

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

This Agreement, entered into this 3 day of March, 2020, 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 April 1, 2020 and shall remain in full force and effect until September 30, 2021, 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 Ninety-Seven Dollars and Fifty Cents (\$526,097.50). 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 Ninety-Seven Dollars and Fifty Cents (\$526,097.50).
- 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, California 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 Street  
Eureka, California 95501

CONTRACTOR: Open Door Community Health Center  
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. CONTRACTOR shall also submit all reports in the following format: one (1) hard copy and one (1) electronic copy that complies with the Americans with Disabilities Act of 1990 and any other applicable accessibility laws, standards, regulations, policies and procedures.

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 performance hereunder.

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 ("CMLIA"); 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 CMLA 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. 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.

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.

41. COUNTERPART EXECUTION:

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.

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, ASST. SECRETARY, CHIEF FINANCIAL OFFICER OR TREASURER.

**OPEN DOOR COMMUNITY HEALTH CENTERS:**

By: Chryenne Spitzler

Date: 01/30/20

Name: CHEYENNE SPITZLER

Title: L.O.O.

By: James A. Bellard

Date: 1/30/2020

Name: JAMES A. BELLARD

Title: CFO

**COUNTY OF HUMBOLDT:**

By: Estelle Fennell

Date: 3/3/2020

Estelle Fennell  
Chair, Humboldt County Board of Supervisors

**INSURANCE AND INDEMNIFICATION REQUIREMENTS APPROVED:**

By: [Signature]  
Risk Management

Date: 2/4/2020

**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. 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.
5. Promotion of healthy eating and exercise practices throughout Humboldt County with informational events and activities designed to reduce the stigma associated with the CalFresh program, link CalFresh to healthy food choices, and encourage utilization thereof.

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 Partnership Proposal Guidelines for Fiscal Year 2019-20

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 overarching goal of the CalFresh program to improve the health and well-being of families and individuals. 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.

#### 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
- Connect the CalFresh program to projects that increase awareness and access to healthy food and life choices that improve wellness and prevent chronic disease.

**DHHS would like to partner with community-based organizations that can help with the following efforts, with the highest priority being application assistance and direct enrollment support.**

- Support enrollment and retention processes with information, direct application and enrollment and retention assistance
- Educate community members about CalFresh and program changes
- Reach populations with low CalFresh participation rates (such as working families, SSI/SSP recipients, seniors, students, persons in recovery, persons with limited literacy or ability to speak/read English, transition-aged foster youth and homeless people)
- Reduce barriers to enrollment, including stigma, fear, language/literacy, and others. This could be by linking CalFresh to healthy nutritious food and providing CalFresh-related nutrition information and guidance, including how to shop for and cook nutritious food on a budget.

Interested? A complete partnership request includes a completed FY 2019-20 Partnership Request Form, Outreach Estimates Form, Partnership Request Budget Form and narrative as outlined on the request form. 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 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).

**\*If your agency has a previous contract for CalFresh Outreach, please be aware that we cannot guarantee that your new contract will start at the termination of your last agreement. In the event we cannot have a contract executed prior to the start date of the agreement, the start date will be moved. This could cause a gap in funding.**

*Final 4-4-2017*

### **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 a copy for signatures or, requests a paper copy via mail.	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	Total time for contracts of \$48,000 or less.	Three to four months
Other	Total time for contracts more than \$48,000 require strict timeline adherence and must be executed prior to the month of the contract start date. Many of these contracts are approved by the Board of Supervisors (BOS). Partners are requested to attend the BOS meeting when their contract is reviewed.	Four to five months minimum

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 CalFresh-related media (including advertisements, newsletters, press releases, brochures, etc.) for review to DHHS Media 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 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. 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 (\$4,000,000)
- 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. Most contracts will be paid on a reimbursement basis.

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## Humboldt County CalFresh Outreach FY 2019-20 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:** April 1,

2020 **and end date:** September 30, 2021

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

### 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.**

**Attached below**

2. What difference will CalFresh funding and increased enrollment 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? **Attached below**

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. **Attached below**

### 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

Provide specialized services to reach populations with low CalFresh Participation Rates

Reduce the stigma associated with the CalFresh program. This could include (but is not limited to) promotion of healthy eating and exercise practices throughout Humboldt County with informational events and activities.

### 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 contract partner with DHHS as part of the Dental Transformation Initiative Local Dental Pilot Project administered through DHCS.**

2. What other funding outside of DHHS support the proposed activities? **Beyond DHHS support, Open Door's general operating funds support screening for MediCal eligibility and FPL that would impact a person's eligibility for other health care programs, and allows for screening for CalFresh at the same time. Operating funds also support application assistance, of which CalFresh application assistance is included. As per instruction from DHHS program staff, Open Door**

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application for partnership does not exceed award amount from previous award periods; due to COLA adjustments for personnel, FTEs and some non-personnel program areas are reduced to keep award request at or below previous award period, though program engagement and FTE remain equal to or increased from previous award periods. Open Door assumes the costs of financial program sustainability not reflected in this partnership proposal. CalFresh support from DHHS allows Open Door to sustain the focus on CalFresh enrollment to the extent described in the Project Narrative, while providing additional opportunity for innovative program development and strategic outreach to populations with low CalFresh participation rates including enrollment and retention support, and education about healthy eating and food access resources.

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

3. Please complete and attach Outreach Estimates using the form included in this packet.
4. A completed Partnership Request Budget Form must be submitted to complete the application.

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**Humboldt County CalFresh Outreach  
Outreach Estimates Form**

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.	92,121
2. Applications provided/handed out (i.e. physically handed customer an app, directed them to C4Yourself, GetCalFresh, directed them to Social Services Office, etc.).	4,521
3. Applications assisted (i.e. the number of applications a staff member assisted customers w/ completing, staff faxed in application, etc.).	1,418
4. DHHS visits assisted. Discuss how your organization is able to help (i.e. staff drove them, a bus pass was provided, accompanied for interview, etc.).	32
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, prompting customer contact to update county records for address changes etc.).	24
6. Specialized services to reach populations with low CalFresh participation rates. (Specialized populations are groups for which there are significant barriers to program participation, such as those who live in remote areas or have no transportation etc.)	0 <sup>1</sup>

*Please use this section to tell us the CalFresh and healthy eating messages you plan to deliver.*

Positive Messaging of CalFresh	Total
7. Educational activities, involvement, or demonstrations (gardening/ exercise/ cooking) provided.	2,336
8. Food distributed or meals provided to support CalFresh Outreach activities.	7,178

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

Information Dissemination/Publications/Media	Total
9. Number of possible readers of print media or articles.	92,121
10. Number of possible viewers/listeners of non-print broadcast media.*	0
11. Number of possible readers of newsletter articles, client mailers or fliers, or other agency publications.	36,848
12. Web content visits (specifically CalFresh).	65,358

\*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.

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

<sup>1</sup>Open Door serves 2 of every 3 community members across a 5 year look back period, including community members belonging to special populations; numbers are reflected throughout outreach estimates form.

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Special populations	Total
N/A	0

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## Humboldt County CalFresh Outreach Partnership Request Budget Form

Please use this form to submit a project budget. For major expenses be specific. For personnel, include a description of your salary calculation and a brief description of duties/tasks covered by this budget. Descriptions of each budget category are provided below.

**Descriptions here Amounts Here**

A. Personnel Costs	
<b>Title:</b> Member Services Programs Manager (Project Manager (Program Monitoring) <b>Salary Calculation:</b> : \$60,195.20 /yr @ 0.40 FTE x 18 months + 28.23% fringe benefits <sup>2</sup> <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.	\$46,313
<b>Title:</b> Program Coordinator (Project Coordination, Operations, and Training) <b>Salary Calculation:</b> \$43,742.40 /yr @ 0.75 FTE x 18 months + 28.23% fringe <b>Duties Description:</b> Project Coordination, operations deliverables, event and outreach planning, materials development and distribution, training coordination, staff and training participant documentation; monitoring of productivity; preparation of status reports.	\$63,102
<b>Title:</b> Member Services Lead (Applications Assistance) <b>Salary Calculation:</b> \$51,604.80 /yr @ 0.40 FTE x 18 months + 28.23% fringe <b>Duties Description:</b> Works in a lead capacity with staff, 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	\$ 39,704
<b>Title:</b> Member Services Specialist (Applications Assistance) <b>Salary Calculation:</b> \$ 43,139.20 /yr @ 0.30 FTE x 18 months + 28.23% fringe <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	\$ 24,893

<b>Title:</b> Member Services Specialist (Applications Assistance) <b>Salary Calculation:</b> \$ 41,475.20 /yr @ 0.30 FTE x 18 months + 28.23% fringe <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	\$ 23,933
<b>Title:</b> Member Services Specialist (Applications Assistance) <b>Salary Calculation:</b> \$ 40,664.00 /yr @ 0.30 FTE x 18 months + 28.23% fringe <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	\$ 23,465
<b>Title:</b> Member Services Specialist (Applications Assistance) <b>Salary Calculation:</b> \$ 44,012.80 /yr @ 0.30 FTE x 18 months + 28.23% fringe <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	\$ 25,397
<b>Title:</b> Member Services Specialist (Applications Assistance) <b>Salary Calculation:</b> \$ 42,307.20 /yr @ 0.30 FTE x 18 months + 28.23% fringe <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	\$ 24,413
<b>Title:</b> Registered Nutritionist <b>Salary Calculation:</b> \$ 64,521.60 /yr @ 0.20 FTE x 18 months + 28.23% fringe <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.	\$ 24,821

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<b>Benefits: FICA</b>	<b>@ 7.65% x \$SUBTOTAL</b>
<b>Benefits: State Unemployment Insurance</b>	<b>@ 0.85% x \$SUBTOTAL</b>
<b>Benefits: Health Insurance Contribution</b>	<b>@ 13.99% x \$SUBTOTAL</b>
<b>Benefits: Retirement Contribution</b>	<b>@ 1.50% x \$SUBTOTAL</b>
<b>Benefits: Workers' Compensation Insurance</b>	<b>@ 2.99% x \$SUBTOTAL</b>
<b>Benefits: Other (LTD, EAP, Leave)</b>	<b>@ 1.25% x \$SUBTOTAL</b>
<b>Total Fringe</b>	<b>28.23%</b>

<b>Title:</b> Food Resource & Garden Coordinator <b>Salary Calculation:</b> \$ 42,307.20 /yr @ 0.30 FTE x 18 months + 28.23% fringe <b>Duties Description:</b> Supports community gardens located at health center and off-site locations (Arcata, Eureka, Fortuna, Willow Creek), including planning, design, preparation, and maintenance, patient and community volunteer coordination, surplus harvest distribution to patients. Conducts CalFresh, Food Resources, and Nutrition education and in-reach at health center locations. 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.	\$ 24,413
<b>Title:</b> Food Resource & Garden Coordinator <b>Salary Calculation:</b> \$ 41,475.20 /yr @ 0.30 FTE x 18 months + 28.23% fringe <b>Duties Description:</b> Supports community gardens located at health center and off-site locations (Arcata, Eureka, Fortuna, Willow Creek), including planning, design, preparation, and maintenance, patient and community volunteer coordination, surplus harvest distribution to patients. Conducts CalFresh, Food Resources, and Nutrition education and in-reach at health center locations. 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.	\$ 23,933
<b>Title:</b> Case Managers (Multiple) <b>Salary Calculation:</b> 8 people x \$30.04/hr x 3 hours x 18 months+28.23% fringe <b>Duties Description:</b> CalFresh In-Service Training Participants (overtime rate)	\$924
<b>Title:</b> Latino Health Coordinators (Multiple) <b>Salary Calculation:</b> 3 people x \$30.04/hr x 3 hours x 18 months+28.23% fringe <b>Duties Description:</b> CalFresh In-Service Training Participants (overtime rate)	\$347
<b>Title:</b> Prenatal Educator (Multiple) <b>Salary Calculation:</b> 3 people x \$29.50/hr x 3 hours x 18 months+28.23% fringe <b>Duties Description:</b> CalFresh In-Service Training Participants (overtime rate)	\$340
<b>Title:</b> Front Desk Personnel (Multiple) <b>Salary Calculation:</b> 40 people x \$22.67/hr x 3 hours x 18 months+28.23% fringe <b>Duties Description:</b> CalFresh In-Service Training Participants (overtime rate)	\$3,488
<b>Title:</b> Medical Assistants (Multiple) <b>Salary Calculation:</b> 60 people x \$26.39/hr x 3 hours x 18 months+28.23% fringe <b>Duties Description:</b> CalFresh In-Service Training Participants (overtime rate)	\$6,091
<b>Title:</b> Dental Assistants (Multiple) <b>Salary Calculation:</b> 12 people x \$27.52/hr x 3 hours x 18 months+28.23% fringe <b>Duties Description:</b> CalFresh In-Service Training Participants (overtime rate)	\$1,270
<b>Title:</b> Registered Nurses (Multiple) <b>Salary Calculation:</b> 22 people x \$47.55/hr x 3 hours x 18 months+28.23% fringe <b>Duties Description:</b> CalFresh In-Service Training Participants (overtime rate)	\$4,024
<b>Total Personnel Costs:</b>	<b>\$360,871</b>
<b>B. Operational Costs</b>	
<b>Title:</b> Outreach & Educational Materials \$300/event x 32 events <b>Description:</b> DHHS approved materials for potential participants- various	\$9,600
<b>Title:</b> SSI Eligibility Outreach Campaign Materials \$1 x 10,000 participants <b>Description:</b> Outreach postcard campaign to reach >10,000 patients who, based on Medi-Care eligibility, may be eligible for CalFresh	\$10,000
<b>Title:</b> Children's' Materials \$300 x 46 events <b>Description:</b> Materials for children in support of family nutrition education, and CalFresh outreach, utilization and retention	\$13,800
<b>Title:</b> Garden Support – Arcata \$200 x 18 months <b>Description:</b> Maintenance, production, education activities in support of CalFresh Outreach and education, utilization and retention	\$3,600
<b>Title:</b> Garden Support – Eureka \$250 x 18 months <b>Description:</b> Maintenance, production, education activities in support of CalFresh Outreach and education, utilization and retention	\$4,500
<b>Title:</b> Garden Support - Fortuna Food Pantry Garden \$150 x 18 months <b>Description:</b> Maintenance, production, education activities in support of CalFresh Outreach and education, utilization and retention	\$2,700
<b>Title:</b> Garden Support - Fortuna (Health Center Site) \$150 x 18 months <b>Description:</b> Maintenance, production, education activities in support of CalFresh Outreach and education, utilization and retention	\$2,700
<b>Title:</b> Garden Support - Willow Creek \$150 x 18 months <b>Description:</b> Maintenance, production, education activities in support of CalFresh Outreach and education, utilization and retention	\$2,700
<b>Total Operational Costs:</b>	<b>\$49,600</b>
<b>C. Consumables/Supplies</b>	
<b>Title:</b> Training Materials/ Meeting Supplies (for staff inservice training) <b>Description:</b> 30 pks @ \$5/pk x 12 trainings	\$1,800

<b>Title:</b> Healthy Snacks - Healthy Smiles Children's Well-Child Dental Days <b>Description:</b> \$200 x 18 events	\$3,600
<b>Title:</b> Healthy Snacks - Pediatrics Group Visit <b>Description:</b> \$50 x 18 events	\$900
<b>Title:</b> Healthy Snacks - Prenatal Education Program <b>Description:</b> \$50 x 18 events	\$900
<b>Title:</b> Healthy Snacks - Chronic Disease Management <b>Description:</b> \$50 x 18 events	\$900
<b>Title:</b> Healthy Snacks - Teen Clinic <b>Description:</b> \$50 x 36 events	\$1,800
<b>Title:</b> Healthy Snacks - Medication Assisted Treatment Group <b>Description:</b> \$50 x 90 events	\$4,500
<b>Title:</b> Healthy Snacks - Latino Health Diabetes Management Group <b>Description:</b> \$125 x 18 events	\$2,250
<b>Title:</b> Healthy Snacks - Trans* Support Group <b>Description:</b> \$50 x 36 events	\$1,800
<b>Title:</b> Food Pantry (emergency support) <b>Description:</b> 13 locations x \$150/mo x 18 months	\$35,100
<b>Title:</b> Food Preparation <b>Description:</b> 13 locations x \$25/mo x 18 months	\$5,850
<b>Total Consumable/Supplies:</b>	<b>\$59,400</b>
<b>D. Transportation/Travel</b>	
<b>Title:</b> Mileage for Supervision, Planning, Events <b>Description:</b> 2,500 miles x \$0.535/mile	\$1,337.50
<b>Title:</b> Mileage for Clinic Staff Training <b>Description:</b> 1,500 miles x \$0.535/mile	\$802.50
<b>Title:</b> Mileage for Garden Maintenance <b>Description:</b> 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>	
<b>Title:</b> Indirect Project Costs @ 10% <b>Description:</b> Overhead, administrative costs	\$ 47,827
<b>Total Other Costs:</b>	<b>\$ 47,827</b>
<b>Total :</b>	<b>\$ 526,097.50</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 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.

## 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 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 into the safety net primary health care delivery system in Humboldt County. Open Door proposes to continue this valuable work in **2020-2021** with support to sustain and optimize on the work to date. The proposed objectives, deliverables, and budget support Open Door's continuing efforts to enroll and retain participants for the period from **April 1, 2020 through September 30, 2021**.

Open Door believes in providing quality medical, dental, behavioral health, case management services, and health education to all members of our community regardless of financial, geographic or social barriers. Services are delivered from 13 health center sites and 3 mobile clinic units and 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>3</sup> Open Door champions 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 costs, and a better patient experience. Using this lens, Open Door staff work to identify opportunities to address food insecurity among diverse patient populations and increase access to fresh, healthful foods. CalFresh outreach, enrollment assistance, and consistent messaging that reduces program stigma are central to these efforts. Funds provided through this partnership will continue to support CalFresh initiatives that prioritize application assistance and renewals, patient navigation, referrals to community partners, and the procurement and distribution of culturally and linguistically appropriate educational materials that promote 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 verification documents, help with transportation to application appointments, education about benefits utilization, support for program retention, and the provision of emergency food and nutrition education materials when appropriate.

Other activities that will be completed during this funding period include coordination of gardening opportunities for social and physical benefits, implementation of creative screening and education tools such as the Rx Farmers' Market voucher program, interactive healthy cooking and food preservation demonstrations, strategic clinic in-reach and community outreach event participation to expand program reach, ongoing staff education and training, and CalFresh program engagement in a variety of educational and support group settings that occur regularly throughout the Open Door network. Hosting gardening and cooking activities, for example, provides opportunity for CalFresh outreach in a forum different from the health center setting, enables Open Door staff to reach additional patients and community members, and provides opportunities for community-building. Similarly, CalFresh screening tools such as the Rx Farmers' Market vouchers serve as a point of entry for Member Services, Case Management, and other support services staff to provide application support and educate about ways to maximize benefits with the Market Match program. By providing a resource to purchase fruits and veggies while reinforcing CalFresh as a way to access fresh produce at farmers' markets, the objective of this activity is to also reduce stigma and increase the number of community members that feel like they are able to access these market spaces.

With over 700 employees, Open Door staff at all levels of the organization are a valuable resource in expanding CalFresh reach. Every new staff person is introduced to Open Door's CalFresh work and provided the language to support stigma reduction as a strategy to maintain a "no wrong door" approach to patient navigation and remove barriers to accessing the program. Staff tasked with more

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	<b>Patients and Potentially Eligible Patients by Clinic (Enrollment and Retention)</b> (2018 OSHPD Income as Percent of FPL – 200% FPL Presumptive Eligibility)											
	BDC	ECHWC	FeCHC	FoCHC	HODC	MCHC	MHS	NCC	PSNC	TVSC/RCHC	WCCHC	TOTAL
All Patients	9,392	15,736	2,084	4,497	6,323	6,394	869	7,073	923	6,201	1,723	61,215
Patients Potentially CalFresh Eligible	3,385	3,813	384	589	1,662	1,289	170	1,177	192	961	515	14,137

comprehensive enrollment assistance, 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 will continue to receive ongoing training in order to cultivate a robust understanding of the program and ways to effectively connect patients to application assistors and nutrition educators. Select staff at each site are also trained as "CalFresh Champions" in

addition to their regular clinic duties, serving as program liaisons and helping to track emergency food supplies and other educational resources distributed. Programs staff who support CalFresh outreach initiatives will continue to work with these champions to optimize on workflows, train on healthy and culturally-affirming food pantry options, and disseminate program updates when changes to the policy landscape occur.

All patients presenting for a health appointment are also positioned to interface with CalFresh messaging and support for application assistance ensuring reach to diverse patient populations and their families. CalFresh Outreach bulletin boards hang prominently at health center locations, and display information about ways to apply, the harvest of the month, Grow Your Garden with CalFresh, budget shopping, ReThink Your Drink, and other relevant nutrition information, including seasonal recipes and interactive activities for family engagement. All 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, offered application assistance, and provided with informational brochures as well.

CalFresh messaging and related education are provided to patients during individual and group visits with Open Door's medical and dental care teams. In addition to messages geared towards all patients, education and activities to address the needs of the following patient populations are 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, Teen Clinic patients, Trans\* patients, those patients served by the Medication Assisted Treatment program (Suboxone) and other drug and alcohol programs, patient community gardeners, and volunteer patient partners.

Open Door will continue to focus outreach on SSI recipients and is preparing to launch a new communications campaign during this contract period. Programs staff will be collaborating with the Business Intelligence team to retrieve historic data of patients who have visited the health centers during the last year with Medicare listed as their payor. Postcard mailers will then be sent out to notify individuals of their potential eligibility for CalFresh and direct them to the Member Services Department for application assistance.

Recognizing that many potentially eligible SSI recipients in Humboldt County have yet to apply, Open Door is committed to leveraging our extensive reach to help increase enrollment with this recently eligible population. In addition to reaching SSI recipients, there is an additional opportunity with this campaign to educate and assist other potentially eligible individuals receiving Medicare.

Expanding pediatric, Trans\* health, substance use recovery, and integrative wellness services and related group education activities will provide additional access points and opportunities for meaningful CalFresh engagement. Programs staff continues to be at the planning table in order to shape effective ways to support patients' needs concerning social determinants of health, including ways to increase access to healthy foods. For example, staff have been working to establish effective working relationships with the Substance Use Recovery Specialists at all Open Door health centers that host this program. There are over 700 individuals currently participating in this program, and regular activities that connect CalFresh outreach, healthy eating, and food access resources to Suboxone groups will continue to be prioritized. Another exciting development during the last contract period is the piloting of pediatric group well child visits coordinated by Open Door's Quality Improvement Program. Participating children and their families received CalFresh enrollment and nutrition education information in a fun, interactive setting, and took home several healthy lifestyle resources. Some of the resources, provided in part with the support of CalFresh funds, included MyPlates, children's books celebrating healthy eating, a reusable water bottle to reinforce the Rethink Your Drink demonstration, and informational brochures for guardians that address the importance of physical activity and appropriate screen time. Up to 10 children and their families are able to participate in a visit and 19 group visits have been coordinated to date. Open Door is planning for sustainability of this program and CalFresh education will continue to be included as a key topic addressed.

Other programs and services that are anticipated to become instrumental in the delivery of CalFresh education and enrollment support include the newly offered OB services at the Redwood and Fortuna Community Health Centers, the launch of the Family Medicine Residency Program, which welcomed its first cohort this past summer, and the continued development of the Wellness Center offering a variety of health and wellness modalities and resources not traditionally



included in the primary health care setting. A new nutrition education program called Living Well with Diabetes has developed out of the Wellness Center, and one each of English and Spanish

language workshops are held each month with leadership from a Physician's Assistant and Latino Health Coordinators who incorporate CalFresh resources into their curriculum. The recent opening of the new Fortuna Community Health Center in September 2018 has also increased capacity to serve more individuals in the Eel River Valley and includes a new wellness garden and demonstration kitchen which is anticipated to host an increasing number of educational activities for patients and community members. Coordination of larger outreach events, such as the Fortuna Community Health and Wellness Fair, will also provide opportunities for Open Door and community partners to bolster CalFresh engagement in this geographic area while providing interactive learning opportunities for all age levels in both English and Spanish languages.

<b>A. Objective -- Personnel (Project Coordination) for CalFresh Outreach activities occurring at all 13 ODCHC service sites in Humboldt County, and related community locations and events.</b>		
<b>Activity/Event Description</b>	<b>Details and Outcomes</b>	
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 1.8 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>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.</b>		
<b>Activity/Event Description</b>	<b>Details and Outcomes</b>	
1	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; 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; 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. New outreach postcard campaign activity to reach potential SSI recipients with information regarding change to program eligibility and application assistance information; over 11,000 unique Medi-Care patients are identified in a 9 month look back period, some of whom will be SSI recipients. Those who are not SSI recipients may pass the information on to friends and neighbors. Program expenses include printing postcard and bulk mail expenses.

2	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 Group Pediatric Well Child Exams and well-child dental Healthy Smiles Days.
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3	Health and Wellness Gardens:	Supplies and materials to support Open Door's five existing Health and Wellness 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. Weekly volunteer hours, workshops, and special volunteer events for groups such as service clubs, HSU student groups, and afterschool clubs offer opportunity for CalFresh messaging. Produce harvested weekly and brought to Open Door's health center locations and 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.
	Garden Support- Arcata	Maintenance and enhancement of the Community Health and Wellness Garden at F and 11th Streets in Arcata. Produce harvested weekly and brought to three Open Door's health center locations in Arcata.
	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. Additional demonstration garden behind the health center provides an outdoor classroom including burgeoning orchard, permaculture "forest" gardens, container gardening, and sensory garden.
	Garden Support- Fortuna	Maintenance of two garden sites in Fortuna: 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. Maintenance and enhancement of health and wellness garden plot, and demonstration garden beds, at the new Fortuna Community Health Center.
	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. Patients are also able to gain access to the garden for harvesting produce, or volunteering in partnership with the WC Community Resource Center.

**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, sits, Pediatric Well Child group exams, Medication Assisted Treatment program groups. 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 – Indirect:** Overhead and administrative costs associated to supporting CalFresh agreement activities

Activity/Event Description		Details and Outcomes
4	Indirect Costs	Overhead and Administrative costs

**2. What difference will CalFresh funding and increased enrollment 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?**

CalFresh Outreach funding and increased enrollment makes a difference for Open Door’s patient populations and the community by reducing food insecurity, increasing access to nutritious foods, and providing a myriad of opportunities to improve health and wellness through different education and knowledge-building activities. Continued funding supports targeted outreach to difficult-to-reach populations throughout Humboldt County, helps combat the stigma associated with accessing food assistance programs, and helps sustain effective community partnerships. Increased CalFresh enrollment contributes to achieving broader goals of health equity, helps improve the dietary intake of low-income individuals and households, and positively impacts our local economy.

Open Door’s proposed CalFresh activities over the contract term work in tandem with and help strengthen organizational programs and services aimed at addressing the social determinants of health. This work contributes to 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, and is sometimes paired with a equity as the 5<sup>th</sup> factor. With support from DHHS for CalFresh outreach, Open Door will continue to optimize on integrating CalFresh application assistance and healthy eating messaging in the primary care delivery system, including many different individual and group education settings that reach diverse populations such as children, SSI recipients, seniors, trans and gender expansive community members, immigrant community members, expecting and new moms, and those recovering from substance use dependency. While maintaining the most successful aspects of its program, staff are dedicated to creating new opportunities for outreach that address emerging needs and interests among patients and community members. This includes responding to changes in the state and federal policy landscapes in a way that best supports access, retention and utilization of benefits for those impacted.

Sustained CalFresh funding will allow Open Door to continue to develop CalFresh messaging into Latino Health Coordination programs to further enhance trust among community members, reduce stigma, and increase benefits utilization for eligible family members. The Wellness Gardens Program will also utilize ongoing support to sustain inclusive gardening opportunities for patients and the community, contributing to the impressive network of community and health care gardens infrastructure that exists in Humboldt.

Funding supports programs staff frequent coordination with DHHS Social Services staff and other community partnerships to support application assistance, and with Public Health staff as partners for nutrition education. Other ongoing partnerships include 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; the Willow Creek Community Resource Center and Food for People’s mobile produce pantry for additional food access and resource navigation at the Willow Creek clinic site; St Joseph Hospital’s Healthy Kids Humboldt program to support continuity of care and enrollment assistance; and McKinleyville Family Resources Center’s Love Your Community Program for nutrition and cooking classes for families in low-income housing. It is collaborative efforts like these that contribute to the consistency and collective reach of CalFresh messaging throughout our county to increase enrollment, reduce churn, and build community around a shared vision of health and wellness.

Open Door contributes to the success of CalFresh Outreach in Humboldt County through our extensive patient reach, as well as the trust and positive relationships staff are committed to building with diverse populations. One in every three community members are served by Open Door in the health center environment, and the organization’s dedication to

outreach events in different community spaces ensures that staff, alongside outreach partners, provide numerous pathways and points of engagement for application assistance and wrap-around support. All of the activities planned for this contract period are designed to better help patients apply for and retain benefits, create their own food security infrastructure, develop healthy food environments, and learn how to maximize CalFresh benefits with the goals of chronic disease prevention and maintaining or improving personal and family health and wellness.

**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.**

Open Door has consistently demonstrated success in seeking new ways to 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. CalFresh applications, messaging, educational resources, and outreach training on how to best support screening, enrollment and retention efforts are regularly provided to staff occupying diverse roles across the organization and is an investment in creating a comprehensive network of patient navigators. Due to the number of patients served and relationships with the community, Open Door is positioned to succeed in reaching many different populations throughout Humboldt. Member Services Specialists and Latino Health Coordinators are trusted in the Latinx community, are trained to support members of mixed eligibility households, and are able to provide education and messaging to help overcome social and cultural stigmas, concerns regarding public charge designation and the subsequent "chilling effect", and help community members understand the messages in the media at the national level.

Successful collaborative initiatives with DHHS and other community partners contribute to Open Door's ability to succeed in program deliverables. Open Door's joint accomplishments with DHHS' Social Services Branch continues to reduce barriers to completing applications, and in some cases served as a process improvement incubator streamlining enrollment and reducing churn rates.

The ongoing success of the Family Nurse Practitioner Residency program as well as the recent inauguration of the Family Medicine Residency program have also provided meaningful opportunities to reinforce the connection between healthy food access, food security, and health outcomes with new providers who quickly become enthusiastic supporters of Open Door's CalFresh work.

CalFresh project goals remain incorporated into Open Door's quality improvement initiatives and workflows, and providers continue to value the immediate efficacy of warm-handoffs to health center resources when they identify patients impacted by food insecurity.

Leadership has also worked over the last contract cycle to integrate support services staff into medical record documentation workflows to enhance continuity of care, and to better document the level of assistance being provided. Both providers and support services staff can view encounters to assess patient's resource needs and what services they have been accessing at their clinic site. Programs staff can better track on CalFresh education and resources distribution through the implementation of standardized "patient touch" types that support services staff use to denote when CalFresh was addressed with a patient and what screening and enrollment services were provided. The use of technology in the form of an iPad at outreach events allows us to bring newer tools such as GetCalFresh.org into the field, helping to empower individuals to choose the application process that best serves their needs.

The expansion of case management services at also provides increased capacity for application and enrollment support throughout Open Door. The past contract period welcomed several new general Case Managers, a Trans Health Case Manager, and the organization is looking forward to hiring for a pediatric-focused position in the near future. The Integrated Support Services Team model implemented at the new Fortuna clinic continues to effectively streamline access to application assistance and other services while providing increased opportunities to coordinate care between a Member Services Specialist, Case Manager, Behavioral Health Clinician, an AOD Counselor, and the patient's Primary Care Provider. Open Door also sees the value in creating and sustaining group education and group visit options to better serve the unique and ongoing needs of patients at different health center sites. Connecting CalFresh and healthy food resources to this expanding model will be ongoing and the commitment by Open Door to sustain these efforts is made evident in the creation of new position types charged with the development and implementation of these services.

Newly hired staff includes a MAT Services Program Coordinator, Integrative Wellness Services Program Coordinator and a Group Visit Coordinator. These position types all serve as additional CalFresh champions who can support the regular distribution of CalFresh materials and food access resources.

Open Door's CalFresh work has been developed since 2012 and provides continuity to the ongoing successes, sustainability, and development of the program. 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. 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>	
<b>Title: Member Services Programs Manager (Program Monitoring)</b> <b>Salary Calculation: \$60,195.20/yr @ 0.40 FTE x 18 months + 28.23% fringe benefits</b> <b>Duties Description: Overall management of CalFresh Outreach activities under supervision of Open Door Member Services Director, staff supervision, budget management, program goals, events and outreach activity planning, Q1 performance, communication management.</b>	<b>\$46,313</b>
<b>Title: Program Coordinator (Project Coordination, Operations, and Training)</b> <b>Salary Calculation: \$43,742.40/yr @ 0.75 FTE x 18 months + 28.23 fringe benefits</b> <b>Duties Description: Project Coordination, operations deliverables, event and outreach planning, materials development and distribution, training coordination, staff and training participant documentation, monitoring of productivity, preparation of status reports.</b>	<b>\$63,102</b>
<b>Title: Member Services Lead (Application Assistance)</b> <b>Salary Calculation: \$51,604.80/yr @ 0.40 FTE x 18 months + 28.23 fringe benefits</b> <b>Duties Description: Works in a lead capacity with staff, 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>	<b>\$39,704</b>
<b>Title: Member Services Specialist (Applications Assistance)</b> <b>Salary Calculation: \$43,139.20/yr @ 0.30 FTE x 18 months + 28.23 fringe benefits</b> <b>Duties Description: 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>	<b>\$24,893</b>
<b>Title: Member Services Specialist (Applications Assistance)</b> <b>Salary Calculation: \$41,475.20/yr @ 0.30 FTE x 18 months + 28.23 fringe benefits</b> <b>Duties Description: 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>	<b>\$23,933</b>
<b>Title: Member Services Specialist (Applications Assistance)</b> <b>Salary Calculation: \$40,664.00/yr @ 0.30 FTE x 18 months + 28.23 fringe benefits</b> <b>Duties Description: 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>	<b>\$23,465</b>
<b>Title: Member Services Specialist (Applications Assistance)</b> <b>Salary Calculation: \$44,012.80/yr @ 0.30 FTE x 18 months + 28.23 fringe benefits</b> <b>Duties Description: 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>	<b>\$25,397</b>
<b>Title: Member Services Specialist (Applications Assistance)</b> <b>Salary Calculation: \$42,307.20/yr @ 0.30 FTE x 18 months + 28.23 fringe benefits</b> <b>Duties Description: 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>	<b>\$24,413</b>
<b>Title: Registered Nutritionist</b> <b>Salary Calculation: \$64,521.60/yr @ 0.20 FTE x 18 months + 28.23% fringe benefits</b> <b>Duties Description: 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>	<b>\$24,821</b>
<b>Title: Food Resource &amp; Garden Coordinator</b> <b>Salary Calculation: \$42,307.20/yr @ 0.30 FTE x 18 month + 28.23% fringe benefits</b> <b>Duties Description: Supports community gardens located at health center and off-site locations (Arcata, Eureka, Fortuna, Willow Creek), including planning, design, preparation, and maintenance, patient and community volunteer coordination, surplus harvest distribution to patients. Conducts CalFresh, Food Resources, and Nutrition Education and in-reach at health center locations. Provides home gardening education. Focus on sustainable nutrition 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>	<b>\$24,413</b>
<b>Title: Food Resource &amp; Garden Coordinator</b> <b>Salary Calculation: \$41,475.20/yr @ 0.30 FTE x 18 month + 28.23% fringe benefits</b> <b>Duties Description: Supports community gardens located at health center and off-site locations</b>	<b>\$23,933</b>

(Arcata, Eureka, Fortuna, Willow Creek), including planning, design, preparation, and maintenance, patient and community volunteer coordination, surplus harvest distribution to patients. Conducts CalFresh, Food Resources, and Nutrition Education and in-reach at health center locations. Provides home gardening education. Focus on sustainable nutrition 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>Title: Case Managers (Multiple)</b> <b>Salary Calculation: 8 people x \$30.04/hr x 3 hours x 18 months + 28.23% fringe benefits</b> <b>Duties Description: CalFresh In-Service Training Participants (overtime rate)</b>	<b>\$924</b>
<b>Title: Latino Health Coordinators (Multiple)</b> <b>Salary Calculation: 3 people x \$30.04/hr x 3 hours x 18 months + 28.23% fringe benefits</b> <b>Duties Description: CalFresh In-Service Training Participants (overtime rate)</b>	<b>\$347</b>
<b>Title: Prenatal Educator (Multiple)</b> <b>Salary Calculation: 3 people x \$29.50/hr x 3 hours x 18 months + 28.23% fringe benefits</b> <b>Duties Description: CalFresh In-Service Training Participants (overtime rate)</b>	<b>\$340</b>
<b>Title: Front Desk Personnel (Multiple)</b> <b>Salary Calculation: 40 people x \$22.67/hr x 3 hours x 18 months + 28.23% fringe benefits</b> <b>Duties Description: CalFresh In-Service Training Participants (overtime rate)</b>	<b>\$3,488</b>
<b>Title: Medical Assistants (Multiple)</b> <b>Salary Calculation: 60 people x \$26.39/hr x 3 hours x 18 months + 28.23% fringe benefits</b> <b>Duties Description: CalFresh In-Service Training Participants (overtime rate)</b>	<b>\$6,091</b>
<b>Title: Dental Assistants (Multiple)</b> <b>Salary Calculation: 12 people x \$27.52/hr x 3 hours x 18 months + 28.23% fringe benefits</b> <b>Duties Description: CalFresh In-Service Training Participants (overtime rate)</b>	<b>\$1,270</b>
<b>Title: Registered Nurses (Multiple)</b> <b>Salary Calculation: 22 people x \$47.55/hr x 3 hours x 18 months + 28.23% fringe benefits</b> <b>Duties Description: CalFresh In-Service Training Participants (overtime rate)</b>	<b>\$4,024</b>
<b>Total Personnel Costs:</b>	<b>\$360,871</b>
<b>B. Operational Costs</b>	
<b>Title: Outreach &amp; Educational Materials</b> <b>Description: DHHS approved materials for potential participants - various</b>	<b>\$300/event x 32</b> <b>\$9,600</b>
<b>Title: SSI Eligibility Outreach Campaign Materials</b> <b>Description: Outreach postcard campaign to reach &gt; 10,000 patients who, based on Medi-Care eligibility, may be eligible for CalFresh</b>	<b>\$1 x 10,000</b> <b>\$10,000</b>
<b>Title: Children's Materials</b> <b>Description: Materials for children in support of family nutrition education, and CalFresh Outreach, utilization and retention</b>	<b>\$300 x 46 events</b> <b>\$13,800</b>
<b>Title: Garden Support – Arcata</b> <b>Description: Maintenance, production, education activities in support of CalFresh Outreach and education, utilization and retention</b>	<b>\$200 x 18 months</b> <b>\$3,600</b>
<b>Title: Garden Support – Eureka</b> <b>Description: Maintenance, production, education activities in support of CalFresh Outreach and education, utilization and retention</b>	<b>\$250 x 18 months</b> <b>\$4,500</b>
<b>Title: Garden Support – Fortuna Food Pantry Garden</b> <b>Description: Maintenance, production, education activities in support of CalFresh Outreach and education, utilization and retention</b>	<b>\$150 x 18 months</b> <b>\$2,700</b>
<b>Title: Garden Support – Fortuna (Health Center Site)</b> <b>Description: Maintenance, production, education activities in support of CalFresh Outreach and education, utilization and retention</b>	<b>\$150 x 18 months</b> <b>\$2,700</b>
<b>Title: Garden Support – Willow Creek</b> <b>Description: Maintenance, production, education activities in support of CalFresh Outreach and education, utilization and retention</b>	<b>\$150 x 18 months</b> <b>\$2,700</b>
<b>Total Operational Costs:</b>	<b>\$49,600</b>
<b>C. Consumables/Supplies</b>	
<b>Title: Training Materials / Meeting Supplies (for staff in-service training)</b> <b>Description: 30 pks @ \$5/pk x 12 trainings</b>	<b>\$1,800</b>
<b>Title: Healthy Snacks – Healthy Smiles Children's Well-Child Dental Days</b> <b>Description: \$200 x 18 events</b>	<b>\$3,600</b>
<b>Title: Healthy Snacks – Pediatrics Group Visit</b> <b>Description: \$50 x 18 events</b>	<b>\$900</b>
<b>Title: Healthy Snacks – Prenatal Education Program</b> <b>Description: \$50 x 18 events</b>	<b>\$900</b>
<b>Title: Healthy Snacks – Chronic Disease Management</b> <b>Description: \$50 x 18 events</b>	<b>\$900</b>
<b>Title: Healthy Snacks – Teen Clinic</b> <b>Description: \$50 x 36 events</b>	<b>\$1,800</b>
<b>Title: Healthy Snacks – Medication Assisted Treatment Group</b> <b>Description: \$50 x 90 events</b>	<b>\$4,500</b>

Title: Healthy Snacks – Latino Health Diabetes Management Group Description: \$125 x 18 events	\$2,250
Title: Healthy Snacks – Trans' Support Group Description: \$50 x 36 events	\$1,800
Title: Food Pantry (emergency support) Description: 13 locations x \$150/mo x 18 months	\$35,100
Title: Food Preparation Description: 13 locations x \$25/mo x 18 months	\$5,850
<b>Total Consumable/Supplies:</b>	<b>\$59,400</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>	
Title: Indirect Project Costs @ 10% Description: Overhead, administrative costs	\$47,827
<b>Total Other Costs:</b>	<b>\$47,827</b>
<b>Total:</b>	<b>\$526,097.50</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:

Contract Term:

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

Invoice Period:

	Invoice Amounts	Previous Invoice Totals	Approved Budget	Remaining Balance
<b>Descriptions:</b>				
<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:				
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. Consumables/Supplies (Supplies and Consumables should be separate)</b>				

Exhibit E

CalFresh Outreach Invoice Summary

**Contractor Name  
Coordinator/Contact  
Address  
Phone**

Invoice Date: 1/0/1900 Contract Term: 1/0/1900  
Invoice Type: 0 Invoice Period: 0

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
Transporation/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 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 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 your 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**  
**2019-20**

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. As part of the contract agreement, reports must be completed and submitted to track progress and activities.

**Due dates: Quarterly reports are based on DHHS fiscal year quarters, regardless of when an agency’s contract begins or ends.** The table below shows each fiscal year quarter and the report due dates. 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 are 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: Humboldt County DHHS – Social Services  
 Attention: Appolonia Coan, Staff Services Analyst  
 929 Koster St.  
 Eureka, CA 95501

**Report Narrative:**

Use the narrative section to explain the Outreach Activities your organization completed or participated in. Remember to talk about both processes and outcomes whenever possible.

**Some questions to consider 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 is reported to have reached? There is no one way to accomplish this and each agency is different.
- 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 email [CalFreshOutreach@co.humboldt.ca.us](mailto:CalFreshOutreach@co.humboldt.ca.us) or call Appolonia Coan at 707-476-4760. You can contact Paris Bauer at 707-476-4799 if Appolonia is unavailable.



## Humboldt County CalFresh Outreach Partnership

### Quarterly Report Form

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

**Please Check Applicable Report Cycle (please do not edit cycle information):**

- Quarter 1 (July 1-Sept. 30) Due October 31
- Quarter 2 (Oct. 1- Dec. 31) Due January 31
- Quarter 3 (Jan. 1 – March 31) Due April 30
- Quarter 4 (April 1- June 30) Due July 31

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

**Instructions:** Enter the numbers of people you reached or served in the tables below, being careful not to duplicate counts. Example: If you provided one application and one nutrition pamphlet, this would be entered as “1” for applications on section 2 and “1” on section 7. You would not enter “2” in each space.

#### A. Enrollment Activities and Support:

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

Number of participants:	Total
1. CalFresh educational materials distributed, benefits/requirements presented/ provided. Provide details in the Narrative Section below. <i>*Count the number of materials handed out in total.</i>	
2. Applications provided/handed out Provide details in the Narrative Section below. <i>*i.e. The number of applications physically handed to customers, the number of households that were directed to GetCalFresh/C4Yourself, or the number of households directed to Social Services Office to apply, etc.</i>	
3. Applications assisted. Provide details in the Narrative Section below. <i>*i.e. Staff member assisted customer w/ completing application, staff faxed in application, etc. Count the number of applications assisted, not the number of total people on each application.</i>	
4. DHHS visit assisted. Discuss how your organization was able to help in the Narrative Section below. <i>*i.e. Staff drove them, a bus pass was provided, etc.</i>	
5. Retention assisted. Provide details in the Narrative Section below. <i>*Examples: assisting customer to complete their Semi-Annual Report (SAR7), Annual Re-Certification (RE), interpreting their Notice of Action (NOA), assist with collecting verifications, prompting they contact the county about household changes, etc.</i>	

<b>Number of participants:</b>	<b>Total</b>
6. Specialized services to reach populations with low CalFresh participation rates discuss these services in the Narrative Section below. <i>*This could be focused efforts to enroll people who are rurally located, experiencing homelessness, under employed, tribe members, disabled, seniors, students or other specific population.</i>	
6a. Specialized services or projects to reach SSI recipients who are no longer ineligible as of 6/1/2019. <i>*You can count this number in the total for section 6 as well, and then separate out the SSI population for this data point.</i>	

**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. Positive Messaging of CalFresh:**

Use this section to tell us the number of people who participated in your CalFresh-linked healthy eating activities and other projects intended to destigmatize benefits.

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

**Positive Messaging of CalFresh Narrative:** (Please use this space to provide specifics of how your organization used positive messaging and activities to link benefits to a healthy lifestyle and destigmatize CalFresh over the last quarter.)

**C. Media:**

Use this section to identify the number of CalFresh linked messages you delivered through media, including newsletters, websites and posters. Please remember all content must be reviewed by DHHS Media prior to being issued.

<b>Number of messages delivered through media:</b>	<b>Total</b>
10. Number of possible readers of print media or articles: Provide details in the Narrative Section below.	
11. Number of possible viewers/listeners of non-print broadcast media: Provide details in the Narrative Section below.	
12. Number of possible readers of newsletter articles, client mailers or flyers, or other agency publications: Provide details in the Narrative Section below.	
13. Web content visits (specifically CalFresh): Provide details in the Narrative Section below.	



**Media Narrative:** (Please use this space to provide specifics of the messaging delivered through media that your organization has completed over the last quarter.)

**D. Closing Narrative:**

Provide a story or comment specifically related to your organization/project's CalFresh Outreach activities over the past quarter. This can include, but is not limited to, success stories or your customers overcoming obstacles to access CalFresh; challenges you or your organization have overcome to better provide CalFresh Outreach or events that highlighted your agency's strength as a DHHS partner.

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



**Outreach Contract Final Report Form**  
**2019-20**

Use the attached Final Summary Report Form to tell DHHS about your project and to share your ideas for improvement. **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 or Paris Bauer at 707-476-4799.

**Due date:**

**The Final Summary Report is due one month after completion of the contract term.** This report is required even if you are required to submit a quarterly report on the same date. Agreements for \$15,000 or less 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: Humboldt County DHHS – Social Services  
 Attention: Appolonia Coan, Staff Services Analyst  
 929 Koster 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 did you help either receive or maintain CalFresh benefits?
- Did the program reach the population that it was intended to reach? Participant count in total?
- 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? If you are planning on continuing this program, how has your organization prepared to make these changes?

## 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 four pages, exclusive of attachments) addressing the items outlined in the sections below. If you also have a Quarterly Report due it will need to be submitted as well for the months it covered, even if you are including those months in this final report. You may attach any other relevant materials or reports.

### A. Results/Outcomes

1. Describe the grant activities and events completed to provide application assistance and referrals, as well as benefit retention assistance.
2. What difference did this grant make for the area and 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 the use of CalFresh benefits. This may include events and activities, such as cooking demonstrations and community garden programs, to educate participants. Clearly include how you linked CalFresh to these projects.
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 your 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.