

PART I – SCOPE OF SERVICES, CONTRACT PERFORMANCE, BUDGET, REPORTS, PROGRAM-SPECIFIC AND AGENCY-SPECIFIC SECTIONS

The Contractor shall provide the following specific services for the **COMMUNITY SERVICES BLOCK GRANT (CSBG) PROGRAM** and shall comply with the terms and conditions set forth in this Contract as required by the Agency including, but not limited to, the requirements and measurements for scope of services, Contract performance, quality assurance, reports, terms of payment, and budget. No sections contained in this Part I shall be interpreted to negate, supersede, or contradict any section of Part II. In the event of such inconsistency between Part I and Part II, the sections of Part II shall control.

A. SCOPE OF SERVICES – OVERVIEW

1. The Contractor shall provide services for the reduction of poverty, the revitalization of low-income communities, and the empowerment of low-income Clients in rural and urban areas to achieve economic self-sufficiency, (hereinafter the “Program”). Particular focus will be given to Clients who are attempting to transition off a State program carried out under Part A of the Social Security Act (42 U.S.C. §§ 601, *et. seq.*). Community Services Block Grant (“CSBG”) funding is from the U.S. Department of Health and Human Services and is identified in the Catalog of Federal Domestic Assistance as Number 93.569.
2. Human Services Infrastructure (“HSI”) funding is a combination of state resources and Social Services Block Grant-TANF funding, CFDA No. 93.558. The DUNS number for the Contractor is _____. Funding from the State’s allotment of the Federal CSBG funds and the State’s General Fund allocation designated for the HSI Initiative shall be considered by the Contractor as coordinated funding streams to ensure primary providers of social services (the Department and public and private organizations) are coordinated through the existing system of Community Action Agencies (“CAAs”). The Contractor shall regard HSI funding as the Department’s contribution to CSBG. To ensure HSI’s success, the Department will require the Contractor to participate in and/or perform training; evaluation; provision of services and mandatory programmatic component.
3. The HSI service delivery model is a coordinated, statewide social service delivery approach that serves customers more efficiently, identifies barriers and gaps in services, and tracks outcomes to determine how customers are doing as a result of the services provided. To ensure statewide uniformity in this system of service, the Contractor shall comply with the following “Principle” directives issued by Connecticut Association For Community Action concerning Results Oriented Management and Accountability (ROMA) and Management Information System (MIS):
 - a. Principles of ROMA Implementation in CT;
 - b. Principles of MIS for ROMA Implementation; and
 - c. Principles of ROMA-based Case Management (attached hereto and incorporated herein as Exhibit A as set forth in this Contract) as mutually agreed upon by the Department and the Connecticut Community Action Agencies.
4. The services provided under this contract shall be designed to enhance and improve the Contractor’s overall agency administrative functions (e.g. policies, procedures, services delivery systems) to effectively serve the Contractor’s Client population as identified in Part I, Section D.1.

B. HSI REQUIREMENTS:

1. The HSI approach links the primary providers of social services (DSS, and public and private community organizations) through the existing system of CAAs. Use of the HSI service delivery system will allow the Contractor to efficiently provide Clients with access to the services they need to gain or maintain self-sufficiency and will increase the ability of DSS to efficiently process Client applications for services. To accomplish the goals and purposes of HSI, the Contractor will use funds provided under this contract to:

- a. Provide the Department with identified HSI program sites, program address, hours of operation, and dates of implementation.
 - b. Coordinate the comprehensive delivery of social services to address Clients' needs through the development of a common intake process for CAA programs.
 - c. Change its administrative and programmatic policies and procedures to document the HSI Initiative holistic case management model and ROMA reporting requirements.
 - d. Utilize tools developed by CAAs and the Department to support Initiative (e.g. forms, program talking points, and program criteria checklist) to ensure consistent provision of services across all CAAs and HSI sites.
 - e. Establish linkages with other agencies in the community to improve coordination, avoid duplication, and enhance the delivery of services to alleviate the causes and improve the effects of poverty on the target population described in Part I Section D.1.
 - f. Provide its HSI partners the contact information of its HSI liaison for each service area, upon execution of the contract.
 - g. Include HSI partners, 2-1-1 Infoline and the Department when referencing HSI Initiative in any written material (e.g. brochures, newsletters, articles, and newspapers).
 - h. Coordinate its HSI case management and Low-Income Home Energy Assistance Program (LIHEAP) Assurance 16 case management functions. LIHEAP Assurance 16 guidelines allow the Department to use up to five percent of LIHEAP funds, at its option, to contract to provide services that encourage and enable households to reduce their home energy needs and thereby the need for energy assistance. Services may include, but are not limited to, needs assessments, counseling, and assistance with energy vendors.
 - i. Participate in the Department's evaluation of the HSI social services delivery model in the following manner: recruitment of staff and Clients for focus group(s), data collection and Client satisfaction surveys.
 - j. At a minimum, adhere to the standards issued listed in this section, and additional standards as provided in a policy transmittal prepared by the Department and provided to the Contractor following the execution of this contract.
2. The Contractor shall not fund youth services with the HSI funding stream.
 3. The Contractor shall continue to adhere to the minimum standards identified above to maintain compliance with full integration. If such time arises that Contractor does not maintain full integration standards, the Department shall develop and issue a corrective action plan identifying deficiencies and areas for improvement; corrective activities, plan period and persons responsible for tasks.

C. DEFINITIONS

1. For the purposes of this Contract, terms are defined as follows:
 - a. **CAA Pre-Application Assistance** – means assistance provided to Clients by the Contractor staff to prepare the Client to apply for DSS services. Such assistance includes the provision of informational sheets about services offered by the Department, applicable location(s), and required documentation for eligibility including instructions on how to obtain the necessary documentation.

- b. **CAA Service Intake and Assessment** – is the task whereby the Contractor, through the initial assessment of the Client and/or family, creates a baseline score for each Client and/or family participating in the comprehensive case management system. CAA Service Intake and Assessment also includes the application of the Family Development Matrix to identify barriers to family stability and self-sufficiency.
- c. **Case Management Services** - are services or activities provided to customers that arrange, coordinate, and monitor the social services needed to meet the needs of the Clients. Component services and activities include, but are not limited to, information and referral services; self-sufficiency plan development; counseling; monitoring; coordinating or securing Clients' access to services that meet their individual needs; and follow-up to ensure delivery of services and Client satisfaction.
- d. **Connecticut CAA Outcome Catalog** refers to the catalog of all Client, agency and community outcomes that the Connecticut Community Action Network uses to track results. The Catalog contains an inventory of all-possible outcomes and indicators that can be achieved within the Connecticut Community Action Network.
- e. **Contractor-gathered data** is data including but is not limited to partner surveys completed by the other community-based organizations in the Contractor's catchment area, Client surveys, feedback, and comment cards.
- f. **CSBG/HSI Report** refers to the report format utilized by the Connecticut Community Action Network for reporting outcomes.
- g. **CT FACS** - CT Family Agency Community System which include outcome measures mutually agreed upon by the Connecticut CAAs.
- h. **Information and Referral Services** – are services that include, but are not limited to, the provision of information about services provided by public and private service providers and the facilitation of appropriate referrals to these local, State or community resources. Component services or activities shall include one or more of the following areas: mental health and substance abuse issues, family counseling issues, medical treatment or medical facility services information and referrals and follow up as appropriate.
- i. **Internet-based Case Management System** is an internet-based information system that will be utilized by the Contractor to maintain and track Client level demographics, service and outcome data among the Partnership Infrastructure and Contractor's programs.
- j. **Partnership Infrastructure** is defined as the Community Action Agencies ("CAA"); Info-line ("211"); Human Service Agencies (e.g. non-profits; municipalities; faith-based agencies); Area Agencies on Aging (AAA); Department of Social Services; Department of Labor; and other applicable state agencies.
- k. **"Self-Sufficiency Center" Model** is the social service delivery model that provides every Client applying to the Contractor for services with access to a continuum of services to address their needs to become self-sufficient.
- l. **Self-Sufficiency Plan** is a plan developed by the Contractor which follows the Client's initial intake assessment and identifies the steps that need to be taken by the Client to achieve the goal of self-sufficiency. The Self-Sufficiency Plan shall be mutually agreed upon by the Contractor and the Client.
- m. **Youth camp**, as defined in C.G.S 19a-420(1)," means any regularly scheduled program or organized group activity advertised as a camp or operated only during school vacations or on weekends by a person, partnership, corporation, association, the state or a municipal agency for recreational or

educational purposes and accommodating for profit or under philanthropic or charitable auspices five or more children, who are at least three years of age and under sixteen years of age, who are (A) not bona fide personal guests in the private home of an individual, and (B) living apart from their relatives, parents or legal guardian, for a period of three days or more per week or portions of three or more days per week, provided any such relative, parent or guardian who is an employee of such camp shall not be considered to be in the position of loco parentis to such employee's child for the purposes of this chapter, but does not include (i) classroom-based summer instructional programs operated by any person, provided no activities that may pose a health risk or hazard to participating children are conducted at such programs, (ii) public schools, or private schools in compliance with section 10-188 and approved by the State Board of Education or accredited by an accrediting agency recognized by the State Board of Education, which operate a summer educational program, (iii) licensed day care centers, or (iv) drop-in programs for children who are at least six years of age administered by a nationally chartered boys' and girls' club.”

D. DESCRIPTION OF SERVICES

1. **Target Population:** Throughout the term of this contract, the Contractor will provide CSBG Program services to a total of at least **[number (#)]** unduplicated Client families **and/or** at least **[number (#)]** unduplicated individual Clients on an annual basis.
2. **Target Service Area(s):** The Contractor shall submit to the Department a Community Action Plan as described below in Section D.4, which will include a ‘community needs assessment’ for the target service areas (i.e. low-income populations or communities) in the following cities and towns:**[Cities, Towns]**, CT.
3. **Needs Assessment(s):** The Contractor shall complete a community needs assessment once every three (3) years with subsequent annual updates on years that the community needs assessment is not submitted. The community needs assessment shall address changes in community needs such as unemployment, population shifts, etc. This assessment can be coordinated with a Head Start needs assessment or another comprehensive community assessment, such as one done by the United Way, if that assessment addresses the areas of employment, education, housing, nutrition, income, transportation, health, and general statistical data. The integral components of the community needs assessment will include the following:
 - a. Data Collection. The Contractor shall collect the following types of data:
 - i. Statistical data gathered from census information, other needs assessments, etc.
 - ii. Contractor-gathered data. The CAAs are encouraged to conduct annual Client and partner needs surveys and/or Client satisfaction surveys to supplement any data used from other sources.
 - iii. Conditions of poverty and issue areas data
 - b. Analysis of statistical, agency gathered data, and conditions of poverty and issue areas information.
 - c. A systematic prioritization of the needs identified.
 - d. Plans with priorities that feed into the strategic plan.
4. To achieve the Federal **CSBG** goals and purposes as described herein, the Contractor’s Community Action Plan shall contain:
 - a. Contact Information – Name of agency and principal contact;
 - b. Description of Agency Service Delivery System – update on governance (including a board list and sectors represented), organization chart by agency and program area, roles and responsibilities of key

- CAA personnel, staff training that has been provided, programmatic changes, and changes in location of services;
- c. Needs Assessment including demographics, jobless and poverty data, agency data (customer/partner satisfaction surveys, focus groups, staff, board, and agency satisfaction surveys);
 - d. Meeting Needs – description of any significant events or changes that will affect the community and how the agency will fill in the identified service gaps;
 - e. Innovation – describe any new or innovative concepts, practices, or projects being implemented within target area and new funding streams;
 - f. Linkages/Coordination of Funding – description of significant changes in the community, agency and/or partners that will inform the current year’s community action plan and how the agency will partner to assure that the needs are met. Include new partners, the amount of coordinated funding, and partnerships that have been terminated; and
 - g. Performance Measurement - provide a narrative explanation of changes in goals or strategies that have been made as the result of changes in agency performance and/or community needs.
5. The Contractor shall list its programs with United Way of Connecticut 2-1-1 (“2-1-1”), to facilitate **HSI** referrals to community partners. The contractor shall perform an annual review and update its list of programs on 2-1-1 Infoline’s website utilizing the following link:
<http://www.211ct.org/Documents/updateform.pdf>
6. **COMPONENT A – COMMUNITY SERVICES BLOCK GRANT:**
- a. Clients must report household income to receive CSBG services under this contract. The Contractor will provide CSBG services to Clients who have reported household incomes at, or below, 125% of the Federal Poverty Level Income guidelines. The Contractor shall determine income eligibility for all new Clients and then on an annual basis on all active Clients.

[If Contractor does not provide direct customer services with CSBG funds, use Subsections 4.b through 4.d as applicable]
 - b. **Component Activities.** Throughout the term of the contract period, the Contractor shall provide the following component activities to supplement the Program:
 - i. Establish linkages with other agencies in the community to improve coordination, avoid duplication, and enhance the delivery of services to alleviate the causes, and improve the effects, of poverty on the target population. Such linkages shall be intended to promote the development of improved delivery systems for services that include, but are not limited to:
 - ii. Community-based services (e.g. volunteer activities, outreach activities, information and referrals.) designed to promote active participation in the community; and
 - iii. Other social services designed to specifically promote and facilitate strengthened family and other support systems (e.g. mental health, substance abuse treatment, health and/or medical information and referrals).
 - c. The Contractor shall provide continued strategic planning activities toward the development and/or renewal of community-based partnerships amongst public/private agencies or organizations in the community to increase and improve the overall provision of direct human services to the target population.

- d. The Contractor shall develop a multi-year Strategic Plan that is informed by an updated community needs assessment; with input by key agency personnel both internal (customers, staff, board) and external (e.g., community residents, Public officials, community leaders, etc.); involves a review of the agency's Mission Statement and description of Strategic goals addressing both community and organizational needs. The Contractor's Board and management shall review its Strategic Plan performance on at least an annual basis. Documentation of such review shall be recorded in agency Board minutes with supporting details.
- i. **Education and Employment Training Services:**
- a) **Interagency and Statewide Planning and Coordination** activities shall be designed to provide comprehensive interagency planning and/or coordination of coalition-building projects involving all of the State's Community Action Agencies. Such activities shall include, but are not limited to, conducting statewide meetings or conferences designed to educate the general public and/or State policy makers about the needs of low-income population groups in the State. Such meetings shall bring together concerned community-based organizations and agencies to study, gather information, and recommend solutions addressing the needs of low-income population groups statewide.
- b) **Community Organization/and Brokerage/Advocacy** projects shall be designed to mobilize community resources to meet the educational needs of low-income customers. Component activities shall include, but are not limited to, increasing community or employer awareness of identified employment and training needs of the customers, arranging community-based partnerships, and coordinating initiatives in community-based educational projects.
- ii. **Income Management Services:**
- a) **Interagency or Statewide Planning and Coordination** activities shall include participation in interagency, local, or statewide planning and/or coordination initiatives designed to meet community needs in areas that include, but are not limited to, residential energy conservation, tax preparation, and Client education.
- b) **Community Organization and Brokerage/Advocacy** projects shall promote the mobilization of community resources to identify or meet the needs of low-income Clients and to educate them in the areas of household income preservation. Such project(s) components shall be designed to increase local awareness of the identified needs of low-income Client populations to stretch their household incomes and to arrange for partnerships and coordinated initiatives in community income management projects.
- iii. **Housing Services:**
- a) **Interagency and Statewide Planning and Coordination** activities shall be designed as a community-based cooperative dedicated to meeting community housing needs through interagency or statewide planning and/or coordination. Component activities may include, but are not limited to, preparing applications from local governments for Community Development Block Grant funds, rural water and wastewater facilities, and Section 8 Housing.
- b) **Community Organization and Brokerage/Advocacy** projects designed to mobilize the resources of communities in the Contractor's service area to identify or meet the housing needs of low-income Clients.

iv. **Emergency Services:**

- a) **Community Organization, Brokerage/Advocacy** projects shall be designed to mobilize the resources in the community to meet the emergency or disaster relief needs of the Clients, as well as increase the awareness of the identified emergency or disaster relief needs in the community.

v. **Nutrition Services:**

- a) **Interagency and Statewide Planning and Coordination** activities shall be designed to promote improved nutritional practices of the Clients in the community through interagency planning and/or program coordination.
- b) **Community Organization and Brokerage/Advocacy** projects or programs shall be designed to mobilize community resources to meet the nutritional needs of low-income Clients that may include, but are not limited to, Thanksgiving basket campaigns and projects designed to increase local awareness of identified nutritional needs.

e. **DIRECT CLIENT SERVICES.**

[If Contractor provides direct Client services with CSBG funds, include Subsections 4.e.i – ii, and services listed in Subsections 4.e.iii – ix below as applicable. Contractor must choose applicable direct customer services funded with CSBG funds. All CSBG direct customer service contracts must have at least one CSBG ‘customer service’ with an associated outcome and measures in Section H.]

- i. The Contractor shall provide *Self-Sufficiency* programs which shall be designed to provide comprehensive, long-term individual and family development services or activities dedicated to assist Clients achieve a set of goals that shall result in greater self-sufficiency and shall eliminate some of the causes of poverty. The provision of such ‘Self-Sufficiency’ programs, for the purposes of this contract, shall be designed with a core purpose related to the development and coordination of a related comprehensive strategic plan(s).
- ii. Throughout the term of this contract, the Contractor will provide Clients with a variety of social services as well as develop community-based projects designed to improve or promote the Client’s overall life-functioning and economic self-sufficiency. The following services and projects, as described by the Federal Office of Community Services ‘National Association for State Community Services Programs’ Task Force, shall supplement the Program services described herein::

[Delete those CSBG services below that do not apply to this contract]

- a) **Employment Services** and activities shall include, but are not limited to:
1. **Information and Referral (I&R)** services regarding community-based employment and job-training services available for Clients. I&R services shall be provided to at least **[number (#)]** Clients.
 2. **Job Counseling** services for unemployed and/or ‘under-employed’ (i.e. part-time or less than 35-hours/week) Clients that include, but are not limited to, ‘job-hunting’ skills training, as well as providing local labor market information detailing the jobs available in the community. Job Counseling services shall be provided to at least **[number (#)]** Clients.
 3. **Job Placement/Development** services shall include, but are not limited to, developing comprehensive services designed to place unemployed and under-employed

Clients in appropriate employment situations. Such services shall include, but are not limited to, finding vacant positions for which employers agree to interview Clients served under this contract and; setting up job interviews for Clients. This service component may also include Job Counseling and 'I&R' services described in sections a)1 and a) 2 above. Job Placement/Development services shall be provided to at least [number (#)] Clients.

4. **On-the-Job Training (OJT)** activities shall be designed to enhance the job-related skills of working Clients during their hours of employment. Additional OJT projects may include, but are not limited to, mobilizing community resources to meet the employment and job training needs of the Clients, increasing community or employer awareness of identified employment and training needs of the poor, and arranging for partnerships and coordinated initiatives in employment projects sponsored by the Contractor. On-the-Job Training (OJT) services shall be provided to at least [number (#)] Clients.
 5. **Employment Generating Projects** refer to developing a collaboration(s) with local businesses, services, or programs supported or operated by community-based organizations that are dedicated to provide new job opportunities for low income Clients. Component services may include, but are not limited to, part-time income-enhancing projects such as establishing community-based produce market(s) to sell surplus produce reaped from community gardens. Employment Generating Projects services shall be provided to at least [number (#)] Clients.
 6. **Skills Training** includes training in skills for which there are immediate or re-occurring job opportunities in the community. Such skills training shall include, but are not limited to, word processing, basic computer training, welding or other vocational/technical trade(s) training, and job-hunting related skills. Skills Training services shall be provided to at least [number (#)] Clients.
- b) **Education Services** and activities may include, but are not limited to:
1. **Information and Referral (I&R)** services and activities designed to provide Clients with information about educational opportunities in the community and referral to such community educational programs. Information and Referral services shall be provided to at least [number (#)] Clients.
 2. **Counseling and Guidance** services and activities shall provide advice and guidance to youth and adult Clients regarding their educational goals and opportunities available to them. Component services may include, but are not limited to, counseling for at-risk students and drop-outs, students seeking scholarships to a college or technical school, and adults seeking educational resources. Counseling and Guidance services shall be provided to at least [number (#)] Clients.
 3. **Public Education and Public Information** activities shall be designed to inform the general public in the Contractor's service area about the problems and solutions to poverty in the community. Public Education and Public Information services shall be provided to at least [number (#)] Clients.
 4. **Head Start Support** activities shall be designed to improve the educational quality of the Head Start staff and program(s) employed and operated by the Contractor. Head Start Support services shall be provided to at least [number (#)] staff and programs.
 5. **Day Care and Child Development Support** activities shall be designed to assist customers in obtaining services that shall include, but are not limited to, childcare

and/or classes designed to provide both child development instruction and support for working parent(s), and direct parenting skill(s) instruction. Day Care and Child Development Support services shall be provided to at least [number (#)] Clients.

6. **Adult Basic Education (ABE), General Education Development (GED), and/or Other Educational Instruction** shall include courses or classes that offer preparatory activities designed to assist the customer toward obtaining a high-school equivalency certificate (GED). Such courses or classes shall include, but are not limited to, literacy skills, basic math skills, and English language instruction. Component services may also include, but are not limited to, educational workshops and tutoring sessions for high-school dropouts. Additional educational projects may include, but are not limited to, providing transportation for customers to educational program sites, student scholarship programs for customers, in-school drop-out prevention programs, tutoring and counseling. Adult Basic Education, General Education Development, and/or Other Educational Instruction services shall be provided to at least [number (#)] Clients.
- c) **Income Management** services and activities shall include, but are not limited to:
1. **Household Financial Counseling, Information and Referral** services shall include, but are not limited to, providing I&R about income management and related counseling support services, instructing Clients about preparing and implementing household budgets, and assisting with personal, credit, and general consumer education issues. Household Financial Counseling, Information and Referral services shall be provided to at least [number (#)] Clients.
 2. **Income Tax Counseling** services shall be designed to assist customers in preparing their Federal, State, and/or local annual income tax reports, and informing them about the availability of income tax credits and benefits. Income Tax Counseling services shall be provided to at least [number (#)] Clients.
 3. **Alternative Energy Installations, Public Information (re: Energy Conservation, Residential Energy Conservation Workshops, Weatherization Support)** activities shall include, but are not limited to, conducting workshops for Clients and the general public on do-it-yourself home energy conservation measures. Such workshops shall provide how-to information regarding the installation of solar window collectors, greenhouses, solar hot water heaters, and other residential applications of low-cost alternative energy devices. Alternative Energy Installations, Public Information activities shall be provided to at least [number (#)] Clients.
 4. **Other Income Management Projects** shall include, but are not limited to, those initiatives dedicate toward assisting low-income Clients make better use of available income (e.g. organizing credit unions, food co-ops, and car/van pools). Other Income Management Projects shall be provided to at least [number (#)] Clients.
- d) **Housing Assistance** services and activities shall include, but are not limited to:
1. **Information and Referral (I&R)** services and activities shall be designed to provide Clients with comprehensive information about the availability of existing housing services in the community and referrals to such community-based programs. Information and Referral services and activities shall be provided to at least [number (#)] Clients.
 2. **Homeownership Counseling/Loan Assistance** activities shall include, but are not limited to, counseling on homeownership for low-income Clients that provides

assistance in completing application(s) for Federal 'HUD' and 'Rural Development' (formally FMHA) home loan programs. Homeownership Counseling/Loan Assistance activities shall be provided to at least [number (#)] Clients.

3. **Other Housing Counseling and Landlord/Tenant Advocacy** services shall include, but are not limited to, counseling in landlord/tenant relations, as well as assistance in applying for rent subsidies and with default/displacement and relocation situations, and fair housing concerns. Other Housing Counseling and Landlord/Tenant Advocacy services shall be provided to at least [number (#)] Clients.
 4. **Home Repair/Rehabilitation** services shall provide home repair and residential rehabilitation services to elderly and other low-income Client households. Component services may also include home maintenance workshops. Home Repair /Rehabilitation services shall be provided to at least [number (#)] Clients.
 5. **Other Housing Programs** may include, but are not limited to, advocacy/support services for elderly group home placement, home safety and health code standards, home construction for low-income families, urban homesteading initiatives, provision of transportation for Clients residing in housing projects, and initiatives to enforce the Federal Community Reinvestment Act. Other Housing Programs services shall be provided to at least [number (#)] Clients.
- e) **Emergency Services** and activities shall include, but are not limited to:
1. **Information and Referral (I&R)** services and activities shall include, but are not limited to, providing Clients with information about emergency and disaster relief services and referrals to existing community-based programs. Information & Referral services shall be provided to at least [number (#)] Clients.
 2. **Cash Assistance/Loans** shall be made available for Clients in the form of one-time cash payment or short-term loans to assist them meet their emergency needs (e.g. shelter, food, clothing, fuel, etc). Cash Assistance/Loans shall be provided to at least [number (#)] Clients.
 3. **Emergency Energy Support** activities shall be designed to amplify or supplement the crisis assistance or fuel payments available under other home energy assistance programs that are operated by the Contractor. Such supplemental payments shall be made available for Clients to make emergency energy payments, energy-related repairs, energy-related advocacy and/or crisis interventions, especially with energy suppliers/vendors. Emergency Energy Support activities shall be provided to at least [number (#)] Clients.
 4. **Crisis Intervention & Crisis Case Management** activities shall include direct intervention(s) in emergency situations such as those resulting from child, spouse, alcohol or drug abuse, illness, or unemployment. Component services shall include, but are not limited to, temporary shelter for battered women, crisis hotlines, and mediation for Clients who have experienced a family emergency situation due to the loss of benefits from programs such as Temporary Family Assistance (TFA) or Food Stamps. Crisis Intervention & Crisis Case Management activities shall be provided to at least [number (#)] Clients.
 5. **Donated Goods/Services/Cash** activities shall involve mobilizing, storing, and distributing donations of money, food, clothing, furniture, wood and other fuels, and professional services to assist customers meet 'one-time' emergencies and/or recovery

from disasters (e.g. flood, fire, etc.). Donated Goods/Services/Cash activities shall be provided to at least **[number (#)]** Clients.

6. **Other Emergency Services** shall include, but are not limited to, transportation for Clients to meet family emergency needs, and the provision of legal aid assistance referrals. Other Emergency services shall be provided to at least **[number (#)]** Clients.
 7. **Homeless Aid** shall provide homeless Clients with temporary shelter and/or food program provisions. Component services may include, but are not limited to, clothing, medical care, and shelter referrals. Homeless Aid services shall be provided to at least **[number (#)]** Clients.
 8. **Interagency or Statewide Planning and Coordination** initiatives shall be designed as a community cooperative toward meeting community emergency or disaster relief needs through interagency planning and/or program coordination. Interagency or Statewide Planning and Coordination services shall be provided to at least **[number (#)]** Clients.
- f) **Nutrition services or activities** shall include, but are not limited to:
1. **Information and Referral (I&R) / Counseling** services or activities shall include providing Clients with information about available nutrition services and referrals to such community-based programs. Component services may include, but are not limited to, short-term or one-time counseling for Clients regarding nutrition, diet, and food preparation designed to promote or improve overall health. Informational and Referral (I&R) Counseling services shall be provided to at least **[number (#)]** Clients.
 2. **Surplus Food/Commodities Distribution** activities shall include storing and distributing surplus USDA agricultural commodities and other federally provided emergency food provisions to Clients in the community. Surplus Food/Commodities Distribution activities shall be provided to at least **[number (#)]** Clients.
 3. **Food Pantries/Shelves** shall include organizing and operating community-based distribution outlets of locally donated food (e.g. dented canned goods and overstocked produce) to low-income Clients. Component services may also include staff/cash resource assistance to regional food banks for preparation of food baskets for low-income Clients in the community. Food Pantries/Shelves services shall be provided to at least **[number (#)]** Clients.
 4. **Hot Meals Program Services** shall provide hot breakfasts, lunches, or dinners for low-income Clients in the community. Component services may include, but are not limited to, preparing and providing congregate (group) or home-delivered meals to Clients in the community. Hot Meals Program Services shall be provided to at least **[number (#)]** Clients.
 5. **Gardening/Canning/Self-Help Production** activities shall include, but are not limited to, assisting neighborhood or community gardens improve the diets of low-income Clients, operating community-based canneries, or other projects designed to assist low-income Client households preserve fruits, vegetables, and meats for long-term storage and consumption. Gardening/canning/Self Help Production activities shall be provided to at least **[number (#)]** Clients.
 6. **Nutrition Education/Comprehensive Counseling** services shall include, but are not limited to, comprehensive training in basic nutrition principles, guidance in consumer behavior, home economics, and child and infant nutrition training, etc. Nutrition

Education/Comprehensive Counseling services shall be provided to at least [number (#)] Clients.

7. **Other Nutrition Projects** shall be designed or dedicated to amplify or supplement the Federal Women, Infant, and Children (WIC) program, summer feeding programs for children, as well as provide transportation for Clients to community-based nutrition projects or programs. Other Nutrition Projects shall be provided to at least [number (#)] Clients.
- g) **Linkage(s)** services or activities shall include, but are not limited to:
1. **Information and Referral (I&R)** services or activities that umbrella Client inquiries about all available social support services available in the community and make appropriate referrals to such community-based programs and services. Component services or activities shall concern one or more of the following areas: mental health and substance abuse issues, family counseling issues, medical treatment, or medical facility services information and referrals. Information and Referral (I&R) services shall be provided to at least [number (#)] Clients.
 2. **Family/Individual Counseling Programs** shall provide one-on-one sessions with multi-problem (e.g. substance abuse, family conflict, domestic violence, etc.) Clients by the Contractor's State certified counselors. Family/Individual Counseling Programs services shall be provided to at least [number (#)] Clients.
 3. **Local or State Needs Assessments and other Community Outreach** activities designed to assist related projects undertaken by local or State agencies to identify and prioritize the needs of low-income Clients in the community. Component activities may include, but are not limited to, recruiting volunteers from the community (e.g. business owners and school administrators) to assist in coordinating such assessments and outreach activities and/or inform Clients of the array of social support services available, organizing community meetings and public forums, and coordinating community beautification campaigns such as recycling or crime prevention. Local or State Needs Assessments and other Community Outreach activities shall be provided to at least [number (#)] Clients.
 4. **Transportation Projects** may include, but are not limited to, developing multi-purpose transportation services that transport Clients to any of the available social support programs or sites in the community. An additional Transportation Project may include dedicated transportation services designed to meet the various needs of the elderly and handicapped Clients in the community that cannot be assigned to a single direct Program service component as described herein. Transportation Projects shall be provided to at least [number (#)] Clients.
 5. **Elderly Projects** may include, but are not limited to, multi-purpose or miscellaneous projects not listed in the Program service component(s) as described herein. Examples of such projects include:
 - (1) **Senior Services—Chores** provides Clients with heavy-duty household cleaning services. Clients will be eligible to receive such services if they are sixty (60) years of age or older and reside in the towns or cities of [City/Town], CT. Senior Services—Chores shall be provided to at least [number (#)] Clients.
 - (2) **Senior Services—Grocery Delivery** provides Clients with grocery shopping and delivery services. Clients will be eligible to receive such services if they are sixty (60) years of age or older, homebound (i.e. disabled, non-mobile or bedridden)

and reside in the towns or cities of **[City/Town]**, CT. Senior Services–Grocery Delivery shall be provided to at least **[number (#)]** Clients.

- (3) **Senior Services–Recreation** are those services or activities designed to provide or assist Clients to partake in individual or group activities directed towards promoting physical, cultural, or social development. Such activities shall include, but are not limited to, arts and crafts instruction, or other hobby and games-related activities or instruction, field trips or tours, movies, and other entertainment outings. Senior Services–Recreation shall be provided to at least **[number (#)]** Clients.
- (4) **Medical Transportation Services** that provide Clients door-to-door transportation to medical appointments and adult day-care centers. Clients will be eligible to receive such services if they are sixty (60) years of age or older; reside in the towns or cities of **[City/Town]**; are physically or mentally disabled; and patients of the **[Name of Health Care Facility]** located in **[City/Town]**, CT. Medical Transportation Services shall be provided to at least **[number (#)]** Clients.

h) **Summer Youth Recreation** services or activities shall include, but are not limited to:

1. **Youth Services** are those services or activities designed to provide or assist Clients, ages **[3 to 18]** opportunities to participate in individual or group activities directed towards promoting physical, cultural, or social development. Such activities shall include, but are not limited to, arts and craft instruction, or other hobby and games-related activities or instruction, field trips or tours, movie theatres, and other entertainment outings. Youth Services shall be provided to at least **[number (#)]** Clients.
2. **Summer Recreational Program(s)** will be provided for Clients, ages **[3 to 18]**, which will provide comprehensive age-appropriate recreational and academic enrichment activities. Summer Recreational Program(s) shall be provided to at least **[number (#)]** Clients.
3. **Food Pantry** or **Summer Youth Feeding Program(s)** shall be provided for Clients, ages **[3 to 18]** that will offer nutritious meals planned to maintain or improve the Clients' physical health. Food Pantry or Summer Youth Feeding Program(s) shall be provided to at least **[number (#)]** Clients.
4. In the event that Summer Youth Recreation or Youth Services are provided, the contractor agrees to comply with the licensure requirements of C.G.S. §§ 19a-421 and 19a-422 and no payment will be due and owing to the contractor for Summer Youth Recreation services unless the program is licensed. The Contractor shall provide the Department with a copy of the license prior to execution.

i) **Health services and activities** may include, but are not limited to:

1. **Transportation** to (and from) medical service(s) providers shall be provided to all Clients in the Program. Transportation services shall be provided to at least **[number (#)]** Clients.
2. **Medical or Dental Screening** expenditures to such providers for services rendered to Clients to assess medical or dental needs. Medical or Dental Screening expenditure services shall be provided to at least **[number (#)]** Clients.

3. **Immunization** expenditures in support of community immunization programs and/or providing immunization services for Clients. Immunization expenditure services shall be provided to at least [number (#)] Clients.
4. **Prevention of Drug Abuse or Alcoholism** funding for community programs designed to educate and support prevention of these health problems. Prevention of Drug Abuse or Alcoholism services shall be provided to at least [number (#)] Clients.
5. **Treatment of Alcohol/Drug Abuse** expenditures on behalf of those Clients who are receiving in- or outpatient treatment services for these addictions. Treatment of Alcohol/Drug Abuse expenditure services shall be provided to at least [number (#)] Clients.
6. **Pregnancy Related, Maternal and Infant Health** expenditures related to health services for expectant and new mothers and their infants. *[Note: If these services are predominantly nutritional, (e.g. education and food), they should continue to be reported in ROMA under the 'Nutrition Services' category, as should CSBG expenditures that directly support the 'WIC' program. If most of the resources are being spent for non-nutritional screening and services, report them under this service category in the ROMA survey.]*
7. **Family Planning Services** or activities that include, but are not limited to, family planning, counseling, information and referrals. Family Planning services shall be provided to at least [number (#)] Clients.
8. **Rural Health Programs** designed to coordinate/increase all health resources available and accessible to Clients in the community. *[Provide additional information, as appropriate to the services offered]*
9. **Other Primary Health Care** services or activities may include, but are not limited to, direct primary medical services (e.g. services to eliminate disease, injury, malnutrition, etc.). *[Note: this does not include 'indirect' services (e.g. education and prevention) funded by the CSBG. Please provide additional information as to fully define the 'direct' primary medical health services offered.]*

7. **COMPONENT B – HSI INITIATIVE:**

- a. Clients must report household income to receive HSI services under this contract. The Contractor shall capture household income for customers to ensure compliance with SSBG-TANF income eligibility requirements of 200% of the Federal Poverty Level and documented in files. The Contractor will provide HSI services regardless of reported household income. SSBG-TANF resources can only be utilized for households with minor children.
- b. The Contractor shall provide the following additional services to ensure successful enhancement of CAA services identified in the Community Action Plan:
 - i. Coordinate the comprehensive delivery of social services to address all of the Clients' needs through the coordination of program and service delivery to address multiple needs.
 - ii. Utilize an Internet-based information and case management system for data transfer and reporting purposes.
 - iii. Provide **CAA Service Intake** and **Assessment** to all Clients *except* for those who have written for and received a waiver from the Department.

- iv. Provide **CAA** Pre-Application Assistance to all Clients that have been identified by CAA staff as specifically needing referral to the Department for assistance.
 - v. Track all Clients referred for all types of further assistance to determine if Clients received such assistance.
 - vi. Review and update every Client's service plan on a quarterly basis as long as the Client continues to receive services through the HSI service delivery system.
 - vii. Leverage existing resources to enhance the services provided by the Contractor.
 - viii. Maintain Client records as an ongoing record of continuing Client assessment, and refer Clients to additional support services in response to each Client's continuing assessments.
 - ix. **The Self-Sufficiency Program**, following the Self-Sufficiency Center model and plan defined in Part I, Section B, is a comprehensive system of support services, which promotes, empowers, and nurtures families or family members toward self-sufficiency. Self-Sufficiency program services shall be provided to at least *[number (#)]* Clients. The Self-Sufficiency Program shall include services and activities that include, but are not limited to:
 - (a) Conducting comprehensive Client assessments of the issues facing the family or family members and the resources the family brings to address these issues;
 - (b) Developing a service plan for each family to facilitate the family's self-support;
 - (c) Providing information and referrals for a comprehensive variety of social support services that are available in the community;
 - (d) Developing a case management methodology that shall be used to track and evaluate the family's progress, as well as adjust the service plan as needed. Such case management methodology may include a Centralized Intake and Case Management Program that ensures Clients are provided a continuum of services, based upon identified needs and barriers. The Clients' participation in such services shall be documented in their case records and monitored for effectiveness.
 - (e) Providing dedicated paraprofessional counselor(s) that will demonstrate flexibility and establish trust and productive relationships with the Clients to promote and facilitate long-term self-sufficiency.
 - (f) Providing family/individual-counseling programs developed as part of the overall Program strategy for achieving self-sufficiency.
 - (g) Family Development/Intervention for Family Stabilization refers to crisis intervention/resource mobilization by paraprofessional specialists who provide case management and advocacy for Clients to promote self-sufficiency and coordinate public and private community resources to meet such needs. Component activities shall include, but are not limited to, assisting families and Clients in preventing or addressing personal and situational problems by arranging and/or providing short-term assistance in developing long-range plans to meet multiple needs and emergencies that are preventing the Client's self-sufficiency. Additional services may include outreach, advocacy, informal counseling, information and referrals, follow-up, and promoting active Client participation in this Program component.
- c. The Contractor shall provide Clients with one or more of the following HSI services:

- i. **Client Services**, which shall include, but not be limited to, facilitating access to local, State, or other social services. Such services may include, but not be limited to, enrollment in food services including emergency (maximum 4-day supply); holiday and seasonal provisions (e.g. holiday baskets); referral to energy/fuel assistance services and programs. These Client services shall be provided to at least **[number (#)]** clients.
- ii. **Employment and Training Services**, which are services or activities designed to assist clients in securing employment or acquiring or learning skills that promote opportunities for employment. Component services or activities shall include one or more of the following: employment screening or assessment; job-skills training; pre-vocational training; counseling; referral to community resources. Employment and Training Services shall be provided to at least **[number (#)]** clients.
- iii. For **Employment and Training Services** provided under this contract, the Contractor shall coordinate Program activities with the local One-Stop system with the priorities and requirements established by the workforce investment systems established by the Regional Workforce Development Board(s) under the Federal Workforce Investment Act of 1998.
- iv. **Income Management Services** are services and activities that include, but are not limited to, Household Financial Counseling, Tax Counseling, Alternative Energy Installations, Public Information (re: Energy Conservation, Residential Energy Conservation Workshops, Weatherization Support) and Other Income Management Projects (e.g. food co-ops, car/van pools, etc.). Income Management services shall be provided to at least **[number (#)]** Clients.
- v. **Housing or Residential Services** are services or activities designed to assist Clients in locating, obtaining, or retaining suitable housing. Such services shall include, but are not limited to, mediation of landlord/tenant matters, referrals to the Connecticut's Eviction Prevention and Rapid Rehousing Programs, and other related information and referral services. Housing or Residential services shall be provided to at least **[number (#)]** Clients.

E. PROGRAM ADMINISTRATION

1. Throughout the term of this contract, the Contractor will staff the Program with the following positions: [list staff in the following format - Title, Dept., (#-full/part-time), @ (#) hours per week (optional)]

EXAMPLE: Director, Housing, 1 full-time @ 40 hours per week.
2. The Contractor will provide Program services at **[Agency address]**. Standard Program hours of operation will be **[Monday through Friday, ___ a.m. to ___ p.m.]**, during the contract period. ***(Please indicate HSI sites separately)***
3. The Contractor's administrative office is located at **[administrative office address]**.
4. The Contractor will administer its program through a Community Action Board of Directors, which shall consist of not more than 51 members and not less than 15 members. The Board of Directors composition is defined in the State and Federal Requirements Section B.5. of this contract.
5. The Contractor will convene full **[Governing Body – e.g. Board of Directors]** meetings at least **[number (#)]** times during each federal fiscal year during the contract period.
6. The State shall receive a copy of the board packet that is distributed to each board member, no later than seven days after the date of the held meeting. Included will be minutes from the previous meeting as well as all documents that will be handed out at the meeting, including financial statements.

7. The Contractor agrees to develop and maintain policies related to personnel. Said personnel policies shall be maintained at the Contractor's location in the Contractor's files and be made available to the Department as requested by the Department, its representatives and its agents. The Contractor further agrees to submit a copy of its personnel policies to the Department, if requested, within ten days of receipt of such request.

F. PROGRAM EVALUATION

1. The Contractor's participation in the evaluation process identified by the Department is **mandatory** and intended to ensure HSI service provision are provided in an efficient and effective manner. The evaluation process shall appraise the Contractor's Program within its catchment area, as well as in comparison and conjunction with other CAA within the Connecticut Community Action Network in relation to the HSI vision identified in Part I, Section A.3.
2. The Contractor agrees to conduct an annual Program Evaluation Report. The Contractor's **Board of Directors** will annually monitor the Program to assess its goals, progress, and effectiveness and will produce a report with recommendations to the Contractor's staff. This report will be made available to the Department's Program representative at the time of the annual Department on-site review. Clients will participate in the Program evaluation process by completing a Client satisfaction survey as provided by the Contractor. A summary of these surveys will be included in the Program Evaluation Report.
3. The Contractor shall collaborate with the Department and 2-1-1 in the HSI evaluation process, at such time when the Department conducts an evaluation process. The Contractor shall coordinate its HSI case management and Low-Income Home Energy Assistance Program (LIHEAP) Assurance 16 case management functions. LIHEAP Assurance 16 guidelines allow the Department to use up to five percent of LIHEAP funds, at its option, to allow the Contractor to provide services that encourage and enable households to reduce their home energy needs and thereby the need for energy assistance. Services may include, but are not limited to, needs assessments, counseling, and assistance with energy vendors. Such activities shall be assessed in the HSI evaluation process.

G. QUALITY ASSURANCE COMPLIANCE:

1. The Contractor agrees to comply with any and all applicable regulations adopted by the Department or other Departments pursuant to the services provided under this contract and, as applicable, require that all pertinent subcontractors comply as well.
2. The performance of the Contractor, and any applicable subcontractors, shall be reviewed and evaluated at least annually by Department staff. Such reviews and evaluations may be performed by examination of Client records, service logs, other documents and reports, attendance at board meetings, and a meeting(s) with Contractor staff and/or Clients and Board members. Site visits will be conducted at funded facilities and program sites administered by the Contractor.
3. The Contractor shall participate in and complete the Quality Community Action System (QCAS) self-assessment and peer review process provided by Connecticut Association For Community Action and Northeast Institute for Quality Community Action on a 3-year cycle. Peer review teams shall be drawn from CAAs from Rhode Island and Massachusetts. The conditions under which the Contractor shall comply with the QCAS process shall be set forth in a policy transmittal prepared by the Department and provided to the Contractor following the execution of this contract.

H. OUTCOMES AND MEASURES:

1. The outcome measures applicable to this contract shall represent the Contractor's goals and objectives pertaining to the improvement of the Contractor's administrative and operational functions as related to the provision of direct human services and such services delivery system(s) to effectively assist the target population described in Part I, Section D.1.

2. The Contractor will implement the Program and services described herein to result in the following outcomes on behalf of the Clients. Such outcomes will be measured in the manner described herein and documented in the Client’s service plan/case records. The Department will monitor outcome results achieved pursuant to these outcomes and measures.

3. The Contractor agrees to provide outcome based performance data, as reported in the ROMA system described in Part I, Section A.3 a-c., on the annual measures as set forth below: *[Delete those that do not apply to this contract]*

[The Contractor should provide specific outcome measures related to the Program services provided under this contract. Sample outcome measures are listed below. This is not an all-inclusive listing based on the services described in Part I, Section D. . Please follow this format when adding such Program service(s) outcome measures. In addition, note that some of the measures could easily apply to other goals as well as the one under which they are listed; use them wherever they seem most appropriate]

[In the [number (#)] measures below, it needs to be expressed in two parts - the actual Client count, and the total number of Clients served. For example, when the measure is ‘number of Clients maintaining employment, express it as a factor of the total number of Clients served (e.g. 27 out of 86). Do not indicate percentages (e.g. 32% or 32 out of 100, unless the total number of Clients served is exactly 100).]

[Delete those outcomes and measures that do not apply]

National Performance Indicators - Connecticut 2012		
NPI	DESCRIPTION	Target
Goal 1: Low-income (LI) people become more self-sufficient.		
1.1	Employment: # & % of LI in Community Action employment initiatives who get a job or b/c self-employed	
1.1 A	Unemployed and obtained a job (CT FACS 1.1)	
1.1 B	Employed and maintained a job for at least 90 days (CTFACS 1.3)	
1.1 C	Employed and obtained an increase in employment income and/or benefits (CTFACS 1.4)	
1.1 D	Achieved "living wage" employment and/or benefits (reference self-sufficiency standard 2005)	
1.2	Employment Supports: # & % of LI in need of employment supports	
1.2 A	Obtained skills/competencies required for employment (CT FACS 1.8B and/or 1.8C)	
1.2 B	Completed ABE/GED and received certificate or diploma (CT FACS 1.8 D)	
1.2 C	Completed post-secondary education program and obtained certificate or diploma (CTFACS 1.8E)	
1.2 D	Enrolled children in before or after school programs (CTFACS 1.8F)	
1.2 E	Obtained care for child or other dependent (CTFACS 1.8G)	
1.2 F	Obtained access to reliable transportation and/or driver's license (CTFACS 1.8H)	
1.2 G	Obtained health care services for themselves or family member (CTFACS 6.8A)	
1.2 H	Obtained and/or maintained safe and affordable housing (CT FACS 1.7A+1.7B+6.4A)	
1.2 I	Obtained food assistance (CTFACS 6.5A+6.6A+6.6D)	
1.2 J	Obtained non-emergency LIHEAP energy assistance	
1.2 K	Obtained non-emergency WX energy assistance	
1.3	Economic Asset Enhancement and Utilization: # & % of LI participating in economic asset	
1.3 E.1	Number and percent of participants in tax preparation programs who qualified for any type of Federal or State tax credit and the expected aggregate dollar amount of credits (CTFACS 1.5A)	
1.3 E.2	Number and percent of participants who obtained court-ordered child support payments and the expected annual aggregated dollar amount of payments (CTFACS 6.2F)	

1.3 E.3	Number and percent of participants who were enrolled in telephone lifeline and/or energy discounts with the assistance of the agency and the expected aggregated dollar amount of savings	
1.3 U.1	Number and percent of participants demonstrating ability to complete and maintain a budget for over 90 days (CTFACS 1.6A or +/6.3A)	
1.3 U.2	Number and percent of participants opening an Individual Development Account (IDA) or other savings account (CTFACS 1.6B)	
1.3 U.3	Number and percent of participants who increased their savings through IDA or other savings accounts and the aggregated amount of savings (CTFACS 1.6B +1.B1)	
1.3 U.4a	Number and percent of participants capitalizing a small business with accumulated savings (CTFACS 1.6D)	
1.3 U.4b	Number and percent of participants pursuing post-secondary education with accumulated savings (CTFACS 1.6E)	
1.3 U.4c	Number and percent of participants purchasing a home with accumulated savings (CTFACS 1.7A)	
1.3 U.4d	Number and percent of participants purchasing other assets with accumulated savings	
Goal 2: The conditions in which low-income people live are improved.		
2.1	Community Improvement and Revitalization: # & % if LI that are participating in community improvement & revitalization	
2.1 A	Jobs created, or saved, from reduction or elimination in the community (CTFACS 2.2A)	
2.1 B	Accessible "living wage" jobs created, or saved, from reduction or elimination in the community (CTFACS 6.2f)	
2.1 C	Safe and affordable housing units created in the community (CTFACS 2.1B)	
2.1 D	Safe and affordable housing units in the community preserved or improved through construction, weatherization or rehabilitation achieved by Community Action activity or advocacy	
2.1 E	Accessible safe and affordable health care services/facilities for low-income people created, or saved from reduction or elimination	
2.1 F	Accessible safe and affordable child care or child development placement opportunities for low-income families created, or saved from reduction or elimination	
2.1 G	Accessible before-school and after-school program placement opportunities for low-income families created, or saved from reduction or elimination	
2.1 H	Accessible new or expanded transportation resources, or those that are saved from reduction or elimination, that are available to low-income people, including public or private transportation	
2.1 I	Accessible or increased educational and training placement opportunities, or those that are saved from reduction or elimination, that are available for low-income people in the community, including vocational, literacy, and life skill training, ABE/GED, and post secondary education	
2.1 J	Number of full-time equivalent (FTE) created by Community Action Micro Business Development Program	
2.2	Community Quality of Life and Assets through Maximum Feasible Access	
2.2 A	Increases in community assets as a result of a change in law, regulation or policy, which results in improvements in quality of life and assets (CTFACS 2.4F)	
2.2 B	Increase in the availability or preservation of community facilities (CTFACS2.2J+2.4D)	
2.2 C	Increase in the availability or preservation of community services to improve public health and safety	
2.2 D	Increase in the availability or preservation of commercial services within low-income neighborhoods	
2.2 E	Increase in or preservation of neighborhood quality-of-life resources	

2.3	Community Engagement: # & % if LI that are participating in Community engagement.	
2.3A	Number of community members mobilized by Community Action that participate in community revitalization and anti-poverty initiatives (CTFACS 3.1+3.2=3.3)	
2.3B	Number of volunteer hours donated to the agency (CTFACS 5:TABLE2)	
Goal 3: Low-income people own a stake in their community.		
3.1	Community Enhancement through Maximum Feasible Participation	
3.1	Total number of volunteer hours donated by low-income Clients to Community Action (CTFACS GOAL 5: #HOURS DONATED)	
3.2	Community Empowerment through Maximum Feasible Participation	
3.2 A	Number of low-income people participating in formal community organizations, government, boards or councils that provide input to decision-making and policy setting through Community Action efforts (CTFACS 3.1A-1)	
3.2 B	Number of low-income people acquiring businesses in their community as a result of Community Action assistance (CTFACS3.4A)	
3.2 C	Number of low-income people purchasing their own home in their community as a result of Community Action assistance (CTFACS 3.4B)	
3.2 D	Number of low-income people engaged in non-governance community activities or groups created or supported by Community Action (CTFACS 3.2A+3.2B+3.3A+3.3B+3.3C)	
Goal 4: Partnerships among supporters and providers of services to low-income people are achieved.		
4.1	Number of organizations, both public and private, that Community Action actively works with to expand resources and opportunities in order to achieve family and community outcomes	
	# Non-Profit (Goal 4)	
	# Faith Based SAA	
	# Local Government SAA	
	# State Government SAA	
	# Federal Government SAA	
	# For-Profit Business or Corporation. SAA	
	# Consortiums/Collaboration	
	# Housing Consortiums/Collaborations.	
	# School Districts	
	# Institutions of post secondary education/training	
	# Financial/Banking Institutions	
	# Health Service Institutions	
	# State wide associations or collaborations	
	Number of Organizational Partnerships (Total):	
Goal 5: Agencies increase their capacity to achieve results.		
5.1	Agency Development: # of human capital resources available to increase agency capacity	
	Number of human capital resources available to Community Action that increase agency capacity to achieve family and community outcomes, as measured by one or more of the following:	
	Number of Certified-Community Action Professionals (C-CAP) CTFACS GOAL 5, TABLE 5	
5.1	Number of ROMA Trainers SUPPLEMENTAL DATA FORM	
	Number of Family Development Trainers SUPPLEMENTAL DATA FORM	
	Number of Child Development Trainers SUPPLEMENTAL DATA FORM	
	Number of staff attending trainings SUPPLEMENTAL DATA FORM	
	Number of board members attending trainings SUPPLEMENTAL DATA FORM	

	Hours of staff in trainings SUPPLEMENTAL DATA FORM	
	Hours of board members in trainings SUPPLEMENTAL DATA FORM	
Goal 6: Low-income people, especially vulnerable populations, achieve their potential by strengthening family and other supportive environments.		
6.1	Independent Living: # of vulnerable Clients receiving services who maintain independent living as a result of services	
6.1 A	Senior Citizens (ages 55 and over) (CTFACS 6.10A,6.10B,6.10C)	
6.1 B	Clients with Disabilities (CTFACS 1.8M IF APPLICABLE)	
6.2	Emergency Assistance: # of LI who rec'd emergency assistance	
6.2 A	Emergency Food	
6.2 B	Emergency fuel or utility payments funded by LIHEAP or other public and private funding sources	
6.2 C	Emergency Rent or Mortgage Assistance (CTFACS 6.5A)	
6.2 D	Emergency Car or Home Repair	
6.2 E	Emergency Temporary Shelter (CTFACS 6.5)	
6.2 F	Emergency Medical Care	
6.2 G	Emergency Protection from Violence	
6.2 H	Emergency Legal Assistance	
6.2 I	Emergency Transportation	
6.2 J	Emergency Disaster Relief	
6.2 K	Emergency Clothing (CTFACS 6.5B)	
6.3	Child & Family Development: # participating in developmental or enrichment programs	
6.3.I.1	Infants and children obtain age-appropriate immunizations, medical, and dental care (CTFACS 6.9F)	
6.3 I.2	Infant and child health and physical development are improved as a result of adequate nutrition (CTFACS6.6D)	
6.3 I.3	Children participate in pre-school activities to develop school readiness skills (CTFACS 6.9H)	
6.3 I.4	Children who participate in pre-school activities are developmentally ready to enter Kindergarten or 1st Grade (CTFACS 6.9J)	
6.3 Y.1	Youth improve health and physical development (CTFACS 6.9A)	
6.3 Y.2	Youth improve social/emotional development (CTFACS6.9B)	
6.3 Y.3	Youth avoid risk-taking behavior for a defined period of time (CTFACS 6.9C)	
6.3 Y.4	Youth have reduced involvement with criminal justice system (CTFACS 6.9D)	
6.3 Y.5	Youth increase academic, athletic, or social skills for school success (CTFACS 6.9E)	
6.3 A.1	Parents and other adults learn and exhibit improved parenting skills (CTFACS 6.2G)	
6.3 A.2	Parents and other adults learn and exhibit improved family functioning skills (CTFACS6.2A OR6.2B)	
6.4	Family Supports (Seniors, Disabled & Caregivers): LI people unable to work w/ barriers to family stability reduced or eliminated	
6.4 A	Enrolled children in before and after school programs (CTFACS 1.8F)	
6.4 B	Obtained care for child or other dependent (CTFACS 6.8E)	
6.4 C	Obtained access to reliable transportation and/or driver's license (CTFACS 6.8B)	
6.4 D	Obtained health care services for themselves or family member (CTFACS 6.8A)	
6.4 E	Obtained and/or maintained safe and affordable housing (CT FACS 1.4A)	
6.4 F	Obtained food assistance (CTFACS 6.6A+6.6B)	
6.4 G	Obtained non-emergency LIHEAP energy assistance	
6.4 H	Obtained non-emergency WX energy assistance	

6.4 I	Obtained other non-emergency energy assistance	
6.5	Service Counts	
6.5 A	Food Boxes - SUPPLEMENTAL DATA FORM	
6.5 B	Pounds of Food - SUPPLEMENTAL DATA FORM	
6.5 C	Units of Clothing - SUPPLEMENTAL DATA FORM	
6.5 D	Rides Provided - SUPPLEMENTAL DATA FORM	
6.5 E	Information and Referral Calls - SUPPLEMENTAL DATA FORM	

I. STATE AND FEDERAL REQUIREMENTS

1. To accomplish the goals and purposes of the CSBG Act (42 U.S.C. §§ 9901, et. seq.), the Contractor will use CSBG funds provided under this contract to:
 - a. Strengthen community capabilities for planning and coordinating the use of a broad range of Federal, State, local, and private assistance resources related to the elimination of poverty, so that these support systems can be used in a manner responsive to local needs and conditions.
 - b. Organize a broad range of services related to the needs of low-income families and individuals, so that such services may have a measurable and potentially effective impact on the causes of poverty in the community and may assist families and individuals toward achieving self-sufficiency.
 - c. Initiate a greater use of innovative and effective community-based approaches toward attacking the causes and affects of poverty and community breakdown.
 - d. Promote maximum participation of residents of low-income communities and members of groups served by programs supported through the CSBG to empower and generate feedback to the unique concerns and needs within their communities.
 - e. Expand the community resource base of programs and services directed toward the elimination of poverty, so as to secure an enhanced provision of services for private religious, charitable, and neighborhood-based organizations as well as citizens, business, labor, and other professional groups capable of providing quality services for the poor.

2. Throughout the term of this contract, the Contractor will assure that funds made available under this contract will be used to support initiatives designed to assist low-income Clients. The objective of these initiatives may include, but are not limited to:
 - a. Achieving self-sufficiency and solve problems that hinder the achievement of self-sufficiency.
 - b. Securing and retaining meaningful employment.
 - c. Attaining an adequate education with particular attention to improving literacy skills.
 - d. Improving Client/family income management skills.
 - e. Obtaining and maintaining adequate housing and a suitable living environment.
 - f. Obtaining emergency assistance through loans, grants, or other means to meet immediate and urgent family or individual needs. To provide, on an emergency basis, for the provision of appropriate supplies and services, nutritious foodstuffs, and related services as may be necessary to counteract conditions of starvation and malnutrition among the poor.

- e. Procedures are established under which a low-income Client, community organization, or religious organization, or representative of low-income Clients, who consider themselves inadequately represented on the Board, to petition for adequate representation.
- 6. The Contractor will provide applicable Program information and statistics as required for data entry in the Federal ROMA performance measurement system. Such Program information and related statistics will be made available to the Department as described in Part I, Section K of this contract.
- 7. In addition to the Subcontracting requirements of Part II of this contract, the State requires that the language of the following certification be included in the award documents for all sub-awards at all tiers including subcontracts, sub-grants, and contracts under sub-recipients, which shall certify and disclose accordingly. The Contractor certifies that:
 - a. No Federal appropriated funds have been paid or will be paid, by or on behalf of the State, to any person for influencing or attempting to influence any officer or employee of any agency, member of Congress, an officer or employee of, or an employee of a member of Congress, or an employee of a member of Congress in connection with the awarding of any Federal loan, the entering into of any cooperative agreement, and the extension, continuation, renewal, amendment, or modification of any Federal contract, grant, loan, or cooperative agreement.
 - b. If any funds other than Federal appropriated funds have been paid or will be paid to any person for influencing or attempting to influence an officer or employee of any agency, a member of Congress, an officer or employee of Congress, or an employee of a member of Congress in connection with this Federal contract, grant, loan or cooperative agreement, the State shall complete and submit standard Federal form-LLL, "Disclosure Form to Report Lobbying", (obtained from the U.S. Department of Health and Human Services) in accordance with its instructions.
- 8. **Block Grant Funding**– It is contemplated that the Department will utilize Federal Block Grant funding for this contract. The Department’s obligation to pay under the terms of the contract is conditioned upon the Legislature approving the block grant plan and funding in accordance with C.G.S. § 4-28b that is consistent with expenditures under this contract.
- 9. **Funding Identification** –*Federal funding has been provided for this contract as follows:*

Award Name:	Community Services Block Grant
Award Year:	2013 - 2016
Research and Design:	No
Name of Federal Agency Awarding:	Department of Health and Human Services
CFDA (Catalog of Federal Domestic Assistance) Title:	Community Services Block Grant (CSBG)
CFDA Number:	93.569
Award Name:	Social Services Block Grant-TANF
Award Year:	2013 - 2016
Research and Design:	No
Name of Federal Agency Awarding:	Department of Health and Human Services
CFDA (Catalog of Federal Domestic Assistance) Title:	Social Services Block Grant-TANF
CFDA Number:	93.558
- 10. The Contractor will inform custodial parents in single-parent families that participate in programs, activities, or services carried out or provided under this contract about the availability of child supports services if applicable, and refer such parents to the Department’s Child Support offices.

11. The Contractor will report expenditures as defined by the Federal Health and Human Services (HHS), Office of Community Services (OCS) in Transmittal No. 37, issued December 10, 1999. Expenditures shall be reported in terms of Direct program costs and Administrative costs. The terms are defined as follows:
 - a. **Direct** program costs can be specifically identified with delivery of a particular project, service, or activity undertaken by a grantee to achieve an outcome intended by the funding program. For CSBG, such direct costs derive from the funding objectives specified in the reauthorizing statute and from the goals and outcome measures in the ROMA system required by the statute. Direct program costs are incurred for the service delivery and management components within a particular program or project. Therefore, direct program costs include expenditures on some activities with administrative qualities, including salaries and benefits of program staff and managers, equipment, training, conferences, travel, and contracts that expressly relate to the delivery of an individual program or service funded by a specific grant source.
 - b. **Administrative** costs, in the context of CSBG statutory reporting requirements, are equivalent to the familiar concepts of indirect federal costs or overhead. As distinguished from program administration or management expenditures that qualify as direct program costs, administrative costs refer to central executive functions that do not directly support a specific project or service. Rather, administrative costs are incurred for common objectives that benefits multiple programs administered by the grantee organization, or the organization as a whole, and as such are not readily assignable to a particular program funding stream. Administrative costs relate to the general management of the grantee organization, such as strategic direction, Board development, Executive Director functions, accounting, budgeting, personnel, procurement, and legal services.
12. The Contractor also warrants that it is aware that funds provided by the Department under this contract may be used for a service match. The Contractor must obtain Departmental permission prior to identifying any or all of the allocated services as a service or monetary match. The Department shall respond to all requests within five business days of receipt.
13. The Contractor shall submit its A-133 and state single audit electronically to the Department of Social Services through a state-wide electronic system. The system is entitled “**Office of Policy and Management - Electronic Audit Reporting System (EARS)**”. The link to access the system is as follows: <https://www.appsvcs.opm.ct.gov/Auditing/Home.aspx>. The Contractor shall send the Department an e-mail alert stating that its audit has been uploaded to the identified system. If the Contractor requests an extension from the Office of Policy and Management, associated with the required audit submission, the Contractor must provide the Department with a copy of the approved request.

J. SUBCONTRACTED SERVICES: In addition to Part II, Section B.9 of this contract:

1. The Contractor shall enter into a subcontract with the service providers whose identity, services to be rendered and costs shall be specified below:

SUBCONTRACTING ORGANIZATION	ADDRESS	DESCRIPTION OF SERVICES	PERFORMANCE PERIOD	PAYMENT TERMS/ TOTAL VALUE

2. Absent compliance with subsection 1 above, in accordance with Part II, Subcontracts, if following the execution and approval of this contract, the Contractor has identified subcontractors for which it would like to retain, then the Contractor may propose the use of subcontractors not specified herein. The Contractor must request and obtain prior written approval from the Department before finalizing any subcontract arrangement.
3. Each request to approve a subcontract arrangement must: (1) identify the name and business address of the proposed subcontract; (2) describe the services to be performed by the subcontractor; (3) identify the

performance period, the payment terms and total value of the subcontract; and (4) provide assurances to the Department that the proposed subcontract contains the terms specified in subsection 3 below.

4. Each and any subcontract must contain terms that shall require the subcontractor to adhere to the requirements of Part II, including but not limited to:
 - a. Client-Related Safeguards (Section B);
 - b. Contractor Obligations (Section C) – specifically:
 - Federal Funds,
 - Audit Requirements,
 - Related Party Transactions,
 - Suspension or Debarment,
 - Independent Capacity of Contractor,
 - Indemnification [of the State],
 - Insurance,
 - Compliance with Law and Policy, Facilities Standards and Licensing,
 - Representations and Warranties,
 - Record Keeping and Access,
 - Protection of Personal Information,
 - Litigation, and
 - Sovereign Immunity;
 - c. Changes To The Contract, Termination, Cancellation and Expiration (Section D) – specifically: Contractor Changes and Assignment; and
 - d. Statutory and Regulatory Compliance (Section E).
5. The Contractor agrees to be responsible to the Department for the performance of any subcontractor. The establishment of a subcontractor relationship shall not relieve the Contractor of any responsibility or liability under this contract. The Contractor shall bear full responsibility, without recourse to the Department for their performance.
6. The Contractor shall retain the Department’s written approval and each subcontract in the contract file.
7. Absent compliance with this section, no Contractor Party expense related to the use of a subcontractor will be paid or reimbursed by the Department unless the Department, in its sole discretion, waives compliance with the requirements of this section. In order to be effective, any waiver of the requirements of this section must be in writing and signed by the Agency Head or such other Department employee appointed by the Agency Head pursuant to Section 4 – 8 of the Connecticut General Statutes. The Department, in its discretion, may limit or condition any waiver of these requirements as it deems appropriate, including, for example, by limiting the dollar amount or any waiver, requiring proof that the subcontractor provided services under the contract, by requiring that any federal requirements under any federal grant program are satisfied, and/or requiring proof that the Contractor utilize the funds paid under the contract to promptly pay the subcontractor for services rendered.

K. PROGRAMMATIC/STATISTICAL REPORTING:

1. The Contractor shall submit to the Department, Program information and statistics based on the Program services described in Part I, Sections D.6 and D.7. on forms provided by the Department. For the annual Federally mandated CSBG Management Information System (MIS), report data shall be submitted electronically to the Connecticut Association For Community Action (CAFCA), no later than January 31st of each calendar year for the applicable preceding federal fiscal year (October 1 – September 30):

2. The Contractor shall submit to the Department its Community Action Plan identified in Part I, Section D.4 and subsequent updates, covering each Federal fiscal year (October 1 – September 30), during the contract period. The Community Action Plan shall be submitted electronically to the Department, no later than June 30 of each year during the contract period.
3. The Contractor shall electronically submit its Annual Profile of Services Survey to CAFCA no later than June 30 of each year during the contract period. The Profile of Services Survey describes services provided by the Contractor, applicable funding sources, and other relevant information.
4. The Contractor shall submit a quarterly report to the Department's Program representative generated from data collected through the Contractor's internet based information and case management system within 15 days of the end of each quarterly period. In addition to the system generated report, the Contractor shall submit a narrative summary discussing the report's details.
5. The Contractor shall submit such required Program reports in a format outlined in a future policy transmittal, to the Department's Program representative in the Office of Community Services, located at 25 Sigourney Street, Hartford, CT 06106. Said reports shall be e-mailed to DSS.CommunityServices@ct.gov and Contractor's program representative.
6. The Contractor agrees to provide outcome based performance data on the measures included in the Contractor's Program as set forth in Part I, Section H of this contract.

L. FINANCIAL REPORTING:

1. The Contractor will submit quarterly fiscal reports on **DSS-304** and **DSS-305** forms due to the Department's Program representative within 21 calendar days following the end of each quarterly period. The final fiscal report is due within 45 calendar days following the end of the entire contract period.
2. The Contractor will submit such required financial reports to the Department's program representative located at 25 Sigourney Street, Hartford, CT 06106.
3. **Interest:** Any interest earned by the Contractor as a result of payments authorized by the Department shall be reported to the Department by the Contractor on the next Quarterly Financial Report submitted after that interest income is earned. The Contractor agrees to follow the Department's direction as to the disposition of such interest income.

M. BUDGET AND PAYMENT PROVISIONS:

1. The Department agrees to pay for the services provided and as described under this contract for an amount not to exceed **[\$xxx.00]** for the contract period **[month, day, year through month, day, year]**.
2. The Contractor agrees to utilize Department funds in accordance with the budget herein.
3. The approved budget shall be reported as a composite budget and separate budgets representing CSBG (Component A) and HSI (Component B) funding as applicable for each federal fiscal year during the contract period.
4. The Contractor will submit a written request for payment on a quarterly basis. Each payment request must be submitted on a **DSS W-1270** Form to the Department's program representative located at 25 Sigourney Street, Hartford, CT 06106. Requests for payment will be honored and funds released based on submission by the Contractor, with review and acceptance by the Department, of quarterly financial reports; the availability of funds; and the Contractor's satisfactory compliance with the terms of the contract.

5. When the Department's review of any financial report or on-site examination of the Contractor's financial records indicate that under expenditure or under utilization of contract funds is likely to occur by the end of the contract year, the Department may, with advance notice to the Contractor, alter the payment schedule for the balance of the contract period.
6. **Surplus/Excess Payments:** In the event the Department has advanced funds to the Contractor or overpaid the Contractor, the Contractor shall, at the end of the contract period, or earlier if the contract is terminated, return to the Department in full any unexpended funds within thirty (30) days; or such unexpended funds may, at the discretion of the Commissioner of the Department, be carried over and used as part of a new contract period if a new similar contract is executed.

N. PROVISIONS RELATING TO EXPENDITURES:

1. Expenditures shall be defined as expenses incurred by the Contractor, on an accrual basis, in delivering the services described in Part I herein, and in categories that the Department has agreed to pay in accordance with the Budget and Payment Provisions Sections above.
2. The Contractor's expenditures may vary in the amount per category from those set forth in the approved budget, provided that such variance does not materially change the services described in this Part I. The Contractor may not vary the category of expenditures set forth in the approved budget absent the Department's written approval in accordance with the Budget Variance Section below.
3. During the term of the contract, the Contractor shall notify the Department, of the categories of and actual expenditures made under the contract in accordance with the Financial Reporting Section above.
4. The Contractor shall maintain records sufficient to report the expenditures made under the contract and shall, if requested, provide such records to the Department.
5. The Contractor may allocate expenditures such as administrative and general, rent, or utilities, under the contract provided that:
 - a. such allocated expenditures were included by category in the budget, and
 - b. the procedure for allocation is reasonable and does not unfairly burden the Department with expenditures properly applied to services beyond those needed to deliver services described in this Part I.

O. BUDGET VARIANCE:

1. The Contractor may transfer funds from one category to another (except for equipment) in the agreed upon and approved budget included in this contract for a single component without prior notification of the Department under the following conditions:
 - a. The amount by which a single category may be increased may not exceed **20%** of the approved amount or **\$2,000.00**, whichever is greater. This applies only to category amounts in the formally approved budget subsequently approved budget revisions.
 - b. Budget flexibility is to be applied to each component separately and is not to be computed on the composite budget items.
 - c. The number of people or the percentage of time charged to a job classification may be increased, provided this does not exceed the flexibility cited above.

- d. The Contractor may not make any transfer under this procedure that involves any of the categories or kinds of expenditures specifically listed below.
 - e. All such transfers will be reflected on the next submitted financial report.
2. The Department requires the following changes in approved Program budgets to have prior written Department approval by a formal budget revision and/or formal contract amendment:
- a. The purchase of an item of equipment not approved in the original budget.
 - b. A transfer that involves an increase of an approved category amount by more than **20%** or **\$2,000.00**, whichever is greater.
 - c. Any increase in compensation for services under a third party contract.
 - d. Any transfers of funds from one component to another.
 - e. Any transfer of budgeted Program income or food reimbursement.
3. The Department will respond to a properly executed request within thirty (30) days of receipt.
4. No budget revisions proposed by the Contractor may be submitted later than thirty (30) calendar days after the program has ended, except that the Department may entertain, at any time, a budget revision for the purpose of increasing funds solely for the audit of the Program. The final financial report will show all category overruns. Costs incurred after the end of the budget period will be disallowed except those which the Department has expressly approved in writing and in advance.

P. TERMINATION: In addition to the Termination provisions of Part II, Section D of this Contract:

1. All notices of termination pursuant to this Termination section shall be signed by the Contract Administrator and/or designee, shall specify a date of termination and shall be delivered to the Contractor no less than 60 days prior to the specified date of termination.
2. Notwithstanding the requirements of Part II, Section D of this contract, in the event that the Contractor fails to comply with the terms of this contract or the State plan prepared pursuant to the requirements of the CSBG Act (42 U.S.C. §§ 9901 et. seq.), to provide services in accordance with the CSBG Act, or to meet appropriate standards, goals, performance objectives, and other requirements established by the State, the Contractor will be subject to the procedures specified in the aforementioned CSBG Act Section 678C, including the provisions related to the reduction of funding or termination of this contract. The Contractor agrees to comply with CSBG Act Section 678C, which describes activities related to corrective action, termination, and reduction in funding states as follows:

“9.9.a Determination: If the State determines, on the basis of a final decision in a review pursuant to section 678B, that an eligible entity fails to Comply with the terms of an agreement, the State plan, or Policies and Procedures Manual to provide services under this subtitle or to meet appropriate standards, goals, and other requirements established by the State (including performance objectives), the State shall:

- Inform the entity of the deficiency to be corrected; and,
- Require the entity to Correct the deficiency; and,
- Offer training and technical assistance, if appropriate, to help correct the deficiency, and prepare and submit to the Secretary a report describing the training and technical assistance offered; or,
- If the State determines that such training and technical assistance are not appropriate, prepare and submit to the Secretary a report state the reasons for the determination; and,

- At the discretion of the State (taking into account the seriousness of the deficiency and the time reasonably required to Correct the deficiency), allow the entity to develop and implement, within 60 days after being informed of the deficiency, a quality improvement plan to Correct such deficiency within a reasonable period of time, as determined by the State; and
 - Not later than 30 days after receiving from an eligible entity a proposed quality improvement plan, either approve such proposed plan or specify the reasons why the proposed plan Cannot be approved; and,
 - After providing adequate notice and an opportunity for a hearing, initiate proceedings to terminate the designation of or reduce the funding under this subtitle of the eligible entity unless entity corrects the deficiency.”
3. This contract may be terminated by the State for convenience or for financial instability, subject to the following provisions:
- a. In the event that the Contractor becomes financially unstable to the point of threatening the ability of the Department to obtain the services provided for under this contract, ceases to conduct business in the normal course, makes a general assignment for the benefit of creditors, suffers or permits the appointment of a receiver for its business or its assets, the Department may, at its option, immediately terminate this contract.
 - b. In the event the Department elects to terminate this contract under this provision, it shall do so by the Contract Administrator and/or designee sending notice of termination to the Contractor by certified mail, return receipt requested, specifying the date of termination.
 - c. In the event of the filing of a petition in bankruptcy by or against a principal subcontractor, the Contractor shall immediately so advise the Department. The Contractor shall ensure that all tasks related to the subcontract are performed in accordance with the terms of the contract and agrees that the filing of a petition in bankruptcy by or against a subcontractor shall, in no way, relieve Contractor of its duties under this contract.
4. **Procedure for Termination:** Upon delivery by certified mail to the Contractor of a Notice of Termination specifying the nature of the termination and the date upon which such termination becomes effective, the Contractor shall:
- a. Stop work under the contract on the date and to the extent specified in the Notice of Termination.
 - b. If the Department so directs in writing, terminate all subcontracts to the extent that they relate to the performance of work terminated by the Notice of Termination or assign to the Department in the manner and to the extent directed by the Contract Administrator all of the right, title, and interest of the Contractor under the subcontracts not so terminated, in which case the Department shall have the right, in its discretion, to settle or pay any and all claims arising out of the termination of such subcontracts.
 - c. Complete the performance of such part of the work as shall not have been terminated by the Notice of Termination.
 - d. Be entitled to payment for services rendered through the effective date of termination.

Q. MISCELLANEOUS PROVISIONS:

1. **Audit Exceptions:** In addition to and not in any way in limitation of the obligation of this contract, it is understood and agreed by the Contractor that the Contractor shall be held liable for any State or Federal

audit exceptions and shall return to the Department all payments made under this contract to which exception has been taken or which have been disallowed because of such an exception.

2. **Severability:** If any provision of this contract is declared or found to be illegal, unenforceable, or void, then both parties shall be relieved of all obligations under that provision. The remainder of this contract shall be enforced to the fullest extent permitted by law.
3. **Transport of Clients:** In the event that the Contractor or any of its employees or subcontractors shall, for any reason, transport a Client of DSS, the Contractor hereby agrees to the following:
 - a. The Contractor shall require that its employees, subcontracted transportation providers, drivers, and vehicles meet licensure or certification requirements established by the State of Connecticut Department of Transportation (DOT) and the State of Connecticut Department of Motor Vehicles (DMV) that transport, or have the potential to transport, Clients.
 - b. All vehicles utilized shall be appropriately licensed, certified, permitted, and/or insured.