

**AAA SERVICE PROVIDER CONTRACT
SCOPE OF WORK**

PROGRAM: SENIOR DINING SITE TRANSPORTATION

1. Program Overview: Provider is contracted to provide transportation to and from AAA contracted senior dining sites.
2. Service Unit Definition: Transportation from one location to another. Does not include any other activity. **Unit of Service: one-way trip**
3. Program Requirements: Under this Agreement, Contractor will:
Provide transportation to and from meal site for clients as requested by the staff at the AAA contracted nutrition provider.

As a transportation provider, the CONTRACTOR will provide insurance of not less than \$1,000,000 for volunteers and paid employees providing services supported by this agreement. If applicable, the Contractor will comply with PUC General Order No. 115-F which requires higher levels of insurance and is based on seating capacity as follows:
 - (a) \$750,000 if seating capacity is under 8
 - (b) \$1,500,000 if seating capacity is 8-15
 - (c) \$5,000,000 if seating capacity is over 15
4. Units of Service Requirements for Contracted Services:
 - 4.1. **Contracted Units: to be determined**
 - 4.2. Units of service will be reviewed quarterly by AAA staff. If at the end of the first quarter, the units of service are not within 10% of the planned number, a corrective action plan will be requested. If at the end of the second quarter, the units of service are still not within 10% of the planned year to date number, the AAA reserves the right to modify the contract.
5. Reporting Units of Service:
 - 5.1. Data reported must be timely, complete, accurate, and verifiable.
 - 5.2. Units of service are based on total program budget which depends on other funding sources in addition to the Area Agency on Aging (AAA).
 - 5.3. Activities will be reported to the AAA on a monthly basis. Reports are due by the fifteenth of each month following the end of each quarter. The first quarter report is due October 15
6. Voluntary Donations/Program Income:
 - 6.1. Provide each senior with the opportunity to voluntarily contribute to the cost of the service by developing a suggested contribution schedule.

Suggested contribution schedule or other documents provided to participants regarding donations or contributions shall be identified as "voluntary" and contain language that "no individual can be denied participation because of failure or inability to contribute". Documents cannot include the words "bill, invoice or statement" or otherwise indicate or infer a contribution is required. The template for voluntary donations must be submitted to AAA Administrator

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within thirty (30) days of the contract's start date. Any changes to this template must be communicated to AAA Program Manager prior to use.

- 6.2. Protect the privacy of each senior with respect to contribution made to include establishing procedures to safeguard and account for all contributions.
- 6.3. Program income means revenue generated by the Contractor from contract-supported activities, including voluntary contributions received from a participant for services received. Program Income must be reported and expended under the same terms and conditions as the program funds from which it is generated.
7. Service Changes: Proposed changes affecting the provision of services such as changes in paid program staff, program structure/activities, hours/day(s) of service, site additions, site renovations, and temporary or permanent site closures must be communicated in writing to the AAA Executive Director and AAA Administrator within 10 (ten) days of proposed date of the change.
8. Grievance Policy: Ensure grievance policy is publicly posted and is in compliance per 22 CCR, §7400 Grievance Process. The grievance policy must be compliant with OAA regulations and submitted to the AAA for review annually as part of contract submittal.