovery of changes that may materially affect the Contractor or any subcontractor's ability to perform the services required to be performed under this contract. Such notice shall be made orally to the DOEA Contract Manager (by telephone) with an email to immediately follow, including the Contractor's plan for provision of services required by contract. This plan must detail the Contractor's anticipated plan for ensuring a continuity in services for each client impacted by and for the duration of the incident. Following submission of the plan, the Contractor's is expected to provide the Department updates in a frequency determined by the Department as appropriate until the incident is resolved.

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E. Volunteers

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

F. Enforcement

1. In accordance with Section 430.04(2), F.S., the Department shall rescind designation of an area agency on aging or take intermediate measures against the Contractor, including corrective action, unannounced special monitoring, temporary assumption of operation of one or more programs by the Department, placement on probationary status, imposing a moratorium on Contractor action, imposing financial penalties for nonperformance, or other administrative action pursuant to Chapter 120, F.S., if the Department finds that any of the following have occurred:
 - a. An intentional or negligent act of the Contractor has materially affected the health, welfare, or safety of clients, or substantially and negatively affected the operation of an aging services program.
 - i. Measurement:
 - 1) Intentional or repeated violations of the requirement to serve clients.
 - 2) Any other verifiable report of such actions.
 - b. The Contractor lacks financial stability sufficient to meet contractual obligations or that contractual funds have been misappropriated.
 - i. Measurement:
 - 1) Failure within the same fiscal year to pay third party short-term loans.
 - 2) An unreserved or total fund balance or retained earnings deficit for which sufficient resources are not available to cover the deficit for 2 successive years.
 - c. The Contractor has committed multiple or repeated violations of legal and/or regulatory requirements or Department standards.
 - i. Measurement:
 - 1) Achievement levels from monitoring reviews.
 - 2) Any other verifiable report or notification of such actions.
 - 3) Failure to provide timely reports or audits.
 - 4) Failure to provide access to records/documentation during a management review.
 - d. The Contractor has failed to continue the provision or expansion of services after the declaration of a state of emergency.
 - i. Measurement:
 - 1) Achievement levels from monitoring reviews.
 - 2) Any other verifiable report or notification of such action.
 - e. The Contractor has exceeded its authority or otherwise failed to adhere to the terms of this contract with the Department or has exceeded its authority or otherwise failed to adhere to the provisions specifically provided by statute or rule adopted by the Department.
 - i. Measurement:
 - 1) Achievement levels from monitoring reviews.
 - 2) Any other verifiable report or notification of such action.
 - f. The Contractor has failed to properly determine client eligibility as defined by the Department or efficiently manage program budgets.

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- i. Measurement:
 - 1) Achievement levels from monitoring reviews.
 - 2) Any other verifiable report or notification of such action.
 - g. The Contractor has failed to implement and maintain a Department-approved client grievance resolution procedure.
 - i. Measurement:
 - 1) Achievement levels for monitoring reviews.
 - 2) Any other verifiable report or notification of such action.
- 2. The Department may take action against the Contractor independently or concurrently if the Contractor has demonstrated a failure to adhere to the requirements of this section by:
 - a. Placement on probationary status for a specified period to address identified issues;
 - b. Financial consequences as a result of not meeting the required deliverables as specified in section III.G.;
 - c. Re-allotment of surplus funds to other planning and service areas;
 - d. Placement on appropriate corrective action plan;
 - e. Temporary assumption of agency operations and functions to implement emergency service plan;
 - f. Impose a time limited moratorium on Contractor action;
 - g. Advances as allowed under section 216.181(16)(B), F.S., may be reduced for the following year to 30 days and surpluses for redistribution examined; and/or
 - h. Unannounced special monitoring.
- 3. In making any determination under this provision the Department may rely upon findings of another state or federal agency, or other regulatory body. Any claims for damages for breach of contract are exempt from administrative proceedings and shall be brought before the appropriate entity in the venue of Leon County, Florida. In the event the Department initiates action to rescind an area agency on aging designation, the Department shall follow the procedures set forth in 42 U.S.C. §3025(b).

G. Investigation of Criminal Allegations

Any report that implies criminal intent on the part of the Contractor or any subcontractors and referred to a governmental or investigatory agency must be sent to the Department. If the Contractor has reason to believe that the allegations will be referred to the State Attorney, a law enforcement agency, the United States Attorney's office, or governmental agency, the Contractor shall notify the Inspector General at the Department immediately. A copy of all documents, reports, notes, or other written material concerning the investigation, whether in the possession of the Contractor or subcontractors, must be sent to the Department's Inspector General with a summary of the investigation and allegations.

H. Contract Modifications

The Department's Contract Manager has the authority to modify and/or extend deliverable deadlines. All deliverable extension requests must be made to the Department's Contract Manager, in writing, prior to the required deadline. All approvals for deliverable extensions must be communicated, in writing, by the Department's Contract Manager to the Contractor and are subject to the discretion of the Department's Contract Manager. The requests and the approval must occur prior to the established deadline. An e-mail writing (request and response) is considered acceptable.

I. Rate Increase Thresholds

- 1. For Service Provider Proposed Rate Increases up to 5%:
 - a. Service Provider rate increase requests received by the Department of Elder Affairs (DOEA) from an Area Agency on Aging (AAA) that are up to 5.0% above rate at time of contract execution are not required to be reviewed and approved by the DOEA. The AAAs shall follow their existing agency rate review and

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

The Department of Elder Affairs has adopted the following requirements based on the “Standards for Professional Information and Referral” developed by the Inform USA to address the unique needs of the Elder Helpline (Helpline) Information and Referral (I&R) Service.

I. SERVICE DELIVERY

- A.** The Service Delivery standards describe essential functions for providing information and referral services to optimize access to accurate, comprehensive, and unbiased information provided in a confidential and nonjudgmental manner. Services may be delivered in a variety of ways that support the mission of the I&R service, the accessibility requirements of the community, and the communication preferences of inquirers (for example, a combination of telephone, in-person, email, instant messaging (IM), text/SMS messaging, online chat, video relay service, social media and other methods of communication). Although the channel of service delivery may affect the nature of the interaction with inquirers, the essential elements of the I&R process remain the same.
- B.** The Helpline hours of operation shall be appropriate to address community needs. At a minimum, the Helpline must maintain business hours from 8:00 a.m. to 5:00 p.m., Monday through Friday, except for state and national holiday observances. If there is a planned office closure during normal business hours, the Helpline manager must notify Department staff via email at least twenty-four (24) hours before the office closure.
 - 1. If I&R services are not available twenty-four (24) hours a day, an answering system must be in place that identifies the agency, provides hours of operation, gives the caller the option to leave a message, and gives the number of an organization that will offer service in an emergency (e.g., directing callers to dial 9-1-1 if it is an emergency).
 - 2. If the Helpline has arrangements with another agency to provide after-hours or twenty-four (24)-hour coverage, the arrangement must be documented in a formal memorandum of agreement/understanding (MOA/MOU).
- C.** During hours of operation, the Helpline shall provide timely access to an I&R specialist
 - 1. The Helpline must provide an option for the caller to leave a message at any time when a call is holding in queue.
 - 2. The Helpline shall ensure measures are in place to ensure calls are not held in queue beyond 20 minutes.
 - 3. The Helpline shall have a method of tracking call volume, including timeliness of response, and call abandonment.
- D.** Recorded messages on the Helpline’s voicemail system must be retrieved from the voicemail system and responded to within 48 hours (two business days). Crisis calls (abuse, neglect, homelessness, home energy emergency, etc.), must be responded to within the next business day. Exceptions for non-crisis calls will be during periods when the Helpline is experiencing higher than normal call volume (i.e., SHINE annual enrollment period, public awareness campaigns or disaster/weather-related events).
 - 1. The Helpline must provide an option for the caller to leave a message at any time when a call is holding in queue.
 - 2. A record of the messages to the Helpline’s voicemail system must be maintained and shall include the date the call was received, and the telephone number of the caller, and if available, the purpose of the call or service request. The successful or unsuccessful return call attempt shall be recovered in eCIRTS.
- E.** The Helpline shall ensure I&R services are provided by trained I&R specialists. At a minimum, an I&R specialist must have a high school diploma or GED and three years of experience in I&R services, case management, call center services, or related social services work experience.
- F.** The Helpline shall ensure I&R specialists:
 - 1. Have the skills to meet the needs of people who are angry and hostile, manipulative, call frequently with the same problem, or are otherwise difficult to serve; and
 - 1. Have the skills to meet the needs of older adults, adults with disabilities, and other special populations.
- G.** The Helpline shall have policies and procedures to ensure the privacy, confidentiality, and security of Personal Identifiable Information (PHI) is protected by local, state and/or federal laws to ensure the protection of inquirer records, including the Health Insurance Portability and Accountability Act (HIPAA). The Helpline shall obtain signed confidentiality forms from staff with access to confidential information to document their compliance.

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The identity of inquirers, their requests, and the information given to staff may be communicated to others if:

1. The release of such information is required by law or court order (e.g. reporting abuse);
 2. The presence or risk of serious harm to the individual or another person, and then communication may be only to those who must be informed in order to reduce harm or risk.
 3. Obtaining verbal or written consent prior to disclosing identifying information about individuals, their request, and the information given to them and with whom this information can be shared.
- H.** The Helpline shall have a policy to resolve complaints from inquirers and community service agencies, including those related to potential breaches of privacy and confidentiality.
- I.** The Helpline shall provide barrier-free access to its services to individuals and groups who have special needs (e.g. access via applicable technology and/or communication methods for people with hearing or speech impairments, language access for inquirers with limited English proficiency, and access for people with disabilities. Helpline staff assisting inquirers with limited English proficiency via the language interpreter service shall document the activity in the eCIRTS system and submit a report of the Language Line activity to the Department by the 10th of each month.
- J.** The Helpline shall make every effort to ensure that its telephone service is accessible from all telecommunication devices within its coverage area (e.g. wireless and competitive local exchange carriers).
- K.** The Helpline shall ensure, through appropriate queue management techniques such as schedule adherence, that an appropriate number of specialists are scheduled to meet the needs of callers, that the optimum number of staff are available at the times most inquiries occur.
- L.** A minimum of 2.5 I&R staff members shall be scheduled to work at all times.
- M.** The Helpline shall utilize technology that improves access to service and enhances its ability to serve inquirers efficiently and effectively while preserving the level and quality of its core services. The main role of technology is to enhance or strengthen person-to-person contact, not to reduce or discourage such contact or make it more difficult. “Technology” includes telephone systems, telephony, telecommunications, e-mail, online chat, I&R software packages, electronic directories, and self-service mechanisms such as automated attendants/interactive voice response systems, fax-on-demand, video relay services, community kiosks, and searchable I&R databases on the internet.
1. If the Helpline service uses telephone technology which allows for the collection of inquirers’ personal identifying information without his or her explicit permission, it shall develop policies and procedures that protect the inquirer’s right to privacy and anonymity while preserving the I&R specialist’s ability to provide for the individual’s safety should personal identification become necessary.
 2. If the Helpline provides resource information through an automated attendant (a menu-driven telephone system), it shall develop procedures to encourage inquirers to transfer to a live specialist if consultation or guidance is required. Inquirers shall be able to make the transfer without having to make another telephone call.
 3. When the Helpline provides multi-channel access services simultaneously (e.g. in-person, telephone, email, live chat, SMS/text, video relay services or social media, website or other alternative access methods etc.), it shall ensure I&R specialists divide their attention across all such services, as appropriate to the situation, without compromising customer service or timeliness of responses.
 4. The preference is for inquiries to be handled in real-time/live answer.
 5. Efforts are made to ensure that its service is accessible from all channels within its coverage area.
 6. The Helpline provide its service at no cost to the inquirer.

N. Standard 1: Information Provision

Through one-to-one interactions with an I&R specialist, the Helpline service engages individuals by building rapport, actively listening, exploring needs and connecting people with appropriate information, referrals, and support. The I&R process consists of effective questioning to determine the needs of the inquirer, clarifying those needs, providing requested information and/or identifying appropriate resources. Information can range from a limited response (such as an organization’s name, telephone number, and address) to a detailed description of community service system (such as explaining how intake works and required documentation by an agency), to help inquirers make an informed choice. In situations where services are unavailable, the Helpline engages in problem solving to help the inquirer identify alternative strategies and manage expectations.

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1. The Helpline engages individuals through interactions that follow the stages of the I&R process and recovers the contacts in the eCIRTS stem.
2. The Helpline shall have a procedure to address challenging interactions, which includes:
 - a. Identifying behavior considered offensive or inappropriate.
 - b. Providing options for managing disruptive contacts.
 - c. Reviewing challenging interactions as needed and determining any necessary actions (e.g. procedural changes, staff training)
3. The Helpline shall ensure through training, monitoring, and coaching that I&R specialists follow proper internal contact, and handling procedures. I&R specialist shall utilize training tools that include the following overarching principles.
 - a. Identify themselves and the Helpline according to agency guidelines.
 - b. Establish and maintain rapport with the inquirer and use active listening skills and empathy to discern the presenting problem.
 - c. Respond to each inquirer in a professional, nonjudgmental, culturally appropriate, and timely manner.
 - d. Use clear jargon-free language and an appropriate tone of voice and positive inflection to convey compassion and empathy during the conversation.
 - e. Provide an explanation about why information is being requested and when relevant demographic information is being collected. Additional data (i.e being collected for funders or other stakeholders) should be collected towards the end of any conversation. The primary goal of data collection is to garner enough information about inquirers to help them address or resolve their problems.
 - f. Make an accurate assessment of the inquirer's problems and needs asking relevant questions to obtain the information necessary for an accurate referral.
 - g. Identify underlying or unstated problems, when appropriate.
 - h. Determine any specific needs or preferences to access services (e.g. language needs, evening or weekend hours, proximity to public transportation, or disability access).
 - i. Clarify and confirm the inquirer's needs using techniques such as paraphrasing before offering referrals/resources;
 - j. Provide the inquirer with various approaches to their situation that give them a range of options, as appropriate.
 - k. Explore the inquirer's own resources (e.g., friends, family, faith-based organization)
 - l. Effectively utilize the resource information system to identify resources to meet the inquirer's needs.
 - m. When possible and practical, provide at least three referrals to give the inquirer a choice while being careful not to overwhelm the inquirer with too many options;
 - n. Encourage inquirers to contact the Helpline again if needs were unmet, information was incorrect, or for future needs.
 - o. Accurately record what occurred during the course of the inquiry, the call/contact type, and the problems and needs that were addressed for use in reports.
4. The Helpline shall ensure that every call, including information only calls, is documented at the end of the call in eCIRTS.

O. Standard 2: Referral/Assistance and Client Advocacy

The Helpline shall offer referral/assistance, or client advocacy, when necessary, to ensure individuals receive the benefits and services for which they are eligible. The provision of referral/assistance services involves one-to-one interaction between an I&R specialist and an inquirer, wherein the I&R specialist determines the needs of the inquirer, identifies appropriate resources, makes referrals to organizations capable of meeting the inquirer's needs, and provides enough information about each organization to help inquirers make an informed choice about the service and resources most appropriate to meet the consumer's need. In situations where resources are unavailable, the I&R specialist shall

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assist the inquirer in problem-solving to identify alternative strategies and manage expectations. When necessary, the I&R specialist will actively participate in linking the inquirer to needed services.

1. The Helpline shall engage in enhanced services after the initial contact with the inquirer's permission to assist with referrals (e.g., details for eligibility screenings or assessments; prompting inquiries about their interest in additional resources; application assistance; appointment settings, etc.). These services must be clear in scope and expectations. Make an accurate assessment of the inquirer's problems and needs asking relevant questions to obtain the information necessary for an accurate referral.
 - a. Identify underlying or unstated problems, when appropriate.
 - b. Clarify and confirm the inquirer's need(s) using techniques such as paraphrasing before offering referrals.
 - c. The I&R specialist may make additional calls or take actions as outlined by the Helpline, that support the person obtaining the necessary information or help.
 - d. When warranted and with the inquirer's permission, the I&R specialist shall make direct contact with an agency and communicate on behalf of the inquirer through three-way calling, notify the agency of the inquirer's forthcoming contact, or schedule an appointment with the agency for the inquirer.
 - e. Accurately record what occurred during the inquiry as well as the problems and needs that were addressed in the eCIRTS system for use in reports and as needed.
 - f. Follow-up to determine the outcome of the referral/assistance is conducted within 14 business days for each referral when assistance and/or advocacy is provided and is conducted with the referred person and/or the resource. The referral cannot be counted as a unit of service until follow-up is complete. If follow-up is not completed on a referral, the service must be documented as an "Information" contact type.
2. The Helpline service offers client advocacy, when necessary, to ensure people receive the benefits and services for which they are eligible. For the purposes of these standards, client advocacy does not include system advocacy or legislative advocacy (lobbying). All advocacy efforts are consistent with written policies established by the Area Agency on Aging (AAA) and proceed only with the permission of the inquirer.
3. When necessary, staff shall intervene with the permission of the person, to help individuals obtain needed services. They may make additional calls or take actions outlined in the organization's procedures, that support the person obtaining the necessary information or help.
4. The Helpline ensures through training, monitoring, and coaching that I&R specialists know when to engage in and how to document acts of advocacy.
5. The I&R service has a procedure for documenting acts of advocacy and their outcomes.
6. When the level of advocacy required is beyond the scope of the I&R's services or resources, the staff makes a referral to another organization that specializes in providing advocacy.
7. Staff documents acts of advocacy and the outcomes.
8. The Helpline shall have a process to resolve complaints from inquirers and community service agencies, including those related to customer satisfaction, accuracy of referrals, and potential breaches of privacy and confidentiality.

P. Standard 3: Crisis Intervention

The Helpline shall be prepared to triage and address the short-term needs of individuals who are experiencing a crisis. Included may be individuals at risk of suicide, homicide or assault, family or friends who have experienced suicide, victims of domestic abuse or other forms of violence, elder/dependent adult abuse/neglect, sexual assault survivors, people experiencing a psychiatric emergency; people with substance use disorder(s) who are in crisis; survivors of a traumatic experience; and others in distress.

1. If the Helpline does not provide crisis intervention procedures there shall be a prearranged agreement and documented protocols with a crisis hotline service.
2. The Helpline shall have intervention procedures that include guidance for:
 - a. Specific types of emergencies.
 - b. When to complete a safety risk assessment.

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- c. Taking protective measures for individuals in endangerment situations.
 - d. When to access 911 or other emergency rescue services.
 - e. Responding to individuals who wish to remain anonymous yet require direct intervention
 - f. Debriefing following a crisis interaction, when needed.
3. The Helpline has protocols and tools in place to support connection with 911 or other emergency services regardless of the incoming channel including:
 - a. Caller ID
 - b. A separate external line, availability for initiating rescue protocols without interrupting the crisis conversation.
 4. In cases of suspected child abuse, elder abuse, or disabled adult abuse, the Helpline has protocols that comply with prevailing legislation regarding mandatory reporting and they work with appropriate entities to complete a report when required.
 5. The I&R service ensures through training, monitoring, and coaching that Community Resource Specialists have the skills to:
 - a. Facilitate a crisis conversation regardless of the incoming channel.
 - b. Recognize when the inquirer is experiencing a life-threatening crisis and how to intervene.
 - c. Recognize when the inquirer is experiencing a non-life-threatening crisis and how to navigate the conversation.
 - d. Recognize the warning signs of people at imminent risk of suicide, violence, or victimization (abuse/neglect, domestic violence, and risk of homicide or self-harm) whether the risk is explicitly stated or implicit.
 - e. Follow the organization's rescue protocol regarding when to access 911 or other emergency personnel to request that they intervene.
 - f. Ensure the inquirer is safe and can have a conversation before continuing a screening or assessment.
 - g. De-escalate and stabilize the inquirer prior to making a referral or transferring the conversation.
 - h. Build rapport during life-threatening conversations by helping individuals talk about their feelings as part of the assessment and problem-solving stages of the conversation.
 - i. Attempt to keep the inquirer engaged during the referral or rescue process.
 - j. Document crisis conversations.
 6. When possible, I&R specialist shall participate in crisis intervention professional development training to upgrade existing and learn new skills.
 7. In conversations involving risk of suicide or homicide, staff understand the circumstances under which a safety risk assessment is required. Risk assessments are documented and include a description of specific actions taken.
 8. In conversations about domestic violence or other endangerment situations, staff take special precautions to safeguard the inquirer's identity and all aspects of their interaction.
 9. During non-life-threatening crisis conversations, staff should assess individuals' immediate needs and connect them with a crisis intervention service for assistance. A connection is made in accordance with the established crisis service protocol, including warm transfers when possible.
 10. I&R Specialist shall follow the protocol for addressing individuals who wish to remain anonymous yet require rescue.
 11. Staff document crisis intervention conversations and outcomes.

Q. Standard 4: Follow-Up

1. Follow-up is conducted to benefit individuals and confirm whether or not their needs have been met, and if not, why. For persons who are at risk and/or vulnerable, the Helpline should attempt follow-up to ensure they received

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the necessary support and resources. Follow-up data can be used to improve service delivery and update community assessments.

2. The Helpline policy should require follow-up with inquirers who are at risk and/or vulnerable and in situations where the specialist believes the inquirers do not have the necessary capacity to take the needed actions to resolve their own situation. Additional assistance in locating or accessing services may be necessary. Follow-up is required for each contact type documented as a “Referral” when assistance and/or advocacy is provided and must be completed within 14 business days unless a crisis suggests a more immediate follow-up. Examples of situations in which follow-up should normally occur include:
 - a. Vulnerable households that are without heat during winter.
 - b. Older adults having trouble expressing their needs.
 - c. Older adults with disabilities who have received an eviction order.
 - d. Older adults with no health insurance who need health care.
 - e. Individuals needing emergency shelter.
 - f. Older adults with Food Insecurities.
3. The Helpline shall ensure follow-up with inquirers who are at risk or vulnerable and in situations where the I&R specialist believes the inquirer lacks the capacity to follow through to resolve the problem; If the inquirer cannot be contacted, the Helpline shall ensure follow-up with the organization to which a referral was made to determine if the individual’s need was addressed. Unsuccessful attempts to contact the inquirer shall not conclude the follow-up process and shall not be counted as a completed referral.
4. During follow-up, if it is determined that the inquirer has not received services or the need has not been met, the I&R specialist shall determine whether there is a continued need and make additional appropriate referrals or engage in enhanced problem solving. The I&R specialist shall also determine whether the inquirer has additional new needs and makes appropriate referrals prior to completing the contact.
5. The I&R specialist shall document the follow-up results (whether service was received or there was an unmet need) in eCIRTS for use in reports and as needed. Information gathered during the follow-up process shall be used to evaluate the effectiveness of existing community service providers and to identify gaps in community services.

R. Standard 5: Independent Service Delivery Methods

The Helpline shall provide independent service delivery methods that allow access to and retrieval of community resource information for the general public and other human service professionals. These methods provide an alternative to one-to-one interaction with I&R specialists.

1. Information about how to connect with an I&R specialist is provided along with independent delivery methods. For example, the ability to press “0” at any time when listening to a recorded message or to engage in text or online chat when searching for resources on the website.
2. Information about how to connect with an I&R specialist is provided along with independent service delivery methods. For example, the ability to press “0” at any time when listening to a recorded message or to engage in text or online chat when searching for resources on the website.
3. Following local, state, provincial and/or federal laws, the Helpline may offer the public the ability to opt-in to text notifications for community resource information.
4. Social media platforms may be used to inform the public about significant information or changes to community services. The Helpline shall have protocols around posting content and ensures the information is vetted and user-friendly.
5. The organization’s website contains the following:
 - a. An easy-to-remember URL; and
 - b. Design elements that promote accessibility for persons with disabilities and comply with applicable local, state, regional, provincial, territory, and/or federal laws.
6. The Helpline shall ensure quality assurance processes are in place to ensure that these methods of access provide accurate/verifiable information.

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- 7. The principles of confidentiality remain applicable in cases involving independent service delivery methods. In situations where online information can be gathered, information about individual activities is only made available in aggregate form.
- 8. Staff shall inform the appropriate internal contact (e.g., Database Curator) when/if they become aware that information may need updating.

S. Standard 6: Service Delivery Data Collection, Analysis and Reporting

The Helpline service generates valuable information about the problems/needs of a community and the availability of resources to meet those needs. The data collected can be analyzed, aggregated, and reported to inform outreach to diverse communities, community needs assessment, community planning, allocation of funding, and system advocacy.

- 1. The Helpline uses its data for a variety of purposes such as outreach to diverse communities; community needs assessment and reporting to funding organizations. Helpline shall use eCIRTS, a secure, confidential system for collecting and organizing inquirer data collection. Inquirer data includes information gathered during the original contact, follow-up, and customer satisfaction/quality assurance calls.
- 2. The Helpline has procedures that address data collection and analysis, including:
 - a. Data collected for I&R service analysis and reporting purposes are based on Helpline policies and local, state, and/or national/federal requirements;
 - b. A defined set of inquirer data elements;
 - c. Individuals having the right to withhold information;
 - d. Data-sharing guidelines that protect both confidentiality and PII;
 - e. Assurance that, when data is reported widely, it is representative of the community (see sample size chart below); and
 - f. Stakeholder engagement (e.g. community partners, communities with lived experience) that informs the interpretation and analysis of data.

See sample size chart below:

Call Center Annual Call Volume	Required completed samples with a 95% confidence level and a 5% margin error	Required completed samples with a 95% confidence level and a 3% margin of error
5,000	357	880
10,000	370	965
30,000	380	1,031
50,000	382	1,045
100,000	383	1,056
250,000	384	1,063

- 3. The I&R service generates service delivery activity reports which may include:
 - a. Total number of contacts (e.g., calls, texts, chats, emails, video relay, voicemail, face-to-face, physical mail)
 - i. Total number of contacts by geography (zip code, county, state/province) and by demographics (age, gender, race, etc.)
 - b. The number and percentage of inquiries by contact type including:
 - i. Information
 - ii. Referral
 - iii. Advocacy
 - iv. Crisis
 - c. Total number and types of problems/needs presented by individuals including both met and unmet needs.

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- i. Trends in types of contacts' needs including possible cross tabulations of types of problems/needs by geographic location and/or geographic location and the problems/needs within them.
4. The Helpline collects qualitative data such as:
 - a. Complaints.
 - b. Commendations.
 - c. Success stories that illustrate situations and resulting outcomes.
 - d. Follow-up outcomes.
5. The I&R Service collects data regarding independent service delivery methods, including:
 - a. Social media posting/interactions.
 - a. Website visitor activity (e.g., total visits, unique visitors, individual page visits, searches conducted).
 - b. People accessing recorded information.
6. When collecting inquirer data, staff follow all data, technology, and privacy protocols. Staff understand that the data collected has an impact on the I&R service's reporting.

II. RESOURCE DATABASE

The Helpline's Information and Referral Service is a provider of information to the public, and individuals using the service have a right to accurate, consistent, comprehensive, and unbiased information. Therefore, the Helpline shall develop and maintain a resource database that contains accurate and updated information about available resources that meet the organization's inclusion/exclusion criteria. The Helpline shall also analyze the resource information to help identify/report about the resource availability or gaps with a community.

A. Standard 7: Inclusion/Exclusion Criteria

1. The Helpline documents its inclusion criteria for the contents of the resource database. The criteria address the human service needs of all groups in the community served by the Helpline, and the available resources (e.g., government, nonprofit, relevant for-profit organizations, unincorporated groups, disaster services) as well as entities that may not be included.
2. The Helpline makes their inclusion criteria available to the public.
3. The Helpline does not charge a fee for the inclusion of any organization in its public resource database.
4. An organization/agency must be in business, providing services for a minimum of one year before it becomes eligible for inclusion.
5. The I&R service criteria strive for balance when including political cause and issue-oriented action groups.
6. The Helpline shall ensure the inclusion/exclusion criteria is reviewed and updated, at a minimum, every three years to ensure that it continues to meet the changing needs of the community.
7. The I&R service has documented procedures for evaluating new organizations considered for inclusion. The process shall include:
 - a. Utilization of a consistent form to collect data elements;
 - b. Notification to new organizations that the information may be edited for brevity, clarity, and content as well;
 - c. Notification to new organizations that the information may be published in a variety of media;
 - d. Verification of the organization's resource record before publishing; and
 - e. Notification if the organization does not meet the criteria.
8. The inclusion criteria include an appeal process for organizations seeking clarification on either the document itself or the application of the criteria.
9. The inclusion criteria are consistent with and support the ability of the Helpline to maintain the resource database in accordance with the quality requirements of the Inform USA Standards.

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10. Staff follow the inclusion criteria when adding new resources to the database, and a notification process for those who fall outside the criteria.

B. Standard 8: Data Structure and Data Elements

1. The Helplines resource database utilizes a data structure that contains records of information about organizations, and the services they provide by location that meet criteria for inclusion. Each resource record shall contain at least the Inform USA mandatory data elements if that information is available.
2. The Helpline’s resource database utilizes software that supports a data structure of records organized in a hierarchical manner, including organization/agency, location/site, and service/program levels. Each level of the data structure includes the relevant data elements.
3. The Helpline’s s resource database utilizes software that includes administrative data elements which assist the Database Curator in overseeing the record and may be automatically assigned by the software platform.
 - a. Example of administrative data elements include Unique ID numbers, record ownership, date of last annual verification, record status (active/inactive).
4. If the Helpline publishes or otherwise makes its resource database accessible to other technology platforms, data elements should match the schema used in the open-source Human Services Database Specification (HSDS).
5. The Helpline shall have procedures to ensure that information is consistently included for the appropriate data element, and at the appropriate level within the resource data structure.
6. Data elements that are pertinent to accurate and appropriate information and/or referral provision are mandatory and include information that is available in the associated data fields. If the data element is used within the resource data structure, but not relevant for a particular service, that field should contain either “not applicable” or “none” whenever possible. For example, if the individual needs to provide documentation to apply for a service, that information must be added. If the individual does not need to provide documentation to apply, then the field should state “not applicable” or “none”.

C. Standard 9: Classification/Taxonomy System

1. The Helpline shall use a system to classify, index, and facilitate retrieval of resource information.
2. The Helpline service uses a classification system or taxonomy system to organize its resource records.
 - a. Use of the 211HSIS (formerly referred to as 211 LA County Taxonomy) is recommended by not required by Inform USA’s Standards.
 - b. Any classification/taxonomy system used must meet the following set of minimally acceptable criteria:
 - i. Established terms with uniquely identified codes and documented definitions, along with a changelog including date of last change.
 - ii. Documented guidance on best practices for consistent use.
 - iii. The taxonomy is adaptable, updatable, not static (i.e., a living document)
 - iv. There is a responsible body for stewarding the taxonomy, with a documented process for making changes.
 - v. Available in a structured, machine-readable format, to enable integration with software.
 - vi. At least one level of subcategories, to establish at least minimally viable specificity.
 - vii. At a high level, terms must be in documented alignment with the 211HSIS taxonomy (commonly referred to as mapping or crosswalking) OR the taxonomy must be non-proprietary (licensed in a way that permits open access without cost).
3. The Helpline has procedures in place to update and integrate additions and changes to the classification/taxonomy system on a regular schedule according to their procedures.
4. The Helpline uses software that supports the identified classification/taxonomy system and provides basic functionality.

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D. Standard 10: Content Management and Indexing

The Helpline ensures that Database Curators organize information about human services into accurate and concise database records through database management procedures, training, and supervision.

1. The Helpline shall maintain data using various methods to aid internal and external users in the search and retrieval of resources such as:
 - a. Organization/agency and/or program/service names and related AKAs.
 - b. Type of services provided (using classification/taxonomy system service terms including use references and see also references) with access to definitions.
 - c. Target population served, where applicable (using classification/taxonomy system target terms) with access to definitions.
 - d. Area served.
 - e. Geographic area served, proximity to the inquirer's location.
 - f. Demographic data.
 - g. Language availability
2. The Helpline has documented and updated verification procedures that ensure the accuracy, to best of its ability, of each database record.

E. Standard 11: Resource Database Data Collection, Analysis, and Reporting

The Helpline shall collect, analyze, and report information related to the resource database in ways that are useful to themselves and community partners, including describing the types of services that are available, the organizations that provide them, and the specific areas in which services are available or unavailable.

1. The Helpline shall periodically analyze the contents of its resource database to determine the types of services available within various human services sectors, the number of those services, their locations and areas served, availability, etc. The results can be shared with funders and decision makers in an attempt to increase the social service system's ability to meet community needs.
2. The Helpline produces resource database activity reports that may include:
 - a. Total organizational and program records.
 - b. Total number of referrals to organizations and programs.
 - c. The number of interim changes made throughout the year.
 - d. The number of new records were researched and added to the resource database.

F. Standard 12: Cooperative Relationships within the I&R System

In communities that have multiple I&R services, they work together to build a coordinated I&R system.

1. It is recommended that the Helpline participate in ongoing cooperative program planning and development activities including:
 - a. Identifying community I&R needs
 - b. Maintaining current information about other I&R services and their activities
 - c. Exploring new cooperative service opportunities
 - d. Working to address system wide I&R issues
2. It is recommended the Helpline coordinates its service delivery, where possible, with other programs in the area to avoid duplication of effort and improve access to services.
3. When comprehensive and specialized I&R service areas overlap, they define and document their working relationships in a written form/agreement (for example a Memorandum of Understanding (MOU)). The objectives are to ensure that people who need services have access to the most appropriate I&R service.

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- a. Organizations coordinate their efforts with their partners to meet the critical needs of all individuals in the community (e.g., after-hours coverage, linked websites, etc).
- b. Core elements of the agreement are embedded in the organizational protocols/procedures.
- c. Relationships are tracked and may be used for goal setting.

G. Standard 13: Cooperative Relationships with Service Providers

The Helpline shall develop cooperative working relationships with human services providers (e.g. food pantries and homeless shelters) and larger service systems (e.g., those serving individuals with mental health and substance use disorder issues). These relationships help to advance an integrated service delivery system that ensures broad access to community services, maximizes the use of existing resources, and facilitates the ability of people who need services to easily find the most appropriate provider.

1. The Helpline is encouraged to explore opportunities for collaborative service delivery with service providers (e.g. participation in case coordination, eligibility screening, initial intake, systems reporting).
2. The Helpline shall work cooperatively with service providers to address issues that have a critical impact on the community as a whole (e.g., disaster relief and recovery, homelessness, etc.).

H. Standard 14: Disaster Planning

The Helpline has written plans to prepare for disasters that addresses disaster preparedness and continuity of operations.

1. The plan could include:
 - a. Continuity of mission-critical functions (including designation of staff roles and responsibilities).
 - b. Procedures, including responses to various kinds of emergencies.
 - c. Staff training and preparation.
 - d. Post-emergency activities.
2. The I&R service has a business continuity plan which has provisions for continued operations for the service (e.g., redirection of calls, remote work, continuing to update community resources, training and onboarding temporary staff). This plan may include written agreements with other I&R services.

I. Standard 15: Relationships with Emergency and Relief Organizations

The Helpline shall establish relationships and participate in planning cooperative disaster response within its coverage area's disaster services network

1. The Helpline understands the emergency management structure within their jurisdiction(s).
2. The Helpline understands their own role and that of other organizations in the response, relief, and recovery phases of a disaster services network. The I&R service participates in community disaster training exercises.

J. Standard 16: Disaster-Related I&R Service Delivery

The Helpline provides delivery service functions to the community before, during and following a disaster or other emergency.

1. The Helpline ensures it is capable of handling and/or adapting to an increased level of contacts and needs through a disaster. This may include:
 - a. A plan to quickly recruit, train and utilize volunteers or staff who are assigned to provide information and referral and database curation.
 - b. The ability to provide information via other methods of service delivery (e.g., independent access tools such as special webpages, guides, IVR)
 - c. An internal communication plan/tool for messaging staff with updates (e.g., project or resources management tools)

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- d. Potential facility issues particularly in situations where additional staff/volunteers may be working for the Helpline (e.g., 24-hour environmental controls, cleanliness and sanitation, parking and security)
2. The I&R service ensures through training, monitoring, and coaching that staff understand the organization's role and mission in times of disaster and the government emergency response service delivery system at all levels.
3. The I&R service ensures through training, monitoring, and coaching that staff understand the types of needs people typically request before, during, and following a disaster, including:
 - a. General disaster information and assistance
 - b. Government or organizational closures
 - c. Atypical services people may need to access (e.g., open hardware stores or laundry services, functioning ATM machines)
 - d. Damage reporting
 - e. Debris removal/disposal locations
4. The I&R service ensures through training that staff understand the structure of disaster resources within the database, approved sources of disaster-related information, and how to communicate necessary changes to Database Curators.
5. The I&R service ensures through training, monitoring and coaching that Community Resource Specialists have the skills to respond effectively in disasters. This includes:
 - a. Understanding and assisting people physically and emotionally impacted by a disaster.
 - b. Working cooperatively with other organizations.
 - c. Planning for potential changes in modality of service delivery, such as:
 - i. Remaining flexible in a rapidly changing environment
 - ii. Inquiries from the media
 - iii. Provision of services face-to-face
 - iv. Willingness to work under adverse conditions (e.g., long hours, uncomfortable surroundings)
 - d. Addressing the specific requirements of people with access and functional needs.
 - e. Responding to inaccurate information.
6. The Helpline service has written procedures and training for staff who are assigned to provide information and referral at local assistance centers or other off-site locations
7. The Helpline has a plan for promoting mental health and wellness practices for all staff working in disaster situations, including the provision of disaster stress debriefing.
8. Staff perform service delivery in accordance with disaster procedures in all modalities (e.g., off-site).
9. Staff communicate necessary changes to resource information to Database Curators.

K. Standard 17: Disaster Resources

The Helpline shall maintain information about community resources available in times of disaster.

1. The Helpline's resource database includes information about permanent local, state/provincial, territorial and federal disaster-related resources (e.g., organizations with a formal role in emergency response, a clearly defined disaster mission, and/or a history of providing services during previous incidents).
2. The Helpline researches and verifies information about organizations and services that emerge in the context of a particular disaster.
3. The Helpline has an escalation process for reviewing and vetting disaster-related information.
4. The I&R service disseminates or provides access to disaster-related 44 resource information in accordance with the communities needs (e.g., resource directories, lists, guides, website, social media, etc.).

L. Standard 18: Disaster-Related Data Collection/Reports

1. The Helpline shall collect and track requests for services, referrals, and demographic information, and produces reports regarding requests as needed for disaster-related services and referral activity.
2. The Helpline shall have a standardized process to effectively document inquirer data to support service delivery throughout the stages of a disaster.
3. The Helpline shall have the ability to analyzes data and produces timely reports if needed for the community and stakeholders that could include:
 - a. Volume of disaster inquiries.
 - b. Demographic data and demographic profiles.
 - c. Total volume of referrals.
 - d. Service requests for specific programs and organizations.
 - e. Met and unmet needs.
 - f. Trends in community service provision
4. The Helpline shall have a process for producing an after-action report that helps improve future disaster planning and staff training. Oversight Quality Indicators (Supervision/Coaching/Training).
5. The Helpline shall ensure through training, monitoring, and coaching that staff are familiar with disaster-related documentation.
6. The Helpline shall ensures through training, monitoring, and coaching that disaster-related contacts and resource data are reviewed and corrected according to its quality assurance process. Practice Quality Indicators (Staff/Volunteer Expectations).
7. Staff will collect and document disaster-related contact and resource data in accordance with organizational procedures, and corrections are made when necessary.

M. Standard 19: Disaster-Related Technology

1. The Helpline has technology in place that enables the organization to maintain service delivery and resource information during times of disaster or a localized emergency.
2. The Helpline has established relationships with their key technology vendors for continued service when possible, in times of disaster.
3. The Helpline shall regularly identify risks and solutions for technology, technical connections, and other resources that may be impacted during emergency conditions.
4. The Helpline shall exercise solutions for emergency power sources such as emergency generators, and Uninterruptible Power Supply (UPS).
5. The Helpline shall exercise the technology tools in its disaster plan to ensure the technical ability to continue services (e.g., remote work, redirecting services to alternate locations).
6. The Helpline shall exercise an alternate method for documenting contacts in the event that the I&R service software is unavailable (e.g., paper or online forms).
7. The Helpline shall have and exercise an alternate method for accessing resource information in the event that the resource database is unavailable (e.g., cloud-based access, shared database platform, a downloaded copy of the database or server, or a printed directory).
8. The Helpline shall have and exercises technology tools that facilitate channels for internal communication between staff and management.
9. Supervision, training, and coaching must be provided so that staff are prepared to use the alternative technology methods to continue service delivery documentation and access to resource information.
10. Staff shall alert management when technology solutions are not operating as intended during disasters and emergencies.

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11. Staff adhere to alternate methods for documenting contacts if the I&R service software is unavailable.
12. Staff adhere to alternate methods for accessing resource information if the resource database is unavailable.

ORGANIZATIONAL EFFECTIVENESS

The organization's governance and operational structure enables the Helpline's I&R service to fulfill its mission. Organizational effectiveness activities include: developing policies and procedures and a code of ethics that guide the I&R service; adopting sound fiscal and personnel management practices; providing a safe and secure work environment; offering new hire onboarding and ongoing professional development; establishing and maintaining an effective technological infrastructure; increasing public awareness of the value of I&R services to the community; developing and implementing an ongoing quality assurance and evaluation process.

N. Standard 20: Governance and Oversight

1. The Helpline shall operate under the auspices of the AAA, which is governed by representatives of the diverse interest of the community. The organization's governance and operational structure shall enable the Helpline to fulfill its mission.
2. The Helpline shall be a part of an organization that has a governing body (e.g., a Board of Directors) that is convened that is convened according to the laws of its jurisdiction and its own bylaws. The governing body represents the diverse interest of the community and oversees the implementation of goals and objectives that ensure service quality and program sustainability of the AAA and Helpline.
3. The Helpline shall engage in strategic planning to assess operational effectiveness and set meaningful goals, strategic objectives and desired outcomes. The strategic plan emerges from research, incorporates feedback from staff at all levels, and considers external stakeholder recommendations.
4. The Helpline shall have a formal process for registering and attempting to resolve complaints from individuals, staff members, and the community. All complaints can be appealed to the governing body as a final step in the process.
5. Regardless of the location where services are provided, the Helpline shall maintain standards of confidentiality and support for staff. This ensures consistency and a high level of professionalism in service delivery.

O. Standard 21: Technology

1. The Helpline shall use a technology infrastructure (e.g., telephonic systems, computer systems, software programs, websites) that supports the ability of staff to meet operational goals, improves access, accommodate the communications preferences of individuals, remove barriers to information, and overall assure a quality and positive client experience.
2. The Helpline shall have a strategy to maintain its information technology infrastructure (e.g., access to IT professionals, software updates, a priority response during breakdowns).
3. The Helpline shall evaluate and test new methods of access and technical advances prior to implementation to ensure that service delivery or resource database services are enhanced, and the privacy and confidentiality of individuals are protected (e.g. Artificial Intelligence (AI) enhanced products, electronic referrals, data exchange, Community Information Exchange (CIE) aspects).

P. Standard 22: Personnel Management

The Helpline shall use a person-centered approach to personnel management based on policies, procedures, and tools that facilitate service continuity, quality, and consistency for the work environment.

1. The Helpline's staff shall be included in the Area Agency on Aging organizational chart that shows levels of authority and the reporting relationships within the organization.
2. The Helpline shall have up-to-date job descriptions for all employees and volunteers that outline duties, responsibilities, essential job functions and supervisory relationships. The job descriptions must be reviewed every two years.

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3. The Helpline shall recruit and hire qualified staff who exhibit competent, ethical behavior, compatibility with organizational values, a positive and caring attitude, and reflect the community served.
4. The Area Agency on Aging and/or Helpline shall ensure reasonable employee accommodations.
5. When necessary, the Helpline shall provide tools and technology to support the ability of staff to work remotely. Remote I&R service delivery requirements include provisions for staff to:
 - a. Make three-way calls to connect inquirers to external resources including access to a language interpreter.
 - b. Contact emergency services while maintaining a connection with the inquirer.
 - c. Work in a distraction-free environment.
 - d. Access supervisory assistance including coaching, when required, and for supervisors to exercise quality assurance measures.
6. The Helpline shall have communication tools to facilitate information sharing between and among staff (e.g., regular staff meetings, internal chat software, project management software, in-person dialogue, collaborative problem solving).
7. The Helpline shall work collaboratively with staff to develop healthy workplace initiatives that give education and support (e.g., stress reduction; strategies for burn-out/compassion fatigue; healthy relationships).
8. The Helpline shall provide training, tools, and resources for supervisors to ensure effective personnel management. Tools such as internal or independent call monitoring processes or schedule adherence may be utilized.
9. The Helpline shall use established coaching and training methods for effective monitoring and development of staff.
10. In remote work settings, staff shall ensure an environment that supports the privacy and confidentiality of information.

Q. Standard 23: Staff Training

1. The Helpline shall provide training for new hires as well as existing staff and volunteers. The training reflects job descriptions for individual positions and is consistent with material in the Inform USA I&R Training Manual, the Inform USA Standards, and the Job Task Analyses for Community Resource Specialists and Database Curators.
2. The Helpline's new hire and ongoing professional development training shall be consistent with the material contained in the Inform USA I&R Training Manual.
3. The Helpline training shall encompass the job related tasks, knowledge, and skills outlined in the Inform USA Job Task Analyses for Community Resource Specialists (CRS), Community Resource Specialists – Aging/Disabilities (CRS-A/D), and Community Resource Specialists – Database Curators (CRS-DC).
4. The Helpline shall provide new hire orientation and onboarding for new staff and volunteers that could include topics such as:
 - a. The role, mission, values, culture, and purpose of the I&R service.
 - b. The structure and policies/procedures of the organization including the role of the governing body.
 - c. The range of services provided, and the functions associated with specific positions.
 - d. The legal requirements that affect service delivery (e.g., abuse reporting, privacy/confidentiality).
 - e. Compliance training required by stakeholders and jurisdictions (e.g., cultural competency, sexual harassment).
5. Following orientation, a training process includes:

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- a. Training periods that allow new Community Resource Specialists to practice their skills in a supervised environment (e.g., job shadowing, role playing, observation), where duties are monitored, and coaching is available.
 - b. On-the-job training that involves increasing levels of responsibility until the individual is self-sufficient and able to handle day-to-day tasks independently.
 - c. Performing staff evaluations using objective tools (e.g., written tests, quality monitoring forms, qualitative measures, observation) to ascertain whether trainees have developed sufficient competency before assuming additional duties.
6. The Helpline shall provide ongoing professional development, including continuing education opportunities that focuses on broadening skills, deepening expertise, and expanding knowledge. Activities may include in-house training or external training such as continuing education classes, webinars or workshops offered at I&R conferences, or other professional gatherings. In-service training shall focus on refining and updating the staff's knowledge about the aging network, state and federally funded programs, and skills and work-related attitudes and behaviors.
 7. The Helpline shall evaluate the effectiveness of its training program and training providers, and modify the training based on feedback and evaluation.

R. Standard 24: Promotion and Outreach

1. The Helpline shall operate an outreach program to increase public awareness of I&R services, and the value and impact of I&R on individuals, families, and the broader community. At least two outreach projects targeting low-income older individuals, including low-income minority, older individuals with limited English proficiency, and older individuals residing in rural areas, must be completed annually.
2. To ensure the Helpline is achieving its mission, it is recommended data analysis is used and community feedback to inform its outreach plan and activities.
3. The Helpline shall adapt its communication to reach people in the community who may experience barriers to accessing services due to factors such as disabilities, social isolation, housing instability, and language or cultural barriers.
4. The Helpline shall track outreach activities including:
 - a. Materials distributed.
 - b. Presentations made and participants reached.
 - c. Community resource fairs/events and participants reached.
 - d. News stories and featured articles.
 - e. Displays, posters, billboards, etc.

S. Standard 25: Quality Assurance

The Helpline shall have a quality assurance process that assesses the effectiveness of its service delivery, resource database, and community impact. The Helpline shall use quality measures and performance metrics to evaluate operational effectiveness, enhance decision making, improve accountability, set meaning goals and strategic objectives and articulate outcomes in key areas of its operation.

1. The Helpline shall design and implement a quality assurance process for service delivery, to assess the effectiveness of workforce management, contact quality, and data documentation.
2. The Helpline shall identify, define and use quality measures and performance metrics (AKA Key Performance Indicators (KPIs)) to evaluate its service delivery. This data can be aggregated and averaged on a regular basis. These metrics may include:
 - a. Contact volume including:
 - i. Inbound contacts
 - ii. Outbound contacts
 - iii. Transactional contacts

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- iv. Non-transactional contacts
 - v. Hang-ups
 - vi. Abandoned contacts
 - vii. Average abandonment rate
 - viii. Average abandonment time
 - ix. Occupancy rate
 - x. Average speed of answer
 - xi. Service level
 - xii. Incoming contact patterns
- b. The Helpline shall identify, defined, and use quality measures and performance metrics for their Community Resource Specialists which may be reviewed for individual staff performance as well as aggregated and averaged for the service as a whole. These metrics may include:
 - i. Average handle time
 - ii. Contact quality
 - iii. Customer satisfaction with service delivery
 - iv. Data/documentation accuracy
 - v. Data/documentation completeness
 - c. The Helpline shall design and implement a quality assurance process for the resource database, which includes:
 - i. Annual verification percentage
 - ii. Attempts to verify resource information
 - iii. Customer satisfaction survey with resource database
 - iv. Number of interim updates
 - v. Number of new agencies/programs
 - vi. Total organizational and program records.
 - d. The Helpline shall identify, define, and use quality measures and performance metrics for its Database Curators, which may be reviewed for individual staff performance as well as aggregated and averaged for the database as a whole. These metrics may include:
 - i. Database Curator responsiveness
 - ii. Quality of resource database record audits
3. The Helpline shall identify, define, and regularly measure program and service outcomes in order to better understand and illustrate the role it plays in connecting individuals to organizations that provide the services they need.
 4. Outcome information shall be obtained via direct follow-up with individuals, data partnerships, electronic surveys, case studies and impact stories and other measures. The Helpline shall conduct regular customer satisfaction/quality assurance surveys with a minimum of 3 percent (3%) of inquirers. One percent (1%) of the specified percentage must include individuals with limited English proficiency, persons with a disability, or low-income minorities residing in a rural area to assess overall service performance and I&R service outcomes. The surveys may occur during the original contact with an inquirer, in conjunction with follow-up (after determining whether the inquirer's needs have been met), or in a separate call made for quality assurance purposes. It is important that survey participants be randomly selected. Customer satisfaction questions shall include the following:
 - a. Was the I&R specialist polite and helpful?

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- b. Did the inquirer feel they were listened to?
 - c. Did the inquirer receive a choice of referrals where appropriate?
 - d. Would the inquirer contact the Helpline again?
 - e. Would the inquirer recommend the Helpline I&R service to family and friends?
5. If while conducting client satisfaction/quality assurance surveys, it is determined that the original need of the inquirer has not been met or that the inquirer has new needs, the Helpline shall have procedures in place to provide additional information, referrals, or advocacy.
 6. I&R specialist shall provide feedback to Database Curators relating to the accuracy of resource database records for verification and correction.
 7. Database Curators shall incorporate feedback about the data within the database, whether received by staff of their own organization, another organization, or members of the public and make changes when necessary.
 8. Database Curators shall communicate important resource record changes to the I&R specialists
 9. Reference: The Older Americans Act (OAA) contract standards have been adopted with modifications from the Inform USA Standards for Professional Information and Referral.

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ATTACHMENT II FINANCIAL AND COMPLIANCE AUDIT

The administration of resources awarded by the Department to the Contractor may be subject to audits and/or monitoring by the Department, as described in this section.

MONITORING

In addition to reviews of audits conducted in accordance with 2 CFR Part 200 (formerly OMB Circular A-133 as revised), and Section 215.97, F.S., (see “AUDITS” below), monitoring procedures may include, but not be limited to, on-site visits by the Department staff, limited scope audits and/or other procedures. By entering into this contract, the Contractor agrees to comply and cooperate with any monitoring procedures/processes deemed appropriate by the Department. In the event the Department determines that a limited scope audit of the Contractor is appropriate, the Contractor agrees to comply with any additional instructions provided by the Department to the Contractor regarding such audit. The Contractor further agrees to comply and cooperate with any inspections, reviews, investigations, or audits deemed necessary by the Chief Financial Officer (CFO) or Auditor General.

AUDITS

PART I: FEDERALLY FUNDED

This part is applicable if the Contractor is a State or local government or a non-profit organization as defined in 2 CFR Part 200, Subpart A.

In the event that the Contractor expends \$1,00,000.00 or more in federal awards during its fiscal year, the Contractor must have a single or program-specific audit conducted in accordance with the provisions of 2 CFR Part 200. Financial and Compliance Audit Attachment, Exhibit 2 indicates federal resources awarded through the Department by this contract. In determining the federal awards expended in its fiscal year, the Contractor shall consider all sources of Federal awards, including federal resources received from the Department. The determination of amounts of Federal awards expended should be in accordance with 2 CFR Part 200. An audit of the Contractor conducted by the Auditor General in accordance with the provisions of 2 CFR Part 200 will meet the requirements of this part.

In connection with the audit requirements addressed in Part I, paragraph 1, the Contractor shall fulfill the requirements relative to auditee responsibilities as provided in 2 CFR § 200.508.

If the Contractor expends less than \$1,000,000.00 in federal awards in its fiscal year, an audit conducted in accordance with the provisions of 2 CFR Part 200 is not required. In the event that the Contractor expends less than \$1,000,000.00 in federal awards in its fiscal year and elects to have an audit conducted in accordance with the provisions of 2 CFR Part 200, the cost of the audit must be paid from non-federal resources (i.e., the cost of such audit must be paid from Contractor resources obtained from other than federal entities.)

An audit conducted in accordance with this part shall cover the entire organization for the organization’s fiscal year. Compliance findings related to contracts with the Department shall be based on the contract’s requirements, including any rules, regulations, or statutes referenced in the contract. The financial statements shall disclose whether or not the matching requirement was met for each applicable contract. All questioned costs and liabilities due to the Department shall be fully disclosed in the audit report with reference to the Department contract involved. If not otherwise disclosed as required by 2 CFR § 200.510, the schedule of expenditures of federal awards shall identify expenditures by contract number for each contract with the Department in effect during the audit period. Financial reporting packages required under this part must be submitted within the earlier of 30 days after receipt of the audit report or 9 months after the end of the Contractor’s fiscal year end.

PART II: STATE FUNDED

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This part is applicable if the Contractor is a non-state entity as defined by Section 215.97(2), F.S.

In the event that the Contractor expends a total amount of state financial assistance equal to or in excess of \$1,000,000.00 in any fiscal year of such Contractor, the Contractor must have a State single or project-specific audit for such fiscal year in accordance with Section 215.97, F.S.; applicable rules of the Department of Financial Services; and Chapter 10.550 (local governmental entities) or 10.650 (nonprofit and for-profit organizations), Rules of the Auditor General. Financial Compliance Audit Attachment, Exhibit 2 indicates state financial assistance awarded through the Department by this contract. In determining the state financial assistance expended in its fiscal year, the Contractor shall consider all sources of state financial assistance, including state financial assistance received from the Department, other state agencies, and other non-state entities. State financial assistance does not include Federal direct or pass-through awards and resources received by a non-state entity for Federal program matching requirements.

In connection with the audit requirements addressed in Part II, paragraph 1, the Contractor shall ensure that the audit complies with the requirements of Section 215.97(8), F.S. This includes submission of a financial reporting package as defined by Section 215.97(2), F.S., and Chapter 10.550 (local governmental entities) or 10.650 (nonprofit and for-profit organizations), Rules of the Auditor General.

If the Contractor expends less than \$1,000,000.00 in state financial assistance in its fiscal year, an audit conducted in accordance with the provisions of Section 215.97, F.S., is not required. In the event that the Contractor expends less than \$1,000,000.00 in state financial assistance in its fiscal year and elects to have an audit conducted in accordance with the provisions of Section 215.97, F.S., the cost of the audit must be paid from the non-state entity's resources (i.e., the cost of such an audit must be paid from the Contractor resources obtained from other than State entities).

An audit conducted in accordance with this part shall cover the entire organization for the organization's fiscal year. Compliance findings related to contracts with the Department shall be based on the contract's requirements, including any applicable rules, regulations, or statutes. The financial statements shall disclose whether or not the matching requirement was met for each applicable contract. All questioned costs and liabilities due to the Department shall be fully disclosed in the audit report with reference to the Department contract involved. If not otherwise disclosed as required by Rule 69I-5.003, F.A.C., the schedule of expenditures of state financial assistance shall identify expenditures by contract number for each contract with the Department in effect during the audit period. For local governmental entities, financial reporting packages required under this part must be submitted within 45 days after delivery of the audit report, but no later than 12 months after the Contractor's fiscal year end. For non-profit or for-profit organizations, financial reporting packages required under this part must be submitted within 45 days after delivery of the audit report, but no later than 9 months after the Contractor's fiscal year end. Notwithstanding the applicability of this portion, the Department retains all right and obligation to monitor and oversee the performance of this contract as outlined throughout this document and pursuant to law.

PART III: REPORT SUBMISSION

Copies of financial reporting packages for audits conducted in accordance with 2 CFR Part 200 and required by Part I of this Financial Compliance Audit Attachment, shall be submitted, when required by 2 CFR § 200.512 by or on behalf of the Contractor directly to each of the following:

**Federal Audit Clearinghouse
Bureau of the Census
1201 East 10th Street
Jeffersonville, IN 47132**

Pursuant to 2 CFR § 200.512, all other Federal agencies, pass-through entities and others interested in a reporting package and data collection form must obtain it by accessing the Federal Audit Clearinghouse.

The Contractor shall submit a copy of any management letter issued by the auditor directly to the Department.

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**Florida Department of Elder Affairs
Attn: Audit Repository
4040 Esplanade Way, Suite 235S
Tallahassee, Florida 32399-7000**

Additionally, copies of financial reporting packages required by this contract's Financial Compliance Audit Attachment, Part II, shall be submitted by or on behalf of the Contractor directly to each of the following:

The Department at the following address:

**Florida Department of Elder Affairs
Attn: Audit Repository
4040 Esplanade Way, Suite 235S
Tallahassee, Florida 32399-7000**

The Auditor General's Office at the following address:

**State of Florida Auditor General
Claude Pepper Building, Room 574
111 West Madison Street
Tallahassee, Florida 32399-1450**

Any reports, management letters, or other information required to be submitted to the Department pursuant to this contract shall be submitted timely in accordance with 2 CFR Part 200, and Florida Statutes Chapter 10.550 (local governmental entities) or 10.650 (nonprofit and for-profit organizations), Rules of the Auditor General, as applicable.

Contractors, when submitting financial reporting packages to the Department for audits done in accordance with 2 CFR Part 200 or Florida Statutes Chapter 10.550 (local governmental entities) or 10.650 (nonprofit and for-profit organizations), Rules of the Auditor General, should indicate the date that the reporting package was delivered to the Contractor in correspondence accompanying the reporting package.

PART IV: RECORD RETENTION

The Contractor shall retain sufficient records demonstrating its compliance with the terms of this contract for a period of six (6) years from the date the audit report is issued, and shall allow the Department or its designee, the CFO, or Auditor General access to such records upon request. The Contractor shall ensure that audit working papers are made available to the Department or its designee, CFO, or Auditor General upon request for a period of six (6) years from the date the audit report is issued, unless extended in writing by the Department.

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ATTACHMENT II**EXHIBIT 1****PART I: AUDIT RELATIONSHIP DETERMINATION**

Contractors who receive state or federal resources may or may not be subject to the audit requirements of 2 CFR Part 200 and/or Section 215.97, F.S. Contractors who are determined to be recipients or sub-recipients of federal awards and/or state financial assistance may be subject to the audit requirements if the audit threshold requirements set forth in Part I and/or Part II of Exhibit 1 are met. Contractors who have been determined to be vendors are not subject to the audit requirements of 2 CFR § 200.38 and/or Section 215.97, F.S. Regardless of whether the audit requirements are met, Contractors who have been determined to be recipients or sub-recipients of Federal awards and/or state financial assistance must comply with applicable programmatic and fiscal compliance requirements.

In accordance with 2 CFR Part 200 and/or Rule 69I-5.006, F.A.C., Contractor has been determined to be:

- Vendor not subject to 2 CFR § 200.38 and/or Section 215.97, F.S.
- Recipient/sub-recipient subject to 2 CFR §§ 200.86 and 200.93 and/or Section 215.97, F.S.
- Exempt organization not subject to 2 CFR Part 200 and/or Section 215.97, F.S. For Federal awards, for-profit organizations are exempt; for state financial assistance projects, public universities, community colleges, district school boards, branches of state (Florida) government, and charter schools are exempt. Exempt organizations must comply with all compliance requirements set forth within the contract or award document.

NOTE: If a Contractor is determined to be a recipient/sub-recipient of federal and/or state financial assistance, and has been approved by the department to subcontract, they must comply with Section 215.97(7), F.S., and Rule 69I-5.006, F.A.C. [state financial assistance] and/or 2 CFR § 200.330 [federal awards].

PART II: FISCAL COMPLIANCE REQUIREMENTS

FEDERAL AWARDS OR STATE MATCHING FUNDS ON FEDERAL AWARDS. Contractors who receive Federal awards, state maintenance of effort funds, or state matching funds on Federal awards and who are determined to be a sub-recipient must comply with the following fiscal laws, rules, and regulations:

STATES, LOCAL GOVERNMENTS AND INDIAN TRIBES MUST FOLLOW:

- 2 CFR § 200.416 - § 200.417 – Special Considerations for States, Local Governments, and Indian Tribes*
- 2 CFR § 200.201 – Administrative Requirements**
- 2 CFR § 200 Subpart F – Audit Requirements
- Reference Guide for State Expenditures
- Other fiscal requirements set forth in program laws, rules, and regulations.

NON-PROFIT ORGANIZATIONS MUST FOLLOW:

- 2 CFR § 200.400 - § 200.411 – Cost Principles*
- 2 CFR § 200.100 – Administrative Requirements
- 2 CFR § 200 Subpart F – Audit Requirements
- Reference Guide for State Expenditures
- Other fiscal requirements set forth in program laws, rules, and regulations.

EDUCATIONAL INSTITUTIONS (EVEN IF A PART OF A STATE OR LOCAL GOVERNMENT) MUST FOLLOW:

- 2 CFR § 200.418 – § 200.419 – Special Considerations for Institutions of Higher Education*
- 2 CFR § 200.100 – Administrative Requirements
- 2 CFR § 200 Subpart F – Audit Requirements
- Reference Guide for State Expenditures
- Other fiscal requirements set forth in program laws, rules, and regulations.

*Some Federal programs may be exempted from compliance with the Cost Principles Circulars as noted in 2 CFR §200.400(5)(c).

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**For funding passed through U.S. Health and Human Services, 45 CFR Part 75.

STATE FINANCIAL ASSISTANCE. Contractors who receive state financial assistance and who are determined to be a recipient/sub-recipient must comply with the following fiscal laws, rules, and regulations:

Sections 215.97 & 215.971, F.S.

Chapter 69I-5, F.A.C.

State Projects Compliance Supplement

Reference Guide for State Expenditures

Other fiscal requirements set forth in program laws, rules, and regulations.

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**ATTACHMENT II
EXHIBIT 2 - FUNDING SUMMARY**

Note: Title 2 CFR Part 200, as revised, and Section 215.97, F.S. require that the information about Federal Programs and State Projects included in Attachment II, Exhibit 1, be provided to the recipient. Information contained herein is a prediction of funding sources and related amounts based on the contract budget.

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

GRANT AWARD (FAIN#): 2601FLOASS, 2601FLOACM, 2601FLOAHD, 2601FLOAPH, 2601FLOAFC, 2601FLOANS			
UEI NUMBER: YKY7NAM2HM18		FEDERAL AWARD DATE:	
PROGRAM TITLE	FUNDING SOURCE	CFDA	AMOUNT
Older Americans Act Administration	U.S. Health and Human Services	93.044-045 & 93.052	\$1,147,013.00
Older Americans Act Administration Carry Forward	U.S. Health and Human Services Carry Forward	93.044-045 & 93.052	-
Older Americans Act Title III B – Support Services (including Set Aside)	U.S. Health and Human Services	93.044	\$4,577,595.00
Older Americans Act Title III B – Carry Forward	U.S. Health and Human Services Carry Forward	93.044	-
Older Americans Act Title III B – Disaster Recovery	U.S. Health and Human Services	93.044	\$5,171.00
Older Americans Act Title III C1 – Congregate Meals	U.S. Health and Human Services	93.045	\$1,840,787.00
Older Americans Act Title III C1 – Carry Forward	U.S. Health and Human Services Carry Forward	93.045	-
Older Americans Act Title III C1 – Disaster Recovery	U.S. Health and Human Services	93.045	\$7,757.00
Older Americans Act Title III C2 – Home Delivered Meals	U.S. Health and Human Services	93.045	\$2,536,026.00
Older Americans Act Title III C2 – Carry Forward	U.S. Health and Human Services Carry Forward	93.045	-
Older Americans Act Title III C2 – Disaster Recovery	U.S. Health and Human Services	93.045	\$7,757.00
Older Americans Act Title III D – Preventive Health	U.S. Health and Human Services	93.043	\$136,908.00
Older Americans Act Title III D – Carry Forward	U.S. Health and Human Services Carry Forward	93.043	-
Older Americans Act Title III E – Caregiver Support Services	U.S. Health and Human Services	93.052	\$1,190,322.00
Older Americans Act Title III E – Carry Forward	U.S. Health and Human Services Carry Forward	93.052	-
Older Americans Act Nutrition Services Incentive Program (NSIP)	U.S. Health and Human Services	93.053	\$388,105.00
Older Americans Act Nutrition Services Incentive Program (NSIP) – Carry Forward	U.S. Health and Human Services Carry Forward	93.053	-
TOTAL FEDERAL AWARD			\$11,837,441.00

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**ATTACHMENT II
EXHIBIT 2 - FUNDING SUMMARY**

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

FEDERAL FUNDS:

2 CFR Part 200 – Uniform Administrative Requirements, Cost Principles, and Audit Requirements for Federal Awards.
OMB Circular A-133 – Audits of States, Local Governments, and Non-Profit Organizations

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

MATCHING RESOURCES FOR FEDERAL PROGRAMS

PROGRAM TITLE	FUNDING SOURCE	CFDA	AMOUNT
TOTAL STATE AWARD			

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

PROGRAM TITLE	FUNDING SOURCE	CSFA	AMOUNT
Older Americans Act Administration	General Revenue	N/A	\$34,977.00
TOTAL AWARD			\$34,977.00

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

STATE FINANCIAL ASSISTANCE

Sections 215.97 & 215.971, F.S., Chapter 69I-5, F.A.C, State Projects Compliance Supplement
Reference Guide for State Expenditures
Other fiscal requirements set forth in program laws, rules and regulations

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**ATTACHMENT III
CERTIFICATIONS AND ASSURANCES**

DOEA will not award this contract unless Contractor completes this CERTIFICATIONS AND ASSURANCES. In performance of this contract, Contractor provides the following certifications and assurances:

- A. **Debarment and Suspension Certification (29 CFR Part 95 and 45 CFR Part 75)**
- B. **Certification Regarding Lobbying (29 CFR Part 93 and 45 CFR Part 93)**
- C. **Nondiscrimination & Equal Opportunity Assurance (29 CFR Part 37 and 45 CFR Part 80)**
- D. **Certification Regarding Public Entity Crimes, section 287.133, F.S.**
- E. **Association of Community Organizations for Reform Now (ACORN) Funding Restrictions Assurance (Pub. L. 111-117)**
- F. **Scrutinized Companies Lists and No Boycott of Israel Certification, section 287.135, F.S.**
- G. **Certification Regarding Data Integrity Compliance for Contracts, Agreements, Grants, Loans, and Cooperative Agreements**
- H. **Verification of Employment Status Certification**
- I. **Records and Documentation**
- J. **Certification Regarding Inspection of Public Records**
- K. **Form PUR 2024**

A. CERTIFICATION REGARDING DEBARMENT, SUSPENSION, AND OTHER RESPONSIBILITY MATTERS – PRIMARY COVERED TRANSACTION.

The undersigned Contractor certifies, to the best of its knowledge and belief, that it and its principals:

1. Are not presently debarred, suspended, proposed for debarment, declared ineligible, or voluntarily excluded from covered transactions by a Federal department or agency;
2. Have not within a three-year period preceding this contract been convicted or had a civil judgment rendered against them for commission of fraud or a criminal offense in connection with obtaining, attempting to obtain, or performing a public (Federal, State, or local) transaction or contract under a public transaction; violation of Federal or State antitrust statutes or commission of embezzlement, theft, forgery, bribery, falsification or destruction of records, making false statements, or receiving stolen property;
3. Are not presently indicted or otherwise criminally or civilly charged by a government entity (Federal, State, or local) with commission of any of the offenses enumerated in paragraph A.2. of this certification; and/or
4. Have not within a three-year period preceding this application/proposal had one or more public transactions (Federal, State, or local) terminated for cause of default.

The undersigned shall require that language of this certification be included in the documents for all subcontracts at all tiers (including subcontracts, sub-grants, and contracts under grants, loans, and cooperative agreements) and that all sub-recipients and contractors shall provide this certification accordingly.

B. CERTIFICATION REGARDING LOBBYING – CERTIFICATION FOR CONTRACTS, GRANTS, LOANS, AND COOPERATIVE AGREEMENTS.

The undersigned Contractor certifies, to the best of its knowledge and belief, that:

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No Federal appropriated funds have been paid or will be paid, by or on behalf of the undersigned, to any person for influencing or attempting to influence an officer or employee of Congress or an employee of a Member of Congress in connection with the awarding of any Federal contract, the making of any Federal grant, the making of any Federal loan, the entering into of any cooperative agreement, and the extension, continuation, renewal, amendment, or modification of any Federal contract, grant, loan, or cooperative agreement.

If any funds other than Federal appropriated funds have been paid or will be paid to any person for influencing or attempting to influence an officer or employee of any agency, a Member of Congress, an officer or employee of Congress, or employee of a Member of Congress in connection with a Federal contract, grant, loan, or cooperative agreement, the undersigned shall also complete and submit Standard Form – LLL, “Disclosure Form to Report Lobbying,” in accordance with its instructions.

The undersigned shall require that language of this certification be included in the documents for all subcontracts at all tiers (including subcontracts, sub-grants, and contracts under grants, loans, and cooperative agreements) and that all sub-recipients and contractors shall certify and disclose accordingly.

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

C. NON- DISCRIMINATION & EQUAL OPPORTUNITY ASSURANCE (29 CFR PART 37 AND 45 CFR PART 80). - As a condition of the Contract, Contractor assures that it will comply fully with the nondiscrimination and equal opportunity provisions of the following laws:

1. Section 188 of the Workforce Investment Act of 1998 (WIA), (Pub. L. 105-220), which prohibits discrimination against all individuals in the United States on the basis of race, color, religion, sex, national origin, age, disability, political affiliation, or belief, and against beneficiaries on the basis of either citizenship/status as a lawfully admitted immigrant authorized to work in the United States or participation in any WIA Title I-financially assisted program or activity.
2. Title VI of the Civil Rights Act of 1964 (Pub. L. 88-352), as amended, and all requirements imposed by or pursuant to the Regulation of the Department of Health and Human Services (45 CFR Part 80), to the end that, in accordance with Title VI of that Act and the Regulation, no person in the United States shall, on the ground of race, color, or national origin, be excluded from participation in, be denied the benefits of, or be otherwise subjected to discrimination under any program or activity for which the Applicant receives Federal financial assistance from the Department.
3. Section 504 of the Rehabilitation Act of 1973 (Pub. L. 93-112), as amended, and all requirements imposed by or pursuant to the Regulation of the Department of Health and Human Services (45 CFR Part 84), to the end that, in accordance with Section 504 of that Act and the Regulation, no otherwise qualified handicapped individual in the United States shall, solely by reason of his handicap, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity for which the Applicant receives Federal financial assistance from the Department.
4. The Age Discrimination Act of 1975 (Pub. L. 94-135), as amended, and all requirements imposed by or pursuant to the Regulation of the Department of Health and Human Services (45 CFR Part 91), to the end that, in accordance with the Act and the Regulation, no person in the United States shall, on the basis of age, be denied the benefits of, be excluded from participation in, or be subjected to discrimination under any program or activity for which the Applicant receives Federal financial assistance from the Department.
5. Title IX of the Education Amendments of 1972 (Pub. L. 92-318), as amended, and all requirements imposed by or pursuant to the Regulation of the Department of Health and Human Services (45 CFR Part 86), to the end that, in accordance with Title IX and the Regulation, no person in the United States shall, on the basis of sex, be excluded from participation in, be denied the benefits of, or be otherwise subjected to discrimination under any education program or activity for which the Applicant receives Federal financial assistance from the Department.
6. The American with Disabilities Act of 1990 (Pub. L. 101-336), which prohibits discrimination in all employment practices including job application procedures, hiring, firing, advancement, compensation, training, and other terms, conditions, and privileges of employment. It applies to recruitment, advertising, tenure, layoff, leave, fringe benefits, and all other employment-related activities.

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7. Contractor also assures that it will comply with 29 CFR Part 37 and all other regulations implementing the laws listed above. This assurance applies to Contractor's operation of the WIA Title I – financially assisted program or activity, and to all contracts Contractor makes to carry out the WIA Title I – financially assisted program or activity. Contractor understands that DOE and the United States have the right to seek judicial enforcement of the assurance.

The undersigned shall require that language of this assurance be included in the documents for all subcontracts at all tiers (including subcontracts, sub-grants, and contracts under grants, loans, and cooperative agreements) and that all sub-recipients and contractors shall provide this assurance accordingly.

D. CERTIFICATION REGARDING PUBLIC ENTITY CRIMES, SECTION 287.133, F.S.

Contractor hereby certifies that neither it, nor any person or affiliate of Contractor, has been convicted of a Public Entity Crime as defined in section 287.133, F.S., nor placed on the convicted vendor list.

Contractor understands and agrees that it is required to inform DOE immediately upon any change of circumstances regarding this status.

E. ASSOCIATION OF COMMUNITY ORGANIZATIONS FOR REFORM NOW (ACORN) FUNDING RESTRICTIONS ASSURANCE (Pub. L. 111-117).

As a condition of the Contract, Contractor assures that it will comply fully with the federal funding restrictions pertaining to ACORN and its subsidiaries per the Consolidated Appropriations Act, 2010, Division E, Section 511 (Pub. L. 111-117). The Continuing Appropriations Act, 2011, Sections 101 and 103 (Pub. L. 111-242), provides that appropriations made under Pub. L. 111-117 are available under the conditions provided by Pub. L. 111-117.

The undersigned shall require that language of this assurance be included in the documents for all subcontracts at all tiers (including subcontracts, sub-grants and contracts under grants, loans and cooperative agreements) and that all sub-recipients and contractors shall provide this assurance accordingly.

F. SCRUTINIZED COMPANIES LISTS AND NO BOYCOTT OF ISRAEL CERTIFICATION, SECTION 287.135, F.S.

In accordance with section 287.135, F.S., Contractor hereby certifies that it has not been placed on the Scrutinized Companies or Other Entities that Boycott Israel List and that it is not engaged in a boycott of Israel.

If this contract is in the amount of \$1 million or more, in accordance with the requirements of section 287.135, F.S., Contractor hereby certifies that it is not listed on either the Scrutinized Companies with Activities in Sudan List or the Scrutinized Companies with Activities in the Iran Petroleum Energy Sector List and that it is not engaged in business operations in Cuba or Syria.

Contractor understands that pursuant to section 287.135, F.S., the submission of a false certification may result in the Department terminating this contract and the submission of a false certification may subject Contractor to civil penalties and attorney fees and costs, including any costs for investigations that led to the finding of false certification.

If Contractor is unable to certify any of the statements in this certification, Contractor shall attach an explanation to this contract.

G. CERTIFICATION REGARDING DATA INTEGRITY COMPLIANCE FOR CONTRACTS, AGREEMENTS, GRANTS, LOANS, AND COOPERATIVE AGREEMENTS

1. The Contractor and any Subcontractors of services under this contract have financial management systems capable of providing certain information, including: (1) accurate, current, and complete disclosure of the financial results of each grant-funded project or program in accordance with the prescribed reporting requirements; (2) the source and application of funds for all contract supported activities; and (3) the comparison of outlays with budgeted amounts for each award. The inability to process information in accordance with these requirements could result in a return of grant funds that have not been accounted for properly.

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2. Management Information Systems used by the Contractor, Subcontractors, or any outside entity on which the Contractor is dependent for data that is to be reported, transmitted, or calculated have been assessed and verified to be capable of processing data accurately, including year-date dependent data. For those systems identified to be non-compliant, Contractors will take immediate action to assure data integrity.
3. If this contract includes the provision of hardware, software, firmware, microcode, or imbedded chip technology, the undersigned warrants that these products are capable of processing year-date dependent data accurately. All versions of these products offered by the Contractor (represented by the undersigned) and purchased by the state will be verified for accuracy and integrity of data prior to transfer.
4. In the event of any decrease in functionality related to time and date related codes and internal subroutines that impede the hardware or software programs from operating properly, the Contractor agrees to immediately make required corrections to restore hardware and software programs to the same level of functionality as warranted herein, at no charge to the state, and without interruption to the ongoing business of the state, time being of the essence.
5. The Contractor and any Subcontractors of services under this contract warrant that their policies and procedures include a disaster plan to provide for service delivery to continue in case of an emergency, including emergencies arising from data integrity compliance issues.

H. VERIFICATION OF EMPLOYMENT STATUS CERTIFICATION

As a condition of contracting with the Department, Contractor certifies the use of the U.S. Department of Homeland Security's E-verify system to verify the employment eligibility of all new employees hired by Contractor during the contract term to perform employment duties pursuant to this contract, and that any subcontracts include an express requirement that Subcontractors performing work or providing services pursuant to this contract utilize the E-verify system to verify the employment eligibility of all new employees hired by the Subcontractor during the entire contract term.

The Contractor shall require that the language of this certification be included in all sub-agreements, sub-grants, and other agreements/contracts and that all Subcontractors shall certify compliance accordingly.

This certification is a material representation of fact upon which reliance was placed when this contract was made or entered into. Submission of this certification is a prerequisite for making or entering into this contract imposed by Circulars A-102 and 2 CFR Part 200 and 215 (formerly OMB Circular A-110).

I. RECORDS AND DOCUMENTATION

The Contractor agrees to make available to Department staff and/or any party designated by the Department any and all contract related records and documentation. The Contractor shall ensure the collection and maintenance of all program related information and documentation on any such system designated by the Department. Maintenance includes valid exports and backups of all data and systems according to Department standards.

J. CERTIFICATION REGARDING INSPECTION OF PUBLIC RECORDS

1. In addition to the requirements of Section 10 of the Standard Contract, sections 119.0701(3) and (4) F.S., and any other applicable law, if a civil action is commenced as contemplated by section 119.0701(4), F.S., and the Department is named in the civil action, Contractor agrees to indemnify and hold harmless the Department for any costs incurred by the Department and any attorneys' fees assessed or awarded against the Department from a Public Records Request made pursuant to Chapter 119, F.S., concerning this contract or services performed thereunder.
 - a. Notwithstanding section 119.0701, F.S., or other Florida law, this section is not applicable to contracts executed between the Department and state agencies or subdivisions defined in section 768.28(2), F.S.
2. Section 119.01(3), F.S., states if public funds are expended by an agency in payment of dues or membership contributions for any person, corporation, foundation, trust, association, group, or other organization, all the financial, business, and membership records of such an entity **which pertain to the public agency (Florida Department of**

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Elder Affairs) are public records. Section 119.07, F.S, states that every person who has custody of such a public record shall permit the record to be inspected and copied by any person desiring to do so, under reasonable circumstances.

K. FORM PUR 2024


Contractor must complete and return to the Department the applicable portions of Form PUR 2024 attached in the link below.

https://www.dms.myflorida.com/business_operations/state_purchasing/state_agency_resources/state_purchasing_pur_forms

Part A: Use of Coercion for Labor and Services. Whenever executing, renewing, or extending this Contract, the Contractor must complete and return Part A, attesting that it does not use coercion for labor or services as defined in section 787.06, F.S.

Part B: Provision of Commodities Produced by Forced Labor. If applicable, a member of the Contractor’s senior management must complete and return Part B.

By signing below, the Contractor agrees to include all relevant certification and assurance provisions (A–K) in any related subcontract agreements, as applicable; the Contractor certifies that the representations set forth in Sections A through K above are true and correct; and the Contractor attests that, if applicable, records related to the payment of dues or membership contributions by the Department will be made available for inspection, as stated above.

Signed by:  CEO	4400 North Congress Avenue
Signature and Title of Authorized Representative	Street Address
Area Agency on Aging of Palm Beach/Treasure Coast, Inc.	West Palm Beach, FL 33407
Contractor	City, State, Zip code

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ATTACHMENT IV
ASSURANCES—NON-CONSTRUCTION PROGRAMS

Public reporting burden for this collection of information is estimated to average forty-five (45) minutes per response, including time for reviewing instructions, searching existing data sources, gathering and maintaining the data needed and completing and reviewing the collection of information. Send comments regarding the burden estimate or any other aspect of this collection of information, including suggestions for reducing this burden, to the Office of Management and Budget, Paperwork Reduction Project (0348-0043), Washington, DC 20503.

PLEASE DO NOT RETURN YOUR COMPLETED FORM TO THE OFFICE OF MANAGEMENT AND BUDGET, SEND IT TO THE ADDRESS PROVIDED BY THE SPONSORING AGENCY.

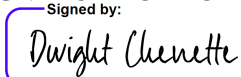
Note: Certain of these assurances may not be applicable to your project or program. If you have questions please contact the awarding agency. Further, certain federal awarding agencies may require applicants to certify to additional assurances. If such is the case, you will be notified.

1. Has the legal authority to apply for federal assistance, and the institutional, managerial and financial capability (including funds sufficient to pay the non-federal share of project cost) to ensure proper planning, management, and completion of the project described in this application.
2. Will give the awarding agency, the Comptroller General of the United States, and if appropriate, the state, through any authorized representative, access to and the right to examine all records, books, papers, or documents related to the award; and will establish a proper accounting system in accordance with generally accepted accounting standards or agency directives.
3. Will establish safeguards to prohibit employees from using their positions for a purpose that constitutes, or presents the appearance of, personal or organizational conflict of interest or personal gain.
4. Will initiate and complete the work within the applicable time frame after receipt of approval of the awarding agency.
5. Will comply with the Intergovernmental Personnel Act of 1970 (42 U.S.C. §§ 4728-4763) relating to prescribed standards for merit systems for programs funded under one of the 19 statutes or regulations specified in Appendix A of OPM's Standards for a Merit System of Personnel Administration (5 CFR 900, Subpart F).
6. Will comply with all federal statutes relating to nondiscrimination. These include but are not limited to: (a) Title VI of the Civil Rights Act of 1964 (P.L. 88-352) which prohibits discrimination on the basis of race, color or national origin; (b) Title IX of the Education Amendments of 1972, as amended (20 U.S.C. §§ 1681-1683 and §§ 1685-1686), which prohibits discrimination on the basis of sex; (c) Section 504 of the Rehabilitation Act of 1973, as amended (29 U.S.C. § 794), which prohibits discrimination on the basis of handicaps; (d) the Age Discrimination Act of 1975, as amended (42 U.S.C. §§ 6101-6107), which prohibits discrimination on the basis of age; (e) the Drug Abuse Office and Treatment Act of 1972 (P.L. 92-255), as amended, relating to nondiscrimination on the basis of drug abuse; (f) the Comprehensive Alcohol Abuse and Alcoholism Prevention, Treatment and Rehabilitation Act of 1970 (P.L. 91-616), as amended, relating to nondiscrimination on the basis of alcohol abuse or alcoholism; (g) Sections 523 and 527 of the Public Health Service Act of 1912 (42 U.S.C. §§ 290 dd-3 and 290 ee 3), as amended, relating to confidentiality of alcohol and drug abuse patient records; (h) Title VIII of the Civil Rights Act of 1968 (42 U.S.C. § 3601 et seq.), as amended, relating to nondiscrimination in the sale, rental or financing of housing; (i) any other nondiscrimination provisions in the specific statute(s) under which application for federal assistance is being made; and (j) the requirements of any other nondiscrimination statute(s) which may apply to the application.
7. Will comply, or has already complied, with the requirements of Titles II and III of the uniform Relocation Assistance and Real Property Acquisition Policies Act of 1970 (P.L. 91-646) which provide for fair and equitable treatment of persons displaced or whose property is acquired as a result of federal or federally assisted programs. These requirements apply to all interests in real property acquired for project purposes regardless of federal participation in purchases.

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8. Will comply, as applicable, with the provisions of the Hatch Act (5 U.S.C. §§ 1501-1508 and §§ 7324-7328), which limit the political activities of employees whose principal employment activities are funded in whole or in part with federal funds.
9. Will comply, as applicable, with the provisions of the Davis-Bacon Act (40 U.S.C. §§ 276a to 276a-7), the Copeland Act (40 U.S.C. § 276c and 18 U.S.C. § 874) and the Contract Work Hours and Safety Standards Act (40 U.S.C. §§ 327-333), regarding labor standards for federally assisted construction sub-contracts.
10. Will comply, if applicable, with flood insurance purchase requirements of Section 102(a) of the Flood Disaster Protection Act of 1973 (42 U.S.C. § 4012a) which requires recipients in a special flood hazard area to participate in the program and to purchase flood insurance if the total cost of insurable construction and acquisition is \$10,000.00 or more.
11. Will comply with environmental standards which may be prescribed pursuant to the following: (a) institution of environmental quality control measures under the National Environmental Policy Act of 1969 (42 U.S.C. §§ 4321 et seq.) and Executive Order (EO) 11514; (b) notification of violating facilities pursuant to EO 11738; (c) protection of wetlands pursuant to EO 11990; (d) evaluation of flood hazards in floodplains in accordance with EO 11988; (e) assurance of project consistency with the approved State management program developed under the Coastal Zone Management Act of 1972 (16 U.S.C. § 1451 et seq.); (f) conformity of federal actions to State (Clear Air) Implementation Plans under Section 176(c) of the Clear Air Act of 1955, as amended (42 U.S.C. § 7401 et seq.); (g) protection of underground sources of drinking water under the Safe Drinking Water Act of 1974, as amended (42 U.S.C. § 300F et seq.); and (h) protection of endangered species under the Endangered Species Act of 1973, as amended (16 U.S.C. §§ 1531-1544).
12. Will comply with the Wild and Scenic Rivers Act of 1968 (16 U.S.C. § 1271 et seq.) related to protecting components or potential components of the national wild and scenic rivers system.
13. Will assist the awarding agency in assuring compliance with Section 106 of the National Historic Preservation Act of 1966, as amended, and the Archaeological and Historic Preservation Act of 1974 (54 U.S.C. §§ 300101-307108), and EO 11593 (identification and protection of historic properties).
14. Will comply with the National Research Act of 1974 (P.L. 93-348) regarding the protection of human subjects involved in research, development, and related activities supported by this award of assistance.
15. Will comply with the Laboratory Animal Welfare Act of 1966 (7 U.S.C. § 2131 et seq.) pertaining to the care, handling, and treatment of warm blooded animals held for research, teaching, or other activities supported by this award of assistance.
16. Will comply with the Lead-Based Paint Poisoning Prevention Act (42 U.S.C. § 4831(b)), which prohibits the use of lead- based paint in construction or rehabilitation of residence structures.
17. Will cause to be performed the required financial and compliance audits in accordance with the Single Audit Act Amendments of 1996 and 2 CFR Part 200.
18. Will comply with all applicable requirements of all other federal laws, executive orders, regulations, and policies governing this program.

SIGNATURE OF AUTHORIZED CERTIFYING OFFICIAL Signed by:  D4FF7F4FB15C4FA...	TITLE CEO
APPLICANT ORGANIZATION Area Agency on Aging of Palm Beach/Treasure Coast, Inc.	DATE SUBMITTED 12/19/2025

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**ATTACHMENT V
FLORIDA DEPARTMENT OF ELDER AFFAIRS CIVIL RIGHTS COMPLIANCE CHECKLIST**

Program/Facility Name	County	AAA/Contractor
Address	Completed By	
City, State, Zip Code	Date	Telephone

PART I: READ THE ATTACHED INSTRUCTIONS FOR ILLUSTRATIVE INFORMATION WHICH WILL HELP YOU COMPLETE THIS FORM.

1. Briefly describe the geographic area served by the program/facility and the type of service provided:

For questions 2-5 please indicate the following:		Total #	% White	% Black	% Hispanic	% Other	% Female	% Disabled	% Over 40
2. Population of area served	Source of data:								
3. Staff currently employed	Effective date:								
4. Clients currently enrolled/registered	Effective date:								
5. Advisory/Governing Board if applicable									

PART II: USE A SEPARATE SHEET OF PAPER FOR ANY EXPLANATIONS REQUIRING MORE SPACE. IF N/A or NO, EXPLAIN.

6. Is an Assurance of Compliance on file with DOEA? N/A YES NO

7. Compare the staff composition to the population. Is staff representative of the population? N/A YES NO

8. Are eligibility requirements for services applied to clients and applicants without regard to race, color, national origin, sex, age, religion, or disability? N/A YES NO

9. Are all benefits, services and facilities available to applicants and participants in an equally effective manner regardless of race, sex, color, age, national origin, religion, or disability? N/A YES NO

10. For in-patient services, are room assignments made without regard to race, color, national origin or disability? N/A YES NO

11. Is the program/facility accessible to non-English speaking clients? N/A YES NO

12. Are employees, applicants and participants informed of their protection against discrimination? If YES, how?
 Verbal Written Poster N/A YES NO

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13. Give the number and current status of any discrimination complaints regarding services or employment filed against the program/facility.

N/A NUMBER

14. Is the program/facility physically accessible to mobility, hearing, and sight-impaired individuals?

N/A YES NO

PART III: THE FOLLOWING QUESTIONS APPLY TO PROGRAMS AND FACILITIES WITH 15 OR MORE EMPLOYEES. IF NO, EXPLAIN.

15. Has as a self-evaluation been conducted to identify any barriers to serving disabled individuals and to make any necessary modifications?

YES NO

16. Is there an established grievance procedure that incorporates due process in the resolution of complaints?

YES NO

17. Has a person been designated to coordinate Section 504 compliance activities?

YES NO

18. Do recruitment and notification materials advise applicants, employees, and participants of nondiscrimination on the basis of disability?

YES NO

19. Are auxiliary aids available to ensure accessibility of services to hearing and sight-impaired individuals?

YES NO

PART IV: FOR PROGRAMS OR FACILITIES WITH 50 OR MORE EMPLOYEES AND FEDERAL CONTRACTS OF \$50,000.00 OR MORE.

20. Do you have a written affirmative action plan? If NO, explain.

YES NO

Reviewed by		In Compliance: YES <input type="checkbox"/> NO* <input type="checkbox"/>	
Program Office		*Notice of Corrective Action Sent ___/___/___	
Date	Telephone	Response Due ___/___/___	
On-Site <input type="checkbox"/>	Desk Review <input type="checkbox"/>	Response Received ___/___/___	

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ATTACHMENT V
INSTRUCTIONS FOR THE CIVIL RIGHTS COMPLIANCE CHECKLIST

1. Describe the geographic service area such as a district, county, city, or other locality. If the program/facility serves a specific target population such as adolescents, describe the target population. Also, define the type of service provided.
2. Enter the percent of the population served by race, sex, disability, and over the age of 40. The population served includes persons in the geographical area for which services are provided such as a city, county or other regional area. Population statistics can be obtained from local chambers of commerce, libraries, or any publication from the 1980 Census containing Florida population statistics. Include the source of your population statistics. (“Other” races include Asian/Pacific Islanders and American Indian/Alaskan Natives.)
3. Enter the total number of full-time staff and their percent by race, sex, disability, and over the age of 40. Include the effective date of your summary.
4. Enter the total number of clients who are enrolled, registered or currently served by the program or facility, and list their percent by race, sex, disability, and over the age of 40. Include the date that enrollment was counted.
 - a. Where there is a significant variation between the race, sex, or ethnic composition of the clients and their availability in the population, the program/facility has the responsibility to determine the reasons for such variation and take whatever action may be necessary to correct any discrimination. Some legitimate disparities may exist when programs are sanctioned to serve target populations such as elderly or disabled persons.
5. Enter the total number of advisory board members and their percent by race, sex, disability, and over the age of 40. If there is no advisory or governing board, leave this section blank.
6. Each recipient of federal financial assistance must have on file an assurance that the program will be conducted in compliance with all nondiscriminatory provisions as required in 45 CFR Part 80. This is usually a standard part of the contract language for DOEA Recipients and their Sub-grantees. 45 CFR § 80.4(a).
7. Is the race, sex, and national origin of the staff reflective of the general population? For example, if 10% of the population is Hispanic, is there a comparable percentage of Hispanic staff?
8. Do eligibility requirements unlawfully exclude persons in protected groups from the provision of services or employment? Evidence of such may be indicated in staff and client representation (Questions 3 and 4) and also through on-site record analysis of persons who applied but were denied services or employment. 45 CFR § 80.3(a) and 45 CFR § 80.1.
9. Participants or clients must be provided services such as medical, nursing, and dental care, laboratory services, physical and recreational therapies, counseling, and social services without regard to race, sex, color, national origin, religion, age, or disability. Courtesy titles, appointment scheduling, and accuracy of record keeping must be applied uniformly and without regard to race, sex, color, national origin, religion, age, or disability. Entrances, waiting rooms, reception areas, restrooms, and other facilities must also be equally available to all clients. 45 CFR § 80.3(b).
10. For in-patient services, residents must be assigned to rooms, wards, etc., without regard to race, color, national origin, or disability. Also, residents must not be asked whether they are willing to share accommodations with persons of a different race, color, national origin, or disability. 45 CFR § 80.3(a).
11. The program/facility and all services must be accessible to participants and applicants, including those persons who may not speak English. In geographic areas where a significant population of non-English speaking people live, program accessibility may include the employment of bilingual staff. In other areas, it is sufficient to have a policy or plan for service, such as a current list of names and telephone numbers of bilingual individuals who will assist in the provision of services. 45 CFR § 80.3(a).
12. Programs/facilities must make information regarding the nondiscriminatory provisions of Title VI available to their participants, beneficiaries, or any other interested parties. 45 CFR § 80.6(d). This should include information on their right to file a complaint of discrimination with either the Department or the U.S. Department of Health and Human Services. The information may be supplied verbally or in writing to every individual or may be supplied through the use of an equal opportunity policy poster displayed in a public area of the facility.
13. Report number of discrimination complaints filed against the program/facility. Indicate the basis (e.g. race, color, creed, sex, age, national origin, disability, and/or retaliation) and the issues involved (e.g. services or employment, placement,

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termination, etc.). Indicate the civil rights law or policy alleged to have been violated along with the name and address of the local, state, or federal agency with whom the complaint has been filed. Indicate the current status of the complaint (e.g. settled, no reasonable cause found, failure to conciliate, failure to cooperate, under review, etc.).

- 14.** The program/facility must be physically accessible to mobility, hearing, and sight-impaired individuals. Physical accessibility includes designated parking areas, curb cuts or level approaches, ramps, and adequate widths to entrances. The lobby, public telephone, restroom facilities, water fountains, and information and admissions offices should be accessible. Door widths and traffic areas of administrative offices, cafeterias, restrooms, recreation areas, counters, and serving lines should be observed for accessibility. Elevators should be observed for door width and Braille or raised numbers. Switches and controls for light, heat, ventilation, fire alarms, and other essentials should be installed at an appropriate height for mobility impaired individuals.
- 15.** Section 504 of the Rehabilitation Act of 1973 requires that a recipient of federal financial assistance conduct a self-evaluation to identify any accessibility barriers. Self-evaluation is a four-step process:

 - a. Evaluate, with the assistance of disabled individual(s)/organization(s), current policies and practices that do not or may not comply with Section 504;
 - b. Modify policies and practices that do not meet Section 504 requirements.
 - c. Take remedial steps to eliminate the effects of any discrimination that resulted from adherence to these policies and practices; and
 - d. Maintain self-evaluation on file, including a list of the interested persons consulted, a description of areas examined, and any problems identified, and a description of any modifications made and of any remedial steps taken 45 CFR § 84.6. (This checklist may be used to satisfy this requirement if these four steps have been followed).
- 16.** Programs or facilities that employ 15 or more persons shall adopt grievance procedures that incorporate appropriate due process standards and that provide for the prompt and equitable resolution of complaints alleging any action prohibited by Part 84 of Title 45, CFR 45 CFR § 84.7(b).
- 17.** Programs or facilities that employ 15 or more persons shall designate at least one person to coordinate its efforts to comply with Part 84 of Title 45, CFR. 45 CFR § 84.7(a).
- 18.** Programs or facilities that employ 15 or more persons shall take appropriate initial and continuing steps to notify participants, beneficiaries, applicants, and employees that the program/facility does not discriminate on the basis of handicap in violation of Section 504 and Part 84 of Title 45, CFR. Methods of initial and continuing notification may include the posting of notices, publication in newspapers and magazines, placement of notices in publications of the programs or facilities, and distribution of memoranda or other written communications. 45 CFR § 84.8(a).
- 19.** Programs or facilities that employ 15 or more persons shall provide appropriate auxiliary aids to persons with impaired sensory, manual, or speaking skills where necessary to afford such persons an equal opportunity to benefit from the service in question. Auxiliary aids may include, but are not limited to, brailled and taped materials, interpreters, and other aids for persons with impaired hearing or vision. 45 CFR § 84.52(d).
- 20.** Programs or facilities with 50 or more employees and \$50,000.00 in federal contracts must develop, implement, and maintain a written affirmative action compliance program in accordance with Executive Order 11246, 41 CFR Part 60 and Title VI of the Civil Rights Act of 1964, as amended.

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**ATTACHMENT VI
CONTRACTOR'S STATE CONTRACT LIST**

Contractor's State Contract List

REPORT PERIOD:

From:
To:

CONTRACTOR INFORMATION:

Name: _____
Address: _____
FEID: _____

Phone: _____
Email: _____
Contact: _____

	Contract #	Contract/ Program Name	State Agency/ Program	Start Date	End Date	Description of Contract Purpose/Types of Services	Contract Manager	Phone #	Contract Amount
1									\$ -
2									\$ -
3									\$ -
4									\$ -
5									\$ -
6									\$ -
7									\$ -
8									\$ -
9									\$ -
10									\$ -
11									\$ -
12									\$ -
13									\$ -
14									\$ -
15									\$ -
16									\$ -
17									\$ -
								Total	

SIGNATURE: _____
TITLE: _____

DATE: _____

**ATTACHMENT VII
BACKGROUND SCREENING
ATTESTATION OF COMPLIANCE - EMPLOYER**

AUTHORITY: ALL EMPLOYERS are required to annually submit this form attesting to compliance with the provisions of chapter 435 and section 430.0402 of the Florida Statutes.

The term “employer” means any person or entity required by law to conduct background screenings, including but not limited to, Area Agencies on Aging/Aging and Disability Resource Centers, Lead Agencies, and Service Providers that contract directly or indirectly with the Department of Elder Affairs (DOEA), and any other person or entity which hires employees or has volunteers in service who meet the definition of a direct service provider. See §§ 435.02 & 430.0402, Fla. Stat. (2023)

A direct service provider is a person 18 years of age or older who, pursuant to a program to provide services to the elderly, has direct, face-to-face contact with a client while providing services to the client and has access to the client’s living areas, funds, personal property, or personal identification information as defined in s. 817.568. The term also includes, but is not limited to, the administrator or a similarly titled person who is responsible for the day-to-day operations of the provider; the financial officer or similarly titled person who is responsible for the financial operations of the provider; coordinators, managers, and supervisors of residential facilities; volunteers; and any other person seeking employment with a provider who is expected to, or whose responsibilities may require him or her to, provide personal care or services directly to clients or have access to client funds, financial matters, legal matters, personal property, or living areas. § 430.0402(1)(b), Fla. Stat. (2023).

ATTESTATION

As the duly authorized representative of: Area Agency on Aging of Palm Beach/Treasure Coast, Inc.
(Name of Employer)

Located at 4400 North Congress Avenue, West Palm Beach, FL 33407
Street address City State Zip Code

Under penalty of perjury, I, Dwight Chenette,
(Name of Representative)

hereby swear or affirm that the above-named employer is in compliance with the provisions of chapter 435 and section 430.0402 of the Florida Statutes, regarding level 2 background screening.

Signed by:
Dwight Chenette
D4FF7F4F615C4FA...

12/19/2025

Signature of Representative

Date

INSTRUCTIONS

- (A) ENTER THE COMPANY NAME AS IT APPEARS ON YOUR DOEA CONTRACT.
- (B) ENTER THE DOEA CONTRACT NUMBER.
- (C) ENTER THE SERVICE PERIOD MATCHING THE CURRENT INVOICE'S SERVICE PERIOD.
- (D) ENTER ALL CERTIFIED MINORITY BUSINESS EXPENDITURES FOR THE TIME PERIOD COVERED BY THE INVOICE:
 - 1. ENTER CERTIFIED MINORITY BUSINESS NAME.
 - 2. ENTER THE CERTIFIED MINORITY BUSINESS FEID NUMBER.
 - 3. ENTER THE CERTIFIED MINORITY BUSINESS CMBE NUMBER.
 - 4. ENTER THE AMOUNT EXPENDED WITH THE CERTIFIED MINORITY BUSINESS FOR THE TIME PERIOD COVERED BY THE INVOICE.
- (E) MBE FORM MUST ACCOMPANY INVOICE PACKAGE SUBMITTED TO DOEA FINANCIAL ADMINISTRATION FOR PROCESSING.
- (F) FINANCIAL ADMINISTRATION WILL FORWARD ALL COMPLETED CMBE FORMS TO CONTRACT ADMINISTRATION & PURCHASING OFFICE.

**ATTACHMENT IX
EXHIBIT 1**

**Form instructions for Total Compensation Paid to Non-Profit Personnel Using State Funds
CONTRACT DOCUMENTATION REQUIREMENTS**

Section 216.1366, F.S., amended in 2023, establishes new documentation requirements for any contract for services executed amended, or extended on or after July 1, 2023, with non-profit organizations as defined in s. 215.97 (2)(m), F.S. The contract must require the contractor to provide documentation that indicates the amount of state funds:

- Allocated to be used during the full term of the contract for remuneration to any member of the board of directors or an officer of the contractor.
- Allocated under each payment by the public agency to be used for remuneration of any member of the board of directors or an officer of the contractor. The documentation must indicate the amounts and recipients of the remuneration.

Such information must be included in the contract tracking system maintained pursuant to s. 215.985 F.S., and must be posted on the contractor’s website if the contractor maintains a website.

As used in this subsection, the term:

- o “Officer” means a Chief Executive Officer (CEO), Chief Financial Officer (CFO), Chief Operating Officer (COO), or any other position performing an equivalent function.
- o “Remuneration” means all compensation earned by or awarded to personnel, whether paid or accrued, regardless of contingency, including bonuses, accrued paid time off, severance payments, incentive payments, contributions to a retirement plan, or in-kind payments, reimbursements, or allowances for moving expenses, vehicles and other transportation, telephone services, medical services, housing, and meals.
- o “State funds” means funds paid from the General Revenue Fund or any state trust fund, funds allocated by the Federal Government and distributed by the state, or funds appropriated by the state for distribution through any grant program. The term does not include funds used for the state Medicaid program.

The attached form will be used to document the compensation to non-profits using state funds.

This memorandum does not supersede the requirements outlined in Chief Financial Officer Memorandum No. 1.

If you have any questions, please call the Bureau of Auditing at (850) 413-5512.

FLORIDA ACCOUNTABILITY CONTRACT TRACKING SYSTEM (FACTS) REQUIREMENTS

Section (s.) 215.985, Florida Statutes (F.S.), amended in 2023, requires that each contract for which a state entity makes a payment pursuant to a contract executed, amended, or extended on or after July 1, 2023, the state entity shall post any documents submitted pursuant to s. 216.1366 F.S., which indicates the use of state funds as remuneration under the contract or a specified payment associated with the contract on the contract tracking system.

1. Are you a **nonprofit** organization as described in the in s. 215.97 (2)(m)?

Yes
 No

If yes, move on to question 2. If no, this form is not applicable to you.

2. Are any of the Officers , as **described** above, or **Board of Director** paid with state funds under this **contract**?

Yes
 No

If yes, please complete the DOEA Total Compensation Paid to Non-Profit Personnel Using State Funds attachment for each Individual this applies to.

If no, please complete Name, Title, and Date below and submit these instructions to your DOEA Contract Manager.

Name:
Title:
Date

ATTACHMENT IX

DOEA Total Compensation Paid to Non-Profit Personnel Using State Funds

Name:	Dwight Chenette
Title:	Chief Executive Officer
Agency Agreement/Contract #	IA026
Total Contract Amount	\$11,872,418
Contract Term:	01/01/2026-12/31/2026

Line Item Budget Category	Total Amount Paid	Amount Paid from State Funds
Salaries	193,590	58,077
Fringe Benefits	29,038	8,712
Bonuses		
Accrued Paid Time Off		
Severance Payments		
Retirement Contributions	13,551	4,065
In-Kind Payments		
Incentive Payments		
Reimbursements/Allowances		
Moving Expenses		
Transportation Costs		
Telephone Services		
Medical Services Costs		
Housing Costs		
Meals		

CERTIFICATION: I certify that the amounts listed above are true and accurate and in accordance with the approved budget.

Name:	Holly Vath
Signature:	<i>Holly Vath</i>
Title:	Chief Financial Officer
Date:	12/09/2025

ATTACHMENT IX

DOEA Total Compensation Paid to Non-Profit Personnel Using State Funds

Name:	Holly Vath
Title:	Chief Financial Officer
Agency Agreement/Contract #	IA026
Total Contract Amount	\$11,872,418
Contract Term:	01/01/2026-12/31/2026

Line Item Budget Category	Total Amount Paid	Amount Paid from State Funds
Salaries	112,670	67,602
Fringe Benefits	16,900	10,140
Bonuses		
Accrued Paid Time Off		
Severance Payments		
Retirement Contributions	7,887	4,732
In-Kind Payments		
Incentive Payments		
Reimbursements/Allowances		
Moving Expenses		
Transportation Costs		
Telephone Services		
Medical Services Costs		
Housing Costs		
Meals		

CERTIFICATION: I certify that the amounts listed above are true and accurate and in accordance with the approved budget.

Name:	Holly Vath
Signature:	<i>Holly Vath</i>
Title:	Chief Financial Officer
Date:	12/09/2025

**ATTACHMENT X
 BUDGET SUMMARY**

	(1) Federal Funding	(2) General Revenue	(3) Local Match/ CCE/HCE	(4) TOTAL FUNDS
1. Area Agency Admin				
A. Current Year	\$1,147,013.00	\$34,977.00		\$1,181,990.00
CONTRACT TOTAL	\$1,147,013.00	\$34,977.00	\$0.00	\$1,181,990.00
B. CCE GR Administration			\$68,071.00	\$68,071.00
C. HCE GR Administration			\$72,539.00	\$72,539.00
D. LSP Admin				\$0.00
E. LSP Services			\$587,046.00	\$587,046.00
F. Local Match				\$0.00
TOTAL ADMIN	\$1,147,013.00	\$34,977.00	\$727,656.00	\$1,909,646.00
2. Title IIIB				
A. Supportive Services				
(1) Current Year	\$4,582,766.00		\$599,300.00	\$5,182,066.00
TOTAL	\$4,582,766.00		\$599,300.00	\$5,182,066.00
B. IIIB Set-Aside (also included in Total)	\$88,000.00			\$88,000.00
C. IIIB Disaster Recovery Reserve (also included in Total)	\$5,171.00			\$5,171.00
3. Title IIIC1 Nutrition Services				
A. Current Year	\$1,848,544.00		\$188,600.00	\$2,037,144.00
TOTAL	\$1,848,544.00		\$188,600.00	\$2,037,144.00
B. IIIC1 Disaster Recovery Reserve (also included in Total)	\$7,757.00			\$7,757.00
4. Title IIIC2 Nutrition Services				
A. Current Year	\$2,543,783.00		\$254,000.00	\$2,797,783.00
TOTAL	\$2,543,783.00		\$254,000.00	\$2,797,783.00
B. IIIC2 Disaster Recovery Reserve (also included in Total)	\$7,757.00			\$7,757.00
5. Title IIID Preventive Health				
A. Current Year	\$136,908.00			\$136,908.00
TOTAL	\$136,908.00			\$136,908.00
6. Title IIIE Caregiver Support Services				
A. Current Year	\$1,190,322.00		\$118,700.00	\$1,309,022.00
TOTAL	\$1,190,322.00		\$118,700.00	\$1,309,022.00
7. NSIP				
A. Current Year	\$388,105.00			\$388,105.00
TOTAL	\$388,105.00			\$388,105.00
8. Total Federal Current Year Funds Awarded				
(Sum of 1.A, 2.A(1), 3.A, 4.A, 5.A., 6.A, 7.A)	\$11,837,441.00			
9. Total GR Awarded				
(Total of column 2)	\$34,977.00			
10. Total of All Funds to be Received				
(Sum of 8 & 9)	\$11,872,418.00			

**ATTACHMENT XI
 INVOICE SCHEDULE**

Report Number	Based On	Submit to State On This Date
1- IA026ADV1	January Advance*	January 12
2- IA026ADV2	February Advance*	January 12
3- IA026JAN	January Receipts and Expenditure Report and Request for Payment	February 15
4- IA026FEB	February Receipts and Expenditure Report and Request for Payment	March 15
5- IA026MAR	March Receipts and Expenditure Report and Request for Payment	April 15
6- IA026APR	April Receipts and Expenditure Report and Request for Payment	May 15
7- IA026MAY	May Receipts and Expenditure Report and Request for Payment	June 15
8- IA026JUN	June Receipts and Expenditure Report and Request for Payment	July 15
9- IA026JUL	July Receipts and Expenditure Report and Request for Payment	August 15
10- IA026AUG	August Receipts and Expenditure Report and Request for Payment	September 15
11- IA026SEP	September Receipts and Expenditure Report and Request for Payment	October 15
12- IA026OCT	October Receipts and Expenditure Report and Request for Payment	November 15
13- IA026NOV	November Receipts and Expenditure Report and Request for Payment	December 15
14- IA026DEC	December Receipts and Expenditure Report and Request for Payment	January 15
15- IA026FIN	Final Receipts and Expenditure Report and Request for Payment	February 15
16- IA026CLO	Closeout Report	March 1

Legend: * Advance based on projected cash need as supported by a cash-flow analysis or other information appropriate to demonstrate the contractor’s financial need for the advance. January and February advances submitted in its entirety after this date will not be reviewed by the Department.

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

Note # 2: Advance recoupment shall start with the third monthly Request for Payment submission. The amount of recoupment shall be equally divided between the remaining number of Requests for Payment invoices due for the contract year. All advances should be recorded in Part C,1 of the report (attachment XI), and shall be fully recouped by the end of the contract year or when funds are fully expended, whichever is first.

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

**ATTACHMENT XI
 TITLE III-D PROGRAMMATIC REPORTING SCHEDULE**

EXHIBIT 2

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

ATTACHMENT XII REQUEST FOR PAYMENT

REQUEST FOR PAYMENT OLDER AMERICANS ACT										
PROVIDER NAME, ADDRESS, PHONE & FED ID NUMBER 	TYPE OF REPORT: Advance _____ Reimbursement _____ PSA _____						Contract # _____ Contract Period: _____ Report Period _____ Report # _____ Invoice# _____			
CERTIFICATION: I hereby certify to the best of my knowledge that this request conforms with the terms and the purposes set forth in the above contract.										
Prepared By: _____			Date: _____			Approved By: _____			Date: _____	
PART A:	(1)	(2)	(3)	(4)	(5)	(6)	(7)	(8)		
BUDGET SUMMARY	ADMIN.	IIIB	IIIC1	IIIC2	IIID	IIIE	NSIP	TOTAL		
1. Approved Contract Amount	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00		
2. Previous Funds RECEIVED for Contract period	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00		
3. Contract Balance (Line 1 minus line 2)	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00		
4. Previous Funds REQUESTED and Not Received.	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00		
5. Contract Balance (Line 3 minus line 4)	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00		
PART B:										
FUNDS REQUESTED										
1. 1st-2nd Months Request Only	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00		
2. Net Expenditures For Month	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00		
3. Total	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00		
PART C:										
NET FUNDS REQUESTED:										
1. Less: Over-Advance	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00		
2. Contract Funds are Hereby Requested	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00		
List of Services / Units / Rates provided - See attached report.										
DOEA FORM 106A revised 10/19/18						DOEA Use Only				

**ATTACHMENT XIII
 RECEIPTS AND EXPENDITURE REPORT**

EXHIBIT 1

PROVIDER NAME, ADDRESS, PHONE# AND FEID# 0 0 0 0 0 0 0 0 0	PROGRAM FUNDING SOURCE: Title III & General Revenue Administration PSA _____	Contract # _____ Contract Period: _____ Report Period _____ Report # _____ Invoice# _____
---	---	---

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

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

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

PART B : CONTRACTED EXPENDITURES	1. Approved Budget	2. Expenditures For This Report	3. Expenditures Year to Date	4. Percent of Approved Budget
1. Administrative Expenses	\$0.00	\$0.00	\$0.00	#DIV/0!

PART C : OTHER EXPENDITURES (For tracking purposes only)	1. Approved Budget	2. Expenditures For This Report	3. Expenditures Year to Date	4. Percent of Approved Budget
1. Match: CCE / GR	\$0.00	\$0.00	\$0.00	#DIV/0!
HCE / GR	\$0.00	\$0.00	\$0.00	#DIV/0!
Other and In-Kind	\$0.00	\$0.00	\$0.00	#DIV/0!
2. Local Match	\$0.00	\$0.00	\$0.00	#DIV/0!
3. TOTAL	\$0.00	\$0.00	\$0.00	#DIV/0!

D: INTEREST	
1. Earned on Advances	<u> \$0.00</u>
2. Returned on Advances	<u> \$0.00</u>

ATTACHMENT XIII

EXHIBIT 2

PROVIDER NAME, ADDRESS, PHONE# AND FEID# 0 0 0 0 0 0 0 0 0 0	PROGRAM FUNDING SOURCE: Title III IIIB PSA _____	Contract # _____ Contract Period: _____ Report Period _____ Report # _____ Invoice# _____
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CERTIFICATION: I certify to the best of my knowledge and belief that this report is complete and all outlays herein are for purposes set forth in the contract.

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

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

PART B : EXPENDITURES	1. Approved Budget	2. Expenditures For This Report	3. Expenditures Year to Date	4. Percent of Approved Budget
1. AAA Direct Services	\$0.00	\$0.00	\$0.00	#DIV/0!
2. Subcontractor	\$0.00	\$0.00	\$0.00	#DIV/0!
3. IIIB Set Aside	\$0.00	\$0.00	\$0.00	#DIV/0!
4. IIIB Set Aside DRR (Disaster Recovery Reserve)	\$0.00	\$0.00	\$0.00	#DIV/0!
5. TOTAL EXPENDITURES	\$0.00	\$0.00	\$0.00	#DIV/0!

PART C : OTHER EXPENDITURES (For Tracking Purposes only)	1. Approved Budget	2. Expenditures For This Report	3. Expenditures Year to Date	4. Percent of Approved Budget
1. Match				
a. Other and In-Kind	\$0.00	\$0.00	\$0.00	#DIV/0!
b. Local Match	\$0.00	\$0.00	\$0.00	#DIV/0!
2. Program Income	\$0.00	\$0.00	\$0.00	#DIV/0!
3. TOTAL OTHER	\$0.00	\$0.00	\$0.00	#DIV/0!

PART D: INTEREST	
1. Earned on Advances	\$0.00
2. Return on Advances	\$0.00
3. Other Earned	\$0.00

ATTACHMENT XIII

EXHIBIT 3

PROVIDER NAME, ADDRESS, PHONE# AND FEID# 0 0 0 0 0 0 0 0 0	PROGRAM FUNDING SOURCE: Title III C1 PSA _____	Contract # _____ Contract Period: _____ Report Period _____ Report # _____ Invoice# _____		
CERTIFICATION : I certify to the best of my knowledge and belief that this report is complete and all outlays herein are for purposes set forth in the contract.				
Prepared by : _____ Date : _____ Approved by : _____ Date : _____				
PART A : BUDGETED INCOME/ RECEIPTS	1. Approved Budget	2. Actual Receipts For This Report	3. Total Receipts Year to Date	4. Percent of Approved Budget
1. Federal Funds	\$0.00	\$0.00	\$0.00	#DIV/0!
2. State Funds	\$0.00	\$0.00	\$0.00	#DIV/0!
3. Program Income - Non Match	\$0.00	\$0.00	\$0.00	#DIV/0!
4. Local Cash Match	\$0.00	\$0.00	\$0.00	#DIV/0!
5. SUBTOTAL: CASH RECEIPTS	\$0.00	\$0.00	\$0.00	#DIV/0!
6. Local In-Kind Match	\$0.00	\$0.00	\$0.00	#DIV/0!
7. TOTAL RECEIPTS	\$0.00	\$0.00	\$0.00	#DIV/0!
PART B : EXPENDITURES	1. Approved Budget	2. Expenditures For This Report	3. Expenditures Year to Date	4. Percent of Approved Budget
1. Subcontractor	\$0.00	\$0.00	\$0.00	#DIV/0!
2. C1 Set Aside DRR (Disaster Recovery Reserve)	\$0.00	\$0.00	\$0.00	#DIV/0!
3. TOTAL EXPENDITURES	\$0.00	\$0.00	\$0.00	#DIV/0!
PART C : OTHER EXPENDITURES (For Tracking Purposes only)	1. Approved Budget	2. Expenditures For This Report	3. Expenditures Year to Date	4. Percent of Approved Budget
1. Match				
a. Other and In-Kind	\$0.00	\$0.00	\$0.00	#DIV/0!
b. Local Match	\$0.00	\$0.00	\$0.00	#DIV/0!
2. Program Income	\$0.00	\$0.00	\$0.00	#DIV/0!
3. TOTAL OTHER	\$0.00	\$0.00	\$0.00	#DIV/0!
PART D: INTEREST				
1. Earned on Advances	\$0.00			
2. Return on Advances	\$0.00			
3. Other Earned	\$0.00			

ATTACHMENT XIII

EXHIBIT 4

PROVIDER NAME, ADDRESS, PHONE# AND FEID# 0 0 0 0 0 0 0 0 0	PROGRAM FUNDING SOURCE: Title III C2 PSA _____	Contract # _____ Contract Period: _____ Report Period _____ Report # _____ Invoice# _____		
CERTIFICATION : I certify to the best of my knowledge and belief that this report is complete and all outlays herein are for purposes set forth in the contract.				
Prepared by : _____ Date : _____ Approved by : _____ Date : _____				
PART A : BUDGETED INCOME/ RECEIPTS	1. Approved Budget	2. Actual Receipts For This Report	3. Total Receipts Year to Date	4. Percent of Approved Budget
1. Federal Funds	\$0.00	\$0.00	\$0.00	#DIV/0!
2. State Funds	\$0.00	\$0.00	\$0.00	#DIV/0!
3. Program Income - Non Match	\$0.00	\$0.00	\$0.00	#DIV/0!
4. Local Cash Match	\$0.00	\$0.00	\$0.00	#DIV/0!
5. SUBTOTAL: CASH RECEIPTS	\$0.00	\$0.00	\$0.00	#DIV/0!
6. Local In-Kind Match	\$0.00	\$0.00	\$0.00	#DIV/0!
7. TOTAL RECEIPTS	\$0.00	\$0.00	\$0.00	#DIV/0!
PART B : EXPENDITURES	1. Approved Budget	2. Expenditures For This Report	3. Expenditures Year to Date	4. Percent of Approved Budget
1. Subcontractor	\$0.00	\$0.00	\$0.00	#DIV/0!
2. C2 Set Aside DRR (Disaster Recovery Reserve)	\$0.00	\$0.00	\$0.00	#DIV/0!
3. TOTAL EXPENDITURES	\$0.00	\$0.00	\$0.00	#DIV/0!
PART C : OTHER EXPENDITURES (For Tracking Purposes only)	1. Approved Budget	2. Expenditures For This Report	3. Expenditures Year to Date	4. Percent of Approved Budget
1. Match				
a. Other and In-Kind	\$0.00	\$0.00	\$0.00	#DIV/0!
b. Local Match	\$0.00	\$0.00	\$0.00	#DIV/0!
2. Program Income	\$0.00	\$0.00	\$0.00	#DIV/0!
3. TOTAL OTHER	\$0.00	\$0.00	\$0.00	#DIV/0!
PART D: INTEREST				
1. Earned on Advances	\$0.00			
2. Return on Advances	\$0.00			
3. Other Earned	\$0.00			

ATTACHMENT XIII

EXHIBIT 5

PROVIDER NAME, ADDRESS, PHONE# AND FEID# 0 0 0 0 0 0 0 0 0	PROGRAM FUNDING SOURCE: Title III IIID PSA _____	Contract # _____ Contract Period: _____ Report Period _____ Report # _____ Invoice# _____		
CERTIFICATION : I certify to the best of my knowledge and belief that this report is complete and all outlays herein are for purposes set forth in the contract.				
Prepared by : _____ Date : _____ Approved by : _____ Date : _____				
PART A : BUDGETED INCOME/ RECEIPTS 1. Federal Funds 2. TOTAL RECEIPTS	1. Approved Budget \$0.00 \$0.00	2. Actual Receipts For This Report \$0.00 \$0.00	3. Total Receipts Year to Date \$0.00 \$0.00	4. Percent of Approved Budget #DIV/0! #DIV/0!
PART B : EXPENDITURES 1. AAA Direct Services 2. Subcontractor 3. TOTAL EXPENDITURES	1. Approved Budget \$0.00 \$0.00 \$0.00	2. For This Report \$0.00 \$0.00 \$0.00	3. Year to Date \$0.00 \$0.00 \$0.00	4. Percent of Approved Budget #DIV/0! #DIV/0! #DIV/0!
PART C : OTHER EXPENDITURES (For Tracking Purposes only) 1. Program Income	1. Approved Budget \$0.00	2. Expenditures For This Report \$0.00	3. Expenditures Year to Date \$0.00	4. Percent of Approved Budget #DIV/0!
PART D: INTEREST 1. Earned on Advances <u> \$0.00 </u> 2. Return on Advances <u> \$0.00 </u> 3. Other Earned <u> \$0.00 </u>				

ATTACHMENT XIII

EXHIBIT 6

PROVIDER NAME, ADDRESS, PHONE# AND FEID# 0 0 0 0 0 0 0 0 0 0	PROGRAM FUNDING SOURCE : Title III IIIIE PSA _____	Contract # _____ Contract Period: _____ Report Period _____ Report # _____ Invoice# _____		
CERTIFICATION : I certify to the best of my knowledge and belief that this report is complete and all outlays herein are for purposes set forth in the contract. Prepared by : _____ Date : _____ Approved by : _____ Date : _____				
PART A : BUDGETED INCOME/ RECEIPTS 1. Federal Funds 2. State Funds 3. Program Income - Non Match 4. Local Cash Match 5. SUBTOTAL: CASH RECEIPTS 6. Local In-Kind Match 7. TOTAL RECEIPTS	1. Approved Budget \$0.00 \$0.00 \$0.00 \$0.00 \$0.00 \$0.00 \$0.00	2. Actual Receipts For This Report \$0.00 \$0.00 \$0.00 \$0.00 \$0.00 \$0.00 \$0.00	3. Total Receipts Year to Date \$0.00 \$0.00 \$0.00 \$0.00 \$0.00 \$0.00 \$0.00	4. Percent of Approved Budget #DIV/0! #DIV/0! #DIV/0! #DIV/0! #DIV/0! #DIV/0! #DIV/0!
PART B : EXPENDITURES 1. AAA Direct Services 2. Sub-Contracted Services 3. TOTAL EXPENDITURES	1. Approved Budget \$0.00 \$0.00 \$0.00	2. Expenditures For This Report \$0.00 \$0.00 \$0.00	3. Expenditures Year to Date \$0.00 \$0.00 \$0.00	4. Percent of Approved Budget #DIV/0! #DIV/0! #DIV/0!
PART C : OTHER EXPENDITURES (For Tracking Purposes only) 1. Match a. Other and In-Kind b. Local Match 2. Program Income 3. TOTAL OTHER	1. Approved Budget \$0.00 \$0.00 \$0.00 \$0.00	2. Expenditures For This Report \$0.00 \$0.00 \$0.00 \$0.00	3. Expenditures Year to Date \$0.00 \$0.00 \$0.00 \$0.00	4. Percent of Approved Budget #DIV/0! #DIV/0! #DIV/0! #DIV/0!
PART D : EXPENDITURES ANALYSIS 1. Expenditures by Services Year to Date: 1. Information..... 2. Assistance..... 3. Counseling..... 4. Respite..... 5. Supplemental Services..... 6. TOTAL.....	\$0.00 \$0.00 \$0.00 \$0.00 \$0.00 \$0.00	2. Units of Services Year to Date 000000	3. Number of People Served Year to Date 000000	
Part B Line 3, column 3 should be equal to this total.				
PART E : GRANDPARENT SERVICES (reported by Federal Fiscal Year) FFY _____ \$ _____ FFY _____ \$ _____ FFY _____ \$ _____ Match \$ _____ Match \$ _____ Match \$ _____				
PART F: INTEREST 1. Earned on Advances _____ \$0.00 2. Returned on Advances _____ \$0.00 3. Other Earned _____ \$0.00				

ATTACHMENT XIII

EXHIBIT 7

PROVIDER NAME, ADDRESS, PHONE# AND FEID# 0 0 0 0 0 0 0 0 0 0	PROGRAM FUNDING SOURCE : Title III NSIP PSA _____	Contract # _____ Contract Period: _____ Report Period _____ Report # _____ Invoice# _____
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CERTIFICATION : I certify to the best of my knowledge and belief that this report is complete and all outlays herein are for purposes set forth in the contract.

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

PART A: EXPENDITURE COMPUTATION	YEAR TO DATE		CURRENT MONTH	
	CONGREGATE	HOME DELIVERED	CONGREGATE	HOME DELIVERED
1. Number of Meals Served	0	0	0	0
2. Line 1 Times \$.72 cents per Meal	\$0.00	\$0.00	\$0.00	\$0.00
	Year To Date Total Meals _____		Current Month Total Meals _____	
	Year To Date Total Expenditures _____		Total Current Expenditures _____	

PART B: CONTRACT SUMMARY	
1. Approved Contract Amount	\$0.00
2. Actual Expenditures for this Report	\$0.00
3. Total Expenditures Year to Date	\$0.00
4. Contract Balance	\$0.00

**ATTACHMENT XIV
 COMPUTATION OF CARRYFORWARD AND OVERADVANCE OAA TITLE III**

PSA _____

Contract Period: _____

Contract # _____

	AAA ADMINISTRATION		TITLE III B	TITLE III C1	TITLE III C2	TITLE III D	TITLE III E	NSIP	TOTAL
	FED FUND	GEN REV	FED FUND	FED FUND	FED FUND	FED FUND	FED FUND	FED FUND	
CARRYFORWARD									
1. CURRENT YEAR FUNDING : FFY _____	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
2. PRIOR YEAR CARRYFORWARD: FFY _____	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
3. PRIOR YEAR CARRYFORWARD: FFY _____	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
4. CONTRACT TOTALS	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
5. NET EXPENDITURES FOR CONTRACT YEAR	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
6. CURRENT FFY CARRYFORWARD	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
7. CARRYFORWARD PERCENTAGE	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!
OVERADVANCES									
8. TOTAL FUNDS ADVANCED AND/OR REIMBURSED	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
9. LESS: EXPENDITURES FROM LINE 5	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
10. AMOUNT OF OVERADVANCE	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00

11. REPORT APPROVED FOR AAA BY:

 Signature Date

12. REPORT APPROVED BY DOEA DIVISION OF FINANCIAL ADMINISTRATION:

 Signature Date

13. REPORT APPROVED BY DOEA CONTRACT MANAGEMENT:

 Signature Date

**ATTACHMENT XV
 COST REIMBURSEMENT SUMMARY**

PSA _____		Contract # _____	
		Contract Period: _____	
		Report Period _____	
		Report # _____	
Budget Category	Description	Number of units	Amount
Administration			
	TOTAL ADMINISTRATION		\$0.00
Expenses			
	TOTAL EXPENSES		\$0.00

**ATTACHMENT XVI
 SERVICE RATE REPORT**

Program: Federally Funded		From 01/01/2026-12/31/2026		
Program	Service	Method of Payment	High Reimbursement/ Unit Rate	Unit Type
ADMIN	ADMINISTRATIVE COSTS*	Cost Reimbursement	Cost Reimbursement2	EPISODE
OA3B	ADMINISTRATIVE COSTS (LAN SET ASIDE)*	Cost Reimbursement	Cost Reimbursement	Episode
OA3B	ADULT DAY CARE	Fixed Fee/Unit Rate	\$220.00	DAYS
OA3B	ADULT DAY HEALTH CARE	Fixed Fee/Unit Rate	\$220.00	DAYS
OA3B	ASSURANCE (TELEPHONE AND IN-PERSON)	Fixed Fee/Unit Rate	\$44.00	EPISODE
OA3B	CAREGIVER SUPPORT GROUPS	Fixed Fee/Unit Rate	\$141.46	EPISODE
OA3B	CAREGIVER TRAIN/SUPPORT (GROUP)	Fixed Fee/Unit Rate	\$304.85	HOURL
OA3B	CAREGIVER TRAIN/SUPPORT (INDIVIDUAL)	Fixed Fee/Unit Rate	\$155.10	HOURL
OA3B	CASE AIDE	Fixed Fee/Unit Rate	\$66.12	HOURL
OA3B	CASE MANAGEMENT	Fixed Fee/Unit Rate	\$133.41	HOURL
OA3B	CHORE*	Cost Reimbursement	Cost Reimbursement	HOURL
OA3B	CHORE	Fixed Fee/Unit Rate	\$124.95	HOURL
OA3B	CHORE (ENHANCED)*	Cost Reimbursement	Cost Reimbursement	HOURL
OA3B	CHORE (ENHANCED)	Fixed Fee/Unit Rate	\$78.38	HOURL
OA3B	COMPANIONSHIP	Fixed Fee/Unit Rate	\$52.53	HOURL
OA3B	COUNSELING (GERONTOLOGICAL) - GROUP	Fixed Fee/Unit Rate	\$140.80	HOURL
OA3B	COUNSELING (GERONTOLOGICAL) - INDIVIDUAL	Fixed Fee/Unit Rate	\$175.08	HOURL
OA3B	COUNSELING (MENTAL HEALTH COUNSELING/SCREENING) - GROUP	Fixed Fee/Unit Rate	\$166.10	HOURL
OA3B	COUNSELING (MENTAL HEALTH COUNSELING/SCREENING) - INDIVIDUAL	Fixed Fee/Unit Rate	\$165.00	HOURL
OA3B	DIRECT PAY RESPITE	Fixed Fee/Unit Rate	\$22.09	HOURL
OA3B	EDUCATION/TRAINING - GROUP	Fixed Fee/Unit Rate	\$166.10	EPISODE
OA3B	EDUCATION/TRAINING - INDIVIDUAL	Fixed Fee/Unit Rate	\$163.55	EPISODE
OA3B	EMERGENCY ALERT RESPONSE	Fixed Fee/Unit Rate	\$2.61	DAYS
OA3B	EMERGENCY ALERT RESPONSE (INSTALL)	Fixed Fee/Unit Rate	\$57.41	EPISODE
OA3B	ESCORT	Fixed Fee/Unit Rate	\$28.44	HOURL
OA3B	HEALTH SUPPORT - GROUP	Fixed Fee/Unit Rate	\$149.52	HOURL
OA3B	HEALTH SUPPORT - INDIVIDUAL	Fixed Fee/Unit Rate	\$71.50	HOURL
OA3B	HOME HEALTH AIDE SERVICE	Fixed Fee/Unit Rate	\$35.20	HOURL
OA3B	HOMEMAKER	Fixed Fee/Unit Rate	\$55.19	HOURL
OA3B	HOUSING IMPROVEMENT*	Cost Reimbursement	Cost Reimbursement	EOUSIDE
OA3B	HOUSING IMPROVEMENT	Fixed Fee/Unit Rate	\$63.25	EPISODE
OA3B	INFORMATION	Fixed Fee/Unit Rate	\$52.78	EPISODE
OA3B	INTAKE	Fixed Fee/Unit Rate	\$105.05	HOURL
OA3B	INTERPRETING/TRANSLATING	Fixed Fee/Unit Rate	\$133.10	HOURL
OA3B	LEGAL ASSISTANCE	Fixed Fee/Unit Rate	\$217.93	HOURL
OA3B	MATERIAL AID*	Cost Reimbursement	Cost Reimbursement	EPISODE
OA3B	OCCUPATIONAL THERAPY	Fixed Fee/Unit Rate	\$165.00	HOURL
OA3B	OUTREACH	Fixed Fee/Unit Rate	\$177.43	EPISODE

OA3B	PERSONAL CARE	Fixed Fee/Unit Rate	\$82.51	HOUR
OA3B	PET SUPPORT SERVICES*	Cost Reimbursement	Cost Reimbursement	EPISODE
OA3B	RECREATION	Fixed Fee/Unit Rate	\$108.21	HOUR
OA3B	RECREATION MATERIALS*	Cost Reimbursement	Cost Reimbursement	EPISODE
OA3B	REFERRAL/ASSISTANCE	Fixed Fee/Unit Rate	\$94.60	EPISODE
OA3B	RESPIRE IN-FACILITY	Fixed Fee/Unit Rate	\$26.95	HOUR
OA3B	RESPIRE IN-HOME	Fixed Fee/Unit Rate	\$65.60	HOUR
OA3B	SCREENING & ASSESSMENT	Fixed Fee/Unit Rate	\$142.01	HOUR
OA3B	SHOPPING ASSISTANCE	Fixed Fee/Unit Rate	\$57.93	ONE-WAY TRIP
OA3B	SKILLED NURSING SERVICES	Fixed Fee/Unit Rate	\$88.00	HOUR
OA3B	SPECIALIZED MEDICAL EQUIPMENT, SERVICES & SUPPLIES*	Cost Reimbursement	Cost Reimbursement	EPISODE
OA3B	TECHNOLOGY*	Cost Reimbursement	Cost Reimbursement	EPISODE
OA3B	TECHNOLOGY - EQUIPMENT*	Cost Reimbursement	Cost Reimbursement	EPISODE
OA3B	TECHNOLOGY - INSTALL*	Cost Reimbursement	Cost Reimbursement	EPISODE
OA3B	TECHNOLOGY - STAFF SUPPORT*	Cost Reimbursement	Cost Reimbursement	EPISODE
OA3B	TRANSPORTATION*	Cost Reimbursement	Cost Reimbursement	ONE WAY TRIP
OA3B	TRANSPORTATION	Fixed Fee/Unit Rate	\$76.89	ONE WAY TRIP
OA3B	TRANSPORTATION - GROUP	Fixed Fee/Unit Rate	\$66.00	ONE WAY TRIP
OA3B	TRANSPORTATION TO MEAL SITE FOR MANAGED LONG-TERM CARE CLIENTS	Fixed Fee/Unit Rate	\$41.58	ONE WAY TRIP
O3C1	ASSURANCE (TELEPHONE AND IN-PERSON)	Fixed Fee/Unit Rate	\$45.10	EPISODE
O3C1	CONGREGATE MEALS	Fixed Fee/Unit Rate	\$21.09	MEAL
O3C1	CONGREGATE HOLIDAY/EMERGENCY SHELF MEALS	Fixed Fee/Unit Rate	\$21.09	MEAL
O3C1	CONGREGATE MEALS (SCREENING)	Fixed Fee/Unit Rate	\$78.76	MEAL
O3C1	CONGREGATE MEALS BREAKFAST	Fixed Fee/Unit Rate	\$21.09	MEAL
O3C1	CONGREGATE MEALS FOR MANAGED LONG-TERM CARE CLIENTS	Fixed Fee/Unit Rate	\$21.09	MEAL
O3C1	CONGREGATE MEALS -GRAB AND GO	Fixed Fee/Unit Rate	\$16.03	MEAL
O3C1	CONGREGATE MEALS GUEST	Fixed Fee/Unit Rate	\$21.09	MEAL
O3C1	CONGREGATE MEALS VOLUNTEERS	Fixed Fee/Unit Rate	\$21.09	MEAL
O3C1	EMERGENCY HOME DELIVERED SHELF MEALS	Fixed Fee/Unit Rate	\$14.85	MEAL
O3C1	NUTRITION COUNSELING - INDIVIDUAL	Fixed Fee/Unit Rate	\$110.00	HOUR
O3C1	NUTRITION EDUCATION	Fixed Fee/Unit Rate	\$18.54	EPISODE
O3C1	OUTREACH	Fixed Fee/Unit Rate	\$82.27	EPISODE
O3C1	SHOPPING ASSISTANCE	Fixed Fee/Unit Rate	\$56.73	ONE WAY TRIP
O3C2	ASSURANCE (TELEPHONE AND IN-PERSON)	Fixed Fee/Unit Rate	\$45.10	EPISODE
O3C2	EMERGENCY HOME DELIVERED SHELF MEALS	Fixed Fee/Unit Rate	\$21.75	MEAL
O3C2	HOME DELIVERED MEALS	Fixed Fee/Unit Rate	\$21.75	MEAL
O3C2	HOME DELIVERED MEALS BREAKFAST	Fixed Fee/Unit Rate	\$14.40	MEAL
O3C2	HOME DELIVERED MEALS - FROZEN	Fixed Fee/Unit Rate	\$13.65	MEAL
O3C2	HOME DELIVERED MEALS -GRAB AND GO	Fixed Fee/Unit Rate	\$21.75	MEAL
O3C2	HOME DELIVERED MEALS - GUEST	Fixed Fee/Unit Rate	\$14.39	MEAL
O3C2	HOME DELIVERED MEALS - HOT	Fixed Fee/Unit Rate	\$9.17	MEAL
O3C2	NUTRITION COUNSELING - INDIVIDUAL	Fixed Fee/Unit Rate	\$110.00	HOUR
O3C2	NUTRITION EDUCATION	Fixed Fee/Unit Rate	\$18.54	EPISODE
O3C2	OUTREACH	Fixed Fee/Unit Rate	\$82.27	EPISODE
O3C2	SCREENING & ASSESSMENT	Fixed Fee/Unit Rate	\$99.00	HOUR
O3C2	SHOPPING ASSISTANCE	Fixed Fee/Unit Rate	\$58.52	ONE WAY TRIP

OA3D	A MATTER OF BALANCE (EVIDENCE-BASED)	Fixed Fee/Unit Rate	\$6,600.00	EPISODE
OA3D	ACTIVE LIVING EVERY DAY (EVIDENCE-BASED)	Fixed Fee/Unit Rate	\$8,157.30	EPISODE
OA3D	ARTHRITIS FOUNDATION EXERCISE PROGRAM (EVIDENCE-BASED)	Fixed Fee/Unit Rate	\$6,093.48	EPISODE
OA3D	ARTHRITIS FOUNDATION TAI CHI PROGRAM (EVIDENCE-BASED)	Fixed Fee/Unit Rate	\$9,130.00	EPISODE
OA3D	ASSURANCE (TELEPHONE AND IN-PERSON)	Fixed Fee/Unit Rate	\$32.01	EPISODE
OA3D	BINGOCIZE	Fixed Fee/Unit Rate	\$4,950.00	EPISODE
OA3D	CHRONIC DISEASE SELF-MANAGEMENT PROGRAM (EVIDENCE-BASED PROGRAM)	Fixed Fee/Unit Rate	\$6,852.38	EPISODE
OA3D	CHRONIC PAIN SELF MANAGEMENT PROGRAM	Fixed Fee/Unit Rate	\$5,701.03	EPISODE
OA3D	DIABETES EMPOWERMENT EDUCATION PROGRAM (GROUP) (EVIDENCE-BASED PROGRAM)	Fixed Fee/Unit Rate	\$7,482.42	EPISODE
OA3D	DIABETES SELF-MANAGEMENT PROGRAM (EVIDENCE-BASED PROGRAM)	Fixed Fee/Unit Rate	\$6,270.00	EPISODE
OA3D	ENHANCE WELLNESS (EVIDENCE-BASED PROGRAM)	Fixed Fee/Unit Rate	\$590.96	HOURL
OA3D	ENHANCEFITNESS (EVIDENCE-BASED PROGRAM)	Fixed Fee/Unit Rate	\$4,400.00	HOURL
OA3D	FIT AND STRONG! (EVIDENCED-BASED PROGRAM)	Fixed Fee/Unit Rate	\$4,794.54	EPISODE
OA3D	HEALTHY EATING EVERY DAY (EVIDENCE-BASED)	Fixed Fee/Unit Rate	\$7,503.64	EPISODE
OA3D	HOMEMEDS (EVIDENCE-BASED PROGRAM)	Fixed Fee/Unit Rate	\$95.36	HOURL
OA3D	PEARLS (SCREENING) (EVIDENCE-BASED)	Fixed Fee/Unit Rate	\$235.35	EPISODE
OA3D	PEARLS (ENROLLMENT) (EVIDENCE-BASED)	Fixed Fee/Unit Rate	\$235.35	EPISODE
OA3D	PEARLS (SESSION 1) (EVIDENCE-BASED)	Fixed Fee/Unit Rate	\$235.35	EPISODE
OA3D	PEARLS (SESSION 2) (EVIDENCE-BASED)	Fixed Fee/Unit Rate	\$235.35	EPISODE
OA3D	PEARLS (SESSION 3) (EVIDENCE-BASED)	Fixed Fee/Unit Rate	\$235.35	EPISODE
OA3D	PEARLS (SESSION 4) (EVIDENCE-BASED)	Fixed Fee/Unit Rate	\$235.35	EPISODE
OA3D	PEARLS (SESSION 5) (EVIDENCE-BASED)	Fixed Fee/Unit Rate	\$235.35	EPISODE
OA3D	PEARLS (SESSION 6) (EVIDENCE-BASED)	Fixed Fee/Unit Rate	\$235.35	EPISODE
OA3D	PEARLS (SESSION 7) (EVIDENCE-BASED)	Fixed Fee/Unit Rate	\$235.35	EPISODE
OA3D	PEARLS (SESSION 8) (EVIDENCE-BASED)	Fixed Fee/Unit Rate	\$235.35	EPISODE
OA3D	PEARLS (DISCHARGE) (EVIDENCE-BASED)	Fixed Fee/Unit Rate	\$235.35	EPISODE
OA3D	POWERFUL TOOLS FOR CAREGIVERS (EVIDENCE-BASED)	Fixed Fee/Unit Rate	\$7,205.00	EPISODE
OA3D	PROGRAMA DE MANEJO PERSONAL DE LA DIABETES (EVIDENCE-BASED PROGRAM)	Fixed Fee/Unit Rate	\$6,270.00	EPISODE
OA3D	SAVVY CAREGIVER (EVIDENCE-BASED)	Fixed Fee/Unit Rate	\$6,096.20	EPISODE
OA3D	STAY ACTIVE AND INDEPENDENT FOR LIFE (EVIDENCE-BASED)	Fixed Fee/Unit Rate	\$178.66	HOURL
OA3D	TAI CHI:MOVING FOR BETTER BALANCE (EVIDENCE-BASED PROGRAM)	Fixed Fee/Unit Rate	\$13,200.00	EPISODE
OA3D	TCARE*	Cost Reimbursement	Cost Reimbursement	EPISODE
OA3D	TOMANDO CONTROL DE SU SALUD (EVIDENCE-BASED PROGRAM)	Fixed Fee/Unit Rate	\$8,800.00	EPISODE
OA3D	UN ASUNTO DE EQUILIBRIO (EVIDENCE-BASED PROGRAM)	Fixed Fee/Unit Rate	\$6,270.00	EPISODE
OA3D	WALK WITH EASE (EVIDENCE-BASED PROGRAM)	Fixed Fee/Unit Rate	\$6,021.86	EPISODE
OA3E	ADULT DAY CARE	Fixed Fee/Unit Rate	\$220.00	DAYS
OA3E	ADULT DAY HEALTH CARE	Fixed Fee/Unit Rate	\$220.00	DAYS
OA3E	ASSURANCE (TELEPHONE AND IN-PERSON)	Fixed Fee/Unit Rate	\$45.10	EPISODE
OA3E	CAREGIVER SUPPORT GROUPS	Fixed Fee/Unit Rate	\$897.60	EPISODE
OA3E	CAREGIVER TRAINING/SUPPORT (GROUP)	Fixed Fee/Unit Rate	\$917.85	HOURL
OA3E	CAREGIVER TRAINING/SUPPORT (INDIVIDUAL)	Fixed Fee/Unit Rate	\$183.36	HOURL
OA3E	CASE AIDE	Fixed Fee/Unit Rate	\$66.12	HOURL
OA3E	COUNSELING (GERONTOLOGICAL) - GROUP	Fixed Fee/Unit Rate	\$140.80	HOURL
OA3E	COUNSELING (GERONTOLOGICAL) - INDIVIDUAL	Fixed Fee/Unit Rate	\$175.08	HOURL

OA3E	COUNSELING (MENTAL HEALTH COUNSELING/SCREENING) - GROUP	Fixed Fee/Unit Rate	\$166.10	HOUR
OA3E	COUNSELING (MENTAL HEALTH COUNSELING/SCREENING) - INDIVIDUAL	Fixed Fee/Unit Rate	\$165.00	HOUR
OA3E	DIRECT PAY RESPITE*	Cost Reimbursement	Cost Reimbursement	HOUR
OA3E	DIRECT PAY RESPITE	Fixed Fee/Unit Rate	\$22.36	HOUR
OA3E	EDUCATION/TRAINING - GROUP	Fixed Fee/Unit Rate	\$187.00	EPISODE
OA3E	EDUCATION/TRAINING - INDIVIDUAL	Fixed Fee/Unit Rate	\$112.29	EPISODE
OA3E	EMERGENCY HOME DELIVERED MEALS	Fixed Fee/Unit Rate	\$9.52	MEAL
OA3E	FINANCIAL RISK REDUCTION - (ASSESSMENT)	Fixed Fee/Unit Rate	\$138.60	HOUR
OA3E	FINANCIAL RISK REDUCTION - (MAINTENANCE)	Fixed Fee/Unit Rate	\$47.52	HOUR
OA3E	HOMEMAKER	Fixed Fee/Unit Rate	\$40.74	HOUR
OA3E	HOME DELIVERED MEALS	Fixed Fee/Unit Rate	\$15.72	MEAL
OA3E	INFORMATION	Fixed Fee/Unit Rate	\$48.40	EPISODE
OA3E	INTAKE	Fixed Fee/Unit Rate	\$79.40	HOUR
OA3E	OUTREACH	Fixed Fee/Unit Rate	\$175.79	EPISODE
OA3E	PET SUPPORT SERVICES*	Cost Reimbursement	Cost Reimbursement	EPISODE
OA3E	POWERFUL TOOLS FOR CAREGIVERS	Fixed Fee/Unit Rate	\$7,205.00	EPISODE
OA3E	RECREATION MATERIALS*	Cost Reimbursement	Cost Reimbursement	EPISODE
OA3E	REFERRAL/ASSISTANCE	Fixed Fee/Unit Rate	\$108.04	EPISODE
OA3E	RESPIRE IN-FACILITY	Fixed Fee/Unit Rate	\$91.30	HOUR
OA3E	RESPIRE IN-HOME	Fixed Fee/Unit Rate	\$65.60	HOUR
OA3E	SAVVY CAREGIVER	Fixed Fee/Unit Rate	\$5,670.60	EPISODE
OA3E	SCREENING & ASSESSMENT	Fixed Fee/Unit Rate	\$113.34	HOUR
OA3E	SHOPPING ASSISTANCE	Fixed Fee/Unit Rate	\$56.65	ONE WAY TRIP
OA3E	TCARE*	Cost Reimbursement	Cost Reimbursement	EPISODE
OA3E	TECHNOLOGY*	Cost Reimbursement	Cost Reimbursement	EPISODE
OA3E	TECHNOLOGY - EQUIPMENT*	Cost Reimbursement	Cost Reimbursement	EPISODE
OA3E	TECHNOLOGY - INSTALL*	Cost Reimbursement	Cost Reimbursement	EPISODE
OA3E	TECHNOLOGY - STAFF SUPPORT*	Cost Reimbursement	Cost Reimbursement	EPISODE
OA3E	TRANSPORTATION	Fixed Fee/Unit Rate	\$60.82	ONE WAY TRIP
OA3EG	ASSURANCE (TELEPHONE AND IN-PERSON)	Fixed Fee/Unit Rate	\$28.16	EPISODE
OA3EG	CAREGIVER SUPPORT GROUPS	Fixed Fee/Unit Rate	\$163.60	EPISODE
OA3EG	CAREGIVER TRAINING/SUPPORT (GROUP)	Fixed Fee/Unit Rate	\$231.84	HOUR
OA3EG	CAREGIVER TRAINING/SUPPORT (INDIVIDUAL)	Fixed Fee/Unit Rate	\$155.10	HOUR
OA3EG	CASE AIDE	Fixed Fee/Unit Rate	\$54.76	HOUR
OA3EG	CHILD DAY CARE	Fixed Fee/Unit Rate	\$27.27	HOUR
OA3EG	COUNSELING (GERONTOLOGICAL) - GROUP	Fixed Fee/Unit Rate	\$92.73	HOUR
OA3EG	COUNSELING (GERONTOLOGICAL) - INDIVIDUAL	Fixed Fee/Unit Rate	\$53.77	HOUR
OA3EG	COUNSELING (MENTAL HEALTH COUNSELING/SCREENING) - GROUP	Fixed Fee/Unit Rate	\$166.10	HOUR
OA3EG	COUNSELING (MENTAL HEALTH COUNSELING/SCREENING) - INDIVIDUAL	Fixed Fee/Unit Rate	\$165.00	HOUR
OA3EG	DIRECT PAY SITTER	Fixed Fee/Unit Rate	\$49.48	HOUR
OA3EG	EDUCATION/TRAINING - GROUP	Fixed Fee/Unit Rate	\$256.92	EPISODE
OA3EG	EDUCATION/TRAINING - INDIVIDUAL	Fixed Fee/Unit Rate	\$90.75	EPISODE
OA3EG	HOME DELIVERED MEALS	Fixed Fee/Unit Rate	\$9.52	MEAL
OA3EG	EMERGENCY HOME DELIVERED MEALS	Fixed Fee/Unit Rate	\$9.52	MEAL
OA3EG	LEGAL ASSISTANCE	Fixed Fee/Unit Rate	\$217.93	HOUR

OA3EG	OUTREACH	Fixed Fee/Unit Rate	\$42.38	EPISODE
OA3EG	PET SUPPORT SERVICES*	Cost Reimbursement	Cost Reimbursement	EPISODE
OA3EG	RECREATION MATERIALS*	Cost Reimbursement	Cost Reimbursement	EPISODE
OA3EG	REFERRAL/ASSISTANCE	Fixed Fee/Unit Rate	\$51.70	EPISODE
OA3EG	SCREENING & ASSESSMENT	Fixed Fee/Unit Rate	\$94.60	HOURLY
OA3EG	SHOPPING ASSISTANCE	Fixed Fee/Unit Rate	\$45.38	ONE WAY TRIP
OA3EG	TECHNOLOGY*	Cost Reimbursement	Cost Reimbursement	EPISODE
OA3EG	TECHNOLOGY - EQUIPMENT*	Cost Reimbursement	Cost Reimbursement	EPISODE
OA3EG	TECHNOLOGY - INSTALL*	Cost Reimbursement	Cost Reimbursement	EPISODE
OA3EG	TECHNOLOGY - STAFF SUPPORT*	Cost Reimbursement	Cost Reimbursement	EPISODE
OA3EG	TRANSPORTATION	Fixed Fee/Unit Rate	\$24.78	ONE WAY TRIP
OA3EG	TRANSPORTATION - GROUP	Fixed Fee/Unit Rate	\$9.89	ONE WAY TRIP
OA3ES	CHORE	Fixed Fee/Unit Rate	\$165.00	HOURLY
OA3ES	CHORE (ENHANCED)*	Cost Reimbursement	Cost Reimbursement	HOURLY
OA3ES	CHORE (ENHANCED)	Fixed Fee/Unit Rate	\$78.38	HOURLY
OA3ES	DIRECT PAY HOUSING IMPROVEMENT*	Cost Reimbursement	Cost Reimbursement	EPISODE
OA3ES	DIRECT PAY SPECIALIZED MEDICAL EQUIPMENT, SERVICES & SUPPLIES*	Cost Reimbursement	Cost Reimbursement	EPISODE
OA3ES	EMERGENCY ALERT RESPONSE	Fixed Fee/Unit Rate	\$2.37	DAYS
OA3ES	HOUSING IMPROVEMENT*	Cost Reimbursement	Cost Reimbursement	EPISODE
OA3ES	HOUSING IMPROVEMENT	Fixed Fee/Unit Rate	\$63.25	EPISODE
OA3ES	LEGAL ASSISTANCE	Fixed Fee/Unit Rate	\$239.73	HOURLY
OA3ES	MATERIAL AID*	Cost Reimbursement	Cost Reimbursement	EPISODE
OA3ES	MATERIAL AID	Fixed Fee/Unit Rate	\$123.66	EPISODE
OA3ES	SPECIALIZED MEDICAL EQUIPMENT, SERVICES & SUPPLIES*	Cost Reimbursement	Cost Reimbursement	EPISODE
OA3ES	SPECIALIZED MEDICAL EQUIPMENT, SERVICES & SUPPLIES	Fixed Fee/Unit Rate	\$270.36	EPISODE
OA3ES	SPECIALIZED MEDICAL EQUIPMENT, SERVICES & SUPPLIES VENDOR*	Cost Reimbursement	Cost Reimbursement	EPISODE
NSIP	CONGREGATE AND HOME DELIVERED MEALS	Fixed Fee/Unit Rate	\$0.72	MEAL

*As stipulated in contract, these services are provided on a cost reimbursement basis

(January 2026 – December 2026)

IA026

**ATTACHMENT XVII
SIMPLIFIED UNIT COST METHODOLOGY RATE INCREASE REQUEST FORM**

BUDGET YEAR:

RECIPIENT NAME:

PRIOR YEAR RATE:

LINE-ITEM EXPENSES	Prior Year Historical Costs	Current Rate	Requested Rate	% Change (between Contract Execution and Requested)
Wages				-
Fringe Benefits (Formula Allocated)				-
Fringe Benefits (Manual Allocation)				-
Travel				-
Education/Training				-
Communications & Postage				-
Utilities				-
Printing & Supplies				-
Advertising				-
Insurance				-
Maintenance & Repair				-
Space Costs (Rent)				-
Equipment				-
Professional fees/Legal/Audit				-
Program Supplies				-
Depreciation				-
Food & Food Supplies				-
Other				-
TOTAL ALLOWABLE COSTS	\$0.00	\$0.00	\$0.00	0.00%