

<b>Scope of Work</b>	 DEPARTMENT OF <b>ECONOMIC SECURITY</b> <i>Your Partner For A Stronger Arizona</i>
Contract No.:	
Description: <b>Community Action Services Program</b>	

---

## Scope of Work

---

### 1. Arizona Department of Economic Security (ADES) Mission and Vision Statement

- 1.1 ADES Mission: The Arizona Department of Economic Security makes Arizona stronger by helping Arizonans reach their potential through temporary assistance for those in need, and care for the vulnerable.
- 1.2 ADES Vision: All Arizonans who qualify receive timely ADES services and achieve their potential.

### 2. Purpose of Contract

- 2.1. Purpose Statement: To provide broad-ranging programs and services in rural and urban areas that are intended to pursue the reduction of poverty, the revitalization of low-income communities and the empowerment of low-income families and individuals to become fully self-sufficient.
- 2.2. Legal Authority: A.R.S. § 41-1954(A)(6) provides ADES, hereafter referred to as the Department, the authority to contract and incur obligations within the general scope of its activities and operations.
- 2.3. Funding: Fund sources that support the services include the Community Services Block Grant (CSBG), Temporary Assistance to Needy Families (TANF), Social Services Block Grant (SSBG), Low Income Home Energy Assistance Program (LIHEAP), and Neighbors Helping Neighbors (NHN). The use of the funding may be directed by statute or prescribed by federal requirements and is described in Sections 9 and 10.

### 3. Definitions

- 3.1. **COATES**: Community Opportunities, Accountability, Training and Educational Services Act of 1998, Public Law 105-285.
- 3.2. **CSBG Act**: The Community Services Block Grant Act (42 U.S.C. § 9901 *et seq.*), as amended by Public Law 105-285.
- 3.3. **Community Action Agency (CAA)**: A designated eligible entity as described under the federal Community Services Block Grant Act.
- 3.4. **Community Action Program Plan**: A document submitted by Community Action Agencies to the Division of Aging and Adult Services in order to receive the funding provided under Section 676 of the Community Services Block Grant Act.
- 3.5. **Client**: An eligible individual who meets the requirements for a particular service or program as outlined under state and federal law.
- 3.6. **Private, non-profit CAAs**: A designated Community Action Agency that has been established and maintained as a 501(c)(3) as recognized by the Internal Revenue Service.
- 3.7. **Public CAAs**: A designated Community Action Agency that is a unit of Local Government such as a municipality, or a County Government.
- 3.8. **Results Oriented Management and Accountability (ROMA)**: A performance management system prescribed by the federal Department of Health and Human Services for Community Action Agencies.

<b>Scope of Work</b>	
Contract No.:	
Description: <b>Community Action Services Program</b>	

- 3.9. **Self-sufficiency:** The ability of an individual or family to sustain a given status without ongoing support from social service agencies.
- 3.10. **Economic self-sufficiency:** Possession of economic resources which are sufficient for ongoing solvency at a generally acceptable standard of living.
- 3.11. **Personal self-sufficiency:** Possession of physical, mental, emotional, and social resources which are sufficient for ongoing well-being.
- 3.12. **LIHEAP Incentive Plan:** A plan which describes the amounts and conditions of LIHEAP payments which Contractor desires to make available to Clients, apart from and in addition to regular LIHEAP payments, as an incentive to participate in case management.
- 3.13. **Linguistically Appropriate and Culturally Relevant:** Respect and responsiveness to explicit cultural and linguistic needs of individuals that is reflected in behaviors, attitudes, and policies that form an agency service system. Such a system enables the agency, to work effectively in cross-cultural situations. The agency will offer culturally compatible service delivery in taking into account distinct nuances and differing values, behaviors, expectations, and life skills that are often rooted in varied cultures.

#### 4. Service Description

- 4.1. Arizona Taxonomy Definitions: **Community Action Services Program:** Services provide assistance and assess the needs of low-income Clients to determine the incremental steps the Client must take to move toward economic self-sufficiency. Services available include, but are not limited to: Coordination, Community Services, Case Management, Utility Assistance and Weatherization.
- 4.2. Actual Service Description: Services include Community Services, Case Management, Utility Assistance and Transportation.
  - 4.2.1. Coordination and Weatherization services **are not** provided under this Contract.

#### 5. Contractor Requirements

The Contractor Shall:

##### 5.1. Administrative Requirements:

- 5.1.1. Provide services that are culturally relevant and linguistically appropriate to the population served.
- 5.1.2. Comply with the Community Action section of the DAAS Policy and Procedure Manual, located at: <https://des.az.gov/services/aging-and-adult/partners/daas-policy-and-procedure-manual> as may be amended, and all applicable federal, state, and local laws, rules, and regulations as may be amended, including but not limited to the following:
  - 5.1.2.1. COATES Human Services Reauthorization Act of 1998;
  - 5.1.2.2. 2 CFR 200 – Uniform Administrative Requirements;
  - 5.1.2.3. Personal Responsibility and Work Opportunity Reconciliation Act of 1996;
  - 5.1.2.4. Stewart B. McKinney Homeless Assistance Act;

<b>Scope of Work</b>	 DEPARTMENT OF <b>ECONOMIC SECURITY</b> <i>Your Partner For A Stronger Arizona</i>
Contract No.:	
Description: <b>Community Action Services Program</b>	

- 5.1.2.5. ARS §46-241 - Short Term Crisis Services;
- 5.1.2.6. ARS §46-731 - Utility Assistance;
- 5.1.2.7. ARS §46-741 - Neighbors Helping Neighbors;
- 5.1.2.8. ARS §46-140.01 - Verification of identity and citizenship and/or immigration status and
- 5.1.2.9. ARS §§1-501-1- 502, regarding eligibility for federal and state or local public benefits.

**5.2. Staffing and Security**

- 5.2.1. Verify and assure that staff members and volunteers do not have conflicts of interest in the provision of services and management of the programs.
- 5.2.2. Provide to all staff and volunteers timely and accurate information and appropriate training for the services they provide.
- 5.2.3. Maintain Client confidential information in a secure location.

**5.3. Equipment**

- 5.3.1. Access and utilize up-to-date information from ADES, U.S. Department of Health and Human Services (DHHS) Office of Community Services (OCS), and other web sites.
- 5.3.2. Utilize computer back-up and recovery systems and procedures to prevent loss of data required for ADES reports and any disruption or degradation of services.
- 5.3.3. Utilize a computer-based tracking system from which monthly, quarterly, and other reports may be generated.

**5.4. Service Provision**

- 5.4.1. Provide services directly, as allowed, or through subcontractors.
- 5.4.2. Collect and report required Client data.
- 5.4.3. Maintain documentation that key staff has received appropriate training or hold appropriate certification/licensure in accordance with their job descriptions.
- 5.4.4. Maintain permanent facility locations which offer sufficient Client waiting space or waiting rooms, adequate seating, and restrooms for program applicants.

**5.5. Networking**

- 5.5.1. Develop partnerships and network with related programs to provide more immediate resolution to issues and expand resources.
- 5.5.2. Form local partnerships with community agencies to address the needs of low-income families and individuals.

<b>Scope of Work</b>	 DEPARTMENT OF <b>ECONOMIC SECURITY</b> <i>Your Partner For A Stronger Arizona</i>
Contract No.:	
Description: <b>Community Action Services Program</b>	

- 5.5.3. Network with social service professionals within the community to expand their means to receive and disseminate information for each service.
- 5.5.4. Facilitate and participate in education, training, and information seminars, workshops, and conferences.
- 5.5.5. Participate in conference calls and attend meetings initiated by ADES to receive training or obtain information.

**5.6. Service Provisions**

- 5.6.1. Document all costs associated with provision of Contract services.
- 5.6.2. Provide administrative assistance, training and technical assistance to subcontractors in support of administrative functions as needed or requested by subcontractors.
- 5.6.3. Require that subcontractors are in compliance with applicable Federal Regulations, State Regulations, DAAS Policy and Procedure Manual for Community Services, and all requirements of this Contract.
- 5.6.4. Provide technical assistance to subcontractors through procedural interpretation or by additional research upon request.
- 5.6.5. Develop and present initial and refresher training to subcontractor staff as deemed necessary by the Contractor, subcontractor or ADES.
- 5.6.6. Hold quarterly meetings at a minimum with subcontractors to communicate new developments, discuss problems, share ideas for improvements and address other identified topic areas.
- 5.6.7. Utilize Client grievance procedures in accordance with the community Action section of the DAAS Policy and Procedure Manual, to respond timely and effectively to customer complaints.
- 5.6.8. Identify service gaps among Client populations and develop and implement services or resources to meet identified needs.
- 5.6.9. Address and resolve Client barriers to service.
- 5.6.10. Train appropriate personnel in the use and completion of ADES approved written or electronic form(s) in accordance with DAAS Policy and Procedure Manual Community Services.

**5.7. Monitoring and Evaluation**

- 5.7.1. Utilize instruments for monitoring and evaluating subcontractors' performance and compliance with this Contract.
- 5.7.2. Conduct at a minimum, on-site Contract compliance monitoring of subcontractors twice during the five (5) year term of this Contract, to include, but not limited to, facilities, administrative and financial operations, and programmatic service delivery.
- 5.7.3. Establish and implement a process to improve service and performance of this Contract.

<b>Scope of Work</b>	
Contract No.:	
Description: <b>Community Action Services Program</b>	

5.7.4. Participate in ADES evaluation studies, when required.

**6. General Reporting Requirements/Notices:**

The Contractor shall:

- 6.1. Input Monthly billing information into the Division of Aging and Adult Reporting System (DAARS) in accordance with system Guide as may be amended, or as directed by ADES. Note: Mileage will be reimbursed at no greater than the current federal mileage reimbursement rate. Exceptions may be requested in writing to, and considered for approval by, the Community Action Program Manager.
- 6.2. Send all correspondence regarding this Contract electronically to the assigned DAAS Contract Specialist, or as directed by ADES.
- 6.3. Submit an Annual Cost Allocation Plan, at the beginning of each State Fiscal Year.
- 6.4. Complete "Contractor's Equipment List" (Form FES-1000A), as may be amended, for all proposed equipment purchases costing \$5,000 or more to be purchased in whole or in part with ADES funds (Exhibit A).
- 6.5. By June 30 annually, a twelve-month monitoring plan that includes at a minimum: which direct service subcontractors are to be monitored during the twelve-month period beginning July 1 (of the same year), the target monitoring start and completion dates.
- 6.6. Submit to ADES the Current certificate(s) of insurance within (10) calendar days of award and as required in the Special Terms and Conditions and maintain a valid certificate of insurance on file with ADES Contract Specialist.

**7. COMMUNITY SERVICES**

- 7.1. Arizona Taxonomy Definitions: **Community Services:** Services that provide a range of activities that have a measurable, and major impact on causes of poverty.
- 7.2. Service Description: Community Services (provided in every county in Arizona) – The primary objectives of this service are:
  - 7.2.1. To strengthen community capabilities for planning and coordinating the use of a broad range of resources related to the elimination of poverty;
  - 7.2.2. The organization of a range of services so that these services may have a measurable and potentially major impact on the causes of poverty and help families and individuals become self-sufficient;
  - 7.2.3. The greater use of innovative and effective community-based approaches to attacking the causes of poverty and of community breakdown;
  - 7.2.4. The maximum participation of the poor to empower them to respond to the unique problems and needs within their communities; and
  - 7.2.5. The broadening of the resource base of programs directed to the elimination of poverty.

<b>Scope of Work</b>	 DEPARTMENT OF <b>ECONOMIC SECURITY</b> <i>Your Partner For A Stronger Arizona</i>
Contract No.:	
Description: <b>Community Action Services Program</b>	

7.3. Funding Requirements

- 7.3.1. Community Services are funded by the Community Services Block Grant (CSBG).
- 7.3.2. CSBG funds must be used to further one or more of the three national goals of Community Action:
  - 7.3.2.1. Individuals and families with low incomes are stable and achieve economic security;
  - 7.3.2.2. Communities where people with low incomes live are healthy and offer economic opportunity;
  - 7.3.2.3. People with low incomes are engaged and active in building opportunities in communities.
- 7.3.3. Specific allowable activities are as follows:
  - 7.3.3.1. Individual and family stabilization. Stabilization consists of activities which provide resources to compensate for Clients' gaps in Self-Sufficiency. Examples include but are not limited to financial assistance activities and the operation of a food bank.
  - 7.3.3.2. Individual and family empowerment. Empowerment consists of activities which promote the attainment of Economic and/or Personal Self-Sufficiency by individuals and families. Examples include but are not limited to asset-building and mentoring programs.
  - 7.3.3.3. Community strengthening. Community strengthening consists of activities which improve the health of or create economic opportunities in communities where people with low incomes live. Examples include but are not limited to establishing mental health resources and developing affordable housing units.
  - 7.3.3.4. Community engagement. Community engagement consists of activities which engage individuals and/or organizations in working toward one or more of the three national goals of Community Action. Examples include but are not limited to advocacy, fundraising, and volunteer recruitment.
  - 7.3.3.5. Other. With the prior written approval of the ADES, CSBG funding may be used for activities not described above but which further one or more of the three national goals of Community Action.

7.4. Service Requirements

The Contractor Shall:

- 7.4.1. Unless exempted by the ADES, maintain (and produce on request) documentation of compliance with the CSBG Organizational Standards promulgated by the federal Office of Community Services in Information Memorandum 138.
- 7.4.2. Comply with all requirements of Public Law 105-285, including but not limited to the following:
  - 7.4.2.1. Contractor shall directly or indirectly provide, on an emergency basis, for the provision of such supplies and services, nutritious foods, and related services, as may be necessary to counteract conditions of starvation and malnutrition among low-income individuals. Cf. P.L. 105-285 §676(b)(4)

<b>Scope of Work</b>	
Contract No.:	
Description: <b>Community Action Services Program</b>	

- 7.4.2.2. CSBG funds may not be used for the purchase or improvement of land, or the purchase, construction, or permanent improvement (other than low-cost residential weatherization or other energy-related home repairs) of any building or other facility. Cf. P.L. 105-285 §678(F)(a)
- 7.4.2.3. Programs funded by CSBG may not be carried out in a manner involving the use of program funds, the provision of services, or the employment or assignment of personnel in a manner supporting or resulting in the identification of such programs with any partisan or nonpartisan political activity or any political activity associated with a candidate, or contending faction or group, in an election for public or party office; any activity to provide voters or prospective voters with transportation to the polls or similar assistance with any such election; or any voter registration activity. Cf. P.L. 105-285 §678(F)(b)(2)
- 7.4.2.4. No person may, on the basis of race, color, national origin or sex be excluded from participation in, be denied the benefits of, or be subjected to discrimination under, any program or activity funded in whole or in part with CSBG. Any prohibition against distribution on the basis of age under the Age Discrimination Act of 1975 or with respect to an otherwise qualified individual with a disability as provided in Section 504 of the Rehabilitation Act of 1973 shall also apply to any such program or activity. Cf. P.L. 105-285 §678(F)(c)
- 7.4.2.5. Custodial parents in single-parent families that participate in programs, activities, or services funded by CSBG must be informed of the availability of child support services, and eligible parents must be referred to the child support offices of State and local governments. Cf. P.L. 105-285 §678G(b)

7.5. Tripartite Board Requirements

The Contractor shall:

- 7.5.1. Maintain a Tripartite Governing (for private CAAs) or Advisory (for public CAAs) Board that is structured as follows:
  - 7.5.1.1. One-third of members are elected public officials currently holding office or such officials' representatives.
    - 7.5.1.1.1. If a current elected official (or the representative of one) cannot be identified to fill a vacancy on this sector of the board within the timeframe specified Scope of Work Section 7.5.6, a current appointive official (or the representative of one) may serve instead.
  - 7.5.1.2. At least one-third of members are low-income representatives, i.e. individuals who are (or have previously been) low-income, reside in the service area that they represent, and have been democratically selected by other low-income representatives residing in the same service area.

<b>Scope of Work</b>	 DEPARTMENT OF <b>ECONOMIC SECURITY</b> <i>Your Partner For A Stronger Arizona</i>
Contract No.:	
Description: <b>Community Action Services Program</b>	

7.5.1.2.1. If an individual who is (or has previously been) low-income cannot be identified to fill a vacancy on this sector of the board within the timeframe specified Scope of Work Section 7.5.6, a non-low-income individual may serve instead provided that he or she meets the other requirements of Scope of Work Section 7.5.1.2 and that the Contractor immediately notifies the Department of the special circumstance.

7.5.1.3. The remaining members are representatives of major groups and interests in the community, for example businesses, social service providers, religious organizations, law enforcement, and educational institutions.

7.5.2. To the maximum feasible extent, structure the logistics of board meetings so as to enable participation by low-income individuals despite such challenges as scheduling or transportation.

7.5.3. Establish and follow written Board procedures and/or bylaws that include at minimum:

7.5.3.1. A specification of the tripartite structure of the Board

7.5.3.2. The democratic selection process utilized for low-income representatives

7.5.3.3. The process by which an individual or organization that considers its organization and/or low-income individuals to be inadequately represented on the Board may petition for adequate representation on the Board

7.5.4. Maintain records of Board membership, bylaws, and meeting minutes.

7.5.5. Conduct Board meetings at least once per quarter.

7.5.5.1. For public and quasi-governmental CAAs, meetings must conform to Arizona open meeting laws.

7.5.6. Fill Board vacancies as soon as possible and within no more than 240 days of the vacancy occurring.

7.5.7. Immediately notify the ADES of any Board vacancies that are not filled within 90 days of the vacancy occurring.

7.6. Results Oriented Management and Accountability (ROMA) Requirements

The Contractor Shall:

7.6.1. Implement practices for continuous organizational growth and improvement in accordance with the ROMA cycle of Assess-Plan-Implement-Achieve-Evaluate. This includes, at a minimum, the following:

7.6.1.1. Assess

7.6.1.1.1. Once every three years, complete a Community Needs Assessment which contains key findings on the causes and conditions of poverty in the community(ies) served.

<b>Scope of Work</b>	
Contract No.:	
Description: <b>Community Action Services Program</b>	

7.6.1.2. Plan

7.6.1.2.1. Once every five years, complete a Strategic Plan which contains goals and strategies for addressing needs identified in the Community Needs Assessment

7.6.1.2.2. Annually, complete a Community Action Program Plan using the ADES provided template which identifies specific strategies to be implemented that year toward meeting the goals in the Strategic Plan.

7.6.1.3. Implement

7.6.1.3.1. Take action based on the Strategic Plan and Community Action Program Plan; at least once per year, present updates to the Board on the progress of each

7.6.1.3.2. Ensure that adequate systems, electronic or otherwise, are in place to allow for accurate collection of outcomes data.

7.6.1.4. Achieve

7.6.1.4.1. Measure and report results accurately in the ADES provided format.

7.6.1.5. Evaluate

7.6.1.5.1. Analyze results and outcomes data to identify successful and unsuccessful strategies.

7.6.1.5.2. At least once per year, make recommendations to the Board regarding action to be taken based on the analysis conducted.

7.7. Community Services Reporting Requirements

The Contractor shall:

7.7.1. Submit the following items and all correspondence to the assigned Contract Specialist or as directed by ADES:

7.7.1.1. Annual Community Action Program Plan, due July 15 of each year, as may be amended.

7.7.1.2. Annual CSBG Report, due each August 31, as may be amended.

7.7.1.3. Schedule of planned Board meetings for the next twelve months, due July 15 of each year.

7.7.1.4. Annual Organizational Chart, due July 15 of each year.

7.7.1.5. Current Agency Operations Chart due July 15 of each year.

7.7.1.6. Copy of complete minutes from Tripartite/Advisory Board meetings within 30 days of Board approval of minutes.

<b>Scope of Work</b>	
Contract No.:	
Description: <b>Community Action Services Program</b>	

**8. CASE MANAGEMENT**

8.1. Arizona Taxonomy Definition: Case Management: A service or process that establishes a relationship with an individual or family in order to enhance their functioning and/or integration into the community. Appropriate services and/or benefits are identified, planned, obtained, provided, recorded, monitored, modified when necessary and/or terminated. This may include assessment to determine their needs and eligibility when applying for/receiving services, assistance in finding necessary resources in addition to covered services to meet basic needs, assistance in obtaining entitlements, communication and coordination of care as well as follow-up of crisis contacts or missed appointments.

8.2. Service Description:

8.2.1. **Case Management:** (provided in every county in Arizona) – This service provides assistance to low-income families and individuals by providing case management services that are intended to assist the household in resolving crisis situations and move closer to Self-sufficiency. Components of this service include Short Term Crisis Services, Utility Assistance Services, and any other program or service the Contractor deems necessary and appropriate, according to local community needs and priorities.

8.2.2. Components of Case Management include:

8.2.2.1. Utility Assistance, funded by the Low-Income Home Energy Assistance Program (LIHEAP) Grant and Neighbors Helping Neighbors (NHN);

8.2.2.2. Short-Term Crisis Services (STCS), funded by the Temporary Assistance to Needy Families (TANF) Grant; and

8.2.2.3. Social Services funded by the Social Services Block Grant (SSBG).

8.2.3. Service Information Specific to Utility Assistance

8.2.3.1. Utility Assistance services aid low-income households in paying their energy bills, with specific emphasis on households with the lowest income and highest energy burden.

8.2.3.2. Allowable Utility Assistance services are as follows:

8.2.3.2.1. Utility payments or deposits for heating and cooling

8.2.3.2.2. Temporary emergency shelter (if needed due to energy-related crisis)

8.2.3.2.3. Payment of water bills related to cooling (May 1 through October 1)

8.2.3.2.4. Rental assistance where utility payment is included in the rent

8.2.3.2.5. “Assurance 16” energy education (LIHEAP only—see LIHEAP Section of the DAAS Policy and Procedure Manual for specific requirements governing Assurance 16 activities)

<b>Scope of Work</b>	
Contract No.:	
Description: <b>Community Action Services Program</b>	

8.2.3.3. Contractor may not use other federal funding sources such as CSBG or TANF to cover administrative costs of providing LIHEAP benefits (cf. 42 U.S.C. § 8624(b)(9)). (See the LIHEAP section of the DAAS Policy and Procedure Manual for definition of administrative costs.)

8.2.3.4. With prior written ADES approval of the Contractor LIHEAP Incentive Plan, Contractor may issue LIHEAP payments to eligible Clients as an incentive to participate in Case Management services (“LIHEAP incentives”).

8.2.4. Service Information Specific to STCS

8.2.4.1. STCS provides temporary assistance to families with children who have an emergent need that cannot be met immediately with their own income or other resources.

8.2.4.2. Allowable services are as follows:

8.2.4.2.1. Temporary shelter at hotels/motels for homeless persons;

8.2.4.2.2. Housing assistance for rent or mortgage assistance, move-in, and eviction prevention;

8.2.4.2.3. Utility assistance for persons with a current or anticipated interruption of heating and/or cooling services if the person’s health and safety will be put in danger;

8.2.4.2.4. Utility repair and replacement; and

8.2.4.2.5. Special needs to secure or maintain employment.

8.2.5. Service Information Specific to Social Services

8.2.5.1. SSBG funds must be used to further one or more of the following goals for eligible beneficiaries (cf. 42 U.S.C. §1397):

8.2.5.1.1. Achieve or maintain economic self-support to prevent, reduce, or eliminate;

8.2.5.1.2. Achieve or maintain Self-sufficiency, including reduction or prevention of dependency;

8.2.5.1.3. Prevent or remedy neglect, abuse, or exploitation of children and adults unable to protect their own interests or preserve, rehabilitate, or reunite families;

8.2.5.1.4. Prevent or reduce inappropriate institutional care by providing for community-based care, home-based care, or other forms of less intensive care; and

8.2.5.1.5. Secure referral or admission for institutional care when other forms of care are not appropriate or providing services to individuals in institutions.

<b>Scope of Work</b>	
Contract No.:	
Description: <b>Community Action Services Program</b>	

8.3. Service Requirements

The Contractor Shall:

- 8.3.1. Utilize intake procedures which are responsive to households in crisis situations.
- 8.3.2. Utilize intake procedures which accommodate applicants who, by virtue of a disability, cannot access or use Contractor’s facilities.
- 8.3.3. Utilize a ADES-approved Application for Services form(s) in determining program eligibility at all service locations.
- 8.3.4. To the greatest extent feasible while still preserving program integrity and compliance, deliver Utility Assistance and STCS payments quickly and conveniently for Clients.
  - 8.3.4.1. With prior written approval of the ADES, Contractor may implement service policies and methodologies which make provision of Utility Assistance and STCS less quick and convenient but which the Contractor believes will ultimately be of benefit to Clients.
- 8.3.5. Maintain ability to transmit payment to any energy vendor on behalf of an eligible Client.
- 8.3.6. Develop consistent internal procedures for making payments to utility companies.
- 8.3.7. Maintain documentation that appropriate case management staff has received training on the requirements of ARS §46-140.01 and ARS §1-501 and 1-502 regarding eligibility for State and local benefits (this does not apply to tribal entities).

8.4. Case Management Reporting Requirements

The Contractor shall:

- 8.4.1. Submit the following items and all correspondence to the assigned Contract Specialist or as directed by ADES:
  - 8.4.1.1. Monthly CAPS Report by the 25th day following the end of the reporting period.

**9. GENERAL TRANSPORTATION**

- 9.1. Arizona Taxonomy Definition: General Transportation: This service provides or assists in obtaining various types of transportation for specific needs.
- 9.2. Service Description: General Transportation: This service may include various types of transportation for employment, medical, training, or other supportive services, with the exception of ambulance services. Service to assist Clients and households with mobility needs for various purposes such as employment, medical and/or training reasons when they do not have any other means of transportation is also included.
- 9.3. Funding Requirements
  - 9.3.1. Funding: General Transportation is funded by the Social Services Block Grant (SSBG).

<b>Scope of Work</b>	 DEPARTMENT OF <b>ECONOMIC SECURITY</b> <i>Your Partner For A Stronger Arizona</i>
Contract No.:	
Description: <b>Community Action Services Program</b>	

9.4. Service Information

- 9.4.1. The goal of this service is to provide or arrange for transportation for Clients of all ages and abilities in order to access services or obtain medical care or employment, (e.g., medical appointments or employment-related training interviews). Case managers typically assist Clients to access transportation to help increase or maintain Client Self-sufficiency.
- 9.4.2. In addition to providing transportation for individual Clients, SSBG funds may be used to develop transportation programs or infrastructure in communities with unmet transportation needs.
- 9.4.3. Use of SSBG funds must adhere to the goals and any requirements specified in the most recent Arizona SSBG State Plan.

9.5. Service Requirements

The Contractor shall:

9.5.1. Contractors that transport Clients shall:

- 9.5.1.1. Maintain valid license plates on vehicles used to transport Clients.
- 9.5.1.2. Utilize vehicles that meet current federal, state and local safety and maintenance, standards, including vehicles for individuals with special needs, where applicable.
- 9.5.1.3. Keep maintenance logs on all vehicles used for the transportation of Clients.
- 9.5.1.4. Utilize paid and/or volunteer drivers that:
  - 9.5.1.4.1. Have no history of felony convictions;
  - 9.5.1.4.2. Possess a valid State of Arizona Class D Operators Driver's License for vehicles up to fifteen (15) passengers;
  - 9.5.1.4.3. Possess a valid State of Arizona Class B Commercial Driver's License with a passenger endorsement for vehicles over fifteen passengers, such as a bus;
  - 9.5.1.4.4. Have a clean driving record with no suspensions within the past year;
  - 9.5.1.4.5. Are at least eighteen years of age; and
  - 9.5.1.4.6. Pass a physical prior to providing transportation service to Clients and pass a physical at least every two years.
- 9.5.1.5. Require volunteers who provide transportation to carry a Contractor/Company Identification Card.
- 9.5.1.6. Assist Clients in entering and exiting the vehicle as needed.
- 9.5.1.7. Transport Clients to scheduled appointments on time and safely.

<b>Scope of Work</b>	 DEPARTMENT OF <b>ECONOMIC SECURITY</b> <i>Your Partner For A Stronger Arizona</i>
Contract No.:	
Description: <b>Community Action Services Program</b>	

- 9.5.1.8. Utilize vehicles that have seat belts for every occupant.
- 9.5.1.9. Require drivers to verify all occupants utilize seatbelts during transport.
- 9.5.1.10. Track the beginning and ending odometer readings of Contractors' vehicles on days when used to transport Clients and identify the Clients/households served on each date.
- 9.5.2. Contractors that arrange transportation for Clients shall:
  - 9.5.2.1. Make arrangements for Client transportation through public or private providers.
  - 9.5.2.2. Make transportation arrangements for Clients to arrive at scheduled appointments on time and safely.
- 9.5.3. Contractors that develop transportation programs or infrastructure shall:
  - 9.5.3.1. Conduct a needs assessment to verify the nature of the targeted community's unmet transportation need.
  - 9.5.3.2. Collaborate with regional transportation stakeholders to maximize collective impact.

9.6. General Transportation Reporting Requirements

The Contractor shall:

- 9.6.1. Submit the following item and all correspondence to the assigned Contract Specialist or as directed by ADES:
  - 9.6.1.1. Monthly Transportation Report by the 25th day following the reporting month to include at a minimum: the number of Clients served, the number of one-way trips (e.g., from Client's home to Client's work), total number of miles driven to transport Clients, and results of any Client satisfaction research.