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Contract Number

20-474 A-3

SAP Number

4400014250

Department of Aging and Adult Services

Department Contract Representative	Angela Gallegos
Telephone Number	(909) 386-8395
Contractor	Inland Caregiver Resource Center
Contractor Representative	Carmen Estrada
Telephone Number	(909) 514-1404
Contract Term	July 1, 2020 through June 30, 2025
Original Contract Amount	\$3,600,000
Amendment Amount	
Total Contract Amount	\$3,600,000
Cost Center	5291001036
Grant Number (if applicable)	

IT IS HEREBY AGREED AS FOLLOWS:

AMENDMENT NO. 3

It is hereby agreed to amend Contract No. 20-474 as follows:

ATTACHMENTS

Amend Attachment Section as follows:

ATTACHMENT A – SCOPE OF WORK

Replace **ATTACHMENT A**, with attached Scope of Work, 12 pages.

All other terms and conditions for Contract No. 20-474 remain in full force and effect.

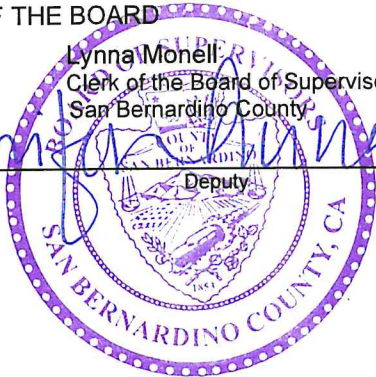
This Contract may be executed in any number of counterparts, each of which so executed shall be deemed to be an original, and such counterparts shall together constitute one and the same Contract. The parties shall be entitled to sign and transmit an electronic signature of this Contract (whether by facsimile, PDF, or other email transmission), which signature shall be binding on the party whose name is contained therein. Each party providing an electronic signature agrees to promptly execute and deliver to the other party an original signed Contract upon request.

SAN BERNARDINO COUNTY

► Dawn Rowe
Dawn Rowe, Chair, Board of Supervisors

Dated: DEC 17 2024
SIGNED AND CERTIFIED THAT A COPY OF THIS DOCUMENT HAS BEEN DELIVERED TO THE CHAIRMAN OF THE BOARD

By Lynna Monell
Lynna Monell
Clerk of the Board of Supervisors
San Bernardino County
Deputy



Inland Caregiver Resource Center

(Print or type name of corporation, company, contractor, etc.)

By ► Carmen Estrada
DocuSigned by:
Authorized signature - sign in blue ink

Name Carmen Estrada
(Print or type name of person signing contract)

Title Executive Director
(Print or Type)

Dated: 11/15/2024

Address 1430 E. Cooley Drive, Suite 240
Colton, CA 92324

FOR COUNTY USE ONLY

Approved as to Legal Form
DocuSigned by:
► Jacqueline Carey-Wilson
Jacqueline Carey-Wilson, Deputy County Counsel
Date 12/3/2024

Reviewed for Contract Compliance
DocuSigned by:
► Patty Steven
Patty Steven, Contracts Manager
Date 12/3/2024

Reviewed/Approved by Department
DocuSigned by:
► Sharon Nevin
Sharon Nevin, Director
Date 12/3/2024

Scope of Work

A. Program Description

Program Objective - The goal of Title III-E Family Caregiver Support Program is to enable comprehensive and multifaceted systems of "caregiver" support services (Title III, Part E, Sections 373(a) and (b) of the Older Americans Act).

Inland Caregiver Resource Center shall provide services through a regional services area approach that specifically meet family caregivers' needs at different stages in their caregiving.

Title III-E FCSP Priority Clients

In providing FCSP services to a family caregiver as described above, priority shall be given for services under OAA, Sections 372(b) and 373(c)(2) to:

- a. Family caregivers of older individuals 60 years of age or older with Alzheimer's disease and related disorders with neurological and organic brain dysfunction.
- b. Older relative caregivers of children with severe disabilities, or individuals with disabilities who have severe disabilities.
- c. Caregivers who are older individuals with greatest social need, and older individuals with greatest economic need (with particular attention to low-income older individuals).

Eligible Clients 2020-23

Caregiver Criteria Eligible for Title III-E Funded Services	Care Receiver Criteria Qualifies the Caregiver to receive Title III-E funded services.
<p style="text-align: center;">18 or older</p> <p>Adult family member, or another individual, who is an informal provider of in-home and community care to an older individual or to an individual with Alzheimer's disease or a related disorder with neurological and organic brain dysfunction.</p> <p>An older relative caregiver is age 55 or older and lives with, is the informal provider of in-home and community care to and is the primary caregiver for a child younger than 18 or an individual with a disability. In the case of a caregiver for a child, the caregiver is a grandparent, step grandparent, or other relative by blood, marriage, or adoption (other than the parent).</p>	<p>Individuals aged 60 or older, or individuals with Alzheimer's disease and related disorders with neurological and organic brain dysfunction.</p> <p style="text-align: center;">or</p> <p>Children cared for by older relatives 55 and older.</p>

1. Program Requirements

- a. Services provided must clearly be for caregivers and must not replace existing services or funding sources. Funds made available under Title III-E shall supplement other services that may directly or indirectly support unpaid caregiving, such as Medicaid waiver programs (e.g., MSSP, etc.) or other caregiver services such as those provided through Department of Developmental Services Regional Centers, Department of Mental Health Caregiver Resource Centers, and other Title III funded providers.
- b. Contractor shall attend provider trainings and meetings regularly scheduled by DAAS-PG, including but not limited to required DAAS-PG Quarterly Contractors' Meetings and other periodic meetings as determined by the County for training and discussion purposes.
- c. Service locations must be situated in or be accessible to concentrations of consumers with the greatest social and economic need, taking into consideration individuals that are hard to reach or underserved populations, e.g., monolingual, ethnic minority, or older individuals providing care and support to persons with mental and developmental disabilities.
- d. Contractor must also incorporate outreach activities to ensure the participation of eligible caregivers, ensuring that services provided are listed in agency brochures and websites and that phone lines are accessible, and numbers are accurate.
- e. Contractor must, where practical, have service availability access by telephone or the internet on a 24/7 basis to respond immediately to emergency situations that pose a threat to the caregiver's capability to provide care to the care recipient, e.g., serious illness, lack of transportation to emergency medical appointments, or other unplanned situations of an emergency nature.
- f. Contractor must have a Management Information System (MIS) in place, or develop a MIS, to capture and maintain statistical and financial data to document and ensure the accuracy of data presented in required program and financial reports. MIS data shall provide measurement of services for data reports required by DAAS-PG.
- g. Contractor must ensure competent service and professional standards by:
 - 1) Providing for the supervision of work performed directly or through subcontracts.
 - 2) Establishing a system of ongoing review of work performed through onsite monitoring and the use of monitoring tools and caregiver support and satisfaction surveys.
 - 3) Maintaining or hiring an adequate number of qualified staff and subcontractors to deliver all the services in all the geographic region areas agreed to in the Contract.
 - 4) Providing systematic, comprehensive, ongoing training appropriate to each worker's responsibilities, skills, and experience.

- 5) Ensuring that the confidences of clients are preserved from unauthorized disclosure.
- h. Ensure all program requirements for Title III-E – Family Caregiver Support Program (FCSP) are met per California Department of Aging’s (CDA’s) Program Guide. Program Guide shall be accessed through CDA’s website to ensure latest version is followed.

2. Program Regions

Contractor will provide services in the following regional areas:

Regional Areas	Representative Communities
East Valley	Bloomington, Colton, Fontana, Highland, Loma Linda, Lytle Creek, Redlands, Rialto, San Bernardino City, Yucaipa, and surrounding areas
Morongo Basin	Amboy, Johnson Valley, Joshua Tree, Landers, Morongo Valley, Twentynine Palms, Wonder Valley, Yucca Valley, and surrounding areas
San Bernardino Mountains	Big Bear, Crestline, Lake Arrowhead, Running Springs, Twin Peaks, and surrounding areas.
North-Western Desert	Baker, Barstow, Newberry Springs, Red Mountain, Trona, and surrounding areas
Victor Valley	Adelanto, Apple Valley, Hesperia, Lucerne Valley, Phelan, Victorville, Wrightwood, and surrounding areas
West Valley	Chino, Chino Hills, Montclair, Ontario, Rancho Cucamonga, Upland and surrounding areas.

3. Program Services

Number of Family Caregivers Served (All Regions)	Total Amount of Award (Not to exceed)
4319	\$846,778 (Per Year)

Title III-E Family Caregiver Support Program (FCSP) Five Required Core Categories are:

- a. Information Services
- b. Access Assistance
- c. Support Services
- d. Respite Care
- e. Supplemental Services

Hours of Operation:

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
	9am-5pm	9am-5pm	9am-5pm	9am-5pm	9am-5pm	

Holidays observed:

New Year's Day, Martin Luther King Jr. Day, President's Day, Memorial Day, Independence Day, Labor Day, Veteran's Day, Thanksgiving Day and Friday after, Christmas Day, half day before Christmas when Christmas Eve falls on a workday, half day before New Year's Day when New Year's Eve falls on a workday.

The chart below summarizes the core categories and subcategories the contractor will utilize to provide services directly or through subcontractors.

Total – All Service Areas				
Including East Valley, Morongo Basin, North-Western Desert, San Bernardino Mountains, Victor Valley and West Valley Service Areas.				
Service Category	Unit of Service	Annual Number of Service Units	Annual Number of Clients Served	Annual Number of priority Clients Served
Information Services				
Definition: The provision of public information on caregiving and/or community education on caregiving, including information about available services.				
Total		315	10000	7500
Caregiver Information Services	1 Activity	315	10000	7500
Access Assistance				
Definition: The provision of caregiving information and assistance, caregiver outreach, caregiver interpretation/translation and caregiver legal resources and links caregivers to the opportunities and services that are available.				
Total		3800	1875	1576
Caregiver Information & Assistance	1 Contact	800	1200	1000
Caregiver Case Management	1 Hour	3000	675	576
Support Services				
Definition: The provision of caregiver assessment, caregiver counseling, caregiver peer counseling, caregiver support groups and caregiver training.				
Total		1990	480	385
Caregiver Training	1 Hour	1290	290	240
Caregiver Counseling	1 Hour	400	40	30
Caregiver Support Groups	1 Session	300	150	115
Respite Care Services				
Definition: A brief period of relief or rest from caregiving responsibilities, and is provided to caregivers on an intermittent, occasional, or emergency basis in a manner that responds to the individual needs and preferences of the caregivers and their care receivers, rather than a preestablished set amount offered on a "first come, first served" waiting list basis.				
Total		7157	235	182

Caregiver Respite In-Home	1 Hour	3307	140	105
Caregiver Respite Out- of- Home Overnight care	1 Hour	1000	10	12
Caregiver Respite Out-of-Home Day care	1 Hour	1000	20	15
Caregiver Respite Other	1 Hour	1850	65	50
Supplemental Services				
Definition: A caregiver centered assistance offered on a limited basis to support and strengthen the caregiving efforts.				
Total		850	335	205
Caregiver Assessment	1 Hour	660	150	100
Caregiver Registry	1 Hour	100	100	87
Legal Consultation	1 contact	0	0	0
Consumable Supplies	1 Assistance	0	0	0
Home Modifications	1 Modification	10	10	7
Assistive Technology	1 Device	80	75	56

1. Ten Percent (10%) limit of available Title III-E funding to provide caregiver services to grandparent and older individual caregivers per OAA 373(g)(2)(C).
2. Twenty Percent (20%) limit of available III-E Supplemental Services funding to provide caregiver services to all caregivers per guidance from federal Administration on Aging (Area Plan Contract, A, II, A, 21).
 - a. Title III-E funds cannot be used to support the following activities:
 - 1) To pay the costs for a family caregiver to attend a camp, spa, resort, or restaurant.
 - 2) To temporarily relieve workers from formally paid services (e.g., In-Home Supportive Services or services required to be provided in a licensed facility such as a residential care facility for the elderly.
 - 3) To supplement the service unit cost of "a participant day" at an adult day care program.

b. Annual Updates

The maximum amount of reimbursement under the Contract shall not exceed the amount designated in the Contract and and/or contract attachments. The contract budget shall provide for a minimum number of annual service units as indicated in the Contract and/or contract attachments, and shall be reviewed and revised annually, as needed.

Revised contract budget, as indicated in contract attachment(s), must be submitted to, and approved by, the DAAS-PG Director or designee, subject to availability of funds.

4. Program Considerations

- a. Contractor will develop innovative approaches to service delivery, e.g., "Caregiver Consultant" concept to improve competence of and support caregiver, establish baseline stress level to assess and measure a caregiver's stress, establish care plans that are caregiver driven, etc.
- b. Contractor will reflect efforts of coordination and collaboration with other appropriate agencies with the goal of forming a community-based system of care for caregivers in San Bernardino County. Agencies establishing collaborations with other community-based organizations, nonprofit faith-based organizations, or private agencies to provide services should formalize those agreements. Letters of intent to collaborate must be submitted with the Application.
- c. Contractor will incorporate a broad range of direct caregiver services that respond to the various needs of caregivers will be given additional consideration.

5. Donations and Confidentiality.

- a. Provider shall encourage seniors to donate by notifying them at least annually, using the DAAS-PG "Voluntary Contribution Flyer," that donations are accepted and are important to maintaining the service(s) provided. Provider shall post signs where appropriate stating that donations are accepted. The provider shall not in any way employ tactics which could be viewed as coercive, embarrassing, and/or obligatory to the service being provided.
- b. All contributions from recipients of contracted services shall be used to increase the amount of service being provided in the program(s) funded by DAAS-PG.
- c. The provider shall ensure that all donations by eligible participants are kept confidential.

Service Categories and Definitions:

Service Category	Unit Measure	Definitions	Registered ¹ or Nonregistered ²
<p>Information Services</p> <p>Definition: The provision of public information on caregiving and/or community education on caregiving, including information about available services.</p>			
Caregiver Information Services	1 Activity	<p>An FCSP Information Services public and media activity that conveys information to caregivers about available services, including in-person interactive presentations, booth/exhibits, or radio, TV, or website events. This service is not tailored to the needs of the individual. [Previously NAPIS Public Information on Caregiving]</p> <p>An FCSP Information Services service designed to educate groups of current or potential caregivers and those who may provide them with assistance about available FCSP and other caregiver support resources and services (e.g., booth at a health fair). [Previously NAPIS Community Education on Caregiving]</p>	Nonregistered. Estimated unduplicated client counts or audience size and service units.
<p>Access Assistance</p> <p>Definition: The provision of caregiving information and assistance, caregiver outreach, caregiver interpretation/translation and caregiver legal resources and links caregivers to the opportunities and services that are available.</p>			
Caregiver Information and Assistance	1 Contact	<p>An FCSP Access Assistance service that provides the individuals with current information on opportunities and services available to the individuals within their communities; assesses the problems and capacities of the individual; links the individual to services; and ensures that the individual receives services they need. [Previously NAPIS Caregiving Information and Assistance]</p> <p>An FCSP Access Assistance service involving interventions (one-on-one contacts with individuals) initiated by an agency or provider for the purpose of identifying caregivers and encouraging their use of existing caregiver support services (e.g., AAA staff contacts with potential caregivers outside of local market). [Previously NAPIS Caregiver Outreach]</p>	Nonregistered. Estimated unduplicated client counts or audience size and service units.

		An FCSP Access Assistance service for the provision of bilingual communication assistance to a caregiver in order to access assistance and receive support for his or her caregiving responsibilities (e.g., staff interpreting dialogue between caregiver and care consultant staff translating an elder's prescription drug label for his caregiver). [Previously NAPIS Caregiver Interpretation/Translation]	
Caregiver Case Management	1 Hour	An FCSP Access Assistance service provided to a caregiver, at the direction of the caregiver by an individual who is trained and experienced in the case management skills that are required to deliver services and coordination; and to assess the needs, and to arrange, coordinate, and monitor an optimum package of services to meet the needs of the caregiver. [Previously NAPIS Caregiver Case Management]	Registered. Unduplicated client counts by characteristic and service units for Caregivers. ADL/IADL information for Care Receivers (not Older Relative Caregivers).
Support Services			
Definition: The provision of caregiver assessment, caregiver counseling, caregiver peer counseling, caregiver support groups and caregiver training.			
Caregiver Training	1 Hour	An FCSP Support Service that provides family caregivers with instruction to improve knowledge and performance of specific skills relating to their caregiving roles and responsibilities. Skills may include activities related to health, nutrition, and financial management; providing personal care; and communicating with health care providers and other family members. Training may include the use of evidence-based programs; be conducted in-person or on-line and be provided in individual or group settings. [Previously NAPIS Caregiver Training]	Registered. Unduplicated client counts by characteristic and service units for Caregivers. ADL/IADL information for Care Receivers (not Older Relative Caregivers).
Caregiver Counseling	1 Hour	An FCSP Support Service provided to a caregiver by a person appropriately trained and experienced in the skills required to deliver the level of support needed for stress, depression, and loss resulting from caregiving responsibilities. This service may: (A) Involve his or her informal support system; (B) Be individual direct sessions and/or telephone consultations; and (C) Address caregiving-related financial and	Registered. Unduplicated client counts by characteristic and service units for Caregivers. ADL/IADL information for Care Receivers (not

		long term placement responsibilities. [Previously NAPIS Caregiver Counseling] An FCSP service provided by experienced volunteers on the condition that appropriate training and qualified supervision protocols are in place. [Previously NAPIS Caregiver Peer Counseling]	Older Relative Caregivers).
Caregiver Support Groups	1 Hour	An FCSP Support Service that provides family caregivers with instruction to improve knowledge and performance of specific skills relating to their caregiving roles and responsibilities. Skills may include activities related to health, nutrition, and financial management; providing personal care; and communicating with health care providers and other family members. Training may include the use of evidence-based programs; be conducted in-person or online and be provided in individual or group settings. [Previously NAPIS Caregiver Training]	Registered. Unduplicated client counts by characteristic and service units for Caregivers. ADL/IADL information for Care Receivers (not Older Relative Caregivers).

Respite Care Services

Definition: A brief period of relief or rest from caregiving responsibilities, and is provided to caregivers on an intermittent, occasional, or emergency basis in a manner that responds to the individual needs and preferences of the caregivers and their care receivers, rather than a preestablished set amount offered on a “first come, first served’ waiting list basis.

Caregiver Respite In-Home	1 Hour	<p>An FCSP Respite Care service that includes the provision of care receiver assistance with eating, bathing, toileting, transferring, and or dressing (along with care receiver supervision and related homemaker assistance) by an appropriately skilled provider. [Previously NAPIS Caregiver Respite In-Home Personal Care]</p> <p>An FCSP Respite Care service that includes the provision of care receiver day and/or overnight supervision and friendly visiting by an appropriately skilled provider or volunteer to prevent wandering and health or safety incidents. [Previously NAPIS Caregiver Respite In-Home Supervision]</p>	Registered. Unduplicated client counts by characteristic and service units for Caregivers. ADL/IADL information for Care Receivers (not Older Relative Caregivers).
Caregiver Respite Out-of-Home Overnight Care	1 Hour	An FCSP Respite Care service provided in residential settings such as nursing homes, assisted living facilities, and adult foster homes (or, in the case of older relatives raising children, summer camps), in which the care receiver resides in the facility (on a temporary basis) for	Registered. Unduplicated client counts by characteristic and service units for Caregivers. ADL/IADL

		one or more nights. [Previously NAPIS Respite Out-of-Home Overnight Care]	information for Care Receivers (not Older Relative Caregivers).
Caregiver Respite Out-of-Home Day Care	1 Hour	An FCSP Respite Care service provided in settings other than the caregiver/care receiver's home, including adult day care, senior center, or other nonresidential setting (in the case of older relatives raising children, day camps), where an overnight stay does not occur. [Previously NAPIS Respite Out-of-Home Day Care]	Registered. Unduplicated client counts by characteristic and service units for Caregivers. ADL/IADL information for Care Receivers (not Older Relative Caregivers).
Caregiver Respite Other	1 Hour	An FCSP Respite Care service that includes an appropriately skilled provider or volunteer assisting a caregiver with heavy housework, yard work, and or sidewalk and other routine home maintenance (but not structural repairs) associated with caregiving responsibilities. [Previously NAPIS Caregiver Respite Home Chore] An FCSP Respite Care service that includes the provision of care receiver assistance with meal preparation, medication management, using the phone, and or light housework (along with care receiver supervision) by an appropriately skilled provider or volunteer. [Previously NAPIS Caregiver Respite Homemaker Assistance]	Registered. Unduplicated client counts by characteristic and service units for Caregivers. ADL/IADL information for Care Receivers (not Older Relative Caregivers).
Supplemental Services			
Definition: A caregiver centered assistance offered on a limited basis to support and strengthen the caregiving efforts.			
Caregiver Supplemental Services Assistive Technology	1 Device is 1 Occurrence	An FCSP service domain of supplemental services that involves the purchase, rental and/or service fee of any equipment or product system (ranging from a lift chair or bathtub transfer bench to an electronic pill dispenser or emergency alert fall prevention device) to facilitate and fulfill caregiving responsibilities. [Previously NAPIS Assistive Devices for Caregiving]	Registered. Unduplicated client counts by characteristic and service units for Caregivers. ADL/IADL information for Care Receivers (not Older Relative Caregivers).

<p>Caregiver Supplemental Services Caregiver Assessment</p>	<p>1 Hour</p>	<p>An FCSP service domain of supplemental services (other) conducted by persons trained and experienced in the skills required to deliver the service that should result in a plan that includes emergency back-up provisions and is periodically updated; and will explore options and courses of action for caregivers by identifying: (A) Their willingness to provide care; (B) Duration and care frequency preferences; (C) Caregiving abilities; (D) Physical health, psychological, social support, and training needs; (E) Financial resources relative for caregiving; and (F) Strengths and weaknesses within the immediate caregiving environment and (caregiver's) extended informal support system. Such assessments shall be administered in person or via home visits, the internet, telephone, or teleconference. [Previously NAPIS Caregiver Assessment]</p>	<p>Registered. Unduplicated client counts by characteristic and service units for Caregivers. ADL/IADL information for Care Receivers (not Older Relative Caregivers).</p>
<p>Caregiver Supplemental Services Caregiver Registry</p>	<p>1 Hour is 1 Occurrence</p>	<p>An FCSP service domain of supplemental services (other) that recruits, screens, and maintains a listing of dependable, qualified self-employed homemaker or respite care workers who may be matched with caregivers willing to use personal resources to pay for assistance with their caregiving responsibilities. Both the caregiver and the self-employed worker will be: (A) Advised about appropriate compensation and workplace performance expectations; and (B) Provided with follow-up to ensure the match is functioning effectively. [Previously NAPIS Caregiving Services Registry]</p>	<p>Registered. Unduplicated client counts by characteristic and service units for Caregivers. ADL/IADL information for Care Receivers (not Older Relative Caregivers).</p>
<p>Caregiver Supplemental Services Consumable Supplies</p>	<p>1 Assistance is 1 Occurrence</p>	<p>An FCSP service domain of supplemental services that arranges for and provides assistance to caregivers in the form of commodities, surplus food, transit passes, meals, and vouchers, or direct payment to vendors that will help meet identified needs associated with an individual caregiver's responsibilities. [Previously NAPIS Caregiving Material Aid]</p>	<p>Registered. Unduplicated client counts by characteristic and service units for Caregivers. ADL/IADL information for Care Receivers (not Older Relative Caregivers).</p>

<p>Caregiver Supplemental Services Home Modifications</p>	<p>1 Modification is 1 Occurrence</p>	<p>An FCSP service domain of supplemental services that makes any minor or major physical change to the home (ranging from installation of grab bars or replacement of door handles to construction of an entrance ramp or roll-in shower) to fulfill caregiving responsibilities. [Previously NAPIS Home Adaptations for Caregiving]</p>	<p>Registered. Unduplicated client counts by characteristic and service units for Caregivers. ADL/IADL information for Care Receivers (not Older Relative Caregivers)</p>
<p>Caregiver Supplemental Services Legal Consultation</p>	<p>1 Contact</p>	<p>An FCSP service domain of supplemental services involving one-to-one guidance provided by an attorney (or person under the supervision of an attorney) in the use of legal resources and services when assisting a caregiver with caregiving-related legal issues. [Previously NAPIS Caregiver Legal Resources]</p>	<p>Restricted. Unduplicated client counts, demographics, and service units.</p>

To view current/up-to-date information please refer to CDA website: CDA Service Categories and Data Dictionary.