



BOARD OF SUPERVISORS AGENDA ITEM REPORT AWARDS / CONTRACTS / GRANTS

☐ Award ☐ Contract ☒ Grant

Requested Board Meeting Date: July 16, 2024

* = Mandatory, information must be provided

or Procurement Director Award: ☐

***Contractor/Vendor Name/Grantor (DBA):**

Arizona Department of Economic Security

***Project Title/Description:**

Community Action Services Program

***Purpose:**

Pima County received federal funds from the Arizona Department of Economic Security (ADES) to provide rent, mortgage, and utility assistance and case management to low-income individuals and families facing eviction or homelessness. State Fiscal Year 2024 allocation is as follows: Short Term Crisis Services/Temporary Assistance To Needy Families (STCS/TANF) - \$540,565, Low Income Home Energy Assistance Program (LIHEAP) - \$477,345.20, Community Services Block Grant (CSBG) - \$1,269,361.53 and Neighbors Helping Neighbors (NHN) - \$6,210. Awards are pursuant to a five-year Intergovernmental Agreement (IGA) as amended to add funds or modify scope of services.

This ADES Amendment is being revised in accordance with the Special Terms and Conditions, Section 28, Levels of Service and the Alert issued on February 9th, 2024. The Itemized Service Budget is being revised for the period of July 1, 2023, through June 30, 2024 adding \$155,074 for the Arizona Diaper Bank increasing the award from \$2,708,459.73 to \$2,863,533.73.

Attachment: DI20-002265 Amendment 10 (GTAM-CR-24-94)

Indirect cost: STCS/TANF, LIHEAP and CSBG 10% de minimis. NHN does not allow indirect costs.

***Procurement Method:**

The grant award amendment was reviewed and signed by the Pima County Attorney Office.

***Program Goals/Predicted Outcomes:**

The program goal is to alleviate poverty and provide emergency services.

***Public Benefit:**

The benefit of this program to Pima County residents is to provide case management, prevent evictions, foreclosures and utility shutoffs for low-income residents; address food insecurity, provide emergency medical prescriptions, minor home repair and other special needs (e.g. diapers and incontinence products) in the designated service area in rural communities.

***Metrics Available to Measure Performance:**

Monthly case management reports, quarterly ROMA reports, CSBG Annual Report and the Community Action Plan.

***Retroactive:**

Yes. The county received the amendment from ADES on June 19, 2024. The next available Pima County Board meeting the amendment could be placed on is July 16, 2024. If the amendment is not approved, eligible individuals and families would not receive diapers and incontinence products.

6/15/24
GMS
6/28/24

THE APPLICABLE SECTION(S) BELOW MUST BE COMPLETED

Click or tap the boxes to enter text. If not applicable, indicate "N/A". Make sure to complete mandatory (*) fields

Contract / Award Information

Document Type: _____ Department Code: _____ Contract Number (i.e., 15-123): _____
Commencement Date: _____ Termination Date: _____ Prior Contract Number (Synergen/CMS): _____
☐ Expense Amount \$ _____ * ☐ Revenue Amount: \$ _____

***Funding Source(s) required:** _____

Funding from General Fund? ☐ Yes ☐ No If Yes \$ _____ % _____

Contract is fully or partially funded with Federal Funds? ☐ Yes ☐ No

If Yes, is the Contract to a vendor or subrecipient? _____

Were insurance or indemnity clauses modified? ☐ Yes ☐ No

If Yes, attach Risk's approval.

Vendor is using a Social Security Number? ☐ Yes ☐ No

If Yes, attach the required form per Administrative Procedure 22-10.

Amendment / Revised Award Information

Document Type: _____ Department Code: _____ Contract Number (i.e., 15-123): _____
Amendment No.: _____ AMS Version No.: _____
Commencement Date: _____ New Termination Date: _____
Prior Contract No. (Synergen/CMS): _____

☐ Expense ☐ Revenue ☐ Increase ☐ Decrease

Amount This Amendment: \$ _____

Is there revenue included? ☐ Yes ☐ No If Yes \$ _____

***Funding Source(s) required:** _____

Funding from General Fund? ☐ Yes ☐ No If Yes \$ _____ % _____

Grant/Amendment Information (for grants acceptance and awards)

☐ Award ☒ Amendment

Document Type: GTAM Department Code: CR Grant Number (i.e., 15-123): 24-094
Commencement Date: 7/1/23 Termination Date: 6/30/24 Amendment Number: 10

☐ Match Amount: \$ _____ ☒ Revenue Amount: \$ 2,863,533.73

***All Funding Source(s) required:** Community Services Block Grant; Short Term Crisis Services/Temp Assistance to Needy Families; Low Income Home Energy Assist Program & Neighbors Helping Neighbors

***Match funding from General Fund?** ☐ Yes ☒ No If Yes \$ _____ % _____

***Match funding from other sources?** ☐ Yes ☒ No If Yes \$ _____ % _____

***Funding Source:** _____

***If Federal funds are received, is funding coming directly from the Federal government or passed through other organization(s)?**
Passed through Arizona Department of Economic Security

Contact: Manira Cervantes/Rise Hart

Department: Community & Workforce Development

Telephone: 724-5710/724-5723

Department Director Signature: [Signature] Date: 6/23/24

Deputy County Administrator Signature: [Signature] Date: 28 June 20 24

County Administrator Signature: [Signature] Date: 6/29/2024



INTERGOVERNMENTAL AGREEMENT AMENDMENT

**ARIZONA DEPARTMENT OF
ECONOMIC SECURITY**

1789 W. Jefferson, 4th Floor
Phoenix, Arizona 85007
(602) 542-2222

CONTRACTOR:	Services Description:	Community Action Services Program
Pima County Community Services 2797 E. Ajo Way Tucson, AZ 85713	Agreement Number:	DI20-002265
	Amendment Number:	Ten (10)

PURSUANT TO THE INTERGOVERNMENTAL AGREEMENT (IGA), UNIFORM TERMS AND CONDITIONS, SECTION 5, CONTRACT CHANGES, THE PARTIES HEREBY AGREE TO AMEND THE AGREEMENT AS FOLLOWS:

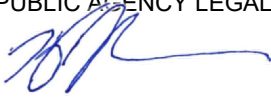
1. To revise the Scope of Work and replace it in its entirety with the attached **DI20-002265 Scope of Work revised via Amendment 10**, to add the Arizona Diaper Program Service described in the Scope of Work, Sections 8.2.7 and Section 12. The revised Scope of Work with revisions marked in red is hereby attached.
2. In accordance with the Special Terms and Conditions, Section 28, Levels of Service and the Alert issued on February 9th, 2024, the Itemized Service Budget is being revised for the period of July 1, 2023, through June 30, 2024.
The total value of the budget is revised from \$2,708,459.73 to \$2,863,533.73 as detailed in the Itemized Service Budget. This amount includes the newly added Arizona Diaper Program funding in the amount of \$155,074.00.
The itemized service budget is revised and attached.

EXCEPT AS PROVIDED HEREIN, ALL TERMS AND CONDITIONS OF THE ORIGINAL CONTRACT SHALL REMAIN UNCHANGED AND IN FULL FORCE AND EFFECTS. THE AMENDMENT SHALL BECOME EFFECTIVE ON THE DATE OF LAST SIGNATURE UNLESS OTHERWISE SPECIFIED HEREIN. BY SIGNING THIS AMENDMENT ON BEHALF OF THE CONTRACTOR, THE SIGNATORY CERTIFIES HE/SHE HAS THE AUTHORITY TO BIND THE CONTRACTOR TO THIS CONTRACT.

Agency Name Arizona Department of Economic Security	Name of Contractor
Authorized Signature	Authorized Signatory
Type Name	Type Name
Title Chief Procurement Officer	Title
Date	Date

IN ACCORDANCE WITH ARS §11-952 THIS CONTRACT AMENDMENT HAS BEEN REVIEWED BY THE UNDERSIGNED WHO HAVE DETERMINED THAT THIS CONTRACT AMENDMENT IS IN APPROPRIATE FORM AND WITHIN THE POWERS AND AUTHORITY GRANTED TO EACH RESPECTIVE PUBLIC BODY.

	INTERGOVERNMENTAL AGREEMENT AMENDMENT	ARIZONA DEPARTMENT OF ECONOMIC SECURITY 1789 W. Jefferson, 4 th Floor Phoenix, Arizona 85007 (602) 542-2222
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ARIZONA ATTORNEY GENERAL'S OFFICE ASSISTANT ATTORNEY GENERAL	PUBLIC AGENCY LEGAL COUNSEL 
DATE	DATE 6/20/2024

ITEMIZED SERVICE BUDGET

Agency Name: Pima County
Contract Period: 07/01/2023 - 06/30/2024 [SFY2024]
Contract No.: DI20-002265
Amendment No: 10

1. PERSONNEL

Name	Position/Title	FTE Level	Total Salary for the Contract Period
Cervantes, Manira	CWD Division Manager, CWD	100%	\$91,547.43
Delic, Erina	CWD Manager I	100%	\$70,000.00
Corral, Elaine	CWD Coordinator	100%	\$52,679.02
Cortez, Esther	CWD Coordinator	100%	\$55,320.00
Fierros, Patricia	CWD Coordinator	100%	\$55,045.75
Luquez, Angela	CWD Intake Specialist I	10%	\$44,240.56
Bracamonte, Lorena	CWD Specialist I	20%	\$45,354.61
Delsid-Babuca, Michelle	CWD Specialist I	10%	\$42,141.01
Lopez, Sonia	CWD Specialist I	35%	\$44,240.56
Moore, Clarissa	CWD Specialist I	10%	\$44,240.56
Morris, Stephen	CWD Specialist I	50%	\$22,120.28
Padilla, Gloria	CWD Specialist I	20%	\$45,905.03
Wagner, Julia	CWD Specialist I	5%	\$42,141.01
Castro, Edna	CWD Specialist II	100%	\$49,824.32
Peru, Luz	CWD Specialist II	50%	\$51,971.92
Vacant	CWD Specialist I	50%	\$40,996.80
Vacant	CWD Specialist I	50%	\$40,996.80
Vacant	CWD Specialist I	50%	\$40,996.80
Vacant	CWD Specialist I	100%	\$40,966.80
Vacant	CWD Specialist I	20%	\$40,996.80

TOTAL PERSONNEL				591,630.55	591,630.55		40,280.87		915.47				50,351.09		
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2. EMPLOYER RELATED EXPENSES

ITEM	BASIS
Fringe Benefits and Payroll Taxes	38%

TOTAL EMPLOYER RELATED EXPENSES				222,728.93	222,728.93		49,701.68		9,845.67		2,856.59		160,324.99		
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3. PROFESSIONAL AND OUTSIDE SERVICES

ITEM	BASIS
Sub Recipient Contracts	

TOTAL PROFESSIONAL AND OUTSIDE SERVICES				483,217.00	483,217.00		163,678.00		38,039.00		-		281,500.00		
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4. TRAVEL

ITEM	BASIS
Motor Pool	as needed
Conferences	staff regis, hotel, airfare & per diem
Training	as need, new staff training

TOTAL TRAVEL				35,700.00	35,700.00		10,000.00		-		700.00		25,000.00		
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5. SPACE

ITEM	BASIS
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TOTAL SPACE				-	-		-		-		-		-		
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6. EQUIPMENT

ITEM	BASIS
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TOTAL EQUIPMENT				-	-		-		-		-		-		
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7.

MATERIALS AND SUPPLIES

		TOTAL COST	TOTAL DES COST	LIHEAP A16 COST	NAVIGATOR COST	SSBG COST	TANF COST	NHN COST	Diaper Program Cost	TANF COST	NHN COST	CSBG COST	CSBG Discretionary COST	FERC Discretionary COST
ITEM	BASIS													
Office Supplies		21,045.94	21,045.94		7,122.85							13,923.09		
Software-ISF Charges		6,000.00	6,000.00		3,000.00							3,000.00		
Small Equipment under \$1,000		1,000.00	1,000.00		1,000.00							-		
Postage		12,000.00	12,000.00		2,000.00							10,000.00		
Printing/Duplicating		2,000.00	2,000.00									2,000.00		
Printing Energy Education Literature		-	-		-							-		
Materials for resource fairs	Shirts, tablecloths, signs, materials	33,000.00	33,000.00		1,000.00				1,000.00			31,000.00		
TOTAL MATERIALS AND SUPPLIES		75,045.94	75,045.94		14,122.85	-	-	-	1,000.00	-	-	59,923.09	-	-

8.

OPERATING SERVICES

		TOTAL COST	TOTAL DES COST	LIHEAP A16 COST	NAVIGATOR COST	SSBG COST	TANF COST	NHN COST	Diaper Program Cost	TANF COST	NHN COST	CSBG COST	CSBG Discretionary COST	FERC Discretionary COST
ITEM	BASIS													
Telephone	charged monthly	4,400.00	4,400.00		2,400.00							2,000.00		
Dues/Memberships	as needed	6,300.00	6,300.00		1,000.00							5,300.00		
Legal Notices	RFP notice	100.00	100.00									100.00		
Investigative Svcs	fingerprint cards & backgroud checks	4,000.00	4,000.00		2,000.00							2,000.00		
Computer Equip R & M	as needed	5,000.00	5,000.00									5,000.00		
TOTAL OPERATING EXPENSES		19,800.00	19,800.00		5,400.00	-	-	-	-	-	-	14,400.00	-	-
SUBTOTAL DIRECT/ADMIN COSTS					377,252.73				14,097.64			963,055.94	-	-

9


INDIRECT COSTS

		TOTAL COST	TOTAL DES COST	LIHEAP A16 COST	NAVIGATOR COST	SSBG COST	TANF COST	NHN COST	Diaper Program Cost	TANF COST	NHN COST	CSBG COST	CSBG Discretionary COST	FERC Discretionary COST
ITEM	BASIS													
Indirect costs	Rate 10% MTDC	142,809.26	142,809.26		37,725.27		7,368.64		1,409.76			96,305.59		
TOTAL INDIRECT COSTS		142,809.26	142,809.26		37,725.27	-	7,368.64	-	1,409.76			96,305.59	-	-
SUBTOTAL ADMIN COST		1,570,931.68	1,570,931.68		414,978.00	-	81,084.75	-	15,507.40	-	-	1,059,361.53	-	-

11.

VOUCHERS

		TOTAL COST	TOTAL DES COST	LIHEAP A16 COST	NAVIGATOR COST	SSBG COST	TANF COST	NHN COST	Diaper Program Cost	TANF COST	NHN COST	CSBG COST	CSBG Discretionary COST	FERC Discretionary COST
ITEM														
SSBG Vouchers		-	-											
NHN Vouchers		6,210.00	6,210.00					6,210.00						
TANF Vouchers		459,480.25	459,480.25				390,558.22			68,922.03				
CSBG Vouchers-Subrecipient		150,000.00	150,000.00									150,000.00		
CSBG Vouchers-Pima County		60,000.00	60,000.00									60,000.00		
Diaper Program Vouchers		139,566.60	139,566.60						139,566.60					
FTE Level	Total Salary for the Contract Period													
Luquez, Angela	CWD Intake Specialist I	90%	\$44,240.56	39,816.50	39,816.50									
Bracamonte, Lorena	CWD Specialist I	80%	\$45,354.61	36,283.69	36,283.69									
Delsid-Babuca, Michelle	CWD Specialist I	90%	\$42,141.01	37,926.91	37,926.91									
Des Lauriers, Linda	CWD Specialist I	5%	\$44,240.56	2,212.03	2,212.03									
Lopez, Sonia	CWD Specialist I	65%	\$44,240.56	28,756.36	28,756.36									
Moore, Clarissa	CWD Specialist I	90%	\$44,240.56	39,816.50	39,816.50									
Moreno, Guadalupe	CWD Specialist I	5%	\$44,240.56	2,212.03	2,212.03									
Padilla, Gloria	CWD Specialist I	80%	\$45,905.03	36,724.02	36,724.02									
Rios, Julie	CWD Specialist I	5%	\$44,240.56	2,212.03	2,212.03									
Wagner, Julia	CWD Specialist I	95%	\$42,141.01	40,033.96	40,033.96									
Vacant	CWD Specialist I	80%	\$40,996.80	32,797.44	32,797.44									
Vacant	CWD Specialist I	50%	\$40,996.80	20,948.40	20,948.40									
Vacant	CWD Specialist I	50%	\$40,996.80	20,498.40	20,498.40									
Fringe Benefits and Payroll Taxes		38%		50.00	50.00									
				137,056.93	137,056.93									
TOTAL VOUCHERS				1,292,602.05	1,292,602.05		390,558.22	6,210.00	139,566.60	68,922.03	-	210,000.00	-	-
12.			\$ 2,863,533.73	\$ 2,863,533.73	\$ 477,345.20	\$ 414,978.00	\$ -	\$ 471,642.97	\$ 6,210.00	\$ 155,074.00	\$ 68,922.03	\$ -	\$ 1,269,361.53	\$ -

Scope of Work	
Agreement No.: DI20-002265	
Description: Community Action Services Program	

Agreement# DI20-002265 Scope of Work revised via Amendment #10

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 Community Assistance and Development in order to receive the funding provided under Section 676 of the Community Services Block Grant Act and under Assurance 3 and 4 of the Low Income Home Energy Assistance Program 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 .

<p style="text-align: center;">Scope of Work</p>	
<p>Agreement No.: DI20-002265</p>	
<p>Description: Community Action Services Program</p>	

- 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. **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;

Scope of Work	
Agreement No.: DI20-002265	
Description: Community Action Services Program	

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.

Scope of Work	
Agreement No.: DI20-002265	
Description: Community Action Services Program	


- 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.

Scope of Work	
Agreement No.: DI20-002265	
Description: Community Action Services Program	

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 DCAD 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.

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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)


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- 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.

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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.

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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.

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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).

8.2.2.4. Community Resource Navigator Service, funded by LIHEAP, Emergency Rental Assistance Program, and Low-Income Household Water Assistance Program.

8.2.3. Service Information Specific to Utility Assistance

8.2.3.1. Utility Assistance services aid low-income households in ~~paying their~~ applying for energy benefits, 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 applications for heating and cooling, energy

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

8.2.3.2.3. Applications for water bills related to cooling (May 1 through October 1)

8.2.3.2.4. Applications for 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)

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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.)

8.2.4. 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.

8.2.6. Service Information Specific to the Community Resource Navigator Service

8.2.6.1. Allowable Navigator services are as follows:

- 8.2.6.1.1. Assist in completing Utility applications for heating and cooling, energy;

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- 8.2.6.1.2. Assist in completing Applications for water bills related to cooling (May 1 through October 1);
- 8.2.6.1.3. Assist in completing Applications for Rental Assistance where utility payment is included in the rent;
- 8.2.6.1.4. Assist client households to achieve Self-sufficiency and the reduction of poverty;
- 8.2.6.1.5. Provide referrals to other agencies or service providers to address household needs regarding poverty reduction and Self-sufficiency.

8.2.7. Service Information Specific to the Arizona Diaper Program


8.2.7.1. Purchase, receive, and distribute diapers and incontinence products to eligible households residing in the designated service area as outlined in the [Arizona Diaper Program Policy](#).

8.2.7.2. Use awarded funds only for costs related to the purchase, receipt, and distribution of allowable products.

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 an ADES-approved Application for Services form(s) in determining program eligibility at all service locations for STCS and NHN only.
- 8.3.4. To the greatest extent feasible while still preserving program integrity and compliance, deliver
- 8.3.5. STCS payments quickly and conveniently for Clients.
 - 8.3.5.1. 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.
- 8.3.6. Maintain ability to transmit payment to any energy vendor on behalf of an eligible Client.
- 8.3.7. Develop consistent internal procedures for making payments to utility companies for STCS and NHN only.
- 8.3.8. 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).

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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).

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;

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- 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.

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 needs.


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.

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10. Community Resource Navigator Service: A service that includes the following:

10.1. Purpose - In addition to Section 2.0

- 10.1.1. Purpose Statement: The Emergency Rental Assistance Program (ERAP), Low-Income Household Water Assistance Program (LIHWAP), LIHEAP were created to assist individuals at risk of housing and utility instability. Many residents require assistance determining which programs are available and how to apply. This agreement establishes and funds a community resource navigator service that assists those individuals and details their roles and responsibilities.
- 10.1.2. Projected Utilization: To provide a reimbursement to CAAs as they assist Clients in navigating the application process for ERAP, LIHWAP, and LIHEAP.
- 10.1.3. Funding: The State of Arizona has received funding from the Consolidated Appropriations Act, 2021 (PL 116-260), the American Rescue Plan Act of 2021 (PL117-2), and LIHEAP. ADES will allocate the following estimated amounts to the CAAs for the provision of navigation services: \$957,089 for LIHWAP, \$957,089 for ERAP.

10.2. Definitions - In addition to Section 3.0

- 10.2.1. Community Resource Navigator (Navigator): Assist Clients to obtain access to ERAP, LIHWAP, and/or LIHEAP benefits in an effort to avoid disruption in housing and/or utility services.
- 10.2.2. Emergency Rental Assistance Program (ERAP): ERAP provides rent and utility assistance to eligible Arizona renters impacted by the COVID-19 pandemic. Eligible households may receive up to \$3,500 per month in combined rent and utility assistance for a maximum of 18 months or a total of \$63,000 in benefits paid. This 18-month total is the combined total of partial and full months of past-due, current, and future months.
- 10.2.3. Life-Threatening Crisis Assistance: Applicants who are in need of Life-Threatening Crisis Assistance must meet one of the following conditions: 1) the termination of power or exposure to heat or cold would be dangerous to the health of a Household member, or 2) life supporting equipment used in the home is dependent on utility service for operation of such apparatus.
- 10.2.4. Low Income Household Water Assistance Program (LIHWAP): LIHWAP is available statewide and provides Arizona households with financial relief toward water and wastewater bills. Eligible households can receive up to \$1,800 in water assistance, depending on their need. Assistance includes water service restoration, past-due obligations, and future bills.
- 10.2.5. Low-Income Home Energy Assistance Program (LIHEAP): LIHEAP is available statewide and provides Arizona households with financial relief toward energy bills focused on heating, cooling, or crisis. Eligible households can receive up to \$2,200 in energy assistance, depending on their need. Assistance includes energy service restoration, past-due obligations, crisis, and portable fuels.
- 10.2.6. ID.me: A platform to securely prove and share an identity online.
- 10.2.7. Qualified Non-citizen: Qualified non-citizens include lawful permanent residents, asylees, refugees, certain individuals with parole status, those whose deportations are being withheld, those who have been granted conditional entry (prior to April 1, 1980), individuals who are the victims of battery, Cuban/Haitian entrants, and victims of a severe form of trafficking.


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10.3. Service Description - In addition to Section 4.0

- 10.3.1. Service description: The purpose of this contract is to provide reimbursement to CAAs to assist applicants in applying for ERAP, LIHEAP, and/or LIHWAP funds.
- 10.3.2. Background: In response to the rising number of households facing housing and utility instability across the state, the State of Arizona is partnering with the Community Action Program (CAP) network and its twelve member Community Action Agencies (City of Phoenix, City of Glendale, Maricopa County, Mesa Community Action Network, Northern Arizona Council of Governments, Coconino County, Western Arizona Council of Governments, Pima County, SouthEastern Arizona Community Action Program, Community Action Human Resources Agency, and Portable Practical Education Preparation) to assist these households with navigating public assistance programs available, including ERAP, LIHEAP and LIHWAP. This will include assisting those unable to apply online, uploading personal documents, and verifying applicants' identities.

10.4. Contractor Requirements - In addition to Section 8.0

- 10.4.1. Service Requirements – The contractor shall:
- 10.4.1.1. Develop and provide public outreach (i.e., email blasts, website announcements, phone calls, brochures, flyers, etc.) to reach potential Clients and share Information about ERAP, LIHEAP and LIHWAP, including eligibility requirements and how to apply.
 - 10.4.1.2. Provide application assistance face-to face, over the phone or virtually which may include:
 - i. Providing the Client with a computer terminal to complete the application on their own.
 - ii. Answering questions about program eligibility and the application process.
 - iii. Entering application data directly into the ERAP/LIHEAP/LIHWAP portal on behalf of the Client.
 - iv. Scanning and uploading required documents if needed.
 - 10.4.1.3. Provide paper applications to potential Clients if requested and be available to assist with questions. After the paper application has been completed within one business day of receiving the potential Client's information, the Navigator shall enter the information directly into the ERAP/LIHEAP/LIHWAP portal on the Client's behalf.
 - 10.4.1.4. Help potential Clients complete the ID.me identity verification process. This assistance may include scanning required documents and uploading them into the ID.me website (see www.ID.me.com). In the event that ID.me cannot be utilized, the Navigator shall confirm the Client's citizenship or qualified non-citizen status by checking their government issued identification (i.e., photo ID, driver's license, state identification, passport, permanent resident card, employment authorization card, etc.) After which, a copy of the identification card shall be sent to the following:
 - i) LIHWAP/Application: Email to LIHWAPservices@azdes.gov. The email must include the following information:
 - a. The name of the Navigator.
 - b. The following statement: "The potential Client's attached ID was reviewed and verified on [today's date]."

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ii) ERAP Application: Fax to (602) 612-8282 or Mail to Department of Economic Security, Emergency Rental Assistance, PO Box 19130, Phoenix, AZ 85009-9998. The fax or mailed document must include the following information:

- a. The name of the Navigator.
- b. The following statement: "The potential Client's attached ID was reviewed and verified on [today's date]."

iii) LIHEAP Application: Email to LIHEAPservices@azdes.gov. The email must include the following information:

- a. The name of the Navigator.
- b. The following statement: "The potential Client's attached ID was reviewed and verified on [today's date]."

10.4.1.5. Provide Community Resource Navigator Case Management services in accordance with section 8.2.6.

10.4.1.6. Attend required training session(s) scheduled by ADES.

10.4.1.7. Include an Executive Summary of the Community Resource Navigator Service implementation process in the annual Community Action Program Plan referenced in section 7.6.1.2.2. The first Executive Summary shall be submitted with the Community Action Program Plan due on September 30, 2022.

10.4.2. LIHEAP Life-Threatening Crisis Requirements – The contractor shall:


10.4.2.1. Assist LIHEAP Client who is in a Life-Threatening Crisis by providing the following assistance, as funding and resources are available:

- i) Upon phone/email notification from ADES, initiate a wellness call or check within eighteen (18) hours.
- ii) Confirm that the Client is facing Life-Threatening Crisis as specified in 10.2.3.
- iii) Refer Clients to weatherization for items such as portable heaters, air conditioners, or other necessities if it is determined action is needed.
- a. If portable fuels are needed, assist to facilitate delivery to Clients' households.
- iv) Assist Client with application and indicate on Client's application the Life-Threatening Crisis needed if Client contacts CAA first.

10.5. **Payments**

10.5.1. Directly input monthly units expended, and required reports in accordance with provided system guides, as may be amended into the Division of Aging and Adult Reporting System (DAARS), or as directed by the ADES.

10.5.2. Reimbursement to the Contractor is in accordance with actual allowable costs incurred not to exceed the service reimbursement ceiling as stated in the Itemized Service Budget.

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10.6. Reporting Requirements - In addition to Section 6.0

The Contractor shall submit the required reports and all documents electronically or as directed by ADES to the assigned DCAD Contract Specialist.

- 10.6.1. Submit a Monthly LIHEAP Assistance Report (Exhibit C, as may be amended) by the 25th day following the end of each month during the contract term.
- 10.6.2. Submit a Monthly DCAD Community Action Inquire Tracking Sheet (Exhibit D, as may be amended) by the 25th day following the end of each month during the contract term.

11. Arizona Diaper Program: A service that includes the following:

11.1. Purpose - In addition to Section 2.0


- 11.1.1. Purpose Statement: The Arizona Diaper Program within ADES assists low-income Arizona residents with Diaper and Incontinence expenses.
- 11.1.2. Projected Utilization: Provides diaper and incontinence products to low-income Arizona households with a child, disabled person, or senior in the home.
- 11.1.3. Funding: Funding was provided from the Arizona General Fund, under the General Appropriations Act 2023-2024 and Senate Bill 1720, giving ADES broad latitude to provide diaper and incontinence assistance to Arizonians who have the need for such products.

11.2. Service Description - In addition to Section 4.0

- 11.2.1. Service description: The purpose of this contract is to provide diaper and incontinence products to low-income Arizona households with a child, disabled person, or senior in the home.
- 11.2.2. Background: Diaper need disproportionately impacts low-income families and contributes to a cycle of poverty by preventing infants and toddlers from going to childcare and preventing parents from working. Most daycares and early education programs require a full day's worth of diapers in order for a child to attend. Without diapers, children and parents can miss out on educational and employment opportunities, as parents can be forced to stay home from work or school without access to childcare. Diaper support has been found to reduce economic stress, increase workforce participation, increase family income, and improve both children and caretakers' health and wellbeing. Additionally, incontinence among the elderly is associated with caregiver burden and is a contributing factor to nursing home placement. It is an increased cost to low-income seniors and their families. Incontinence can be life-altering, leading to early retirement or social withdrawal, depression, and loss of independent function, especially for low-income seniors who cannot afford to purchase adult incontinence products.

11.3. Contractor Requirements - In addition to Section 8.0

- 11.3.1. Service Requirements – The contractor shall:
 - 11.3.1.1. Purchasing, store, and distribute diapers to income eligible households. The method of distribution or delivery of diapers may include, but is not limited to diaper drive, home delivery, recipient pick-up, etc.
 - 11.3.1.2. Funds are limited to expenses related to diaper procurement and distribution; administration costs will be covered and limited to 10% under this funding source.

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11.4. Payments

- 11.4.1. Directly input monthly units expended, and required reports in accordance with provided system guides, as may be amended into the Division of Aging and Adult Reporting System (DAARS), or as directed by the ADES.
- 11.4.2. Reimbursement to the Contractor is in accordance with actual allowable costs incurred not to exceed the service reimbursement ceiling as stated in the Itemized Service Budget.

11.5. Reporting Requirements – In addition to Section 6.0

- 11.5.1. The Contractor shall submit the required reports and all documents electronically or as directed by ADES to the assigned DCAD Contract Specialist.
 - 11.5.1.1. Submit a monthly Arizona Diaper Program Report (Exhibit L) by the 25th day following the end of the reporting period, submitted on the DES FTP site.