

**PROFESSIONAL SERVICES AGREEMENT  
BY AND BETWEEN  
COUNTY OF HUMBOLDT  
AND  
OPEN DOOR COMMUNITY HEALTH CENTERS**

This Agreement, entered into this 2 day of October, 2018, by and between the County of Humboldt, a political subdivision of the State of California, hereinafter referred to as "COUNTY," and Open Door Community Health Centers, a California not for profit corporation, hereinafter referred to as "CONTRACTOR," is made upon the following considerations:

WHEREAS, COUNTY, by and through its Department of Health and Human Services – Social Services ("DHHS – Social Services"), desires to retain the services of a qualified professional organization to provide community outreach services designed to increase the utilization of the CalFresh program by eligible households in order to improve the health and economic stability of families and individuals in Humboldt County; and

WHEREAS, such work involves the performance of professional services of a temporary and occasional character; and

WHEREAS, COUNTY has no employees available to perform such services and is unable to hire employees for the performance thereof for the temporary period; and

WHEREAS, CONTRACTOR represents that it is adequately trained, skilled, experienced and qualified to perform such services.

NOW THEREFORE, the parties hereto mutually agree as follows:

1. DESCRIPTION OF SERVICES:

CONTRACTOR agrees to furnish the services described in Exhibit A – Scope of Services and Exhibit B – CalFresh Outreach Proposal, which is attached hereto and incorporated herein by reference. In providing such services, CONTRACTOR agrees to fully cooperate with the DHHS – Social Services Director or designee thereof, hereinafter referred to as "Director."

2. TERM:

This Agreement shall begin on October 1, 2018 and shall remain in full force and effect until March 31, 2020 unless sooner terminated as provided herein.

3. TERMINATION:

A. Breach of Contract. If, in the opinion of COUNTY, CONTRACTOR fails to adequately perform the services required hereunder within the time limits specified herein, or otherwise fails to comply with the terms of this Agreement, or violates any ordinance, regulation or other law applicable to its performance herein, COUNTY may terminate this Agreement immediately, upon notice.

- B. Without Cause. COUNTY may terminate this Agreement without cause upon thirty (30) days advance written notice to CONTRACTOR. Such notice shall state the effective date of the termination.
- C. Insufficient Funding. COUNTY's obligations under this Agreement are contingent upon the availability of local, state and/or federal funds. In the event such funding is reduced or eliminated, COUNTY shall, at its sole discretion, determine whether this Agreement shall be terminated. COUNTY shall provide CONTRACTOR seven (7) days advance written notice of its intent to terminate this Agreement due to insufficient funding.
- D. Compensation Upon Termination. In the event of any termination of this Agreement, CONTRACTOR shall be entitled to compensation for uncompensated services rendered hereunder through and including the effective date of such termination. However, this provision shall not limit or reduce any damages owing to COUNTY resulting from a breach of this Agreement by CONTRACTOR.

#### 4. COMPENSATION:

- A. Maximum Amount Payable. The maximum amount payable by COUNTY for services rendered, and costs and expenses incurred, pursuant to the terms and conditions of this Agreement is Five Hundred Twenty Six Thousand One Hundred Twenty Four Dollars and Twenty Five Cents (\$526,124.25). CONTRACTOR agrees to perform all services required by this Agreement for an amount not to exceed such maximum dollar amount. However, if local, state or federal funding or allowance rates are reduced or eliminated, COUNTY may, by amendment, reduce the maximum amount payable for services provided hereunder, or terminate this Agreement as provided herein. Under no circumstances shall the maximum compensation cap exceed the amount of Five Hundred Twenty Six Thousand One Hundred Twenty Four Dollars and Twenty Five Cents (\$526,124.25).
- B. Schedule of Rates. The specific rates and costs applicable to this Agreement are set forth in Exhibit C CalFresh Outreach Budget, which is attached hereto and incorporated herein by reference. Any shifts in funds to or from the personnel category of the budget must be approved in writing by COUNTY. CONTRACTOR may shift up to twenty percent (20%) of the budgeted amounts between all other categories without written authorization from COUNTY. Indirect Costs are not allowed to exceed ten percent (10%) of the total modified costs per the federal Office of Management and Budget's Uniform Administrative Requirements.
- C. Additional Services. Any additional services not otherwise provided for herein shall not be provided by CONTRACTOR, or compensated by COUNTY, without written authorization by COUNTY. All unauthorized costs and expenses incurred above the maximum dollar amount set forth herein shall be the responsibility of CONTRACTOR. CONTRACTOR shall notify COUNTY, in writing, at least six (6) weeks prior to the date upon which CONTRACTOR estimates that the maximum dollar amount will be reached.

#### 5. PAYMENT:

Quarterly and Final Invoices. CONTRACTOR shall submit to COUNTY quarterly and final invoices, itemizing all services rendered, and costs and expenses incurred, pursuant to the terms and conditions of this Agreement during the applicable invoice period as set forth in Exhibit D – CalFresh Outreach Invoicing Guidelines, which is attached hereto and incorporated herein by reference. Invoices submitted

pursuant to the terms and conditions of this Agreement shall be prepared using the COUNTY's standard CalFresh invoice form, which is attached hereto as Exhibit E – CalFresh Outreach Invoice Worksheet and Summary Form and incorporated herein by reference.

Quarterly and Final Invoice Summaries. CONTRACTOR shall submit to COUNTY quarterly and final invoice summaries itemizing the total costs incurred in each budget category during the applicable invoice period as set forth in Exhibit D – CalFresh Outreach Invoicing Guidelines. Invoice summaries submitted pursuant to the terms and conditions of this Agreement shall be prepared using COUNTY's standard CalFresh invoice summary form, which is attached hereto as Exhibit E – CalFresh Outreach Invoice Worksheet and Summary Form and incorporated herein by reference.

A. Submission of Quarterly and Final Invoices and Invoice Summaries. All quarterly and final invoices and invoice summaries submitted by CONTRACTOR shall be sent to COUNTY at the following address:

COUNTY: Humboldt County DHHS – Social Services  
Attention: Fiscal  
507 F St.  
Eureka, Ca 95501

6. NOTICES:

Any and all notices required to be given pursuant to the terms of this Agreement shall be in writing and either served personally or sent by certified mail, return receipt requested, to the respective addresses set forth below. ~~Notice shall be effective upon actual receipt or refusal as shown on the receipt obtained pursuant to the foregoing.~~

COUNTY: Humboldt County DHHS – Social Services  
Attention: Appolonia Coan, Staff Services Analyst  
929 Koster St.  
Eureka, Ca 95501

CONTRACTOR: Open Door Community Health Centers  
Attention: Brea Olmstead, Member Services Director  
1275 8<sup>th</sup> Street  
Arcata, California 95521

7. REPORTS:

A. General reporting Requirements. CONTRACTOR agrees to provide COUNTY with any and all reports that may be required by local, state and/or federal agencies for compliance with this Agreement. Reports shall be submitted no later than fifteen (15) days after the end of each calendar quarter using the format required by the State of California as appropriate.

B. Quarterly and Final Project Reports. CONTRACTOR shall submit quarterly and final project reports as set forth in Exhibit F – CalFresh Outreach Reporting Guidelines, which is attached hereto and incorporated herein by reference. Any and all quarterly and final project reports submitted pursuant to terms and conditions of this Agreement shall be prepared using COUNTY's standard CalFresh quarterly and final report forms, which are attached hereto as Exhibit G – CalFresh Outreach Quarterly Project Report Form and Exhibit H – CalFresh Final Project Report Form and incorporated herein by reference.

- C. Submission of Quarterly and Final Project Reports. All Quarterly and final project reports submitted by CONTRACTOR shall be sent to COUNTY at the following address:

COUNTY: Humboldt County DHHS – Social Services  
Attention: Appolonia Coan, Staff Services Analyst  
929 Koster Street  
Eureka, California 95501

8. RECORD RETENTION AND INSPECTION:

- A. Maintenance and Preservation of Records. CONTRACTOR agrees to timely prepare accurate and complete financial, performance and payroll records, documents and other evidence relating to the services provided pursuant to the terms and conditions of this Agreement, and to maintain and preserve said records for at least five (5) years from the date of final payment hereunder, except that if any litigation, claim, negotiation, audit or other action is pending, the records shall be retained until completion and resolution of all issues arising therefrom. Such records shall be original entry books with a general ledger itemizing all debits and credits for the services provided pursuant to the terms and conditions of this Agreement.
- B. Inspection of Records. Pursuant to California Government Code Section 8546.7, all records, documents, conditions and activities of CONTRACTOR, and its subcontractors, related to the services provided pursuant to the terms and conditions of this Agreement, shall be subject to the examination and audit of the California State Auditor and any other duly authorized agents of the State of California for a period of three (3) years after the date of final payment thereunder. CONTRACTOR hereby agrees to make all such records available during normal business hours to inspection, audit and reproduction by COUNTY and any other duly authorized local, state and/or federal agencies. CONTRACTOR further agrees to allow interviews of any of its employees who might reasonably have information related to such records by COUNTY and any duly authorized local, state and/or federal agencies. All examinations and audits conducted hereunder shall be strictly confined to those matters connected with the performance of this Agreement, including, without limitation, the costs of administering this Agreement.
- C. Audit Costs. In the event of an audit exception or exceptions related to the services provided pursuant to the terms and conditions of this Agreement, the party responsible for not meeting the requirements set forth herein shall be responsible for the deficiency and for the cost of the audit. If the allowable expenditures cannot be determined because CONTRACTOR's documentation is nonexistent or inadequate, according to generally accepted accounting practices, the questionable cost shall be disallowed by COUNTY.

9. MONITORING:

CONTRACTOR agrees that COUNTY has the right to monitor all activities related to this Agreement, including, without limitation, the right to review and monitor CONTRACTOR's records, programs or procedures, at any time, as well as the overall operation of CONTRACTOR's programs, in order to ensure compliance with the terms and conditions of this Agreement. CONTRACTOR will cooperate with a corrective action plan, if deficiencies in CONTRACTOR's records, programs or procedures are identified by COUNTY. However, COUNTY is not responsible, and will not be held accountable, for overseeing or evaluating the adequacy of the CONTRACTOR's.

10. CONFIDENTIAL INFORMATION:

- A. Disclosure of Confidential Information. In the performance of this Agreement, CONTRACTOR may receive information that is confidential under local, state or federal law. CONTRACTOR hereby agrees to protect all confidential information in conformance with any and all applicable local, state and federal laws, regulations, policies, procedures and standards, including, but not limited to: Division 19 of the California Department of Social Services Manual of Policies and Procedures – Confidentiality of Information; California Welfare and Institutions Code Sections 827, 5328, 10850 and 14100.2; California Health and Safety Code Sections 1280.15 and 1280.18; the California Information Practices Act of 1977; the California Confidentiality of Medical Information Act (“CMIA”); the United States Health Information Technology for Economic and Clinical Health Act (“HITECH Act”); the United States Health Insurance Portability and Accountability Act of 1996 (“HIPAA”) and any current and future implementing regulations promulgated thereunder, including, without limitation, the Federal Privacy Regulations contained in Title 45 of the Code of Federal Regulations (“C.F.R.”) Parts 160 and 164, the Federal Security Standards contained in 45 C.F.R. Parts 160, 162 and 164 and the Federal Standards for Electronic Transactions contained in 45 C.F.R. Parts 160 and 162, all as may be amended from time to time.
- B. Continuing Compliance with Confidentiality Laws. The parties acknowledge that local, state and federal laws, regulations and standards pertaining to confidentiality, electronic data security and privacy are rapidly evolving and that amendment of this Agreement may be required to ensure compliance with such developments. Each party agrees to promptly enter into negotiations concerning an amendment to this Agreement embodying written assurances consistent with the standards and requirements of HIPAA, the HITECH Act, the CMIA and any other applicable local, state and federal laws regulations or standards.

11. NON-DISCRIMINATION COMPLIANCE:

- A. Nondiscriminatory Delivery of Social Services. In connection with the execution of this Agreement, CONTRACTOR, and its subcontractors, shall not unlawfully discriminate in the administration of public assistance and social services programs. CONTRACTOR hereby assures that no person shall be excluded from participation in, be denied benefits of, or be subjected to discrimination under any program or activity receiving local, state or federal financial assistance because of race, religion or religious creed, color, age (over forty (40) years of age), sex (including gender identity and expression, pregnancy, childbirth and related medical conditions), sexual orientation (including heterosexuality, homosexuality and bisexuality), national origin, ancestry, marital status, medical condition (including cancer and genetic characteristics), mental or physical disability (including HIV status and AIDS), political affiliation, military service or any other classifications protected by local, state or federal laws or regulations. COUNTY reserves the right to monitor the services provided hereunder in order to ensure compliance with the requirements of this provision.
- B. Professional Services and Employment. In connection with the execution of this Agreement, CONTRACTOR, and its subcontractors, shall not unlawfully discriminate in the provision of professional services or against any employee or applicant for employment because of race, religion or religious creed, color, age (over forty (40) years of age), sex (including gender identity and expression, pregnancy, childbirth and related medical conditions), sexual orientation (including heterosexuality, homosexuality and bisexuality), national origin,

ancestry, marital status, medical condition (including cancer and genetic characteristics), mental or physical disability (including HIV status and AIDS), political affiliation, military service, denial of family care leave or any other classifications protected by local, state or federal laws or regulations. Nothing herein shall be construed to require the employment of unqualified persons.

- C. Compliance with Anti-Discrimination Laws. CONTRACTOR further assures that it, and its subcontractors, will abide by the applicable provisions of: Title VI and Title VII of the Civil Rights Act of 1964; Section 504 of the Rehabilitation Act of 1973; the Age Discrimination Act of 1975; the Food Stamp Act of 1977; Title II of the Americans with Disabilities Act of 1990; the California Fair Employment and Housing Act; California Civil Code Sections 51, et seq.; California Government Code Sections 4450, et seq.; California Welfare and Institutions Code Section 10000; Division 21 of the California Department of Social Services Manual of Policies and Procedures; United States Executive Order 11246, as amended and supplemented by United States Executive Order 11375 and 41 C.F.R. Part 60; and any other applicable local, state and/or federal laws and regulations, all as may be amended from time to time. The applicable regulations of the California Fair Employment and Housing Commission implementing California Government Code Section 12990, set forth in Sections 8101, et seq. of the California Code of Regulations are incorporated into this as if set forth in full.

12. NUCLEAR FREE HUMBOLDT COUNTY ORDINANCE COMPLIANCE:

By executing this Agreement, ~~CONTRACTOR~~ certifies that it is not a Nuclear Weapons Contractor, in that CONTRACTOR is not knowingly or intentionally engaged in the research, development, production or testing of nuclear warheads, nuclear weapons systems or nuclear weapons components as defined by the Nuclear Free Humboldt County Ordinance. CONTRACTOR agrees to notify COUNTY immediately if it becomes a Nuclear Weapons Contractor as defined above. COUNTY may immediately terminate this Agreement if it determines that the foregoing certification is false or if CONTRACTOR subsequently becomes a Nuclear Weapons Contractor.

13. DRUG-FREE WORKPLACE:

By executing this Agreement, CONTRACTOR certifies that it will comply with the requirements of the Drug-Free Workplace Act of 1990 (California Government Code Sections 8350, et seq.) and will provide a drug-free workplace by doing all of the following:

- A. Drug-Free Policy Statement. Publish, as required by California Government Code Section 8355(a)(1), a Drug-Free Policy Statement which notifies employees that the unlawful manufacture, distribution, dispensation, possession or use of a controlled substance is prohibited, and specifies the actions to be taken against employees for violations.
- B. Drug-Free Awareness Program. Establish, as required by California Government Code Section 8355(a)(2), a Drug-Free Awareness Program which informs employees about the following:
1. The dangers of drug abuse in the workplace;
  2. CONTRACTOR's policy of maintaining a drug-free workplace;
  3. Any available counseling, rehabilitation and employee assistance programs; and

4. Penalties that may be imposed upon employees for drug abuse violations.
- C. Drug-Free Employment Agreement. Ensure, as required by California Government Code Section 8355(a)(3), that every employee who provides services pursuant to the terms and conditions of this Agreement will:
  1. Receive a copy of CONTRACTOR's Drug-Free Policy Statement; and
  2. Agree to abide by CONTRACTOR's Drug-Free Policy as a condition of employment.
- D. Effect of Noncompliance. Failure to comply with the above-referenced requirements may result in suspension of payments under this Agreement and/or termination thereof, and CONTRACTOR may be ineligible for award of future contracts if COUNTY determines that the foregoing certification is false or if CONTRACTOR violates the certification by failing to carry out the above-referenced requirements.

14. INDEMNIFICATION:

- A. Hold Harmless, Defense and Indemnification. CONTRACTOR shall hold harmless, defend and indemnify COUNTY and its agents, officers, officials, employees and volunteers from and against any and all claims, demands, losses, damages, liabilities, expenses and costs of any kind or nature, including, without limitation, attorney fees and other costs of litigation, arising out of, or in connection with, ~~CONTRACTOR's negligent performance of, or failure to comply with, any of the duties and/or obligations contained herein, except such loss or damage which was caused by the sole negligence or willful misconduct of COUNTY.~~
- B. Effect of Insurance. Acceptance of the insurance required by this Agreement, shall not relieve CONTRACTOR from liability under this provision. This provision shall apply to all claims for damages related CONTRACTOR's performance hereunder, regardless of whether any insurance is applicable or not. The insurance policy limits set forth herein shall not act as a limitation upon the amount of indemnification or defense to be provided hereunder.

15. INSURANCE REQUIREMENTS:

This Agreement shall not be executed by COUNTY, and CONTRACTOR is not entitled to any rights hereunder, unless certificates of insurance or other sufficient proof that the following provisions have been complied with, are filed with the Clerk of the Humboldt County Board of Supervisors.

- A. General Insurance Requirements. Without limiting CONTRACTOR's indemnification obligations provided for herein, CONTRACTOR shall, and shall require that all subcontractors hereunder, take out and maintain, throughout the entire period of this Agreement, and any extended term thereof, the following policies of insurance, placed with insurers authorized to do business in the State of California with a current A.M. Best's rating of no less than A: VII or its equivalent against personal injury, death and property damage which may arise from, or in connection with, the activities of CONTRACTOR and its agents, officers, directors, employees, licensees, invitees, assignees or subcontractors:
  1. Comprehensive or Commercial General Liability Insurance at least as broad as Insurance Services Office Commercial General Liability Coverage (occurrence form CG 0001), in



an amount of Two Million Dollars (\$2,000,000.00) per occurrence for any one (1) incident, including, but not limited to, personal injury, death and property damage. If a general aggregate limit is used, such limit shall apply separately hereto or shall be twice the required occurrence limit.

2. Automobile/Motor Liability Insurance with a limit of liability not less than One Million Dollars (\$1,000,000.00) combined single limit coverage. Such insurance shall include coverage of all owned, hired and non-owned vehicles. Said coverage shall be at least as broad as Insurance Service Offices Form Code 1 (any auto).
  3. Workers' Compensation Insurance, as required by the Labor Code of the State of California, with statutory limits, and Employers Liability Insurance with a limit of no less than One Million Dollars (\$1,000,000.00) per accident for bodily injury or disease. Said policy shall contain, or be endorsed to contain, a waiver of subrogation against COUNTY and its agents, officers, officials, employees and volunteers.
- B. Special Insurance Requirements. Said policies shall, unless otherwise specified herein, be endorsed with the following provisions:
1. The Comprehensive or Commercial General Liability Policy shall provide that COUNTY and its agents, officers, officials, employees and volunteers, are covered as additional insured for liability arising out of the operations performed by or on behalf of CONTRACTOR. ~~The coverage shall contain no special limitations on the scope of protection afforded to COUNTY and its agents, officers, officials, employees and volunteers.~~ Said policy shall also contain a provision stating that such coverage:
    - a. Includes contractual liability.
    - b. Does not contain exclusions as to loss or damage to property caused by explosion or resulting from collapse of buildings or structures or damage to property underground, commonly referred to as "XCU Hazards."
    - c. Is the primary insurance with regard to COUNTY.
    - d. Does not contain a pro-rata, excess only and/or escape clause.
    - e. Contains a cross liability, severability of interest or separation of insured's clause.
  2. The above-referenced policies shall not be canceled, non-renewed or materially reduced in coverage without thirty (30) days prior written notice being provided to COUNTY in accordance with the notice provisions set forth herein. It is further understood that CONTRACTOR shall not terminate such coverage until COUNTY receives adequate proof that equal or better insurance has been secured.
  3. The inclusion of more than one (1) insured shall not operate to impair the rights of one (1) insured against another insured, and the coverage afforded shall apply as though separate policies had been issued to each insured, but the inclusion of more than one (1) insured shall not operate to increase the limits of the insurer's liability.



4. For claims related to this Agreement, CONTRACTOR's insurance is the primary coverage to COUNTY, and any insurance or self-insurance programs maintained thereby are excess to CONTRACTOR's insurance and will not be used to contribute therewith.
5. Any failure to comply with the provisions of this Agreement shall not affect coverage provided to COUNTY or its agents, officers, officials, employees and volunteers.
6. CONTRACTOR shall furnish COUNTY with certificates and original endorsements effecting the required coverage prior to execution of this Agreement. The endorsements shall be on forms approved by the Humboldt County Risk Manager or County Counsel. Any deductible or self-insured retention over One Hundred Thousand Dollars (\$100,000.00) shall be disclosed to, and approved by, COUNTY. If CONTRACTOR does not keep all required policies in full force and effect, COUNTY may, in addition to other available remedies under this Agreement, take out the necessary insurance, and CONTRACTOR agrees to pay the cost thereof. COUNTY is also hereby authorized with the discretion to deduct the cost of said insurance from the monies owed to CONTRACTOR under this Agreement.
7. COUNTY is to be notified immediately if twenty-five percent (25%) or more of any required insurance aggregate limit is encumbered, and CONTRACTOR shall be required to purchase additional coverage to meet the above-referenced aggregate limits.

~~C. Insurance Notices. Any and all insurance notices required to be given pursuant to the terms of this Agreement shall be sent to the addresses set forth below in accordance with the notice provisions described herein.~~

COUNTY: County of Humboldt  
Attention: Risk Management  
825 Fifth Street, Room 131  
Eureka, California 95501

CONTRACTOR: Open Door Community Health Centers  
Attention: Brea Olmstead, Member Services Director  
1275 8<sup>th</sup> Street  
Arcata, California 95521

16. RELATIONSHIP OF PARTIES:

It is understood that this Agreement is by and between two (2) independent entities and is not intended to, and shall not be construed to, create the relationship of agent, servant, employee, partnership, joint venture or any other similar association. Both parties further agree that CONTRACTOR shall not be entitled to any benefits to which COUNTY employees are entitled, including, but not limited to, overtime, retirement benefits, leave benefits or workers' compensation. CONTRACTOR shall be solely responsible for the acts or omissions of its agents, officers, employees, assignees and subcontractors.

17. COMPLIANCE WITH APPLICABLE LAWS AND LICENSURE REQUIREMENTS:

CONTRACTOR agrees to comply with any and all local, state and federal laws, regulations, policies and procedures applicable to the services provided pursuant to the terms and conditions of this

Agreement. CONTRACTOR further agrees to comply with any and all applicable local, state and federal licensure and certification requirements.

18. PROVISIONS REQUIRED BY LAW:

This Agreement is subject to any additional local, state and federal restrictions, limitations, or conditions that may affect the provisions, terms or funding of this Agreement. This Agreement shall be read and enforced as though all legally required provisions are included herein, and if for any reason any such provision is not included, or is not correctly stated, the parties agree to amend the pertinent section to make such insertion or correction.

19. REFERENCE TO LAWS AND RULES:

In the event any law, regulation, standard, policy or procedure referred to in this Agreement is amended during the term hereof, the parties agree to comply with the amended provision as of the effective date of such amendment.

20. PROTOCOLS:

Both parties recognize that the inclusion of additional protocols may be required to make this Agreement specific. All such protocols shall be negotiated, determined and agreed upon by Director and CONTRACTOR.

21. SEVERABILITY:

If any provision of this Agreement, or any portion thereof, is found by any court of competent jurisdiction to be unenforceable or invalid for any reason, such provision shall be severable and shall not in any way impair the enforceability of any other provision of this Agreement.

22. ASSIGNMENT:

Neither party shall delegate its duties nor assign its rights hereunder, either in whole or in part, without the other party's prior written consent. Any assignment by CONTRACTOR in violation of this provision shall be void, and shall be cause for immediate termination of this Agreement. This provision shall not be applicable to service agreements or other arrangements usually or customarily entered into by either party to obtain supplies, technical support or professional services.

23. AGREEMENT SHALL BIND SUCCESSORS:

All provisions of this Agreement shall be fully binding upon, and inure to the benefit of, the parties and to each of their heirs, executors, administrators, successors and permitted assigns.

24. WAIVER OF DEFAULT:

The waiver by either party of any breach or violation of any requirement of this Agreement shall not be deemed to be a waiver of any such breach in the future, or of the breach of any other requirement of this Agreement. In no event shall any payment by COUNTY constitute a waiver of any breach of this Agreement or any default which may then exist on the part of CONTRACTOR. Nor shall such payment impair or prejudice any remedy available to COUNTY with respect to any breach or default. COUNTY shall have the right to demand repayment of, and CONTRACTOR shall promptly

refund, any funds disbursed to CONTRACTOR which, COUNTY determines were not expended in accordance with the terms of this Agreement.

25. NON-LIABILITY OF COUNTY OFFICIALS AND EMPLOYEES:

No official or employee of COUNTY shall be personally liable for any default or liability under this Agreement.

26. AMENDMENT:

This Agreement may be amended at any time during the term of this Agreement upon the mutual consent of both parties. No addition to, or alteration of, the terms of this Agreement shall be valid unless made in writing and signed by the parties hereto.

27. STANDARD OF PRACTICE:

CONTRACTOR warrants that it has the degree of learning and skill ordinarily possessed by reputable professionals practicing in similar localities in the same profession and under similar circumstances. CONTRACTOR's duty is to exercise such care, skill and diligence as professionals engaged in the same profession ordinarily exercise under like circumstances.

28. TITLE TO INFORMATION AND DOCUMENTS:

It is understood that any and all documents, information and reports concerning the subject matter of this Agreement prepared and/or submitted by CONTRACTOR shall become the property of COUNTY. However, CONTRACTOR may retain copies of such documents and information for its records. In the event this Agreement is terminated, for any reason whatsoever, CONTRACTOR shall promptly turn over all information, writings and documents pertaining to the services provided hereunder to COUNTY without exception or reservation.

29. JURISDICTION AND VENUE:

This Agreement shall be construed in accordance with the laws of the State of California. Any dispute arising hereunder, or relating hereto, shall be litigated in the State of California and venue shall lie in the County of Humboldt unless transferred by court order pursuant to California Code of Civil Procedure Sections 394 or 395.

30. ADVERTISING AND MEDIA RELEASE:

All informational material related to this Agreement shall receive approval from COUNTY prior to being used as advertising or released to the media, including, but not limited to, television, radio, newspapers and internet. CONTRACTOR shall inform COUNTY of all requests for interviews by the media related to this Agreement before such interviews take place; and COUNTY shall be entitled to have a representative present at such interviews. All notices required by this provision shall be given to Director.

31. SUBCONTRACTS:

CONTRACTOR shall obtain prior written approval from COUNTY before subcontracting any of the services to be provided pursuant to the terms and conditions of this Agreement. Any and all

subcontracts shall be subject to all applicable terms and conditions of this Agreement, including, without limitation, the licensing, certification, privacy, security and confidentiality requirements set forth herein. CONTRACTOR shall remain legally responsible for the performance of all terms and conditions of this Agreement, including work performed by third parties under subcontracts, whether approved by COUNTY or not.

32. ATTORNEYS' FEES:

If either party shall commence any legal action or proceeding, including an action for declaratory relief, against the other by reason of the alleged failure of the other to perform or keep any provision of this Agreement to be performed or kept, the party prevailing in said action or proceeding shall be entitled to recover court costs and reasonable attorneys' fees, including the reasonable value of services rendered by the Humboldt County Counsel's Office, to be fixed by the court, and such recovery shall include court costs and attorneys' fees on appeal, if applicable. As used herein, "prevailing party" means the party who dismisses an action or proceeding in exchange for payment of substantially all sums allegedly due, performance of provisions allegedly breached, or other considerations substantially equal to the relief sought by said party, as well as the party in whose favor final judgment is rendered.

33. SURVIVAL:

The duties and obligations of the parties set forth in Section 3(D) – Compensation Upon Termination, Section 8 – Record Retention and Inspection, Section 10 – Confidential Information and Section 14 – Indemnification shall survive the expiration or termination of this Agreement.

34. CONFLICTING TERMS OR CONDITIONS:

In the event of any conflict in the terms or conditions set forth in any other agreements in place between the parties hereto and the terms and conditions set forth in this Agreement, the terms and conditions set forth herein shall have priority.

35. INTERPRETATION:

This Agreement, as well as its individual provisions, shall be deemed to have been prepared equally by both of the parties hereto, and shall not be construed or interpreted more favorably for one (1) party on the basis that the other party prepared it.

36. INDEPENDENT CONSTRUCTION:

The titles of the sections, subsections and paragraphs set forth in this Agreement are inserted for convenience of reference only, and shall be disregarded in construing or interpreting any of the provisions of this Agreement.

37. FORCE MAJEURE:

Neither party hereto shall be liable or responsible for delays or failures in performance resulting from events beyond the reasonable control of such party and without fault or negligence of such party. Such events shall include, without limitation, acts of God, strikes, lockouts, riots, acts of war, epidemics, acts of government, fire, power failures, nuclear accidents, earthquakes, unusually severe weather, acts of terrorism or other disasters, whether or not similar to the foregoing.

38. ENTIRE AGREEMENT:

This Agreement contains all of the terms and conditions agreed upon by the parties hereto and no other agreements, oral or otherwise, regarding the subject matter of this Agreement shall be deemed to exist or to bind either of the parties hereto. In addition, this Agreement shall supersede in their entirety any and all prior agreements, promises, representations, understandings and negotiations of the parties, whether oral or written, concerning the same subject matter. Any and all acts which may have already been consummated pursuant to the terms and conditions of this Agreement are hereby ratified.

39. AUTHORITY TO EXECUTE:

Each person executing this Agreement represents and warrants that he or she is duly authorized and has legal authority to execute and deliver this Agreement. Each party represents and warrants to the other that the execution and delivery of this Agreement and the performance of such party's obligations hereunder have been duly authorized.

40. MEANINGFUL USE REGARDING FIXED ASSETS

All Grantors who acquire fixed assets pursuant to the terms of a DHHS agreement are responsible to ensure that the asset is used for a purpose consistent with the grant. DHHS must approve any changes in utilization of the asset. This term survives termination of the agreement.

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41. COUNTERPARTS CLAUSE:

This Agreement may be executed in one or more counterparts, each of which shall be deemed to be an original and all of which, when taken together, shall be deemed to be one and the same agreement. A signed copy of this Agreement transmitted by email or by other means of electronic transmission shall be deemed to have the same legal effect as delivery of an original executed copy of this Agreement for all purposes.

[Signatures on Following Page]

IN WITNESS WHEREOF, the parties have entered into this Agreement as of the date first written above.

**TWO SIGNATURES ARE REQUIRED FOR CORPORATIONS:**

- (1) CHAIRPERSON OF THE BOARD, PRESIDENT, OR VICE PRESIDENT; AND
- (2) SECRETARY, ASSISTANT SECRETARY, CHIEF FINANCIAL OFFICER OR TREASURER.

**CONTRACTOR:**

By:  Date: 5/11/2018

Name: James Bella, Jr.

Title: CEO

By:  Date: 9/11/2018

Name: Jim Pfingstel

Title: Board Secretary

**COUNTY OF HUMBOLDT:**

By:  Date: 10/2/18

Ryan Sundberg  
Chair, Humboldt County Board of Supervisors

**INSURANCE AND INDEMNIFICATION REQUIREMENTS APPROVED:**

By:  Date: 9/12/18

Risk Analyst

**LIST OF EXHIBITS:**

- Exhibit A – Scope of Services
- Exhibit B – CalFresh Outreach Proposal
- Exhibit C – CalFresh Outreach Budget
- Exhibit D – CalFresh Outreach Invoicing Guidelines
- Exhibit E – CalFresh Outreach Invoice Worksheet and Summary Form
- Exhibit F – CalFresh Outreach Reporting Guidelines
- Exhibit G – CalFresh Outreach Quarterly Project Report Form
- Exhibit H – CalFresh Outreach Final Project Report Form

**EXHIBIT A**  
**SCOPE OF SERVICES**  
**OPEN DOOR COMMUNITY HEALTH CENTERS**

CONTRACTOR shall provide community outreach services designed to increase participation in the CalFresh program by eligible households, in order to improve the health and economic stability of families and individuals in Humboldt County.

1. SERVICES:

A. Community Outreach Services. CONTRACTOR shall Provide the CalFresh community outreach services set forth in Exhibit B – CalFresh Program Outreach Proposal regarding utilization of the CalFresh Program. The CalFresh community outreach services provided pursuant to the terms and conditions of this Agreement shall include, without limitation, all of the following:

1. Assistance with the preparation and submission of CalFresh applications.
2. Assistance with the CalFresh intake and enrollment processes.
3. ~~Assistance with CalFresh retention.~~
4. Provision of informational events and activities, including, without limitation, cooking demonstrations and community garden programs, that are designed to reduce the stigma associated with the CalFresh program and encourage utilization thereof.
6. Provision of healthy foods and guidance on healthy eating, including, without limitation, providing nutritional information and CalFresh outreach materials, to participants in local food and meal programs.
5. Development and implementation of a service provision plan in order to ensure that specialized community outreach services are provided to populations with low CalFresh participation rates.
7. Promotion of healthy eating and exercise practices throughout Humboldt County.

B. Coordination Services. CONTRACTOR shall designate a contact liaison to communicate, and coordinate the provision of the community outreach services set forth in Exhibit B – CalFresh Program Outreach Proposal, with the CalFresh program.

2. PLACE OF PERFORMANCE:

CONTRACTOR will provide the community outreach services set forth Exhibit B – CalFresh Program Outreach Proposal at various locations throughout Humboldt County.



## EXHIBIT B

### CALFRESH OUTREACH PROPOSAL

#### OPEN DOOR COMMUNITY HEALTH CENTERS



### CalFresh Outreach Guidelines for Fiscal Year 2018-19

Federal and State funding for CalFresh Outreach has created an opportunity for community-based organizations and the Humboldt County Department of Health & Human Services (DHHS) to partner in improving the health of our community. Funding is available again this year to community-based organizations for outreach, education and application assistance.

The overarching goal of the CalFresh program is to improve the health and well-being of families and individuals in Humboldt County. Reliable access to nutritious food is essential for overall health and is important in the prevention of chronic diseases. The objectives of the outreach program and this funding are to:

- increase awareness of and enrollment in CalFresh,
- reduce barriers to CalFresh enrollment and retention, and
- increase awareness and adoption of healthy food and life choices that improve wellness and prevent chronic disease.

There are still many potentially eligible residents who have not applied for CalFresh benefits and there are many CalFresh participants who do not maintain enrollment. DHHS is focused on increasing CalFresh enrollment and retention and is interested in partnering with community-based organizations willing to join the effort.

DHHS would like to partner with community-based organizations that can help with the following efforts.

- Support enrollment and retention processes with information, pre-screening, direct application and enrollment assistance, and retention assistance.
- Educate community members about CalFresh and program changes.
- Reduce barriers to enrollment, including stigma, fear, language/literacy, and others.
- Reach populations with low CalFresh Participation Rates (such as working families, seniors, persons in recovery, persons with limited literacy or ability to speak/read English, transitional aged foster youth, and the homeless).
- Link CalFresh to access to nutritious food and provide CalFresh-related nutrition information and guidance, including how to shop for and cook with nutritious foods on a budget.

DHHS will consider a partnership request at any time during the fiscal year and the activity time frames for requests do not have to fall completely within the fiscal year. Requests can span fiscal years.

**Application assistance and direct enrollment support is DHHS's highest priority. Priority will be given to proposals that focus on application assistance, intake and enrollment support and retention support.**

A complete partnership request includes a completed FY 2018-19 Partnership Request Form, Outreach Estimates Form, Partnership Request Budget Form, and narrative as outlined on the request form.

Interested? Please read the contractor guidelines below and complete and return the attached CalFresh Outreach

Partnership Request Form, with attachments, electronically to [CalFreshOutreach@co.humboldt.ca.us](mailto:CalFreshOutreach@co.humboldt.ca.us) or paper copies to CalFresh Outreach DHHS 929 Koster St., Eureka, CA 95501.

Application process and application and outreach partner program questions can be answered by the CalFresh Outreach Analyst at (707) 476-4760 or by emailing [CalFreshOutreach@co.humboldt.ca.us](mailto:CalFreshOutreach@co.humboldt.ca.us).

### CalFresh Outreach Contractor Guidelines

Here are the steps to a successful CalFresh Outreach contract with DHHS:

	Process	Timing
Step 1	Organization submits a Partnership Request Form, project description, Outreach Estimates Form, and Partnership Request Budget Form to DHHS	Any time
Step 2	DHHS reviews all requests. Organizations may be contacted with questions or suggested revisions. A meeting or site visit may be requested.	Two to four weeks
Step 3	Once approved contracts are developed and emailed to partner organizations. The organization prints two copies for signatures or, requests two copies via mail. Three copies are necessary if the amount is over \$48,000.	Two to three weeks
Step 4	The contract is signed by the partner and returned to DHHS with proof of insurance (see insurance guidelines below).	Varies
Step 5	For contracts of \$48,000 or less, DHHS signs the contract and returns one copy of the signed contract to the partner.	One to two weeks
Contract Complete	For contracts of \$48,000 or less.	Three months
Other	Contracts for more than \$48,000 do not follow this process and require approval by the Board of Supervisors (BOS). Partners are requested to attend the BOS meeting when their contract is reviewed.	Contact the Outreach Coordinator

In order to receive funding for CalFresh Outreach activities, the organization applying must agree to collaborate with the Department of Health & Human Services in the following ways:

- Provide a contact liaison to coordinate with the CalFresh program.
- Participate in CalFresh Outreach training events.
- Submit all funded media (including advertisements, newsletters, press releases, brochures, etc.) for review before publication. CalFresh funds cannot be used for TV, radio, or billboard advertising.
- Report on all activities conducted with CalFresh funding, including the number of individuals reached and/or served by completing Quarterly Reports and a Final Summary Report at the end of your contract term.
- Submit financial invoices to DHHS and retain financial records for five years.
- Provide space and other assistance for the presentation of educational and nutritional events at your facility. These events may be conducted by DHHS or other community partners.
- Provide proof of insurance coverage listing the County as an additional insured (see below).
- Contract with DHHS and commit to implementing the funded activities outlined in the organization's Partnership Request proposal.

All CalFresh Outreach partners will be required to submit proof of insurance coverage in order to complete a contract with the County. All insurance requirements are clarified in the contract that will be mailed to successful applicants. In general, applicant organizations should be prepared to show proof of and maintain the following insurance, with the County certificated as an additionally insured:

- General Liability: \$2,000,000 per occurrence, if a general aggregate limit is used, such limit shall apply separately hereto or shall be twice the required occurrence limit.

- Automobile/Motor: \$1,000,000 combined single limit, any auto (If applicable)
- Workers Compensation and Employers Liability: \$1,000,000 per accident. This is required even for all-volunteer organizations.

Proposals may include insurance costs directly related to the proposed partnership project.

Administrative indirect and overhead expenses included in project budgets cannot exceed 10% of the total modified total costs, per OMB Federal Guidance.

Most contracts will be paid on a reimbursement basis.

# Humboldt County CalFresh Outreach FY 2018-19 Partnership Request Form



Organization Name: Open Door Community Health Centers

Contact Name: Brea Olmstead

Address: 1275 8<sup>th</sup> Street, Arcata, CA 95521

Phone: (707) 826-8633

Email: bolmstead@opendoorhealth.com

Project Title: Humboldt County CalFresh Outreach Partnership-Open Door Community Health Centers

Expected start date: October 1, 2018 and end date: March 31, 2020

Please answer the following questions. A complete application includes this form, a completed Partnership Budget Form, Outreach Estimates Form, and attached narrative.

## A. Project Description Narrative (please attach a maximum of 6 pages)

1. Please describe the activities and events that will be completed with CalFresh Outreach funding: Include the total number of people you will serve or reach and if your program will focus on a particular group or geographic area. **Be sure to include how you will encourage and assist applications and retention.**
2. What are your expected outcomes? What difference will CalFresh funding make in your community or neighborhood and for the population you are serving? How will the proposed activities fit into or relate to other programs in your organization and community?
3. Please describe your organization's capacity to succeed with the proposed project and your plans, if any, for continuing the work after the proposed project is complete.

## B. Which of the CalFresh program goals will you pursue? *Check all that apply;*

- Assist and facilitate CalFresh applications
- Assist and support CalFresh intake and enrollment processes.
- Assist with CalFresh retention.
  - Reduce stigma and misconceptions associated with benefit use and educate potentially eligible community members about the CalFresh program and program changes. This may include events and activities such as cooking demonstrations and community garden programs to educate participants.
  - Provide specialized services to reach populations with low CalFresh Participation Rates.
  - Provide healthy foods to participants in food and meal programs with nutrition information and guidance on healthy eating, accompanied by CalFresh outreach materials and enrollment support.
- Encourage clients to engage in healthy eating and exercise, and assist all clients wishing to apply for CalFresh with enrollment information.

## C. Other Funding Sources

1. What other DHHS Funding does your Organization receive, please include any current contracts as well as any pending applications? Open Door is currently a contracted partner with DHHS as part of the Dental Transformation Initiative administered through DHCS.
2. What other funding outside of DHHS support the proposed Activities? **None**

## D. Partnership Request Budget Form and Outreach Estimates Form

3. Please complete and attach Outreach Estimates using the form included in this packet.

## Humboldt County CalFresh Outreach

4. A completed Partnership Request Budget Form must be submitted to complete the application.

### Outreach Estimates Form

DHHS would like to know the number of people you plan to reach with your proposed CalFresh Outreach partnership project. To the extent possible, please provide estimates of the numbers you hope to reach with the CalFresh messages and activities outlined below. For example, if you plan to host a senior lunch and distribute CalFresh program material to 100 participants, you might enter 100 in the total column for number 7 and 8.

*Use this section to tell us the number of people that will participate in your activities.  
Number of participants or recipients of the following.*

<b>Enrollment Activities and Support</b>	<b>Total</b>
1. CalFresh educational materials distributed, benefits/requirements presented/ provided.	56,000
2. Applications provided/handed out (i.e. physically handed customer an app, directed them to C4Yourself, directed them to Social Services Office, etc.).	7,00
3. Applications assisted (i.e. staff member assisted customer w/ completing application, staff faxed in application, etc.).	1,000
4. DHHS visits assisted. Discuss how your organization is able to help (i.e. staff drove them, a bus pass was provided, etc.).	50
5. Retention assisted (examples of this could include, but are not limited to, assisting customers to complete their Semi-Annual Report (SAR7), their Annual Re-Certification (RE), interpreting their Notice of Action (NOA), assist with collecting necessary verifications, etc.).	150
6. Specialized services to reach populations with low CalFresh participation rates.	0

*Please use this section to tell us the CalFresh & Healthy Eating messages you plan to deliver.*

<b>Healthy Eating linked to CalFresh Messages</b>	<b>Total</b>
7. Educational materials distributed or provided (not counted above).	72,000
8. Educational activities, involvement, or demonstrations (gardening/ exercise/ cooking) provided.	4,000
9. Food distributed or meals provided.	9,000

*Please use this section to tell us the Media messages you plan to deliver.*

<b>Information Dissemination/Publications/Media</b>	<b>Total</b>
10. Number of possible readers of print media or articles.	92,000
11. Number of possible viewers/listeners of non-print broadcast media.*	0
12. Number of possible readers of newsletter articles, client mailers or flyers, or other agency publications.	70,000
13. Web content visits (specifically CalFresh).	45,000

*Use this section to tell us about special populations you will serve.*

<b>Special populations</b>	<b>Total</b>
N/A	0

\*Note: Currently no television, radio or billboard advertising is permitted with CalFresh funds. Please check with DHHS if you would like to propose mass media promotion of CalFresh.

## Humboldt County CalFresh Outreach Partnership Request Budget Form

<b>A. PERSONNEL COSTS</b>		
<b>Title:</b> Member Services Programs Manager <b>Salary:</b> \$54,724.80/yr @ 0.40 FTE x 18 months <b>Duties:</b> Overall management of CalFresh Outreach activities under supervision of Open Door Member Services Director, staff supervision, budget management, program goals, event and outreach activity planning, QI performance, communication management.		<b>\$32,834.88</b>
<b>Title:</b> Member Services Administrative Assistant <b>Salary:</b> \$36,108.80/yr @ 0.40 FTE x 18 months <b>Duties:</b> Assists Manager in event and outreach planning, materials development and distribution, training coordination, staff and training participant documentation; monitoring of productivity; preparation of status reports.		<b>\$21,665.28</b>
<b>Title:</b> Member Services Specialist <b>Salary:</b> \$42,307.20/yr @ 0.30 FTE x 18 months <b>Duties:</b> Works with patients and general community members and their families to screen, discuss needs, identify potential eligibility, make application for, reduce stigma, navigate application process, follow-up for follow-through and assist in re-application and retention, and benefits utilization.		<b>\$19,038.24</b>
<b>Title:</b> Member Services Specialist <b>Salary:</b> \$40,664.00/yr @ 0.30 FTE x 18 months <b>Duties:</b> Works with patients and general community members and their families to screen, discuss needs, identify potential eligibility, make application for, reduce stigma, navigate application process, follow-up for follow-through and assist in re-application and retention, and benefits utilization.		<b>\$18,298.80</b>
<b>Title:</b> Member Services Specialist <b>Salary:</b> \$39,083.20/yr @ 0.30 FTE x 18 months <b>Duties:</b> Works with patients and general community members and their families to screen, discuss needs, identify potential eligibility, make application for, reduce stigma, navigate application process, follow-up for follow-through and assist in re-application and retention, and benefits		<b>\$17,587.44</b>
<b>Title:</b> Member Services Specialist <b>Salary:</b> \$33,342.40/yr @ 0.30 FTE x 18 months <b>Duties:</b> Works with patients and general community members and their families to screen, discuss needs, identify potential eligibility, make application for, reduce stigma, navigate application process, follow-up for follow-through and assist in re-application and retention, and benefits utilization.		<b>\$15,004.08</b>
<b>Title:</b> Registered Nutritionist <b>Salary:</b> \$64,521.60/yr @ 0.20 FTE x 18 months <b>Duties:</b> Contributes and reviews educational materials for training, patient support groups, social media, and patient distribution. Connects patients to CalFresh assistance in accordance with nutritional counseling, disease prevention and management, and health goal setting.		<b>\$19,356.48</b>
<b>Title:</b> Gardens & Food Resources Coordinator <b>Salary:</b> \$40,684.80/yr @ 0.40 FTE x 18 months <b>Duties:</b> Supports community gardens in 6 clinic locations (Arcata, Eureka, Ferndale/Petroia, Fortuna, McKinleyville, Willow Creek), including planning, design, preparation, and maintenance, patient and community volunteer coordination, surplus harvest distribution to patients. Provides home gardening education. Focus on sustainable nutritious crops and healthy storage and preparation. Makes referrals to internal and external resources for nutrition education and access to food. Works in collaboration with clinical care teams to support patients' nutrition action plans.		<b>\$24,410.88</b>
<b>Title:</b> Gardens & Food Resources Coordinator <b>Salary:</b> \$39,083.20/yr @ 0.40 FTE x 18 months <b>Duties:</b> Supports community gardens in 6 clinic locations (Arcata, Eureka, Ferndale/Petroia, Fortuna, McKinleyville, Willow Creek), including planning, design, preparation, and maintenance, patient and community volunteer coordination, surplus harvest distribution to patients. Provides home gardening education. Focus on sustainable nutritious crops and healthy storage and preparation. Makes referrals to internal and external resources for nutrition education and access to food. Works in collaboration with clinical care teams to support patients' nutrition action plans.		<b>\$23,449.92</b>
<b>Title:</b> Latino Health Coordinator <b>Salary:</b> \$42,307.20/yr @ 0.20 FTE x 18 months <b>Duties:</b> Patient Education and Navigation for Latino community members, including chronic disease self-management, nutrition education, and application assistance for benefits programs.		<b>\$12,692.16</b>
<b>Title:</b> Latino Health Coordinator <b>Salary:</b> \$42,307.20/yr @ 0.20 FTE x 18 months <b>Duties:</b> Patient Education and Navigation for Latino community members, including chronic disease self-management, nutrition education, and application assistance for benefits programs.		<b>\$12,692.16</b>
<b>Title:</b> Latino Health Coordinator <b>Salary:</b> \$44,886.40/yr @ 0.20 FTE x 18 months <b>Duties:</b> Patient Education and Navigation for Latino community members, including chronic disease self-management, nutrition education, and application assistance for benefits programs.		<b>\$13,465.92</b>
<b>Title:</b> Case Managers (Multiple) <b>Salary:</b> 8 people x \$30.04/hr x 3 hours x 18 months		<b>\$720.96</b>

Duties: CalFresh In-Service Training Participants (overtime rate)		
Title: Latino Health Coordinators (Multiple)	Salary: 3 people x \$30.04/hr x 3 hours x 18 months	
Duties: CalFresh In-Service Training Participants (overtime rate)		\$270.36
Title: Prenatal Educators (Multiple)	Salary: 3 people x \$29.50/hr x 3 hours x 18 months	
Duties: CalFresh In-Service Training Participants (overtime rate)		\$265.50
Title: Front Desk Personnel (Multiple)	Salary: 40 people x \$22.67/hr x 3 hours x 18 months	
Duties: CalFresh In-Service Training Participants (overtime rate)		\$2,720.40
Title: Medical Assistants (Multiple)	Salary: 60 people x \$26.39/hr x 3 hours x 18 months	
Duties: CalFresh In-Service Training Participants (overtime rate)		\$4,750.20
Title: Dental Assistants (Multiple)	Salary: 12 people x \$27.52/hr x 3 hours x 18 months	
Duties: CalFresh In-Service Training Participants (overtime rate)		\$990.72
Title: Registered Nurses (Multiple)	Salary: 25 people x \$47.55/hr x 3 hours x 18 months	
Duties: CalFresh In-Service Training Participants (overtime rate)		\$3,566.25
Sub-Total Personnel Costs:		\$ 243,780.63
Benefits: FICA	@ 7.65% x \$SUBTOTAL	\$18,649.22
Benefits: State Unemployment Insurance	@ 0.85% x \$SUBTOTAL	\$2,072.14
Benefits: Health Insurance Contribution	@ 13.99% x \$SUBTOTAL	\$34,104.91
Benefits: Retirement Contribution	@ 1.50% x \$SUBTOTAL	\$3,656.71
Benefits: Workers' Compensation Insurance	@ 2.99% x \$SUBTOTAL	\$7,289.04
Benefits: Other (LTD, EAP, Leave)	@ 1.25% x \$SUBTOTAL	\$3,047.26
Total Fringe Benefits Costs:		\$ 68,819.27
Total Personnel Costs:		\$ 312,599.90
<b>B. OPERATIONAL COSTS</b>		
Outreach & Educational Materials (for potential participants)	\$300/event x 27 events	\$8,100.00
Children's Materials (nutrition education)	\$300/event x 54 events	\$16,200.00
Total Operational Costs:		\$24,300.00
<b>C. CONSUMABLES/SUPPLIES</b>		
Training Materials (for staff in-service training)	30 pks @ \$5/pk x 12 trainings	\$1,800.00
Healthy Snacks for Healthy Smiles Program	\$200 x 18 Events	\$3,600.00
Healthy Snacks for Prenatal Education Program	\$50 x 18 Events	\$900.00
Healthy Snacks for Chronic Disease Management Program	\$50 x 18 Events	\$900.00
Healthy Snacks for Teen Clinic	\$50 x 36 Events	\$1,800.00
Healthy Snacks - Medication Assisted Treatment Group	\$50 x 54 Events	\$2,700.00
Healthy Snacks for Trans* Support Group	\$50 x 36 Events	\$1,800.00
Healthy Snacks for Latino Health Diabetes Management Group	\$100 x 18 Events	\$1,800.00
Food Pantry (emergency support)	14 locations x \$200/mo x 18 months	\$37,800.00
Food Preparation	14 locations x \$25/mo x 18 months	\$6,300.00
Total Consumable/Supplies:		\$59,400.00
<b>D. TRANSPORTATION/TRAVEL</b>		
Mileage for Supervision, Planning, Events	2,500 miles x \$0.535/mile	\$1,337.50
Mileage for Clinic Staff Training	1,500 miles x \$0.535/mile	\$802.50
Mileage for Garden Maintenance	11,700 miles x \$0.535/mile	\$6,259.50
Total Transportation/Travel:		\$8,399.50
<b>E. OTHER COSTS</b>		
Garden Support - Arcata (existing)	\$150/month x 18 months	\$2,700.00
Garden Support - Eureka (existing)	\$250/month x 18 months	\$4,500.00
Garden Support - Fortuna (new)	\$150/month x 18 months	\$2,700.00
Garden Support - Fortuna (existing)	\$150/month x 18 months	\$2,700.00
Garden Support - McKinleyville (existing)	\$50/month x 18 months	\$900.00



Garden Support – Willow Creek (existing)	\$150/month x 18 months	\$2,700.00
	Total Other Costs:	\$16,200.00
Administrative Costs @ 25% of Total Direct Costs** <sup>1</sup> (\$486,643.62 x .25)		\$ 105,224.85
	Total Project Costs :	\$ 526,124.25

**Personnel:** include all employee costs, but not independent contractors. List each employee type separately. Examples of calculations are: 15% of \$2,000/mo. X 6 months; 20 hrs X \$15/hr X 52 weeks + benefits.

**Operational:** include all direct expenses for the project, except consumable supplies and travel. Include such things as rent, office supplies, postage, paper, communications, equipment, contract labor or services. Please list each type of cost separately.

**Consumables:** includes items that will be used-up/consumed by participants or staff - food, meal or meeting supplies, etc.

**Transportation:** vehicle purchase or rental costs, employee per-mile reimbursements, and other travel-related expenses.

**Other:** Indirect expenses for the project such as overhead or administrative costs. Includes anything not already covered in the budget categories above. List each expense separately.

**Overhead and administrative costs** may not exceed 10% of the total modified total costs, per OMB Federal Guidance.

<sup>1</sup> Administrative costs reflect 25% of all direct costs, as instructed by DHHS CalFresh contract staff and include: contract and budget managing, and the personnel time of those Open Door staff who contribute to the operational success of the project deliverables but who are not assigned directly to the project, or who are directly assigned to the project at less than or equal to 10%FTE, including operational leadership, finance department staff, Communications Manager, Primary Care Providers to consult on program integration in the health care delivery system, and costs of contracted nutritionists as related to CalFres

## A. Project Description Narrative

1. Please describe the activities and events that will be completed with CalFresh Outreach funding. Include the total number of people you will serve or reach and if your program will focus on a particular group or geographic area. Be sure to include how you will encourage and assist applications and retention.

Open Door Community Health Centers (ODCHC) began CalFresh Outreach partnership work with support from Humboldt County Department of Health and Human Services in October 2012, and has succeeded in building CalFresh outreach, application assistance, related nutrition messaging, access to healthy foods, retention assistance for program benefits, and program stigma reduction in the safety net primary health care delivery system in Humboldt County. Open Door proposes to continue this valuable work in 2018-19 with support to sustain and optimize on the work to date. The proposed goals, objectives, tasks, timelines, deliverables, and budget support ODCHC's continuing efforts to enroll and retain participants for the period from October 2018 through March 31, 2020.

Open Door believes in leveling the playing field of human dignity by providing quality medical, dental, behavioral health, and case management services, and health education to members of our community regardless of circumstance. Open Door operates 14 clinic sites and 3 mobile clinic units, throughout the North Coast region. The sites provide a broad continuum of health and wellness services to over 57,000 patients per year in the Humboldt County service region, 44% of who may be eligible for CalFresh based on their reported Federal Poverty Level.<sup>2</sup>

The goal of this project is to use CalFresh funds to support CalFresh program outreach and application assistance for new applications and for program retention, patient navigation and referral to community partners, and to create and distribute culturally and linguistically appropriate educational materials about CalFresh and the benefits of healthy eating. CalFresh funds will also support patient advocacy and follow-up to assure application completion, including assistance in compiling the documents necessary for the CalFresh application, help with transportation to application appointments, encouragement to make full use of CalFresh benefits, support for retention, and provision of emergency food or nutrition supplies when appropriate. Other activities include participation in gardening for social and physical benefits, access to food, and engagement in a variety of educational and support groups. Garden activities, for example, provide opportunity for CalFresh outreach and dialog about application assistance in a forum different from the clinic setting, and enable Open Door staff to reach additional patients and community members. All of these activities are designed to help patients create their own food security infrastructure and learn to use these benefits to their best advantage in maintaining or improving personal and family health and wellness, and the prevention of chronic disease.

Open Door operates from a patient-centered model and advances whole-person care approaches to health care delivery, including addressing social determinants of health for improved population health outcomes, decreased cost, and better patient experience. Open Door recently completed a 2 year grant in partnership with the North Coast Clinics Network and Partnership HealthPlan of California in efforts towards sustainability for the work Open Door has developed to address social determinants of health in the framework of the RX for Wellness Program. This program created opportunities to develop infrastructure for enhanced engagement between care teams and patients for setting and monitoring health goals, and for better tracking of these activities in the electronic health record. CalFresh specific activities continued throughout this program, and CalFresh outreach and application assistance were integrated into the broader program. The new and improved workflows for tracking such services in the patient electronic health record

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Patients and Potentially Eligible Patients by Clinic (Enrollment and Retention) (2017 OSHPD Income as Percent of FPL – 150% FPL Presumptive Eligibility)												
	BDC	ECHWC	FeCHC	FoCHC	HODC	MCHC	MHS	NCC	PSNC	TVSC/RCHC	WCCHC	TOTAL
All Patients	10,238	13,614	2,019	4,186	6,090	5,163	801	6,941	962	5,720	1,815	57,549
Patients Potentially CalFresh Eligible	6,606	6,844	495	1,027	2,979	1,761	304	2,032	441	1,675	901	25,065

also have been applied to CalFresh related activities, allowing for better integration of the program into the health care delivery system, and for improved tracking and patient outcomes.

Open Door employs over 600 community members on the North Coast and has built CalFresh branding, messaging, and application support, including for retention, into the culture of our health center locations in Humboldt County<sup>3</sup>. Every new staff person from primary care providers to administrators to support staff are introduced to Open Door's CalFresh work and messages to reduce stigma at new employee onboarding. Staff tasked with patient navigation, such as Case Managers, Latino Health Coordinators, Health Educators, Member Services Specialists, and Gardens & Food Resources Coordinators are agency experts regarding the connections between CalFresh and Open Door's resources, while other staff such as providers, support staff, and administrators have robust working understanding of the program so to effectively connect patients to application assistants and nutrition educators.

All patients presenting for a health appointment are positioned to interface with CalFresh messaging and support for application assistance or benefits utilization. CalFresh Outreach bulletin boards hang prominently at all Health Center locations displaying information about program eligibility and the application process, ReThink Your Drink, Harvest of the Month, Grow Your Garden with CalFresh, budget shopping, and other relevant nutrition information, including seasonal recipes and interactive activities for family engagement. Patients who attend health education or support groups receive healthy snacks, information about CalFresh and other food resources, and are offered CalFresh application assistance. All Open Door patients are screened for income verification once per year per Open Door's mandate as a Federally Qualified Health Center. Patients who appear to be potentially eligible for CalFresh benefits based on their income are offered application assistance at their appointment registration, and Open Door's Member Services Specialists follow up with patients to offer support to complete the process. Patients who receive emergency food from Open Door's food pantries are screened for CalFresh eligibility and offered application assistance, as well.

Nutritional goal setting is also integrated into Open Door's Quality Improvement Program and metrics, facilitated and monitored by Partnership HealthPlan of California, to support Medi-Cal eligible patients of whom many are also CalFresh eligible. In support of these activities Primary Care Providers and care team support staff share CalFresh resources with their patients in discussion around action plans to support health and wellness, including for disease management and prevention.

With the opening of the new Fortuna Community Health Center in August of this year, Open Door anticipates an increase in the number of people we will be serving in the Eel River Valley. The new facility will have a large, demonstration kitchen, which is anticipated to be a great resource for the Fortuna area, as well as allow for the ability to enhance work around nutrition education. We foresee an increased focus on wellness and patient navigation opportunities in the new space. The new facility will allow for enhanced office accommodations for Member Services, Case Manager, and Latino Health Coordinator staff which will allow for increased support for social services assistance, including CalFresh application assistance. Member Services Specialists, Latino Health Coordinators, and a Case Manager will be co-located with a licensed Behavioral Health Specialist to support patients' needs concerning social determinants of health. The new health center location also includes a large garden for education and patient engagement.

During the last CalFresh contract period, Open Door expanded programs and services and furthered newly developed access points including Redwood Community Health Center in Eureka and the small Petrolia access point, which is a satellite of Open Door's Ferndale Community Health Center. Open Door also expanded its Nurse Practitioner Post Graduate Training Program and continued to build infrastructure for its Family Medicine Residency program, which will begin operating with its first cohort of Physician Residents in summer 2019. Open Door is in the beginning stages of exploring a new concept around the creation of a Wellness Center to expand services for patients with chronic disease, chronic pain, or opioid dependency. CalFresh programming, activities, and patient services have been integrated into each of these sites and initiatives.

Open Door intends to use continued CalFresh Outreach support from DHHS to serve diverse patient populations with in-reach and education about healthy eating to support health and wellness, as well as CalFresh eligibility information, and application assistance. In addition to messages geared towards all patients, education and activities to address needs of the following patient populations are

<sup>3</sup> Service sites include: BDC: Burre Dental Center (Eureka and Mobile Dental Van serving at school sites throughout Humboldt County); ECHWC: Eureka Community Health and Wellness Center (Eureka); FeCHC: Ferndale Community Health Center (Ferndale) and Ferndale Community Health Center Satellite (Petrolia); FoCHC: Fortuna Community Health Center (Fortuna); HODC: Humboldt Open Door Clinic (Arcata); MCHC: McKinleyville Community Health Center (McKinleyville); MSD: Member Services Department (Eureka/ Fortuna); MHS: Mobile Health Services (Eureka and locations in Humboldt County); NCC: NorthCountry Clinic (Arcata); PSNC: Perinatal Services of NorthCountry Clinic (Arcata); RCHC: Redwood Community Health Center (Eureka); TVSC: Telehealth & Visiting Specialist Center (Eureka); WCCHC: Willow Creek Community Health Center (Willow Creek). Note that Open Door also operates DNCHC: Del Norte Community Health Center (Crescent City) and that no CalFresh funds from Humboldt DHHS are used for activities at that location.

integrated into Open Door's health care delivery system during individual visits as well as in group settings: prenatal, patients with diagnosis or concern of diabetes, hypertension, high cholesterol, chronic disease self-management patients, patients receiving behavioral health services, pediatrics, dental patients, patients with infectious disease, Trans Youth patients, Teen Clinic patients, those patients served by the Medication Assisted Treatment program (Suboxone) and other drug and alcohol programs, patient community gardeners, and volunteer patient partners. Patients receive CalFresh messaging and related education during individual and group visits with Open Door's medical and dental care teams and support staff, Registered Dietician, Case Managers, Health Coaches, Prenatal Educators, Latino Health Coordinators, Gardens and Food Resources Program staff, and Member Services Specialists.

**A. Objective -- Personnel (Project Coordination) for CalFresh Outreach activities occurring at all 14 ODCHC service sites in Humboldt County, and related community locations and events.**

Activity/Event Description	Details and Outcomes
1 Project Coordination and Implementation	Personnel time for administrative coordination: contract monitoring, invoicing, and reporting; implementation of project deliverables, including training specific to job type and general messaging for all staff and patients; materials development; identify and support Site Champions; consult on difficult cases by maintaining program expertise; monitor progress and goal attainment and program evaluation; liaise with Humboldt County DHHS; work with related community resource partners; and, work with appropriate Open Door departments to establish documentation and reporting procedures. Review and refresh educational and promotional print and social media materials for education, CalFresh promotion, healthy eating and dietary choices, diet and disease prevention and management, and outreach and educational materials to be distributed at clinic sites and on the Open Door website, Facebook page, and MyChart (patient portal).
2 Outreach for Application Assistance, Utilization, and Retention	Personnel time for Application Assistors and Outreach staff (various): provide consistent culturally and linguistically appropriate materials to various populations within Humboldt County. While all Open Door Member Services Specialists, Gardens & Food Resources Coordinators, Case Managers, Latino Health Coordinators, Front Office Receptionists, and staff in various positions tasked with outreach are trained for CalFresh application assistance, Open Door requests total 3.15 FTE support for Application Assistors.
3 CalFresh Nutrition, Food Access, and Disease Prevention Education	Personnel time to support activities related to nutrition, access to food and food resources, gardening, and disease management and prevention, such as classes, workshops, CalFresh activities at health and wellness fairs, and one-on-one support, in direct support to optimizing on referrals for CalFresh application assistance, and benefits utilization and retention. Develop and maintain displays of CalFresh materials available to patients in waiting rooms, including materials they can take with them or use in the application process.

**B. Objective - Operations infrastructure to support CalFresh program deliverables for outreach, eligibility screening, materials development, review, and distribution, planning and implementation of events, and education.**

Activity/Event Description	Details and Outcomes
2 Outreach and Education Materials	Collateral materials developed by DHHS or other approved partners and printed at Open Door, and materials developed by Open Door and approved by DHHS, as well as books and other resources to support program outcomes for nutrition and health education, food access education, and CalFresh outreach. Support for items necessary for outreach events; printing of "Rx for Farmers' Market" vouchers; supplies for CalFresh/Harvest of the Month educational display boards, health education materials, including recipe information for harvested items from Open Door gardens for display on distribution tables at health centers, and seasonal gardening educational information to be made available at distribution tables at clinic sites with harvest. Nutrition Information Boards at each clinic site will be increased from quarterly changes to monthly changes. Patient and Volunteer engagement activities including materials to enhance engagement in programs for adults and children at each site in order to increase participation with the nutrition information boards monthly; integrating CalFresh and nutrition information in order to encourage and activate engagement in the gardens and food harvested from them; support for production of Rx for Wellness health education materials for provider training and messaging to community members about food access, integrating CalFresh and nutrition information with content approved by DHHS.
3 Children's Materials	Materials for CalFresh messaging and nutrition education for children in English and Spanish, including food-related educational materials (toys, activity books) and information for parents specific to pediatric nutrition and disease prevention at each health center for distribution and for use at the health center locations for all pediatrics visits. Materials specific to group educational series such as Staying Healthy Together pediatrics health and nutrition 8-week groups, and well-child dental Healthy Smiles Days.

C. Objective -- Consumables/Supplies to support staff training, and to provide healthy snack at health education and support groups developed for specific populations, CalFresh emergency food pantries, and food preparation materials, in coordination with CalFresh outreach, education, and application assistance.

Activity/Event Description		Details and Outcomes
1	Training Materials and Expenses	Materials for Open Door new employee Onboarding training, ongoing education for select positions, and periodic refresher training for all staff twice annually. Open Door on boards three times per month, and each cohort includes 2-12 new employees, on average. Training for incumbent staff occurs throughout the year either site specific including all position types, or by position type with staff from various sites.
2	Healthy Snacks for Children and Group Participants	Prenatal groups, well child dental Healthy Smile Days, Health Connections Intensive Out Patient Case Management encounters, Teen Clinic, Trans* support group, Latino Health Coordinator lead groups such as Tomando (Chronic Disease Self-Management groups), Adult Wellness workshops, Staying Healthy Together pediatric nutrition education series. All snacks are distributed with CalFresh information and enrollment support.
3	Emergency Food Pantry	Indigent patients often need repeated visits, messages and assistance before completing the CalFresh application process. Providing emergency food along with CalFresh messages and enrollment assistance supports the process. Each ODCHC clinic site maintains an inventory of non-perishable high-protein food items, and vouchers for fresh produce from the Farmers' market (Rx for Farmers' Market). A limited supply of food items to satisfy nutritional needs for one-three days will be provided along with CalFresh and nutrition information, based on CalFresh expedited eligibility determination timelines.
4	Emergency Food Storage & Preparation Items	Each ODCHC site maintains a small supply of basic food preparation items, in keeping with the food items to be provided. Such items include can openers, multi-purpose bowls and spoons, food storage containers and simple recipe cards that make good use of the food items provided. All supplies are distributed with CalFresh information and enrollment support.

D. Objective -- Transportation/Travel support for staff mileage for CalFresh program activities

Activity/Event Description		Details and Outcomes
1	Mileage for Program Activities	Travel between Open Door health center locations, gardens, and approved community partner and outreach sites, reimbursed at federal mileage rate, for supervision, planning, training, outreach, patient application assistance, and program activities.

E. Objective -- Health and Wellness Gardens (Other): Supplies and materials to support Open Door's five existing Health and Wellness Gardens and add one additional garden, for demonstration, education, and food production for Open Door patients and community members. Volunteer patient and community member gardeners are given CalFresh information at the garden volunteer outreach hours, workshops and special events, and at weekly distribution of foods grown in the Wellness Gardens. Volunteer hours for patients and community members of a range of income levels are also held weekly, and provide additional opportunity for outreach about CalFresh enrollment, retention and utilization, as well as workshops, and special volunteer events for groups such as service clubs, HSU student groups, and afterschool clubs. Support will be used to make enhancements to permanent kiosks that display CalFresh and nutrition information.

Activity/Event Description		Details and Outcomes
1	Garden support: Arcata	Maintenance and enhancement of the Community Health and Wellness Garden at F and 11 <sup>th</sup> Streets in Arcata. Produce harvested weekly and brought to Open Door's health center locations in Arcata (HODC, NCC, and PSNC) made available for patients in the waiting room with CalFresh enrollment and benefit materials, along with other nutrition and food access resources such as recipes, Harvest of the Month information, and seasonal gardening information.
2	Garden support: Eureka	Maintenance and enhancement of the Community Health and Wellness Garden at Tydd Street in Eureka across the street from ECHWC. Produce harvested weekly is displayed with CalFresh enrollment and benefit materials in the patient waiting area at ECHWC, along with other nutrition and food access resources such as recipes, Harvest of the Month information, and seasonal gardening information. Additional demonstration garden behind the health center provides an outdoor classroom including burgeoning orchard, permaculture "forest" gardens, container gardening, and sensory garden.
3	Garden support: Ferndale	Implementation of on-site demonstration gardens will be established at each of these sites for patients, including CalFresh information about using benefits to purchase seedlings for a home garden. CalFresh outreach integration and additional opportunities for hosting events in this garden for delivering CalFresh information to patients and the community.
4	Garden support: Fortuna	Maintenance of Open Door's Food Pantry Plot at the Fortuna Garden Project location; 60'x25' plot results in high volume food production to supplement garden food distribution days at other health center locations, including monthly donations to the food pantry at the Multi-Generational Center. This plot is

		maintained with the support of a volunteer clinic staff team from FoCHC. Implementation of health and wellness garden plot, and demonstration garden beds, at the new Fortuna Community Health Center.
5	Garden support: McKinleyville	Open Door established a new garden demonstration garden plot at the McKinleyville Municipal Services District community garden in 2016. Demonstration gardens, including CalFresh information about using benefits to purchase seedlings for a home garden, were developed onsite at the health center and will continue to be maintained.
6	Garden Support: Willow Creek	Maintenance of Community Health and Wellness Garden located at WCCHC. Produce harvested bi-weekly is displayed with CalFresh enrollment and benefit materials in the patient waiting area, along with other nutrition and food access resources such as recipes, Harvest of the Month information, and seasonal gardening information. Patients are also able to gain access to the garden for harvesting produce, or volunteering.

**2. What are your expected outcomes? What difference will CalFresh funding make in your community or neighborhood and for the population you are serving? How will the proposed activities fit into or related to other programs in your organization or community?**

With one in every three community members on the North Coast served by Open Door, and exposure at outreach events throughout Humboldt County, Open Door contributes to the success of CalFresh messages reaching the community, and for application assistance, retention, and benefits utilization. CalFresh Outreach funding makes a difference for patients and community by providing a myriad of opportunities to improve health and wellness. Open Door's outcomes over the proposed grant term will support further integration of CalFresh into the health landscape in Humboldt County, and sustain collaborative CalFresh partner relationships. With continued support from DHHS for CalFresh outreach, Open Door expects to sustain prior successes, and continue to optimize on integrating CalFresh outreach messaging, stigma reduction, application assistance, and nutrition information for chronic disease prevention and wellness in the primary care delivery system. This work makes contribution to support what is known in primary care as the "Quadruple Aim", which is improved health outcomes, improved patient experience of care, reduced costs of health care, and provider satisfaction and retention. Patients benefit from education and support programs linking improved food choices with improved health status, treatment outcomes, and self-management. Open Door will maintain the most successful aspects of its program while creating new opportunities for outreach and addressing emerging needs and interests among patients and community members.

Support from DHHS for CalFresh outreach is leveraged for ongoing collaboration with DHHS as well as other community based organizations. Program staff coordinate with DHHS Social Services staff to support application assistance, and with Public Health staff as partners for nutrition education, including initiatives outlined in Humboldt County's Community Health Improvement Plan. Open Door staff continues to work with Public Health's Healthy Communities staff to align garden initiatives with food preparation and nutrition education demonstrations, and for annual nutrition events such as at the Fortuna Community Garden. Open Door staff have served on the annual CalFresh Forum planning committee and presented at the learning community each year, and supported the initiative in 2018 to plan for alternative programming. Other partnerships include Humboldt County Office of Education for health education for patients; Humboldt State University Service Learning Program for volunteer opportunities connected to food resources; North Coast Growers' Association for the Rx for Farmers' Market voucher program; and the Willow Creek Community Resource Center for nutrition education in their First5 Garden.

ODCHC also continues to be at the table exploring its role with The Center at McKinleyville as well as a new partnership with the Department of Child Support Services. We also continue to integrate CalFresh messaging with our dental colleagues at Burre through the Well Child Dental Visit and adjunct affiliation with the new Virtual Dental Home Grant and the Dental Transformation Initiative in collaboration with DHHS/Public Health.

CalFresh outreach funding supports integrating messaging in all programs where connections to nutrition education advance wellness goals, including those activities in Open Door's Rx for Wellness and Staying Healthy Together programs. Successes realized through Open Door's CalFresh work has led to program development, enhancement, and additional funding. CalFresh messaging is included in workflows and goals in Open Door's Quality Improvement program matrix such as for hypertension, obesity, and diabetes, and connected to Open Door's Post Graduate Residency and the Student rotation programs. Sustained CalFresh funding will allow Open Door to continue to develop CalFresh messaging into Latino Health Coordination programs as well as initiatives for health education and disease prevention outreach to Hmong patients, to further enhance trust among the community members and increase benefit utilization for eligible family members. In light of the changing political landscape and growing fear among migrant communities, Open Door continues to make effort to meet the needs of immigrant community members and remains a trusted resource for these community members. We remain well positioned for outreach to the diverse members of our community.

3. Describe your organization's capacity to succeed with the proposed project and your plans, if any, for continuing the work after the proposed project is complete.

Open Door has consistently demonstrated success in seeking new ways to reach out and integrate CalFresh into patient care. Patients and community members recognize the association between Open Door and CalFresh, and perceive Open Door as a trusted source of information. Due to the number of patients served and relationships with the community, Open Door is positioned to succeed with reaching many populations in Humboldt, including new moms, Latino and HMong community members, people who are homeless, persons in recovery, and patients who have infectious disease, among others. Open Door's Member Services Specialists and Latino Health Coordinators are trusted in the Latino community and are trained to support members of mixed status immigrations households; trained staff work to provide education and messaging to overcome social and cultural stigmas and concerns regarding public charge designation, and to help community members understand the messages in the media at the national level. Open Door's successful collaborative initiatives with DHHS and other community partners position Open Door to succeed in program deliverables, and these associations increase program enrollment and retention. Open Door has successfully engaged with community partners and other grantee organizations for joint outreach efforts. Open Door's collaborative accomplishments with DHHS' Social Services Branch have contributed to reducing barriers to completing applications and in some cases served as a process improvement incubator, as DHHS has spread successful protocols between Open Door and DHHS SSB to other partners.

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Integrating access to resources and nutrition education into the health care delivery system continues beyond CalFresh funding, however funding from DHHS for CalFresh Outreach assures support for sustainability and enhancement of CalFresh messaging. Continuing programs like Open Door's Rx for Farmers' Market program was first developed with CalFresh funds, and has expanded to serve more patients by obtaining additional resources from other funders.

Open Door has successfully integrated CalFresh messaging into the culture of health care and ongoing staff training to assure message consistency and screening accuracy. Open Door has developed and adopted effective health education materials integrating CalFresh messages. The CalFresh project goals have been incorporated into ODCHC's quality improvement initiatives (Patient Goal setting, workflows that align charting in EHR for comprehensive communication among care team members regarding patients' access to food and the connections between nutrition and health management). Primary Care professionals recruited to Open Door often comment that the dedication to integrating CalFresh messaging and education into the care system is a perceived benefit for patients and staff. The project has given providers tools to address social determinants of health impacted by food insecurity, empowering providers and patients alike. Providers value the immediate efficacy of warm-handoffs to health center resources and Member Services Department when they identify patients impacted by food insecurity.

Open Door's program staff has developed the CalFresh work at Open Door over the past five and a half years and provides continuity to the ongoing successes, sustainability, and development of the program; incumbent staff will continue to work on the program and bring additional staff into the core project team. Our staff firmly believes in the importance of outreach, enrollment, utilization and retention as the four pillars of successful CalFresh support as an integral partner with DHHS in this work. We believe in the positive redundancy of this messaging as an essential part of the success of these four objectives, meeting clients wherever they are at in our community as part of our county-wide health center network.

Open Door agrees to send representatives to CalFresh Outreach training events as required, and to



submit all funded media for review prior to publication; Open Door understands that CalFresh funds cannot be used for TV, radio or billboard advertising. Open Door agrees to report on all activities conducted with CalFresh funding, including numbers of individuals reached and served. Open Door agrees to submit financial invoices and reports to DHHS and to retain financial records for five years. Open Door agrees to provide space and other assistance for the presentation of educational and nutritional events at our facilities as capacity allows. It is understood that events may be conducted by DHHS or other community partners. Open Door has, and will provide proof of insurance coverage listing the County as an additional insured in the amounts requested. Open Door will contract with DHHS and commit to implementing the funded activities outlined in the organization's partnership request proposal.

**EXHIBIT C**  
**CALFRESH OUTREACH BUDGET**  
**OPEN DOOR COMMUNITY HEALTH CENTERS**

*Descriptions here*

*Amounts Here*

<b>A. Personnel Costs (Note: due to low activity for 1<sup>st</sup> half of grant FTE% does not track)</b>	
<p><b>Title:</b> Member Services Programs Manager  <b>Salary Calculation:</b> \$54,724.80/yr @ 0.40 FTE x 18 months  <b>Duties Description:</b> Overall management of CalFresh Outreach activities under supervision of Open Door Member Services Director, staff supervision, budget management, program goals, event and outreach activity planning, QI performance, communication management.</p>	<b>\$32,834.88</b>
<p><b>Title:</b> Member Services Administrative Assistant  <b>Salary Calculation:</b> \$36,108.80/yr @ 0.40 FTE x 18 months  <b>Duties Description:</b> Assists Manager in event and outreach planning, materials development and distribution, training coordination, staff and training participant documentation; monitoring of productivity; preparation of status reports.</p>	<b>\$21,665.28</b>
<p><b>Title:</b> Member Services Specialist  <b>Salary Calculation:</b> \$42,307.20/yr @ 0.30 FTE x 18 months  <b>Duties Description:</b> Works with patients and general community members and their families to screen, discuss needs, identify potential eligibility, make application for, reduce stigma, navigate application process, follow-up for follow-through and assist in re-application and retention, and benefits utilization.</p>	<b>\$19,038.24</b>
<p><b>Title:</b> Member Services Specialist  <b>Salary Calculation:</b> \$40,664.00/yr @ 0.30 FTE x 18 months  <b>Duties Description:</b> Works with patients and general community members and their families to screen, discuss needs, identify potential eligibility, make application for, reduce stigma, navigate application process, follow-up for follow-through and assist in re-application and retention, and benefits utilization.</p>	<b>\$18,298.80</b>
<p><b>Title:</b> Member Services Specialist  <b>Salary Calculation:</b> \$39,083.20/yr @ 0.30 FTE x 18 months  <b>Duties Description:</b> Works with patients and general community members and their families to screen, discuss needs, identify potential eligibility, make application for, reduce stigma, navigate application process, follow-up for follow-through and assist in re-application and retention, and benefits utilization.</p>	<b>\$17,587.44</b>
<p><b>Title:</b> Member Services Specialist  <b>Salary Calculation:</b> \$33,342.40/yr @ 0.30 FTE x 18 months  <b>Duties Description:</b> Works with patients and general community members and their families to screen, discuss needs, identify potential eligibility, make application for, reduce stigma, navigate application process, follow-up for follow-through and assist in re-application and retention, and benefits utilization.</p>	<b>\$15,004.08</b>
<p><b>Title:</b> Registered Nutritionist  <b>Salary Calculation:</b> \$64,521.60/yr @ 0.20 FTE x 18 months  <b>Duties Description:</b> Contributes and reviews educational materials for training, patient support groups, social media, and patient distribution. Connects patients to CalFresh assistance in accordance with nutritional counseling, disease prevention and management, and health goal setting.</p>	<b>\$19,356.48</b>
<p><b>Title:</b> Gardens &amp; Food Resources Coordinator  <b>Salary Calculation:</b> \$40,684.80/yr @ 0.40 FTE x 18 months  <b>Duties Description:</b> Supports community gardens in 6 clinic locations (Arcata, Eureka, Ferndale/Petrolia, Fortuna, McKinleyville, Willow Creek), including planning, design, preparation, and maintenance, patient and community volunteer coordination, surplus harvest distribution to patients. Provides home gardening education. Focus on sustainable nutritious crops and healthy storage and preparation. Makes referrals to internal and external resources for nutrition education and access to food. Works in collaboration with clinical care teams to support patients' nutrition action plans.</p>	<b>\$24,410.88</b>
<p><b>Title:</b> Gardens &amp; Food Resources Coordinator  <b>Salary Calculation:</b> \$39,083.20/yr @ 0.40 FTE x 18 months  <b>Duties Description:</b> Supports community gardens in 6 clinic locations (Arcata, Eureka, Ferndale/Petrolia, Fortuna, McKinleyville, Willow Creek), including planning, design, preparation, and maintenance, patient and community volunteer coordination, surplus harvest distribution to patients. Provides home gardening education. Focus on sustainable nutritious crops and healthy storage and preparation. Makes referrals to internal and external resources for nutrition education and access to food. Works in collaboration with clinical care teams to support patients' nutrition action plans.</p>	<b>\$23,449.92</b>

Title: Latino Health Coordinator Salary Calculations: \$42,307.20/yr @ 0.20 FTE x 18 months Duties: Patient Education and Navigation for Latino community members, including chronic disease self-management, nutrition education, and application assistance for benefits programs.	\$12,692.16
Title: Latino Health Coordinator Salary Calculations: \$42,307.20/yr @ 0.20 FTE x 18 months Duties: Patient Education and Navigation for Latino community members, including chronic disease self-management, nutrition education, and application assistance for benefits programs.	\$12,692.16
Title: Latino Health Coordinator Salary Calculations: \$44,886.40/yr @ 0.20 FTE x 18 months Duties: Patient Education and Navigation for Latino community members, including chronic disease self-management, nutrition education, and application assistance for benefits programs.	\$13,465.92
Title: Case Managers (Multiple) Salary Calculations: 8 people x \$30.04/hr x 3 hours x 18 months Duties: CalFresh In-Service Training Participants (overtime rate)	\$720.96
Title: Latino Health Coordinators (Multiple) Salary Calculations: 3 people x \$30.04/hr x 3 months x 18 months Duties: CalFresh In-Service Training Participants (overtime rate)	\$270.36
Title: Prenatal Educators (Multiple) Salary Calculations: 3 people x \$29.50/hr x 3 hours x 18 months Duties: CalFresh In-Service Training Participants (overtime rate)	\$265.50
Title: Front Desk Personnel (Multiple) Salary Calculations: 40 people x \$22.67/hr x 3 months x 18 months Duties: CalFresh In-Service Training Participants (overtime rate)	\$2,720.40
Title: Medical Assistants (Multiple) Salary Calculations: 60 people x \$26.39/hr x 3 months x 18 months Duties: CalFresh In-Service Training Participants (overtime rate)	\$4,750.20
Title: Dental Assistants (Multiple) Salary Calculations: 12 people x \$27.52/hr x 3 months x 18 months Duties: CalFresh In-Service Training Participants (overtime rate)	\$990.72
Title: Registered Nurses (Multiple) Salary Calculations: 25 people x \$47.55/hr x 3 months x 18 months Duties: CalFresh In-Service Training Participants (overtime rate)	\$3,566.25
<b>Sub-Total Personnel Costs:</b>	<b>\$243,780.63</b>
Title: Benefits FICA, State Unemployment Insurance, Health Insurance, Retirement, Workers' Compensation Insurance and Other (LTD, EAP, Leave) Calculations: FICA 7.65% x \$subtotal \$18,649.22, State Unemployment Insurance .85% x \$subtotal \$2,072.14, Health Insurance Contribution 13.99% x \$subtotal \$34,104.91, Retirement Contribution 1.50% x \$subtotal \$3,656.71, Workers' Compensation Insurance 2.99% x \$subtotal \$7,289.04, and Other (LTD, EAP, Leave) 1.25% x \$subtotal \$3,047.26	\$68,819.27
<b>Total Personnel Costs:</b>	<b>\$312,599.90</b>
<b>B. Operational Costs</b>	
Title: Outreach & Educational Materials Description: \$300/event x 27 events	\$8,100.00
Title: Children's Materials (Nutrition Education) Description: \$300/event x 54 events	\$16,200.00
<b>Total Operational Costs:</b>	<b>\$24,300.00</b>
<b>C. Consumables/Supplies</b>	
Title: Training Materials (for staff in-service training) Description: 30 pks @ \$5/pk x 12 trainings	\$1,800.00
Title: Healthy Snacks for Healthy Smiles Program Description: \$200 x 18 events	\$3,600.00
Title: Healthy Snacks Prenatal Education Program Description: \$50 x 18 events	\$900.00
Title: Healthy Snacks for Chronic Disease Management Program Description: \$50 x 18 events	\$900.00
Title: Healthy Snacks for Teen Clinic Description: \$50 x 36 events	\$1,800.00
Title: Healthy Snacks for Medication Assisted Treatment Group Description: \$50 x 54 events	\$2,700.00
Title: Healthy Snacks for Trans* Support Group Description: \$50 x 36 events	\$1,800.00
Title: Healthy Snacks for Latino Health Diabetes Management Group Description: \$100 x 18 events	\$1,800.00

Title: Food Pantry (emergency support) Description: 14 locations x \$200/mo x 18 months	\$37,800.00
Title: Food Preparation Description: 14 locations x \$25/mo x 18 months	\$6,300.00
<b>Total Consumable/Supplies:</b>	<b>\$59,400.00</b>
<b>D. Transportation/Travel</b>	
Title: Mileage for Supervision, Planning, Events Description: 2,500 miles x \$0.535/mile	\$1,337.50
Title: Mileage for Clinic Staff Training Description: 1,500 miles x \$0.535/mile	\$802.50
Title: Mileage for Garden Maintenance Description: 11,700 miles x \$0.535/mile	\$6,259.50
<b>Total Transportation/Travel:</b>	<b>\$8,399.50</b>
<b>E. Other Costs</b>	
Garden Support – Arcata (existing) \$150/month x 18 months	\$2,700.00
Garden Support – Eureka (existing) \$250/month x 18 months	\$4,500.00
Garden Support – Fortuna (new) \$150/month x 18 months	\$2,700.00
Garden Support – Fortuna (existing) \$150/month x 18 months	\$2,700.00
Garden Support – McKinleyville (existing) \$50/month x 18 months	\$900.00
Garden Support – Willow Creek (existing) \$150/month x 18 months	\$2,700.00
<b>Total Other Costs:</b>	<b>\$16,200.00</b>
Title: Administrative Cost Description: 25% of direct services (\$486,643.62 x .25)	\$105,224.85
<b>Total :</b>	<b>\$526,124.25</b>

**Personnel:** include all employee costs, but not independent contractors. List each employee type separately.

Examples of calculations are: 15% of \$2,000/mo. X 6 months; 20 hrs X \$15/hr X 52 weeks + benefits.

**Operational:** include all direct and indirect expenses for the project, except consumable supplies and travel. Include such things as rent, office supplies, postage, paper, communications, equipment, contract labor or services, and overhead or administrative costs. Please list each type of cost separately.

**Consumables:** includes items that will be used-up/consumed by participants or staff - food, meal or meeting supplies, etc.

**Transportation:** vehicle purchase or rental costs, employee per-mile reimbursements, and other travel-related expenses.

**Other:** includes anything not already covered in the budget categories above. List each expense separately.

**Overhead and administrative costs** may not exceed 10% of the total modified total costs, per OMB Federal Guidance.

**EXHIBIT D**  
**CALFRESH OUTREACH INVOICING GUIDELINES**  
**OPEN DOOR COMMUNITY HEALTH CENTERS**

CONTRACTOR shall prepare and submit all quarterly and final invoices and invoice summaries in accordance with the following invoicing guidelines in order to ensure compliance with any and all applicable local, state and federal laws, regulations and standards.

1. INVOICING SCHEDULE:

Quarterly invoices and invoice summaries are due within thirty (30) days after the expiration of each quarter in which this Agreement is active. Final invoices and invoice summaries are due within thirty (30) days following the expiration or termination date of this Agreement. The following table includes the expiration dates of each applicable quarter as well as the due dates for all quarterly and final invoices and invoice summaries submitted pursuant to the terms and conditions of this Agreement.

Quarter*	Dates Included	Date Invoices Due to DHHS
1	July 01 through September 30	October 31
2	October 01 through December 31	January 31
3	January 01 through March 31	April 30
4	April 01 through June 30	July 31
Final invoice	Entire Agreement term	Thirty (30) days after expiration or termination

\*Note: Contractors who are providing services pursuant to the terms and conditions of an agreement with a maximum amount payable of Fifteen Thousand Dollars (\$15,000.00) or less shall only be required to submit a final invoice and invoice summary.

2. BACKUP DOCUMENTATION:

Backup documentation, including, without limitation, payroll records, receipts, bills and invoices, are not required to be submitted with quarterly or final invoices or invoice summaries unless requested by COUNTY.

# EXHIBIT E CALFRESH OUTREACH INVOICE WORKSHEET AND SUMMARY FORM OPEN DOOR COMMUNITY HEALTH CENTERS

## Exhibit E CalFresh Outreach Itemized Invoice Worksheet

Invoice Date: \_\_\_\_\_  
Invoice Type: \_\_\_\_\_

Contract Term: \_\_\_\_\_  
Invoice Period: \_\_\_\_\_

Descriptions:	Invoice Amounts	Previous Invoice Totals	Approved Budget	Remaining Balance
<b>A. Personnel Costs</b>				
Title:				
Salary Calculation:	\$0.00	\$0.00	\$0.00	\$0.00
Duties Description:				
Title:				
Salary Calculation:	\$0.00	\$0.00	\$0.00	\$0.00
Duties Description:				
Title:				
Salary Calculation:	\$0.00	\$0.00	\$0.00	\$0.00
Duties Description:				
Title:				
Salary Calculation:	\$0.00	\$0.00	\$0.00	\$0.00
Duties Description:				
Title:				
Salary Calculation:	\$0.00	\$0.00	\$0.00	\$0.00
Duties Description:				
<b>Total Personnel:</b>				
	\$0.00	\$0.00	\$0.00	\$0.00
<b>B. Operational Costs (Rent, Utilities, Phones, etc.)</b>				
Title:				
Description:	\$0.00	\$0.00	\$0.00	\$0.00
Title:				
Description:	\$0.00	\$0.00	\$0.00	\$0.00
Title:				
Description:	\$0.00	\$0.00	\$0.00	\$0.00
Title:				
Description:	\$0.00	\$0.00	\$0.00	\$0.00
Title:				
Description:	\$0.00	\$0.00	\$0.00	\$0.00
<b>Total Operating Costs:</b>				
	\$0.00	\$0.00	\$0.00	\$0.00
<b>C. Consumable Supplies (Supplies and Consumables should be open to)</b>				
	\$0.00	\$0.00	\$0.00	\$0.00

Exhibit E

CalFresh Outreach Invoice Summary

<b>Contractor Name</b> <b>Coordinator/Contact</b> <b>Address</b> <b>Phone</b>
--

Invoice Date: <u>1/0/1900</u>	Contract Term: <u>1/0/1900</u>
Invoice Type: <u>0</u>	Invoice Period: <u>0</u>

Description	Totals
Personnel Costs (Wages and benefits)	\$0.00
Operational Costs (Rent, Utilities, Phones, etc.)	\$0.00
Consumables/Supplies (Supplies and Consumables should be separate)	\$0.00
Transportation/Travel (Local and out of county should be separate)	\$0.00
Other (Indirect Costs, Contracts, etc.)	\$0.00

Total Amount Due: \$0.00

I certify that the information provided above is, to the best of my knowledge, complete and accurate; the expenditures are in accordance with the approved Agreement cited for services provided under the provision of that agreement. Full justification and backup records for the expenditures are maintained in our office at the address indicated.

Signature and Date: \_\_\_\_\_

Print Name and Title: \_\_\_\_\_

Send invoice to:

COUNTY OF HUMBOLDT  
 DHHS, Financial Service Division  
 507 F Street, CB Unit  
 Eureka Ca 95501  
 Attn: Social Services Finance  
 (707) 441-5424 • Fax: (707) 441-5590



Program Coordinator \_\_\_\_\_ Date \_\_\_\_\_

Fiscal Coordinator \_\_\_\_\_ Date \_\_\_\_\_

Budget Unit/Line \_\_\_\_\_



**EXHIBIT F**  
**CALFRESH OUTREACH REPORTING GUIDELINES**  
**OPEN DOOR COMMUNITY HEALTH CENTERS**

CONTRACTOR shall prepare and submit all quarterly and final project reports in accordance with the following reporting guidelines in order to ensure compliance with any and all applicable local, state and federal laws, regulations and standards.

1. REPORTING SCHEDULE:

Quarterly project reports are due within thirty (30) days after the expiration of each quarter in which this Agreement is active. Final project reports are due within thirty (30) days following the expiration or termination date of this Agreement. The following table includes the expiration dates of each applicable quarter as well as the due dates for all quarterly and final project reports submitted pursuant to the terms and conditions of this Agreement.

Quarter*	Dates Included	Date Reports Due to DHHS
1	July 01 through September 30	October 31
2	October 01 through December 31	January 31
3	January 01 through March 31	April 30
4	April 01 through June 30	July 31
Final report	Entire Agreement term	Thirty (30) days after expiration or termination

\*Note: Contractors who are providing services pursuant to the terms and conditions of an agreement with a maximum amount payable of Ten Thousand Dollars (\$10,000.00) or less shall only be required to submit a final project report.

2. QUARTERLY REPORT NARRATIVE:

Quarterly report narratives should include, at a minimum, all of the following:

- A detailed description of the community outreach services that were provided pursuant to the terms and conditions of this Agreement.
- A detailed description of how the community outreach services that were provided pursuant to the terms and conditions of this Agreement support the CalFresh program.
- A detailed description of how the figures listed in each section of the report were calculated.
- A detailed description of how the community outreach services that were provided pursuant to the terms and conditions of this Agreement reached the intended populations.
- A detailed description of how the recipients of the community outreach services that were provided pursuant to the terms and conditions of this Agreement were

benefitted.

- A detailed description of how the community outreach services that were provided pursuant to the terms and conditions of this Agreement produced the intended results.
- A detailed description of any unintended outcomes that resulted from the community outreach services that were provided pursuant to the terms and conditions of this Agreement.
- A detailed description of the value of the outcomes that resulted from of the community outreach services that were provided pursuant to the terms and conditions of this Agreement.

2. FINAL REPORT NARRATIVE:

Final report narratives should include, at a minimum, all of the following:

- Process Evaluation:
  - A detailed description of whether the community outreach services provided pursuant to the terms and conditions of this Agreement were of the right quality and content to support the CalFresh program.
  - A detailed description of how many people received the community outreach services provided pursuant to the terms and conditions of this Agreement.
  - A detailed description of how many people received CalFresh benefits as a result of the community outreach services provided pursuant to the terms and conditions of this Agreement.
  - A detailed description of how the community outreach services that were provided pursuant to the terms and conditions of this Agreement reached the intended populations.
  - A detailed description of how the recipients of the community outreach services that were provided pursuant to the terms and conditions of this Agreement were benefitted.
- Outcome Evaluation:
  - A detailed description of how the community outreach services that were provided pursuant to the terms and conditions of this Agreement produced the intended results.
  - A detailed description of any unintended outcomes that resulted from the community outreach services that were provided pursuant to the terms and conditions of this Agreement.

- A detailed description of any and all short term, intermediate and long term benefits that resulted from the community outreach services that were provided pursuant to the terms and conditions of this Agreement.
  - A detailed description of the effectiveness and efficiency of the community outreach services that were provided pursuant to the terms and conditions of this Agreement.
  - A detailed description of how the outcomes that resulted from the community outreach services that were provided pursuant to the terms and conditions of this Agreement were worth the resources invested in the program.
  - A detailed description of what your organization could have done differently to support the CalFresh program and how you organization is prepared to make such changes, if applicable.
-

**EXHIBIT G**  
**CALFRESH OUTREACH QUARTERLY PROJECT REPORT FORM**  
**OPEN DOOR COMMUNITY HEALTH CENTERS**



**Outreach Contract Quarterly Report Form**  
**2018-19**

CalFresh Outreach partnership contracts are an opportunity for community-based organizations and the Humboldt County Department of Health & Human Services (DHHS) to work together to improve the health of our community. We would like to know more about your efforts and of course, we must report to our funders. Please use the attached Quarterly Report Form to tell DHHS about your project and to share your ideas for improvement.

**Due dates:**

Quarterly reports are due one month after the end of each quarter. Quarterly reports will be based on DHHS fiscal year quarters. The table below shows each fiscal year quarter and the report due dates. **Contractors must submit a quarterly report for each quarter in which the contract is active. If the total agreement amount is \$15,000 or less you are only required to submit a Final Summary Report.**

Quarter	Dates Included	Date Report Due to DHHS
1	July 1 through September 30	October 31
2	October 1 through December 31	January 31
3	January 1 through March 31	April 30
4	April 1 through June 30	July 31
Final Summary Report	Based on contract term	One month after term end

**Submission of reports:**

All reports should be sent to **both** CalFresh Outreach and the DHHS Contract Unit at the following addresses:

[CalFreshOutreach@co.humboldt.ca.us](mailto:CalFreshOutreach@co.humboldt.ca.us)  
[DHHS-ContractUnit@co.humboldt.ca.us](mailto:DHHS-ContractUnit@co.humboldt.ca.us)

Or by mail to: Department of Health and Human Services  
 Attention: Contract Unit  
 507 F St.  
 Eureka, CA 95501

**Report Narrative:**

In your report narrative, please remember to talk about both processes and outcomes whenever possible. Please use the narrative section to explain in detail the Outreach Activities your organization completed or participated in also including how you calculated the number's you report in each section of the report (i.e. Enrollment Activities and Support, Healthy Eating linked to CalFresh Messages, Media).

Some questions you may want to ask yourself when completing the narrative sections of the report:

- How did the programs/services support CalFresh Outreach?
- How did you calculate the number of individuals your organization reached with CalFresh Outreach Activities (i.e. # of Application submitted, # of people that saw your CalFresh sign, etc.) Please be as specific as possible as each organization is different and we want to know how you quantified your CalFresh Outreach Efforts.
- Did the programs/services reach the populations it was intended to reach and were the participants satisfied?
- What were the program results and did the program produce the intended changes? Unintended changes?
- Was the value of the outcomes achieved worth the resources invested in the program?

**Need help?**

If you are unsure about when your reports are due, please refer to item 2 (Term) in your contract. If you are still unsure or you would like help with anything else, please call Appolonia Coan at 707-476-4760.

**Humboldt County CalFresh Outreach Partnership  
Quarterly Report Form**



Organization Name: \_\_\_\_\_

**Please Check Applicable Report Cycle:**

- |  |                       |
|--|-----------------------|
| <input type="checkbox"/> Quarter 1 (July 1-Sept. 30)   | <b>Due October 31</b> |
| <input type="checkbox"/> Quarter 2 (Oct. 1- Dec. 31)   | <b>Due January 31</b> |
| <input type="checkbox"/> Quarter 3 (Jan. 1 – March 31) | <b>Due April 30</b>   |
| <input type="checkbox"/> Quarter 4 (April 1- June 30)  | <b>Due July 31</b>    |

Contact Name: \_\_\_\_\_ Phone: \_\_\_\_\_ Email: \_\_\_\_\_

**Instructions:** We would like to know the number of CalFresh Outreach related messages you delivered and the activities you completed. Please enter the numbers of people you reached or served in the tables below.

**A. Enrollment Activities and Support:**

Use this section to tell us the number of people that participated in your activities.

**Note: Do not include anything in Section A that will be counted in any other sections.**

Number of participants:	Total
1. CalFresh educational materials distributed, benefits/requirements presented/ provided. Provide details in the Narrative Section below.	
2. Applications provided/handed out (i.e. physically handed customer an app, directed them to C4Yourself, directed them to Social Services Office, etc.). Provide details in the Narrative Section below.	

3. Applications assisted (i.e. staff member assisted customer w/ completing application, staff faxed in application, etc.). Provide details in the Narrative Section below.	
4. DHHS visit assisted. Discuss how your organization was able to help (i.e. staff drove them, a bus pass was provided, etc.) in the Narrative Section below.	
5. Retention assisted (examples of this could include, but are not limited to, assisting customer to complete his/her Semi-Annual Report (SAR7), Annual Re-Certification (RE), interpreting his/her Notice of Action (NOA), assist with collecting necessary verifications, etc.). Provide details in the Narrative Section below.	
6. Specialized services to reach populations with low CalFresh participation rates, please discuss these services in the Narrative Section below.	

**Enrollment Activities and Support Narrative:** (Please use this space to provide specifics of the Enrollment Activities and Support that your organization has completed over the last quarter.)

**B. Healthy Eating linked to CalFresh Messages:**

Use this section to tell us the number of people that participated in your activities.

**Note: Do not include anything in Section B that will be counted in any other section.**

Number of participants or recipients of the following:	Total
7. Educational materials distributed or provided- Please provide details in the Narrative Section below.	
8. Educational activities, involvement, or demonstrations (gardening/ exercise/ cooking) provided- Please provide details in the Narrative Section below	
9. Food distributed or meals provided- - Please provide details in the Narrative Section below.	

**Healthy Eating linked to CalFresh Messages Narrative:** (Please use this space to provide specifics of how your organization linked Healthy Eating messaging to CalFresh over the last quarter)

**C. Media:**

Use this section to identify the number of messages you delivered through media, including newsletters

websites and posters. **Note: Do not include anything in Section C that was counted in any other section.**

**EXHIBIT H**  
**CALFRESH OUTREACH FINAL PROJECT REPORT FORM**  
**OPEN DOOR COMMUNITY HEALTH CENTERS**



**Outreach Contract Final Report Form**  
**2018-19**

CalFresh Outreach partnership contracts are an opportunity for community-based organizations and the Humboldt County Department of Health & Human Services (DHHS) to work together to improve the health of our community. We would like to know more about your efforts and of course, we must report to our funders. Please use the attached Final Summary Report Form to tell DHHS about your project and to share your ideas for improvement.

**Due date:**

The Final Summary Report is due one month after completion of the contract term. If the total agreement amount is \$15,000 or less you are only required to submit a Final Summary Report.

Report	Dates Included	Date Report Due to DHHS
Final Summary Report	Entire contract term	One month after term end

**Submission of Report:**

The Final Report should be sent to **both** CalFresh Outreach and the DHHS Contract Unit at the following addresses:

[CalFreshOutreach@co.humboldt.ca.us](mailto:CalFreshOutreach@co.humboldt.ca.us)  
[DHHS-ContractUnit@co.humboldt.ca.us](mailto:DHHS-ContractUnit@co.humboldt.ca.us)

Or by mail to: Department of Health & Human Services  
 Attention: Contract Unit  
 507 F St.  
 Eureka, CA 95501

**Report:**

In your narrative, please remember to talk about both processes and outcomes when possible.

Process evaluation attempts to answer these types of questions:

- Were the programs/services of the right quality and content to support CalFresh Outreach?
- How many individuals participated in the program and how many did you help either receive or maintain CalFresh Benefits?
- Did the program reach the population that it was intended to reach?
- Are those who participated satisfied with the program?

Outcome evaluation focuses on answers to these types of questions:

- What were the program results and did the program produce the intended changes? Unintended changes?
- At what level were changes sought and accomplished – short term, intermediate or long term?
- How did the programs results compare in terms of effectiveness and efficiency and was the outcome achieved worth the resources invested in the program?
- As your contract comes to an end, discuss what your organization could have done differently to better support CalFresh Outreach and if you are planning on continuing this program how has your organization prepared to make these changes?

**Need help?**

If you are unsure about when your reports are due, please refer to item 2 (Term) in your contract. If you are still unsure or you would like help with anything else, please call Appolonia Coan at 707-476-4760.

**Humboldt County CalFresh Outreach Partnership  
Final Summary Report Form**

Due one month after term end



**Organization Name:** \_\_\_\_\_

**Report Due Date:** \_\_\_\_\_

**Contact Name:** \_\_\_\_\_

**Phone:** \_\_\_\_\_

**Email:** \_\_\_\_\_

Please attach a narrative report (a maximum of 4 pages, exclusive of attachments) addressing the items outlined in the sections below. If you also have a Quarterly Report due please include it with your Final Summary Report. Feel free to attach any other relevant materials or reports.

**A. Results/Outcomes**

1. Please describe the grant activities and events completed.
2. What difference did this grant make in your community or neighborhood and for the population you are serving? Please discuss evidence of effect (e.g., satisfaction survey results, pre- and post-test results, community indicators, outcomes, etc.). *If you have evaluation materials that document outcomes and impacts of your work, feel free to attach them in lieu of answering this or other questions.*
3. Discuss any Activities you completed to reduce stigma and encourage use of CalFresh benefits. This may include events and activities, such as cooking demonstrations and community garden programs, to educate participants.
4. Describe any unanticipated results, positive and negative, not already described above.

**B. Lessons Learned**

5. Describe what you learned based on the results/outcomes you reported in Section A above and what, if any, programmatic or organizational changes you will make based on your results/outcomes.
6. Describe the materials, messages, or tools you used, if and how you modified them to fit your audience, and how you would improve them further. Are there other tools you need?

**C. Future Plans**

7. If you will be continuing this program, what are the plans for sustaining or expanding the program?
8. If you have identified areas where increased collaboration between organizations or sectors would lead to increased positive outcomes for your constituents, briefly describe your ideas.

**D. Other Comments**

9. Please share with us any other comments or recommendations you would like to make regarding the relationship between DHHS CalFresh Outreach and your organization.
10. Please share anything else relating to your CalFresh Outreach Efforts that you would like us to know about.