

**CITY OF MARYSVILLE AGENDA BILL**

**EXECUTIVE SUMMARY FOR ACTION**

**CITY COUNCIL MEETING DATE:** February 24, 2020

<b>AGENDA ITEM:</b>	
Snohomish County Human Services Grant	
<b>PREPARED BY:</b>	<b>DIRECTOR APPROVAL:</b> TM
Joanna Martin	
<b>DEPARTMENT:</b>	
Parks, Culture and Recreation	
<b>ATTACHMENTS:</b>	
Snohomish County Human Services Contract	
<b>BUDGET CODE:</b>	<b>AMOUNT:</b>
00110337 370700	\$15,000.00
<p><b>SUMMARY:</b> The Parks, Culture and Recreation Department has been awarded a renewal grant-in-aid agreement through the Snohomish County Human Services Department to offset personnel costs and benefits for senior programs. The total grant of \$15,000 will cover part of the salary of the Program Specialist assigned to the Ken Baxter Community Center.</p> <p>The Parks, Culture and Recreation Department will generate all reporting documents required by Snohomish County for this grant.</p>	

<p><b>RECOMMENDED ACTION:</b> Staff recommends that the Council authorize the Mayor to sign the “Snohomish County Human Service Contract”.</p>
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**EXHIBIT A**  
**SPECIFIC TERMS AND CONDITIONS**  
**SENIOR CENTERS**

**I. DOCUMENTS INCORPORATED BY REFERENCE**

In performing the services under this Contract, the Agency shall comply with the *Senior Center Standards and Self-Assessment Workbook: Guidelines for Practice*, 1990 Edition, National Council on the Aging, incorporated by reference and maintained on file at Snohomish County Human Services Long Term Care & Aging, hereinafter referred to as "County."

**II. REPORTING REQUIREMENTS**

The Agency shall submit required reports (electronic submission preferred) on a format supplied or approved by the County. The County may withhold payment until receipt of overdue reports.

<b>Report Titles</b>	<b>Due Date</b>
Senior Center Quarterly Report: Unduplicated Participants, Volunteer Hours and Large Events	15th of the month following the reporting quarter
2020 Opioid Education Plan	March 1, 2020
Client Satisfaction Annual Survey and Report	May 2020
2020 Opioid Education Project Questionnaire	January 31, 2021
2020 Activities Report	January 31, 2021
All regularly published and mailed senior center newsletters, brochures, and other documents that detail programs/services	When printed and/or published

### **III. HOURS OF SERVICE**

The Agency shall be open and provide services during its normal business hours of 10:00 a.m. through 3:00 p.m. Monday through Friday.

### **IV. REIMBURSEMENT**

In addition to the Reimbursement Procedures in Section XXXII of the Basic Terms and Conditions agreement, the Agency shall submit monthly requests for reimbursement based on program expenses and be accompanied by monthly expenditure reports showing line item expenditures corresponding to the attached Exhibit C, Contract Budget or amended Exhibit C.

### **V. TRAINING REQUIREMENTS**

The Agency shall establish a training plan for all employees performing services under this Contract. The plan shall provide for orientation of new employees and ongoing in-service training for continuing employees. The training must be provided by qualified persons and will include either formal training sessions or on-the-job training. The dates and topics of training received shall be documented in a central file or in the personnel files of all employees who have received the training.

### **VI. EMERGENCY PROCEDURES**

- A. The Agency shall establish written procedures to be followed in the event a client becomes ill or is injured while at the Agency senior center or if staff is at the client's home. The plan must be thoroughly explained to staff and volunteers.
- B. The Agency shall have a plan for serving clients during periods when normal services may be disrupted. Disruption to normal services may include earthquakes, floods, snowstorms, and other natural disasters. Particular attention should be made for those clients who are most at risk.
  1. When services are delivered at the Agency senior center, the plan will include contact information for high-risk clients, a list of emergency services, and stores of emergency provisions.
  2. When services are delivered off site, the plan will include contact information for high-risk clients.

### **VII. CLIENT GRIEVANCE PROCEDURES**

Written information regarding Grievance Procedures shall be posted in the Agency senior center in a location readily visible to clients.

**VIII. INTERAGENCY COORDINATION**

The Agency shall identify agencies with whom it has regular relationships and whose activities bear a substantial impact upon the delivery of services under this Contract. The Agency shall negotiate and execute working agreements with these agencies to assure coordinated services and appropriate referral procedures.

**IX. STAFF REQUIREMENTS**

The Agency shall retain sufficient qualified staff (paid or volunteer) to perform the following services:

- A. Administration and staff supervision;
- B. Accounting;
- C. Clerical services; and
- D. Custodial services.

**X. NONDISCRIMINATION**

In addition to the provisions contained in Section XVII of the Basic Terms and Conditions agreement referenced on the Contract face page, the following terms apply:

The Agency and any subagencies shall comply with International Building Code Requirements for Barrier-Free Accessibility, WAC 51-50-005, as amended. The Agency and subagencies shall provide barrier-free access to and egress procedures from facilities, meeting places, and structures that will enable the use of all programs and services for the disabled community.

**XI. MONITORING AND EVALUATION**

The Agency shall cooperate with the County in monitoring activities of senior center operations annually or as deemed appropriate by the County.

**XII. ENTIRE AGREEMENT**

This Contract, including all documents attached to or incorporated by reference, contains all the terms and conditions agreed upon by the parties. No other understandings or representations, oral or otherwise, regarding the subject matter of this Contract, shall be deemed to exist or bind the parties.

**EXHIBIT B**  
**STATEMENT OF WORK**  
**SENIOR CENTERS**

**I. SERVICE DEFINITION**

The Agency shall operate or provide for the operation of a senior center. A senior center is a community facility where Snohomish County residents, age 55 and over, come together for services and participate in activities that reflect their experience and interests, enhance their dignity, support their independence and encourage involvement in and with the senior center and the community.

**II. MINIMUM SERVICE REQUIREMENTS**

The Agency shall meet the minimum service requirements described below:

**A. Reports**

The Agency shall promptly submit all required reporting forms completed in prescribed detail on the dates set forth in Exhibit A, Specific Terms and Conditions. The County may withhold payment until receipt of overdue reports.

**B. Unduplicated Participants**

The Agency shall provide programs, services and activities to a minimum of 250 unduplicated participants per year. An unduplicated participant is an eligible participant who is counted only once during a funding year without regard to how many direct services and activities the participant engages in.

**C. Quarterly Reports**

The Agency shall submit Quarterly Reports, in a report form supplied by the County, that document verifiable unduplicated participant data and total volunteer hours for the quarter. To be eligible as a participant, a person must be a Snohomish County resident, aged 55 or older, who has signed in and participated in a center-sponsored activity and for whom the Agency has a name, date of birth and/or age, and address. The Agency shall also report data for large and/or special events held at the senior center.

**D. Client Satisfaction Annual Survey and Report**

In collaboration with the County, the Agency shall participate in a Senior Center Client Satisfaction Survey to solicit participant feedback regarding programs

and activities provided at the Agency senior center. The survey will take place during a two-week period in May 2020. The County will provide the survey tool, designated survey time frame and report due date via email to the Agency by March 1, 2020. The Agency shall collect and record survey responses in a format provided by the County and submit to the County electronically.

#### E. Opioid Education Project Requirements

1. The Agency shall submit an Opioid Education Plan by date set forth in Exhibit A, Specific Terms and Conditions that includes, at a minimum, the following items:

- a. A description of how the two (2) trainings presented during the Contract period will be organized and delivered. Indicate proposed training dates and if trainings will be stand-alone events or offered within a larger event such as health or wellness fairs or other events and if there will be a panel of community experts or collaboration with other community partners; include names of partnering organizations.
- b. A description of how opioid-issue messages are shared with members and the community. This may include posting informational messages in newsletters, flyers, website, etc.
- c. A description of five (5) senior center activities selected by the senior center where opioid abuse prevention curriculum will be provided.

#### 2. Opioid Education Training and/or Presentation Objectives

- a. The Agency shall, at a minimum, provide two (2) opioid education trainings and/or presentations during the Contract period that includes the proper use, handling and disposal of prescription medication with an emphasis on opioids. Trainings and/or presentations should, at a minimum, focus on meeting the following objectives:
  - 1) Participants should have a better understanding of what opiates are and how they work;
  - 2) Participants should be provided information about opiate use, misuse and abuse;
  - 3) Participants should have a better understanding of opiate overdose and poisoning;
  - 4) Participants should be more aware of prevention resources in the community (such as medication storage, medication disposal and education);

- 5) Participants should understand how to administer Narcan and Naloxone; and
  - 6) Participants should have a better understanding of preventing overdose.
- b. The presenter (volunteer and professional) must receive and use the Human Services Department Senior Center Opioid Training PowerPoint as guidance in order to focus the training on meeting training objectives.
  - c. The Agency must verify participant attendance using a sign-in sheet for any trainings offered.
  - d. After each training, the Opioid Education Participant Survey provided by the County must be offered to participants and collected upon completion. Completed surveys will be submitted to the County for analysis.
3. The Agency shall deliver opioid abuse prevention curriculum in five (5) senior center activities.
  4. The Agency shall complete and submit the end-of-year 2020 Senior Center Opioid Education Project Questionnaire provided by the County by January 31, 2021.

F. Snohomish County Senior Center Standards

The Agency shall organize and operate the senior center in compliance with the attached Exhibit M, Snohomish County Senior Center Standards, which are derived from the National Council on Aging and National Institute of Senior Centers accreditation standards.

G. Council on Aging Senior Center Committee

The Agency shall send a representative to scheduled Council on Aging Senior Center Committee meetings.



**EXHIBIT C  
CONTRACT BUDGET - COST REIMBURSEMENT  
SENIOR CENTERS**

**AGENCY NAME:** City of Marysville / Ken Baxter Community Center

**CONTRACT PERIOD:** 1/1/2020 to 12/31/2020

**FUNDS AWARDED UNDER CONTRACT:**

REVENUE SOURCE	FUNDING PERIOD	AMOUNT	AMENDMENT	TOTAL AMOUNT
County General Revenue	1/1/2020 - 12/31/2020	\$ 7,500		\$ 7,500
1/10th of 1% Sales Tax	1/1/2020 - 12/31/2020	\$ 7,500		7,500
				-
				-
				-
				-
TOTAL FUNDS AWARDED:		\$ 15,000	\$ -	\$ 15,000

**MATCHING RESOURCES:**

N/A

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

TOTAL MATCHING RESOURCES: N/A

**MATCH REQUIREMENTS FOR CONTRACT:**    % N/A    AMOUNT: \_\_\_\_\_

**OTHER PROGRAM RESOURCES (Identify):**

SOURCE	FUNDING PERIOD	AMOUNT
TOTAL OTHER RESOURCES:		\$ -

EXPENDITURES

CATEGORY	FUND SOURCE County General Revenue	FUND SOURCE 1/10th of 1% Sales Tax	FUND SOURCE	FUND SOURCE	FUND SOURCE	FUND SOURCE	TOTAL	MATCHING RESOURCES	OTHER RESOURCES
Salaries/Wages	\$7,500	\$ 7,500					\$ 15,000		
Benefits							-		
Supplies/Minor Equip.							-		
Prof. Services							-		
Postage							-		
Telephone							-		
Mileage/Fares							-		
Meals							-		
Lodging							-		
Advertising							-		
Leases/Rentals							-		
Insurance							-		
Utilities							-		
Repairs/Maint.							-		
Client Flex Funds							-		
Client Rent							-		
Printing							-		
Dues/Subscrip.							-		
Regis./Tuition							-		
Machinery/Equip.							-		
Administration							-		
Indirect							-		
Occupancy							-		
Miscellaneous							-		
Misc. Construction							-		
Acquisition							-		
Relocation							-		
TOTAL	\$7,500	\$ 7,500	-	-	-	-	\$ 15,000	\$ -	\$ -

**EXPENDITURE NARRATIVE**

AMOUNT	CATEGORY	NARRATIVE (provide justification describing each category supported with funds awarded under this contract)
\$15,000	Salary/Wages	Salary for part-time center staff person
\$15,000	TOTAL	

**DETAIL SALARIES / WAGES**

POSITION	FUND SOURCE	% OF TIME TO FUND SOURCE	TOTAL MONTHLY	MONTHLY CHARGE TO FUND SOURCE	# OF MONTHS	TOTAL CHARGE TO FUND SOURCE
Program Assistant	County General Revenue, 1/10th of 1%	100.00%	\$1,250	\$1,250	12.00	\$15,000
TOTAL:						\$15,000

NOTE: Above figures may reflect rounding

## EXHIBIT I

### MAJOR INCIDENT REPORTING POLICIES AND PROCEDURES

#### SENIOR CENTERS

#### I. POLICY

- A. The Agency must report suspected abuse, abandonment, neglect, self-neglect, exploitation and financial exploitation of vulnerable adults or children immediately to DSHS Adult Protective Services (APS) at 866-221-4909 or Child Protective Services (CPS) at 866-363-4276 per RCW 74.34 and RCW 26.44.

If the person you suspect is being abused or neglected is living in a nursing home, assisted living facility, or adult family home, call the DSHS Complaint Resolution Unit Hotline at 800-562-6078.

- B. The Agency must report major incidents as outlined below to the County, in addition to any other mandated reporting authorities, within one business day from when the Agency becomes aware of the incident. When personal safety is at stake, reporting should occur as soon as the safety of all persons is assured and all necessary emergency measures have been taken. This refers specifically to County contracted services.
1. Death, disappearance, or significant injury requiring hospital admission of a client when suspicious or unusual;
  2. Major disruption of a County contracted service;
  3. Any event involving known media interest or litigation;
  4. Any violent act to include rape or sexual assault, as defined in RCW 71.05.020 and RCW 9.94A.030, or any homicide or attempted homicide committed by a client or Agency staff;
  5. Confidential data loss that would potentially compromise the security or privacy of confidential information held by the County or the Agency;
  6. Any breach or loss of client data in accordance with HIPAA regulations; and
  7. Credible allegations of fraud committed against the Agency by staff or volunteers.

- C. If the County becomes aware of major incidents as described in Section I. B., which may not be known by the Agency, the County will report the incident to the Agency's management within one business day of when the County becomes aware of the incident.
- D. Each Agency must distribute the Major Incident Reporting Policies and Procedures to all of its employees.

## II. **PROCEDURES**

- A. Agencies will establish a written policy on procedures to follow in reporting major incidents to the County, with clearly delineated chain of command.
- B. Major incidents as described in Section I.B. must be reported by phone or email to the LTCA supervisor or County division manager. The report must include the following:
  - 1. A description of the issue;
  - 2. Relevant background;
  - 3. Agency actions or recommendations; and
  - 4. Follow up if needed to close out the issue.

**EXHIBIT M**  
**SNOHOMISH COUNTY**  
**SENIOR CENTER STANDARDS**

**I. PURPOSE**

A senior center shall:

- A. Present a mission statement consistent with the National Council on Aging (NCOA) and National Institute of Senior Centers (NISC) senior center definition and philosophy.
- B. Use a written planning document with goals, objectives, and action plans based on its mission.

**II. COMMUNITY**

A senior center shall:

- A. Participate in cooperative community planning, establish service delivery arrangements with other community partners, and serve as a focal point in the community.
- B. Provide information and referral services at the senior center.

**III. GOVERNANCE**

- A. A senior center shall be organized to create effective relationships among participants, staff, governing structure, and the community in order to achieve the senior center's mission, goals and objectives.
- B. A senior center's governing structure shall be organized to operate efficiently and effectively.
- C. The governing structure shall have written documents that define and establish procedures for the following (must have a minimum of 8):
  - 1. Qualifications for membership in the governing structure;
  - 2. Election and tenure of office;
  - 3. Specification of officers' duties;
  - 4. Regular and special meetings;

5. Committees;
  6. Parliamentary procedures for the conduct of meetings;
  7. Quorums;
  8. Recording of minutes;
  9. Amending of written documents;
  10. Securing of funds; and
  11. Dissolution of the organization (if needed).
- D. The governing structure shall perform or delegate the following responsibilities:
1. Hold regular meetings and make minutes available to interested individuals;
  2. Formulate, and regularly review, senior center mission, goals and objectives;
  3. Establish policies and procedures and maintain standards of operation;
  4. Regularly evaluate senior center's activities and services;
  5. Adopt and implement an annual budget, receive financial reports, make contracts, and arrange for an annual independent audit per the Basic Terms and Conditions, Section XXXIV, Audit Requirements;
  6. Employ a chief administrative person and delegate authority to that person for management of daily affairs in accordance with center policies and procedures;
  7. Secure physical facilities;
  8. Coordinate senior center's program with other agencies to ensure provision of adequate services for older adults in the community;
  9. Plan and carry out public information activities; and
  10. Establish a participant organization and, if possible, arrange for its representation on the governing structure.
- E. Committees have clearly defined responsibilities. They consist of designated members who regularly meet, document minutes, and make them available to the governing structure and other members of the senior center.



#### **IV. ADMINISTRATION AND HUMAN RESOURCES**

The senior center shall have clear administrative and human resources policies and procedures in place that contribute to the effective management of its operation. It shall be staffed by qualified personnel, paid and volunteer, capable of implementing its programs.

#### **V. PROGRAM PLANNING**

A. As part of a comprehensive community strategy to meet the needs of older adults, senior centers offer services and activities within a senior center, outside the center, and link participants with resources offered by other agencies. Senior center programs consist of a variety of individual and group services and activities that include, but are not limited to, the following:

1. Health and wellness;
2. Arts and humanities programming;
3. Intergenerational programs and activities;
4. Employment assistance;
5. Information and referral services;
6. Social and recreational activities;
7. Transportation services;
8. Volunteer and civic engagement opportunities;
9. Educational opportunities;
10. Financial and benefits assistance; and
11. Meal and nutrition programs.

B. Senior centers shall provide a minimum of twelve (12) different programs and activities. Programs and activities must be provided in at least six (6) different categories listed above. The same program/activity may not be used for multiple categories.

#### **VI. EVALUATION**

A. The senior center shall have appropriate and adequate arrangements to evaluate and report on operations and programs on a regular basis.

- B. The senior center shall demonstrate an understanding and implementation of evaluations to seek outcome-based measurements.

**VII. FISCAL MANAGEMENT**

The senior center shall practice sound fiscal planning and management, financial record keeping, and reporting including:

- A. Preparation and publishing of an annual budget document;
- B. The senior center's budget, accounting, and financial reporting practices conform to an appropriate and accepted accounting standard; and
- C. Liability insurance coverage for assets, staff, participants, volunteers, and governing structure.

**VIII. RECORDS AND REPORTS**

- A. The senior center shall keep complete records required to operate, plan, and review its programs including:
  - 1. Standardized participant records;
  - 2. Program records and reports on services and activities; and
  - 3. Confidentiality policy limiting access to certain records and files.
- B. The senior center shall regularly prepare and circulate reports to inform its governing structure, participants, staff, funders, and the public about all aspects of its operation, program, and services.

**IX. FACILITY**

- A. A senior center shall make use of facilities that promote effective program operation and provide for the health, safety, and comfort of participants, staff, and community.
- B. A senior center provides barrier-free access in accordance with applicable laws.