

ATTACHMENT A
SCOPE OF WORK
General Provisions
Louisville Metro Parks & Recreation
September 1, 2016 – June 30, 2017

I. General Provisions:

- A. Louisville Metro Parks & Recreation has been awarded a contract to provide services during the period **September 1, 2016 – June 30, 2017** through Federal and State General funds for FY 2017. Services supported by the Department's funds shall be paid through Title III-B Supportive Services.
- B. Services will be available to eligible older adults (persons age 60 or older). The following scope of work describes the responsibilities of the Second Party as submitted and approved in the application for funding, with all changes incorporated as a part of this agreement.
- C. Funding is contingent upon the availability of funds awarded through the Cabinet for Health and Family Services, Department for Aging and Independent Living and the Federal Administration for Community Living and satisfactory performance of the services described herein. KIPDA will provide funding support for eligible clients as long as funds will allow. The Second Party and KIPDA will work together to identify appropriate support for the client, with or without publicly funded support.
- D. The Second Party agrees to adhere to the policies and procedures established by KIPDA and the Cabinet's Department for Aging and Independent Living (DAIL) Standard Operating Procedures. As policies change, KIPDA will provide for training of service provider staff in guiding the implementation of revised policy.
- E. The Second Party will utilize the prescribed data system by KIPDA for purposes of data reporting. The Second Party will utilize this data to conduct planning, and evaluation of the effectiveness of services monthly and quarterly. The Second Party agrees to submit accurate and timely information as requested. KIPDA reserves the right to request additional information and data as necessary to carry out its responsibility for administration and oversight of Social Service programs.
- F. KIPDA has implemented a standardized client satisfaction survey to be administered within the first six months of the fiscal year. The survey will be completed online on a timeline to be established by KIPDA with the results to be tabulated and analyzed for a final report to be submitted to DAIL. The client satisfaction survey will determine the satisfaction by clients to determine the effectiveness of services and areas of needed improvement from the perspective of the consumer.
- G. Ensure provisions are made for the delivery of services in the event a disaster or emergency occurs. Emergency preparedness plans shall be implemented in accordance with organization procedures submitted to KIPDA. As applicable, the

Second Party's disaster contingency plans shall include a provision for services necessary to meet the immediate needs of clients and implement an alternate plan to provide for services in the event of an illness, emergency or inclement weather. Due to the nature of the services provided, shelter in place procedures shall also be reviewed during the year and staff prepared for implementation in the event officials call for a shelter in place emergency.

H. Both parties agree to abide by the provisions specified in the boiler plate of this contract as signed and all amendments hereto.

I. All funding and payments are contingent upon the delivery of services as specified in this contract, satisfactory performance of services described, and timely submission of reports to KIPDA on a monthly basis.

* J. The ServTracker electronic client data and reporting system will be utilized by the Second Party to report and track individual client services. Required client information, service data and case notes shall be entered into the data system on a daily basis, with the completion of data entry each month by the 4th day of the month following the month for which services are reported. The Second Party agrees to participate in training, implementation, data entry and reporting guidelines as established by KIPDA and as specified to KIPDA by DAIL.

* II. **Eligible Populations:**

A. Preference shall be given to older individuals with the greatest economic or social need, with particular attention to low-income minority individuals.

B. Services will address the service needs of each individual served by utilizing the procedures submitted and approved by KIPDA. Should procedures, priorities or services change during the term of the contract, KIPDA shall be notified in writing prior to implementation of such changes. The provider shall make available evidence that services are available to service low-income minority older individuals.

C. In the event this agreement is terminated, the Second Party agrees to transfer client records and all data relevant to the delivery of services on behalf of a client to parties identified by KIPDA or directly to KIPDA as requested.

SCOPE OF WORK
TITLE III-B SERVICES
Louisville Metro Parks & Recreation
September 1, 2016 – June 30, 2017

Funding has been allocated to Louisville Metro Parks & Recreation (Second Party) to implement and support individual participant costs or per class costs for eligible older adults to participate in health promotion and educational programs that will support improved health, wellness, and awareness. All activities and services shall provide for activities that support health, wellness, and education at a cost that is reasonable in support of the proposed activities.

The Department for Aging and Independent Living may propose a modified option of services which could be funded through Title III-B. In the event changes in services and support occur, KIPDA will notify the Second Party as promptly as feasible to begin planning for alternative options to support activities affected by changes.

I. EDUCATIONAL & HEALTH PROMOTION PROGRAMS:

Education

1 unit = 1 hour (Senior Center Service) This service may be offered on-site or off-site through community programming. Provides formal or informal opportunities for individuals to acquire knowledge, experience or skills, includes individual or group events designed to increase awareness in such areas as nutrition, crime or accident prevention. Education also provides personal enrichment which includes lifelong learning, retirement planning, personal financial management, managing business and work, cultural and art events, access to training in various technological applications, creative projects, spiritual life and personal growth. Maintain records that include topics, presenters, location and number of participants.

Health Promotion

1 unit = 1 contact (Senior Center Service) The provision of programs/services designed to maintain or improve the health and well-being of older persons, including health screening, health promotion, and other health-related activities. Activities may include, but are not limited to health information and/or screenings, walking programs, athletic and fitness programming, off-site adventures (hiking, biking, etc.), seminars and workshops on healthy aging, fitness classes for all levels of fitness.

- A. **Healthy Lifestyle (1 participant per class/activity = One Unit):** A series of weekly classes that will focus on topics that is instrumental in achieving a healthy lifestyle. These individual classes will be led by qualified speakers in their respective fields. Topics may include but will not be limited to nutrition, stress reduction lifestyle change, physical fitness, and more.

- B. **Senior Pathways** (1 participant per class/activity = One Unit): A walking and learning club which will lead to walking, learning, and healthier living. Seniors will learn how to adjust their life to a healthier lifestyle. By joining the walking club, the seniors will be able to take local trips, walk at each center, walk outside on the walking path, and make new friendships.
- C. **Line Dancing** (1 participant per class/activity = One Unit): The line dance class lets seniors use their creative side and promotes physical fitness in a social environment.
- D. **Yard Art** (1 participant per class/activity = One Unit): These classes will allow senior to learn how to create yard art with a qualified instructor teaching them.
- E. **Painting Classes** (1 participant per class/activity = One Unit): Will provide seniors with a chance to engage in an innovative arts experience that will spur creativity and provide skill enhancement.

II. SERVICE PROVIDER RESPONSIBILITIES:

- A. Implement the services and structure proposed and agreed upon through the final RFP and Contract to serve eligible older adults.
- B. Adhere to HIPAA Privacy Rules and KIPDA policies and procedures regarding HIPAA and HITECH compliance.
- C. Ensure the security of client information and safety of data obtained that could violate a client's rights or privileges.
- D. Assure the provision of services throughout the geographic area proposed and agreed upon.
- E. Treat clients in a respectful and dignified manner. Involve the client and caregiver in the delivery of services and provide services in a timely and safe manner.
- F. Permit staff of the Cabinet for Health and Family Services, Department for Aging and Independent Living and/or KIPDA to monitor and evaluate services provided.
- G. Assure that each paid staff member or volunteer meets qualifications and training standards established for each specific service as defined by KIPDA or the Cabinet for Health and Family Services.

- H. Arrange for monitoring of partner organization service delivery to ensure participants are treated fairly and equitably.
- J I. Maintain written job descriptions for staff and volunteer positions involved in direct service delivery and maintain written personnel policies and wage scales for each job.
- J. Designate a supervisor to ensure all staff providing Title III services are provided professional supervision and monitor the timeliness and quality of service delivery.
- K. If providers enter into subcontracts with entities to support contract services the Second Party is responsible for ensuring subcontractor compliance with the terms and conditions of this contract. Monitoring of subcontractor services is necessary and a written record of monitoring shall be completed annually.
- L. Transfer of Client Records: In the event an agreement with KIPDA is terminated, copies of all appropriate records of all active clients and/or participant data shall be provided to the new Contractor.
- M. Provide or arrange for appropriate insurance coverage to protect volunteers from personal liabilities.
- N. Adhere to the guidelines set forth in the *KIPDA Policy and Procedures Manual*. The General, Fair Hearing and Support Services Sections of the KIPDA Policy and Procedures Manual will be available at the bidder's conference.
- O. Provide and/or secure appropriate orientation prior to the delivery of services and continued in-service training annually for staff responsible for the provision of Title III-B services in accordance with KIPDA Policies and Procedures.
- P. When services cannot be provided due to lack of attendance or other unforeseen circumstances, contact KIPDA and identify how services will be modified or rescheduled.

- Q. Utilize the electronic data system adopted by KIPDA and follow KIPDA procedures for timely input and maintenance of client data, case notes and communication with KIPDA staff.
- R. Follow KIPDA procedures for reporting units of service, adjustment to Title III-B units and charges for the delivery of services. If an error is found in reporting and units billed, an adjustment shall be made and KIPDA notified of adjustments.
- S. Maintain a financial system which tracks and accounts for staff time dedicated to Title III-B funded services, revenue, expenditures, match and program income.
- NA* T. Maintain a financial system which tracks and accounts for staff time dedicated to Title III-D funded services, revenue, expenditures, match and program income.
- U. Document third party (partnership) contributions to services to substantiate implementation of planned partnerships and modifications to partnership agreements should they occur over time.
- V. Report service data in a manner prescribed by KIPDA, including entry of data into KIPDA's selected client service and reporting system.
- W. Ensure the accuracy of reports, units of service, clients served on a monthly basis.
- X. Subcontracting is prohibited without prior written approval of KIPDA and DAIL.
- Y* Y. Providers will complete a quarterly report in which they will be required to include a progress report regarding the partnerships that have been established. If a certain partnership is not meeting provider's expectations, an explanation must be included specifically stating what efforts are being made to form and maintain new partnerships in place of those that are not contributing to the provision of services.
- Z. Make services available to persons, age 60 and older who are interested and would benefit from the programs offered.
- AA. Identify, schedule and secure a date, time and location(s) for delivery of the

proposed programs and classes for eligible persons.

III. MAINTENANCE OF PARTICIPANT RECORDS AND DOCUMENTATION:

The selected applicant must be able to provide the following upon request and complete documents and/or data entry in accordance with KIPDA guidelines:

- A. Complete necessary client enrollment information and intake information, data tracking information, to be entered into ServTracker monthly as services are delivered.
- B. Enter client participation data into ServTracker monthly and notify KIPDA upon completion of each class/program/activity at which time an invoice will be generated from the ServTracker data system.
- C. Payment will be made upon receipt of a signed invoice from ServTracker and all necessary data and reporting information in accordance with KIPDA Policies and Procedures.

IV. PERFORMANCE MEASURES:

It is expected that the Second Party will meet or exceed the following performance measures established, consistent with KIPDA Area Agency on Aging and Independent Living Regional Plan:

- A. 100% of the staff and volunteers will receive training related to the delivery of Title III-B services.
- B. Providers of supportive services will deliver at least 95% of the supportive services classes/activities for each class/activity and serve 90% of the clients planned for seniors.
- C. Providers will administer client satisfaction surveys to measure client satisfaction and will modify services to meet the changing needs of seniors throughout the region. 40% survey response rate is required. Adjustments and modifications to programming will occur as determined necessary by the outcome of the surveys.
- D. 100% of the KIPDA service providers monitored will include a review of service delivery to ensure services are provided as contracted and will include a review of the provider's internal monitoring to ensure implementation of its quality assurance plan.

V. Public Information, Newsletters, News Articles and Printed Promotional Materials:

Brochures, newspaper ad/articles and newsletters are useful tools to notify the public and individuals about Title III-B services. It is recommended that Title III-B providers develop and distribute brochures and promotional articles in an effort to inform the public about services, times, locations and upcoming events. All printed materials and publications shall include appropriate statements as found in the boiler plate of this contract crediting the source of funds having supported the program advertised. This type of public outreach and information will be a public information service and is not a reportable access service, but is reportable as public information.

Louisville Metro Parks

Title III-B Activities

Based on information provided by Metro Parks, KIPDA has created a table that reflects our understanding of proposed classes and activities. Please confirm, update, or change accordingly. Submit by COB on Monday, August 29th.

Name of Class/ Activity	Number of Classes/ Activities	Number of clients to be served	Number of units to be delivered	Location	Projected Unit Priced Payment Per Participant	Maximum Budget Amount
Healthy Lifestyle	20 SV 20 BT	22 Total	440 - Total	Sun Valley Berrytown	\$1.00	\$440.00 Total
Senior Pathways	9	40 - Total	360 - Total	Sun Valley Berrytown	\$10.00	\$3,600.00 Total
Line Dancing	25 SV 25 BT	40 - Total	2000 - Total	Sun Valley Berrytown	\$1.00	\$2000.00 Total
Yard Art	20 SV 20 BT	30 - Total	1200 - Total	Sun Valley Berrytown	\$4.00	\$4,800.00 Total
Painting class	20 SV 20 BT	36 - Total	1440 - Total	Sun Valley Berrytown	\$2.00	\$2,880.00 Total
		Total number of clients: 168	Total number of units: 5440			\$13.720

Healthy

Education