

Milwaukee County Department on Aging
2020 Purchase of Service Contract
Grant Supported Programs and Services
Milwaukee Christian Center

This Contract is made and entered between Milwaukee County, a Wisconsin municipal body corporate, represented by the Milwaukee County Department on Aging, 1220 West Vliet Street Suite 302, Milwaukee, WI 53205 (hereinafter called Department or County), and Milwaukee Christian Center, 807 S. 14th St., Milwaukee, WI 53204 (hereinafter called Contractor).

1. Dates of Performance

This Contract is made in an amount not to exceed \$103,550 for the period of January 1, 2020 through December 31, 2020 to provide case management and counseling services for older adults and their families in Milwaukee County. This contract may be extended for an additional year upon the agreement of the parties.

2. Scope of Service

Contractor shall specifically perform all of the services and achieve the objectives as set forth in the proposal submitted by Contractor to County, which is attached hereto as Exhibit I. Contractor shall perform all services provided under this Contract in the manner prescribed by the relevant Program/Service Guidelines or Specifications, which are herein incorporated by reference and made a part of this Contract as if physically attached hereto.

3. Staffing and Delivery of Programs/Services

- A. Contractor shall provide all personnel required to perform the programs or services under this Contract. Such personnel shall not be employees of County, or have any other contractual relationships with County. Any replacement of personnel listed in Contractor's proposal shall be by persons of like qualifications, which shall be attested to by Contractor. Whenever possible, notification of replacement of personnel shall be provided to County prior to replacement.
- B. Contractor will provide proper supervision to all employees providing programs or services under this Contract. Current job descriptions shall be kept on file for positions funded under this Contract, and each employee will be given a job description at the time of employment and whenever the job description is amended.
- C. Except as provided herein and relevant Program/Service Guidelines or Specifications, Contractor shall determine the methods, procedures, and personnel policies to be used in providing programs and services to eligible clients.
- D. This Contract in its entirety is at all times subject to such local, state, and federal laws and administrative regulations as exist at the time this Contract is executed and as shall become effective after execution but prior to termination of this Contract. Contractor shall comply with

all federal, state, and local laws and regulations and shall maintain in good standing all licenses, permits, and certifications relating to the programs and services referred to herein.

- E. All clients served by Contractor under this Contract must meet Department's eligibility requirements as described in the relevant Program/Service Guidelines or Specifications. It is understood that the final authority for determining client eligibility and the amount of services to be provided to individual clients rests with Department and that Contractor will not be reimbursed for services provided to ineligible clients.
- F. Contractor agrees that the programs and services described in Exhibit I will be available to eligible clients throughout the Term of this Contract and to accept all clients referred by Department as long as funds made possible through this Contract are available.
- G. Contractor shall maintain a log of complaints and provide Department a copy of any written complaint made to Contractor regarding any of the services furnished hereunder and will inform Department in writing of the actions taken by Contractor to resolve such complaints.
- H. Contractor shall complete all forms and documents requested by the Department within timeframes outlined by the Department.
- I. Contractor agrees to perform background checks on any Contractor employees, representatives, or agents hired on or after the Effective Date who may have or do have direct contact with clients or customers, to ensure such employees: (i) have not been convicted of a criminal offense related to the provision of services but have not yet been excluded; (ii) have not been convicted of any felony; (iii) as discovered through any background check or based upon Contractor's knowledge, have not been terminated from employment by any employer or contractor for theft, misappropriation of property, or any other potentially illegal or unethical acts. Vendor agrees not to use any employee or potential employee failing to meet the above criteria to provide direct client services to any under this Agreement. Any breach of this section shall give Department the right to terminate this Agreement immediately.

4. Equipment

- A. Contractor agrees that all items of equipment purchased with funds provided by Department under this Contract shall be used for the programs and services purchased through this Contract or as otherwise may be specified in Exhibit I. Contractor further agrees to provide to Department a copy of an invoice for all items of equipment purchased upon request, to annually inventory provide Department of a list of said equipment, and to maintain property and content insurance, including fire, vandalism, and theft, to cover the replacement value of said items.
- B. Should Department funding cease for the programs or services for which the equipment was purchased under this Contract, or if Contractor should cease using said equipment for the purposes for which it was originally purchased, Contractor agrees either to (1) turn over said equipment to Department for distribution to other approved programs or services for older persons; or (2) dispose of said equipment in such other fashion as may be mutually agreed by Contractor and Department.

5. Fiscal Administration and Program Income

Contractor shall observe the following policies and practices with regard to all funds received from Department pursuant to this agreement:

- A. Contractor agrees to identify the total cost of the program or service funded under this Contract.
- B. Contractor shall provide to Department an agency-wide budget, disclosing all of Contractor's anticipated revenues and expenditures for the period of this Contract.
- C. Funds received by the Contractor under this Contract may not be co-mingled with funds from other sources.
- D. Contractor shall maintain a uniform double entry accounting system and a management information system compatible with cost accounting and control systems.
- E. Contractor agrees to comply with the allowable cost policies and procedures as established by the Wisconsin Department of Health Services.
- F. Program Income. Per 45 CFR Part 75.307(e)(1), Program Income (as hereinafter defined) must be deducted from total allowable costs to determine the net allowable costs; Program Income must be used for current costs; and unanticipated Program Income must be used to reduce the federal award and non-federal entity contributions rather than increase the funds committed to the project. Program Income must be reported and spent within the contract year it is generated. "Program Income" is defined as Contractor revenue meeting one or more of the following descriptions: (1) Contributions/donations collected from participants for services provided (e.g., home-delivered meals, senior dining meals, caregiver services, etc.), (2) Contributions/donations from local civic groups, businesses, members of the community, or other organizations; (3) Proceeds from fundraising; (4) Revenue for meals provided to home and community based long-term care programs (Family Care, IRIS, COP, etc.); (5) Revenue from sales of services or property (e.g. meals, liquid nutritional supplements, etc.); (6) Interest income; (7) Usage or rental fees; or (8) Patent or copyright royalties. The definition of "Program Income" excludes revenues raised by a government grantee/provider under its governing powers (taxes, special assessments, levies, fines) and cash match.

6. Compensation

- A. Contractor shall be compensated for work performed as stated in Exhibit I, attached hereto and made a part of this Contract. Contractor recognizes that the total service needs of the community may not be met and shall provide programs and services within the specific amounts stated in Exhibit I. Department is unable to guarantee the volume of services funded by this Contract. Under no circumstances shall payments under this Contract exceed the amount(s) authorized for this Contract by the Milwaukee County Board of Supervisors. The parties agree that section 66.0135, Wisconsin Statutes, Prompt Pay Law, shall not apply to payment for programs and services provided hereunder.

- B. Funds may be advanced to Contractor as set forth in section 46.036 (3) (f) Wisconsin Statutes. The advance payment provision applies only when requested by Contractor. Advance payments are made at the discretion of Department. The advance payment shall be repaid to Department upon demand. If Contractor fails to repay the advance as described, Department shall have the right to withhold any payments due Contractor from Department sufficient to cover the amount of the advance payment.
- C. Advance payments by Department shall not exceed one-twelfth (1/12) of the Contract award. Advance payment amounts are at the discretion of the Department. Prior to the receipt of advance payment, Contractor shall provide Department with a surety bond for an amount equal to the amount of the advance payment as set forth in section 46.036 (3) (f) Wisconsin Statutes.
- D. Department shall recover from Contractor money paid in excess of the conditions of this Contract. Repayment shall be made in full within thirty (30) days after Department has made written demand to Contractor for repayment. Department may recover repayments due to Department from any subsequent payments due to Contractor now, or from future contracts, or any other service agreement with Department. Department shall charge interest on outstanding repayments due Department as set forth in section 46.09 (4) (d) General Ordinances of Milwaukee County.
- E. No funds within this Contract may be used to supplant Medical Assistance, Health Maintenance Organization (HMO), or Preferred Provider Organization (PPO) funded services.
- F. Department and Contractor acknowledge that funding of this Contract is completely dependent upon state and federal grants and contracts. The obligation of the Department to purchase the services described herein is contingent upon present state and federal grants and contracts continuing at their present levels. Should such funding sources terminate or be reduced, Department reserves the right, in its sole discretion, either to terminate this agreement or revise the scope of services being purchased to reflect any reduction in such funding. It is further recognized and agreed by Department and Contractor that the programs and services provided under this Contract are subject to all provisions of said federal and state grants and contracts, and Contractor agrees to comply with all such provisions for the period of this Contract, including all applicable provisions of the standard State/County contract.

7. Billing and Reporting

- A. Contractor shall provide Department with monthly billings and reports for programs and services provided under this contract by the seventh (7th) working day of the month following the month in which services are provided. Contractor shall submit billings and reports on the forms and according to the manner specified by Department.
- B. Department shall make payment only for those line items as are specified in the approved budget. Expenditures for any single line item may not exceed the amount in the approved program budget by more than \$500 without written authorization by Department and the submission of a revised budget by Contractor on the prescribed form.

- C. Within thirty (30) days of the receipt of all required billings and reports, Department shall make payment to Contractor of the net amount due. The 30 days does not start to run until all forms are accurate, complete, and include all revisions requested by Department.

8. Record Keeping and Access to Records

- A. Contractor shall maintain and, upon request, furnish to Department, at no cost to Department, any and all information requested by Department relating to the quality, quantity, and cost of services covered by this Contract and shall allow authorized representatives of Department and Department's funding sources to have access to all records necessary to confirm Contractor's compliance with law and the Program/Service Guidelines or Specifications for this Contract. Access to information shall include computerized data and/or other electronic information used by the Contractor, made available in formats suitable for data analysis, such as queries, using conventional software programs.
- B. Contractor shall maintain written verification of programs and services provided under this Contract, including the dates of programs and services performed for all of the purchased programs and services rendered, as specified by Department. Contractor shall maintain clearly identified and readily accessible documentation of costs supported by properly executed payrolls, time records, invoices, contracts, vouchers, or other official documentation evidencing in proper detail the nature and propriety of the programs and services provided. Contractor shall retain all such records for a period of at least four (4) years from the date of issuance of the certified financial and compliance audit. Records shall be retained beyond the four-year requirement if an audit is in progress or exceptions identified in prior audits have not been resolved.
- C. It is agreed that Milwaukee County representatives, including representatives of the Department on Aging or the Office of the Comptroller, or representatives of appropriate state or federal agencies, including the Wisconsin Department of Health Services, shall have the right of access to program, financial, and such other records of Contractor or Contractor's subcontractors as may be necessary to evaluate or confirm Contractor's cost estimates, rates, and charges for programs and services provided under this Contract or as may be necessary to evaluate or confirm Contractor's delivery of the programs and services in compliance with the Program/Service Guidelines or Specifications for this Contract.

9. Inspection of Premises

Contractor shall allow inspection of Contractor premises to Department representatives and to authorized representatives of any other local, state, or federal government unit. Inspection shall be permitted without formal notice at any time programs and services are being furnished.

10. Audit Requirements

- A. Contractor shall submit to Department, on or before July 1, 2020, or such later date that is mutually acceptable to Contractor and department, one (1) original copy mailed to the address provided below and one soft copy e-mailed to the Program Planning Coordinator, of an Agency-wide Audit for Calendar Year 2019 if the total amount of annual funding is \$100,000 or more, unless waived by Department. Contractor may request, and with written consent of Department

provide an annual Program Audit in lieu of the annual Agency-wide Audit. The audit shall be performed by an independent certified public accountant (CPA) licensed to practice by the State of Wisconsin. CPA audit reports are required under Wisconsin Statutes, Section 46.036 (4)(c). This provision shall survive the termination of this Agreement regardless of the reason.

- B. Non-profit Contractors who received aggregate federal financial assistance of \$500,000 or more, either directly or indirectly, shall submit to County two (2) original copies of a certified audit for calendar year 2020 performed in accordance with the Office of Management and Budget (OMB) Uniform Administrative Requirements, Cost Principles, and Audit Requirements for Federal Awards. The audit submitted by Contractor shall be conducted in conformance with the following standards:
- (a) Wisconsin Department of Health Services (DHS) Audit Guide, October 2018 Revision or later.
 - (b) Standards applicable to financial audits contained in Government Auditing Standards (GAS) promulgated by the Comptroller General of the United States; and
 - (c) Generally Accepted Auditing Standards (GAAS) adopted by the American Institute of Certified Public Accountants (AICPA).
- C. Contractors reporting on a fiscal year other than a calendar year shall be considered in compliance with the audit requirements upon submittal of Contractor's fiscal year audit, meeting the audit requirements in Section 8, part A subparts (1),(2), and (3) below, within 180 days of the fiscal year closing, plus financial statements including required supplemental schedules covering the period from the start of the fiscal year beginning in 2019 through December 31, 2019, compiled by a CPA licensed to practice by the State of Wisconsin. Compiled supplemental schedules are due by July 1, 2020. This provision shall survive the termination of this Agreement regardless of the reason.
- D. All audits submitted by Contractor per above requirements shall also be conducted in conformance with the following standards:
- 1. The Wisconsin *Provider Agency Audit Guide*, 1999 revision issued by WI Department of Corrections and Workforce Development or *Department of Health Service Audit guide (DHSAG) Latest Revision* issued by Wisconsin Departments of Health Services (online at www.DHS.state.wi.us/grants);
 - 2. Standards applicable to financial audits contained in *Government Auditing Standards (GAS)*, December 2011 Revision published by the Comptroller General of the United States; and
 - 3. Generally accepted auditing standards (GAAS) adopted by the American Institute of Certified Public Accountants (AICPA).
- E. Requests for substitution of Program Audit for Agency-wide Audit, audit waiver, and/or extension requests must be in writing. Requests for substitution of Program Audit for Agency-wide Audit, audit waiver and/or extension requests must be sent to the following address no later than five months after the end of the Contractor's fiscal year, or such later date mutually agreed to by Contractor and Department. Extensions of the deadline for submission of the audit are at the sole discretion of Department. If Contractor determines an extension is necessary,

Department must receive a request for an extension not later than thirty (30) days prior to the due date for the audit. A request for an extension must include:

1. an explanation as to why an extension is necessary;
2. the date upon which the Department will receive the audit;
3. the unaudited financial statements of the Contractor; and,
4. any additional information Contractor deems relevant to Department's determination.

F. No extension will be granted for a period greater than ninety (90) days beyond the original date that the audit was due. Requests for extension of audit due date or waiver must be submitted to:

Milwaukee County Department on Aging
Assistant Fiscal Director
1220 W. Vliet Street, Suite 304
Milwaukee, WI 53205

Financial Statements shall be prepared in conformity with accounting principles generally accepted in the United States of America and on the accrual basis of accounting. Contractor must request, and receive written consent of Department to use other basis of accounting in lieu of accrual basis of accounting. CPA audits and reports referenced above shall contain the following Financial Statements, Schedules and Auditors' Reports:

1. Financial Statements and Supplemental Schedules:
 - a. Comparative Statements of Financial Position – For Agency-wide audits only.
 - b. Statement of Activities – For Agency-wide audits only.
 - c. Statement of Cash Flows – For Agency-wide audits only.
 - d. Schedule of Revenue and Expense by Funding Source (Agency-wide) is required of all Contractors. This schedule must follow the format and content of the sample schedule contained in the *Milwaukee County Department of Health and Human Services Year Purchase of Service Guidelines, Technical Requirements – Audit and Reporting* booklet (latest edition). Do not combine multiple line items into a single line item or separate a single line item into multiple line items.
 - e. Allowable administrative and other allocated overhead (collectively, indirect costs) will be limited to 10% of net allowable direct program costs (excluding such allocated costs) for agencies/Contractors electing to provide a program audit in lieu of an agency-wide audit.
 - f. Reserve Supplemental Schedule is required for all non-profit Contractors that provide participant services on the basis of a unit rate per unit of participant service (units-times-price

agreements). A separate schedule must be completed for each contract/facility, or for each program under a Fee-for-Service Agreement with Department. For Contractors whose fiscal year is other than a calendar year, the period covered by the schedule must be the most recently completed calendar year for all Department funded programs.

The schedule must identify revenue from each Purchaser (earned under each contract) separately, and include total units of service provided to all Purchasers for each contract/facility and total units of service provided under the Contract with Department, as well as the items required by the *Provider Agency Audit Guide* (Section 7.1.6), or *Department of Health Service Audit Guide (DHSAG), Latest Revision* for the most recently completed calendar year. The schedule and allowable additions to reserves shall be by contract/facility or by program category. Schedule of Profit for For-Profit Contractors Which Provide Participant Care.

g. For profit Contractors shall include a schedule in their audit reports showing the total allowable costs and the calculation of the allowable profit by contract/facility, or for each rate-based program (service) within a facility. Wis. Stat. 46.036(3)(c) indicates that contracts for proprietary agencies may include a percentage add-on for profit according to the rules promulgated by the Department. Allowable profit will be restricted to 5% of net allowable operating costs.

h. Units of service provided under the Contract, if not disclosed on the face of the financial statements, are required for Contractors that provide participant services on the basis of a unit rate per unit of participant service (units-times-price agreements). Contractor's auditors shall review and report on the extent of support for the number of units for each type of service billed to Department, and compare units billed to Contractor's accounting/billing records that summarize units provided per participant. Contractor's auditors shall reconcile billing records to supporting underlying documents in participant case files on a test basis, and report on any undocumented units billed to Department that exceed the materiality threshold of the DHS *Provider Agency Audit Guide, 1999 revision issued by WI Department of Corrections and Workforce Development or Department of Health Service Audit Guide (DHSAG), Latest Revision* issued by Wisconsin Departments of Health Services. The disclosure must include total units of service provided to all Participants for each program, facility, or rate-based program within a facility; and total units of service provided under the Contract or Service Agreement with Department for the most recently completed calendar year.

i. Notes to financial statements including disclosure of related-party transactions, if any. Rental cost under less-than-arms-length leases are allowable only up to the amount that would be allowed had title to the property vested with the Contractor. Rental cost under sale and leaseback arrangements are allowable only up to the amount that would be allowed had the Contractor continued to own the property. Contractor's auditors must disclose the actual costs of ownership, by property, for the property(ies) in question, as well as the amount of such costs to be allocated to each Department program, the amount of rent originally charged, and the amount of such rent that is an unallowable cost.

j. Schedule of Federal and State Awards broken down by contract year. The schedule shall identify the name of the Milwaukee County Department as pass-through grantor, the contract number as pass-through grantor's identifying number, and the program name and number from

the Attachment I of the Contract. Each program under County Contract must be reported as a separate line item by contract year.

2. Independent Auditors Reports and Comments:

a. "Opinion on Financial Statements and Supplementary Schedule of Expenditures of Federal and State Award" including comparative statements of financial position, and related statements of activities and cash flow of entire agency. For Program Audits, "Opinion on the Financial Statement of a Program in Accordance with the Program Audit."

b. Report on Compliance and Internal Control over Financial Reporting Based on an Audit of Financial Statements Performed in Accordance with Government Auditing Standards (GAS), and the *Provider Agency Audit Guide*, 1999 revision issued by WI Department of Corrections and Workforce Development or *Department of Health Service Audit Guide (DHSAG)*, Latest Revision issued by Wisconsin Department of Health Services. Or, Program Audits, "Report on Compliance with Requirements Applicable to the Program and on Internal Control over Compliance Performed in Accordance with the Program Audit."

c. "Report on Compliance with Requirements Applicable to Each Major Program and Internal Control over Compliance in Accordance with OMB Part 200 Uniform Grant Guidance" (applicable only if the audit is also in accordance with OMB Part 200 Uniform Grant Guidance).

d. Schedule of findings and questioned costs to include:

- (1) Summary of auditor's results on financial statements, internal control over financial statements and compliance, and if applicable; the type of report that the auditor issued on Compliance for Major Federal Programs;
- (2) Findings related to the financial statements of the Contractor or of the program which are required to be reported in accordance with Generally Accepted Government Auditing Standards (GAGAS);
- (3) Findings and Questioned Costs for Federal Awards which shall include audit findings as defined in section .510(a) of OMB Part 200-Uniform Grant Guidance, if applicable;
- (4) Doubt on the part of the auditors as to the auditee's ability to continue as a going concern;
- (5) Other audit issues related to grants/contracts with funding agencies that require audits to be performed in accordance with the *Provider Agency Audit Guide*, 1999 revision issued by WI Department of Corrections and Workforce Development or *Department of Health Service Audit Guide (DHSAG)*, Latest Revision issued by Wisconsin Department of Health Services; and
- (6) Whether a Management Letter or other document conveying audit comments was issued as a result of the audit.

e. A copy of the Management Letter or other document with auditor's comments issued in conjunction with the audit shall be provided to Department, along with Management's response

to the Management Letter. If no Management Letter was issued, the schedule of findings and questioned costs shall state that no Management Letter was issued.

3. General:

The following is a summary of the general laws, rules and regulations with which the auditor should be familiar in order to satisfactorily complete the audit.

a. Government Auditing Standards, (Standards for Audit of Governmental Organizations, Programs, Activities, and Functions), Latest Revision.

b. OMB Uniform Grant Guidance Part 200

c. The allowability of costs incurred by commercial organizations is determined in accordance with the provisions of the Federal Acquisition Regulation (FAR) at 48 CFR Part 31 - Contract Cost Principles and Procedures.

d. Wisconsin State Statutes, Sections 46.036, 49.34, Purchase of Care and Services.

e. State of Wisconsin, Department of Administration Single Audit Guidelines - Latest Revision.

f. State of Wisconsin Department of Health Services, Provider Agency Audit Guide - 1999 Revision issued by WI Department of Corrections and Workforce Development.

g. *Department of Health Services Audit Guide (DHSAG) Latest Revision* issued by Wisconsin Department of Health Services.

h. State of Wisconsin Department of Health Services, Allowable Cost Policy Manual - Latest Revision.

i. AICPA Generally Accepted Auditing Standards.

G. Contractor hereby authorizes and directs its Certified Public Accountant, if requested, to share all work papers, reports, and other materials generated during the audit with Department or Department's representative(s) including the Milwaukee County Department of Health and Human Services and the Milwaukee County Division of Audit Services (DAS) as well as state and federal officials. Such direct access shall include the right to obtain copies of the work papers and computer disks, or other electronic media, which document the audit work. Contractor shall require its CPA to retain work papers for a period of at least seven (7) years following the latter of Contract termination, or receipt of audit report by Department. This provision shall survive the termination of this Contract regardless of the reason.

H. Contractor and Department mutually agree that Department or Department's representative(s), including the Milwaukee County Department of Aging and the Milwaukee County Division of Audit Services (DAS), Milwaukee County Office of the Comptroller, as well as state and federal officials, reserve the right to review certified audit reports, supporting work papers, or financial statements, and perform additional audit work as deemed necessary and appropriate, it being understood that additional overpayment refund claims or adjustments to

prior claims may result from such reviews. Such reviews may be conducted for a period of at least seven (7) years following the latter of contract termination, or receipt of audit report, if required. This provision shall survive the termination of this Contract regardless of the reason.

- I. Contractors reporting on a fiscal year other than a calendar year shall be considered in compliance with contract reporting requirements upon submittal of the following unaudited schedules:
 1. A schedule of revenue and allowable costs allocated by funding source, and by program, covering the period from the end of the Contractor's fiscal year ended in 2019 through December 31, 2019, for each program or activity identified as a fee for service agreement with Department. The schedule(s) shall be compiled by Contractor's independent public accountant, with an accountant's compilation report, for the period from the close of Contractor's fiscal year through the end of the calendar year, on or before July 1, 2020, or such later date that is mutually acceptable to Contractor and Department.
 2. If Contractor's fiscal year encompasses two contract years, Contractor shall submit a "bridging schedule" prepared by a CPA, which identifies program revenues and allowable costs for each of the two calendar year contract periods. The "bridging schedule" shall reconcile the two calendar year contract periods to the fiscal year totals for each program reported in the most current fiscal year audit report.
- J. Contractor shall maintain records for audit purposes for a period of at least seven (7) years following the latter of contract termination or receipt of audit report by Department. This provision shall survive the termination of this Contract regardless of the reason.
- K. Contractor's Subrecipients
 1. Contractors who subcontract with other providers for the provision of care and services are required by federal and state regulations to monitor their subrecipients.
 2. Contractors shall have on file, and available for review by Milwaukee County and its representatives, copies of subrecipient's CPA audit reports and financial statements. These reports and financial statements shall be retained for a period of at least seven (7) years following the latter of contract termination, or receipt of audit report, if required. This provision shall survive the termination of this Contract regardless of the reason.
 3. Subrecipient shall maintain and, upon request, furnish to Department, at no cost to Department, any and all information requested by Department relating to the quality, quantity, or cost of services covered by the subcontract and shall allow authorized representatives of Department, the Milwaukee County Division of Audit Services (DAS) and Department's funding sources to have access to all records necessary to confirm subrecipient's compliance with law and the specifications of this Contract and the subcontract. This provision shall survive the termination of this Contract regardless of the reason.
 4. It is agreed that Department representatives, the Milwaukee County Division of Audit Services (DAS) and representatives of appropriate state or federal agencies shall have the right of access to program, financial and such other records of subrecipient as may be requested to evaluate or

confirm subrecipient's program objectives, participant case files, costs, rates and charges for the care and service, or as may be necessary to evaluate or confirm subrecipient's delivery of the care and service. It is further understood that files, records and correspondence for subcontracted engagement must be retained by subrecipient for a period of at least seven (7) years following the latter of contract termination, or receipt of subrecipient's audit report, if required. This provision shall survive the termination of this Contract regardless of the reason.

5. Subrecipient shall allow visual inspection of subrecipient's premises to Department representatives and to representatives of any other local, state, or federal government unit. Inspection shall be permitted without formal notice at any time that care and services are being furnished.
- L. Failure to Comply with Audit Requirements: If Contractor fails to have an appropriate audit performed or fails to provide a complete audit-reporting package to the Department, or fails to request and receive an audit submission waiver (if applicable/available) or extension of time to submit audit,, as required by this Contract within the specified timeframe, the Department may:
 1. Conduct an audit or arrange for an independent audit of Contractor and charge the cost of completing the audit to Contractor;
 2. Charge Contractor for all loss of Federal or State aid or for penalties assessed to Department because Contractor did not submit a complete audit report within the required time frame;
 3. Disallow the cost of the audit that did not meet the applicable standards; and/or
 4. Withhold or suspend any or all payments due the Contractor from Department.
 5. Suspend, reduce or terminate the Contract, or take other actions deemed by Department to be necessary to protect the Department's interests.
 6. In the event of selection by Department of an organization or individual to complete an audit of Contractor's financial statements, Department shall withhold from future payments due to the Contractor from Department an amount equal to any additional costs incurred by the Department for the completion of an audit of Contractor's records by an auditor selected by Department.
 7. Department may withhold or recover a sum of \$1,500.00 from payments due to the Contractor from Department as liquidated damages for the failure to comply with audit requirements.
 8. Department may impose additional monitoring and/ or reporting requirements on contractor. Or take any other action that Department determines is necessary to protect federal or state funding.
 9. These provisions shall survive the termination of this Contract regardless of the reason.
 10. Upon receipt of the audit report, Department will complete preliminary review of all audits received to determine whether additional information is required and notify Contractor of any additional information required to complete review. Once the complete audit is received,

Department will complete a compliance review and notify Contractor of Department's actions on the audit report.

11. Contractor agrees to submit to Department plans for correcting weaknesses identified in audit reviews. Failure on the part of the Contractor to comply with these requirements shall result in withholding of any payments otherwise due the Contractor from Department and ineligibility for future agreements with Department until six months after such time as these requirements are met. This provision shall survive the termination of this Contract regardless of the reason.
12. Contractor agrees that Department is entitled to repayment of amounts identified as a result of the audit required under this section and acknowledges that failure to repay such amounts may result in legal action as determined by Milwaukee County Corporation Counsel. Interest and any legal expenses incurred by Department in collection of these amounts shall be charged the Contractor on outstanding repayments as set forth in s46.09 (4) (h) Milwaukee County General Ordinances. This provision shall survive the termination of this Contract regardless of the reason.
13. Contractor and Department mutually agree that Department or its agents, the Milwaukee County Director of Audits, as well as state and federal officials, reserve the right to review certified audit reports or financial statements and perform additional audit work as deemed necessary and appropriate. It is understood that additional overpayment refund claims or adjustments to prior claims may result from such reviews. This provision shall survive the termination of this Contract regardless of the reason.
14. The Contractor consents to the use of statistical sampling and extrapolation as the means to determine the amounts owed by the Contractor for any Department programs, or Fee-for-Service Provider Networks as a result of an investigation or audit conducted by Department or its agents, the Milwaukee County Division of Audit Services (DAS) , the Wisconsin Department of Health Services, the Department of Justice Medicaid Fraud Control Unit, the federal Department of Health and Human Services, the Federal Bureau of Investigation, or an authorized agent of any of these. This provision shall survive the termination of this Contract regardless of the reason.
15. If the Department has waived the audit requirement for this Contract under Wisconsin Statute s.46.036, this waiver does not absolve Contractor from meeting any federal audit requirements that may be applicable or any audit requirements of other contracts. Waiver of the audit, or failure of Contractor to receive Department funding under this Contract and other County Agreements at a level that would require an audit does not absolve Contractor from submitting an un-audited schedule of program revenue and expenses as a final accounting to determine final settlement under this Contract. This provision shall survive the termination of this Contract regardless of the reason.

M. County Rights of Access and Audit.

The Contractor, Lessee, or other party to the contract, its officers, directors, agents, partners and employees shall allow the County Audit Services Division and department contract administrators (collectively referred to as Designated Personnel) and any other party the Designated Personnel may name, with or without notice, to audit, examine and make copies of any and all records of the

Contractor, Lessee, or other party to the contract, related to the terms and performance of the Contract for a period of up to three years following the date of last payment, the end date of this contract, or activity under this contract, whichever is later. Any subcontractors or other parties performing work on this Contract will be bound by the same terms and responsibilities as the Contractor. All subcontracts or other agreements for work performed on this Contract will include written notice that the subcontractors or other parties understand and will comply with the terms and responsibilities. The Contractor, Lessee, or other party to the contract, and any subcontractors understand and will abide by the requirements of Chapter Section 34.09 (Audit) and Section 34.095 (Investigations concerning fraud, waste, and abuse) of the Milwaukee County Code of General Ordinances.

11. Affirmative Action, TBE Goals, Non-Discrimination and Equal Employment Opportunity

A. Affirmative Action.

The Contractor assures that it will undertake an affirmative action program as required by Milwaukee County Code of General Ordinances (MCCGO) 56.17(1d), to insure that no person shall, on the grounds of race, creed, color, national origin, or sex be excluded from participating in any employment activities covered in MCCGO 56.17(1d). The Contractor assures that no person shall be excluded, on these grounds, from participating in or receiving the services or benefits of any program or activity covered by this subpart. The Contractor assures that it will require that its covered organizations provide assurances to the Contractor that they similarly will undertake affirmative action programs and that they will require assurances from their suborganizations, as required by MCCGO 56.17(1d), to the same effect.

B. Targeted Business Enterprises.

Contractor shall comply with all provisions imposed by or pursuant to Milwaukee County Code of General Ordinances Chapter 42 when and where applicable, and as said Ordinance may be amended. The County shall notify Contractor in the event that new ordinances are issued.

Contractor shall use reasonable efforts to establish Targeted Business Enterprise ("TBE") participation goals, consistent with Milwaukee County TBE goals of seventeen percent (17%) for professional services, and to use good faith efforts to achieve those goals. The parties agree that no TBE goal has been established and no goal is required under this contract.

The Milwaukee County Community Business Development Partners shall assist Contractor in soliciting potential TBE vendors for the improvements and monitor such goal attainment. Contractor's contact regarding TBE participation is:

Milwaukee County Community Business Development Partners
633 W. Wisconsin Avenue, 9th Floor
Milwaukee, WI 53233
cbdp@milwaukeecountywi.gov

C. Non-Discrimination, Equal Employment Opportunity, and Affirmative Action Goals.

In the performance of work or execution of this contract, the Contractor shall not discriminate against any employee or applicant for employment because of race, color, national origin or ancestry, age, sex, sexual orientation, gender identity and gender expression, disability, marital status, family status, lawful source of income, or status as a victim of domestic abuse, sexual assault or stalking, which shall include but not be limited to the following: employment, upgrading, demotion or transfer; recruitment or recruitment advertising; layoff or termination; rates of pay or other forms of compensation; and selection for training including apprenticeships. The Contractor will post in conspicuous places, available for employment, notices to be provided by the County setting forth the provisions of the nondiscriminatory clause. A violation of this provision shall be sufficient cause for the County to terminate the Contract without liability for the uncompleted portion or for any materials or services purchased or paid for by the Contractor for use in completing the contract.

The Contractor agrees that it will strive to implement the principles of equal employment opportunities through an effective affirmative action program, and will so certify prior to the award of the Contract, which program shall have as its objective to increase the utilization of women, minorities and handicapped persons, and other protected groups, at all levels of employment in all divisions of the contractor's workforce, where these groups may have been previously under-utilized and under-represented. The Contractor also agrees that in the event of any dispute as to compliance with the aforesaid requirements, it shall be his/her responsibility to show that he/she has met all such requirements.

The Contractor agrees that it will strive to implement the principles of active and aggressive efforts to assist Milwaukee County in meeting or exceeding its overall annual goal of participation of target enterprise firms.

When a violation of the non-discrimination, equal opportunity or Affirmative Action provisions of this section has been determined by County, Contractor shall immediately be informed of the violation and directed to take all action necessary to halt the violation, as well as such action as may be necessary to correct, if possible, any injustice to any person adversely affected by the violation, and immediately take steps to prevent further violations.

If, after notice of a violation to Contractor, further violations of the section are committed during the term of the Contract, County may terminate the Contract without liability for the uncompleted portion or any materials or services purchased or paid for by the Contractor for use in completing the Contract, or it may permit Contractor to complete the Contract, but, in either event, Contractor shall be ineligible to bid on any future contracts let by County.

12. Indemnity

- A. The Contractor agrees to the fullest extent permitted by law, to indemnify, defend, and hold harmless, the Department, and its agents, officers, and employees, from and against all loss or expense including costs and reasonable attorney's fees by reason of liability for damages including statutory benefits under Workers' Compensation laws, suits at law or in equity, caused by any wrongful, intentional, or negligent act or omission of the Contractor, or its (their) agents which may arise out of or are connected with the activities covered by this Contract.

- B. Contractor shall indemnify and save Department harmless from any award of damages and costs against Department for any action based on intellectual property infringement regarding materials, including, but not limited to, computer programs involved in the performance of the programs and services covered by this Contract.
- C. Contractor agrees to indemnify Department for any amount(s) Department may be required to repay to the Wisconsin Department of Health Services by virtue of payments made to Contractor by Department under this Contract that the Department of Health Services determines to be overpayments or inappropriate payment.

13. Insurance

Contractor agrees to strictly comply with the insurance requirements set forth on Exhibit II.

14. Withholding of Payments

Failure of Contractor to comply with Contract requirements may result in withholding or forfeiture of any payments otherwise due Contractor from Department by virtue of any Department obligation to Contractor until such time as the Contract requirements are met.

15. Contract Termination

- A. Department or Contractor may terminate this Contract for any reason, with or without cause, following thirty (30) days written notice, unless an earlier date is determined by Department to be essential to the safety and well-being of the clients covered by this Contract with the exception of those facilities which must meet the notification requirements as applicable in Chapter 50 licensing. Failure to comply with any part of this Contract may be considered cause for early termination by the offended party. In the event of termination, the Department will only be liable for programs and services rendered through the date of termination and not for the uncompleted portion or any materials or services purchased or paid for by Contractor for use in completing this Contract.
- B. Contractor shall notify County, in writing, whenever it is unable to provide the required quality or quantity of programs and services. Upon such notification, Department and Contractor shall determine whether such inability to provide the required quality or quantity of programs and services will require a revision or early termination of this Contract.
- C. Notwithstanding any other right of termination, Department reserves the right to immediately terminate, or reduce in scope, its obligations under this contract in the event that the sources of funding to the Department derived through State or Federal grants or contracts is terminated or reduced. This right of immediate termination for loss of funding applies even if Contractor has not been paid for services previously rendered.
- D. Department reserves the right to withdraw any qualified recipient from the program, service, institution, or facility of the Contractor at any time when in the judgment of Department it is in the best interest of Department or the qualified recipient to do so.

16. Advertising and Media Requests

Contractor shall partner with Department in promoting their own services and the services offered by Department. All brochures, announcements, press releases, signage, and other items used to promote services provided through this Contract must acknowledge that Department funds these services. Any requests for interviews with Media shall be reported to the Department prior to the interview taking place.

17. Coordination of Services

Contractor agrees to coordinate its service efforts with other health and human service providers to eliminate unnecessary duplication of services.

18. Client Contributions

- A. Where required by the relevant Program/Service Guidelines or Specifications, Contractor shall provide clients receiving services under this Contract the opportunity to voluntarily and confidentially contribute toward the cost of services they receive. All solicitations to contribute must be approved in advance by Department. Under no circumstances shall any otherwise eligible client be denied service under this Contract because of a failure to contribute toward the cost of the services provided.
- B. Contractor agrees to report to Department all funds contributed by clients and to record and document such contributions consistent with the accounting requirements for other funds received and expended under this Contract.
- C. Contractor agrees that any and all client contributions will be used as provided in the budget contained in Exhibit I or to provide additional services to eligible clients under this Contract in the same manner and at a cost equivalent to other services purchased through this Contract. Contractor further agrees that all funds raised through client contributions that remain unspent at the end of this Contract must be spent in a manner approved by Department or reimbursed to Department.

19. Modifications

Contractor recognizes the right of Department to make reasonable modifications in the programs and services purchased under this Contract. Contractor shall be notified in writing two weeks prior to any such modifications.

20. Contract Renegotiation or Revision

- A. This Contract may be renegotiated in the event of changes required by law, regulations, court action, or inability of either party to perform as committed in this Contract.
- B. This contract may be revised in a written amendment signed by the authorized representatives of both parties.

21. Independent Contractor

Nothing contained in this Contract shall constitute or be construed to create a partnership, joint venture, or employer-employee relationship between Department or its successors or assigns and Contractor or its successors or assigns. In entering into this Contract and in acting in compliance herewith, Contractor is at all times acting and performing as an independent contractor duly authorized to perform the acts required of it hereunder.

22. Subcontracts

Assignment of any portion of the services by subcontract is prohibited except upon prior written approval of Department.

23. Assignment Limitation

This Contract shall be binding upon and inure to the benefit of the parties and their successors and assigns provided, however, that neither party could assign its obligations hereunder without the prior written consent of the other.

24. Resolution of Disputes

Contractor may appeal the decisions of Department in accordance with section 46.036 (7) Wisconsin Statutes.

25. Prohibited Practices

- A. During the period of this Contract, Contractor shall not hire, retain, or utilize for compensation, any member, officer, or employee of the Department of Aging representing Department or any person who to the knowledge of Contractor has a conflict of interest. No employee of the Department on Aging representing Department shall be an officer, member of the Board of Directors, or have a proprietary interest in Contractor's business.
- B. Contractor shall furnish Department with written disclosure of any financial interest, purchase or lease agreements, employment relationship, or professional services/consultant relationship which any of Contractor's employees, officers, board members, stockholders, or members of their immediate family may have with respect to any supplier to Contractor of goods and services under this Contract.
- C. Contractor attests that it is familiar with Milwaukee County's Code of Ethics (Chapter 9 of the General Ordinances of Milwaukee County) which states in part, "No person shall offer or give to any public official or employee, directly or indirectly, and no public official or employee shall solicit or accept from any person, directly or indirectly, anything of value if it could reasonably be expected to influence the public official's or employee's vote, official actions or judgment, or could reasonably be considered as a reward for any official action or inaction or omission by of the public official or employee."
- D. The use or disclosure by any party of any information concerning eligible clients who receive services from Contractor for any purpose not connected with the administration of Contractor's or Department's responsibilities under this Contract is prohibited, except with the informed written consent of the eligible client or the guardian of the client.

26. Certification Regarding Contractor Debarment or Suspension

Contractor certifies to the best of its knowledge and belief, that it and its principals; (1) are not presently debarred, suspended, proposed for debarment, declared ineligible, or voluntarily excluded from covered transactions by any Federal department or agency; (2) have not within a three-year period preceding this proposal been convicted of or had a civil judgment rendered against them for commission of fraud or a criminal offense in connection with obtaining, attempting to obtain, or performing a public (Federal, State or local) transaction or contract under a public transaction; violation of Federal or State antitrust statutes or commission of embezzlement, theft, forgery, bribery, falsification, or destruction of records, making false statements, or receiving stolen property; (3) are not presently indicted for or otherwise criminally charged by a governmental entity (Federal, State or local) with commission of any of the offences enumerated in (2) of this certification; and (4) have not within a three-year period preceding this contract had one or more public transactions (Federal, state or local) terminated for cause or default.

By: _____
(Signature of Official Authorized to Sign Contract)

Date: _____

27. Certification Regarding Lobbying

Contractor certifies, to the best of his or her knowledge and belief, that:

- 1) No Federal appropriated funds have been paid or will be paid, by or on behalf of the undersigned, to any person for influencing or attempting to influence an officer or employee of any agency, a member of Congress, an officer or employee of Congress, or an employee of a Member of Congress in connection with the awarding of any Federal contract, the making of any federal grant, the making of any federal loan, the entering into of any cooperative agreement, and the extension, continuation, renewal, amendment, or modification of any Federal contract, grant, loan or cooperative agreement.
- 2) If any funds other than Federal appropriated funds have been paid or will be paid to any person for influencing or attempting to influence an officer or employee of any agency, a Member of Congress, an officer or employee of Congress, or an employee of a Member of Congress in connection with this Federal contract, grant, land, or cooperative agreement, the undersigned shall complete and submit Standard Form-LLL, "Disclosure Form to Report Lobbying," in accordance with its instructions.
- 3) The undersigned shall require that the language of this certification be included in the award documents for all subawards at all tiers (including subcontracts, subgrants, and contracts under grants, loans and cooperative agreements) and that all subrecipients shall certify and disclose accordingly.

This certification is a material representation of fact upon which reliance was placed when this transaction was entered into. Submission of this certification is a prerequisite for making or entering into this transaction imposed by section 1352, title 31, U. S. Code. Any person who fails to file the required certification shall be subject to a civil penalty of not less than \$10,000 and not more than \$100,000 for each such failure.

By: _____
(Signature of Official Authorized to Sign Contract)

Date: _____

For: _____
(Name of Grantee)

(Title of Grant Program)

28. Political Activity of Employees

Where applicable, Contractor shall comply with the provisions of the Hatch Act, which limit the political activity of employees who work in federally funded programs.

29. Notices

Notices to Department provided for in this Contract shall be sufficient if sent by certified or registered mail, postage prepaid, and notices to Contractor shall be sufficient if sent by certified or registered mail, postage prepaid, to the respective addresses stated in this Contract or to such other respective addresses as the parties may designate to each other in writing. Contractor agrees, that in conduct of its meetings, it will be guided by Wisconsin Statutes 19.81 et. seq.

30. Health Insurance Portability and Accountability Act of 1996

Department and Contractor agree to comply with the provisions of the Health Insurance Portability and Accountability Act of 1996 (HIPAA) and shall undertake any actions needed to protect individually identifiable health information (45 C.F.R. 164.501) as required under current or future HIPAA regulations as determined by the U.S. Department of Health and Human Services and the Wisconsin Department of Health Services.

Department and Contractor agree that changes to the Contract that would be necessary for one or both parties to meet the requirements of the Health Insurance Portability and Accountability Act of 1996 (HIPAA) shall be made upon discussion and execution of a Contract amendment containing the necessary changes. Neither party shall withhold agreement to modifications to the Contract necessary for one or both parties to comply with HIPAA.

31. Contract Content

The entire Contract of the parties, with all attached exhibits and assurances, together with the relevant Program/Service Guidelines or Specifications and Exhibit I as negotiated is contained herein. This Contract supersedes all oral agreements and negotiations and all writings not herein referred to and incorporated. This Contract may be executed in two or more counterparts, each of which shall be deemed as original.

32. Approval

It is expressly understood and agreed that the parties' obligations hereunder are subject to state approval and federal concurrence with this Contract.

Department enters into this Contract as authorized under ss. 59.17 (2) (b) 4, 59.255 (2) (e), and 59.42 (2) (b) 5 Wisconsin Statutes. Contractor enters into this Contract pursuant to and by authority of its Board of Directors at its meeting on _____.

MINIMUM INSURANCE REQUIREMENTS

Insurance. Every contractor and all parties furnishing services or product to **Milwaukee County (Milw. Cty.)** or any of its subsidiary companies must provide Milw. Cty. with evidence of the following minimum insurance requirements. In no way do these minimum requirements limit the liability assumed elsewhere in the contract. All parties shall, at their sole expense, maintain the following insurance:

- (1.) Commercial General Liability Insurance including contractual coverage:
The limits of this insurance for bodily injury and property damage Combined shall be at least:

Each Occurrence Limit	\$1,000,000
General Aggregate Limit	\$2,000,000
Products-Completed Operations Limit	\$2,000,000
Personal and Advertising injury Limit	\$1,000,000

- (2.) Business Automobile Liability Insurance:
Should the performance of this Agreement involve the use of automobiles, Contractor shall provide comprehensive automobile insurance covering the ownership, operation and maintenance of all owned, non-owned and hired motor vehicles. Contractor shall maintain limits of at least \$1,000,000 per accident for bodily injury and property damage combined.
- (3.) Workers' Compensation Insurance:
Such insurance shall provide coverage in amounts not less than the statutory requirements in the state where the work is performed, even if such coverages are elective in that state.
- (4.) Employers Liability Insurance:
Such insurance shall provide limits of not less than \$500,000 policy limit.
- (5.) Excess/Umbrella Liability Insurance:
Such insurance shall provide additional limits of not less than \$5,000,000 per occurrence in excess of the limits stated in (1.), (2.), and (4.) above.

Additional Requirements:

- (6.) Contractor shall require the same minimum insurance requirements, as listed above, of all its contractors, and subcontractors, and these contractors, and subcontractors shall also comply with the additional requirements listed below.
- (7.) The insurance specified in (1.), (2.) and (5.) above shall: (a) name Milw. Cty. including its directors, officers, employees and agents as additional insureds by endorsement to the policies, and, (b) provide that such insurance is primary coverage with respect to all insureds and additional insureds.

- (8.) The above insurance coverages may be obtained through any combination of primary and excess or umbrella liability insurance. Milw. Cty. may require higher limits or other types of insurance coverage(s) as necessary and appropriate under the applicable purchase order.
- (9.) Except where prohibited by law, all insurance policies shall contain provisions that the insurance companies waive the rights of recovery or subrogation, by endorsement to the insurance policies, against Milw. Cty., its subsidiaries, its agents, servants, invitees, employees, co-lessees, co-venturers, affiliated companies, contractors, subcontractors, and their insurers.
- (10.) Contractor shall provide certificates evidencing the coverages, limits and provisions specified above on or before the execution of the Agreement and thereafter upon the renewal of any of the policies. Contractor shall require all insurers to provide Milw. Cty. with a thirty (30) day advanced written notice of any cancellation, nonrenewal or material change in any of the policies maintained in accordance with this Agreement. Coverage must be placed with carriers with an A. M. Best rating of A- or better.

Mail to:

Milwaukee County Risk Management
633 W. Wisconsin Ave. Ste. 750
Milwaukee, WI 53203

2019
Milwaukee County
Department on Aging

**Community Outreach/Socialization Services
to Southeast Asian American Elderly:**



Milwaukee Christian Center
807 S. 14th St.
Milwaukee, WI 53204
(414)645-5350

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EXHIBIT I

Milwaukee County Department on Aging
Descriptions of Proposed Programs and Services
Funding Period 1/01/20 to 12/31/20

1.0 General Program Information

1.01 Program Title or Type of Service to be Provided: III-B Community Outreach and Access Services to SE Asian Am

1.02 Agency Name: Milwaukee Christian Center

1.03 Address of Primary Office: 807 S. 14th Street
Milwaukee, WI 53204

1.04 Phone Number (414) 645-5350 FAX# (414) 645-1859

1.05 Office Hours Mon - Fri 9-5 E-mail khiggins@mccwi.org

1.06 Official(s) Authorized by the Board of Directors to Sign Contracts/Reports for the Agency:

Name, Title Karen Higgins, Executive Director Signature 

Name, Title Letty Martinelli, Finance Director Signature 

1.07 Staff Contact for the Program: Accounting Contact for the Program

Name, Title Karen Higgins, Executive Director Name, Title Letty Martinelli, Finance Director

Phone and e-mail (414) 902-5380, khiggins@mccwi.org Phone and E-mail (414) 902-5381, lmartinelli@mccwi.org

1.08 Type of Agency (please check those that apply):

Public Non-profit Proprietary

Minority (owned, directed, or predominantly staffed by minority groups)

1.09 Federal ID No. 39-0807066 State Tax Exempt No. ES-1262

1.10 Type of Request: New Continuation

1.11 Amount of Department on Aging Request: \$ 31,256

1.12 Total Agency Budget: \$ 277,594

1.13 Proposed Cost Per Unit of Service: \$ N/A

1.14 Proposed Units to be Provided: N/A

EXHIBIT I

**Milwaukee County Department on Aging
Descriptions of Proposed Programs and Services
Funding Period 1/01/20 to 12/31/20**

1.0 General Program Information

1.01 Program Title or Type of Service to be Provided: III-C Nutrition

1.02 Agency Name: Milwaukee Christian Center

1.03 Address of Primary Office: 807 S. 14th Street
Milwaukee, WI 53204

1.04 Phone Number (414) 645-5350 FAX# (414) 645-1859

1.05 Office Hours Mon - Fri 9-5 E-mail khiggins@mccwi.org

1.06 Official(s) Authorized by the Board of Directors to Sign Contracts/Reports for the Agency:

Name, Title Karen Higgins, Executive Director Signature 

Name, Title Letty Martinelli, Finance Director Signature 

1.07 Staff Contact for the Program: Accounting Contact for the Program

Name, Title Karen Higgins, Executive Director Name, Title Letty Martinelli, Finance Director

Phone and e-mail (414) 902-5380, khiggins@mccwi.org Phone and E-mail (414) 902-5381, lmartinelli@mccwi.org

1.08 Type of Agency (please check those that apply):

Public Non-profit Proprietary

Minority (owned, directed, or predominantly staffed by minority groups)

1.09 Federal ID No. 39-0807066 State Tax Exempt No. ES-1262

1.10 Type of Request: New Continuation

1.11 Amount of Department on Aging Request: \$ 50,000

1.12 Total Agency Budget: \$ 277,594

1.13 Proposed Cost Per Unit of Service: \$ N/A

1.14 Proposed Units to be Provided: N/A

EXHIBIT I

Milwaukee County Department on Aging
Descriptions of Proposed Programs and Services
Funding Period 1/01/20 to 12/31/20

1.0 General Program Information

1.01 Program Title or Type of Service to be Provided: BCA Community Outreach and Access Services to SE Asian Am

1.02 Agency Name: Milwaukee Christian Center

1.03 Address of Primary Office: 807 S. 14th Street
Milwaukee, WI 53204

1.04 Phone Number (414) 645-5350 FAX# (414) 645-1859

1.05 Office Hours Mon - Fri 9-5 E-mail khiggins@mccwi.org

1.06 Official(s) Authorized by the Board of Directors to Sign Contracts/Reports for the Agency:

Name, Title Karen Higgins, Executive Director Signature 

Name, Title Letty Martinelli, Finance Director Signature 

1.07 Staff Contact for the Program: Accounting Contact for the Program

Name, Title Karen Higgins, Executive Director Name, Title Letty Martinelli, Finance Director

Phone and e-mail (414) 902-5380, khiggins@mccwi.org Phone and E-mail (414) 902-5381, lmartinelli@mccwi.org

1.08 Type of Agency (please check those that apply):

Public Non-profit Proprietary

Minority (owned, directed, or predominantly staffed by minority groups)

1.09 Federal ID No. 39-0807066 State Tax Exempt No. ES-1262

1.10 Type of Request: New Continuation

1.11 Amount of Department on Aging Request: \$ 22,294

1.12 Total Agency Budget: \$ 277,594

1.13 Proposed Cost Per Unit of Service: \$ N/A

1.14 Proposed Units to be Provided: N/A

SECTION II: PROGRAM SUMMARY

1. MISSION AND GOALS: Provide a brief outline of your agency's official mission statement and goals. Include a description of your agency's overall purpose, its primary target population and the desired outcomes for your clients.

What began with American Baptist roots providing outreach to immigrants on Milwaukee's south side in 1921, the Milwaukee Christian Center (MCC) now serves youth, families, and older adults of all races, ethnicities, religions, and ages throughout the city of Milwaukee. As a multi-service organization, MCC's mission is to build strong neighborhoods full of opportunity. We approach this work through four core areas: older adults, youth development, food security, and housing.

Target Population: Recognizing the rich diversity and unique needs of the community it targets, MCC serves individuals and families living primarily in the 53204 and 53215 zip code areas—two of Milwaukee's highest poverty areas—as well as those residing throughout the County as MCC's expertise is frequently tapped. ~95% of our participants live in poverty, with the majority identifying as people of color, predominantly Hmong, Lao, Latino or African-American).

Desired Outcomes: With 47 full-time and 25 part-time employees, 11 board members, and 250+ volunteers, MCC's goal is to build strong neighborhoods and empower children, adults, and older adults to attain stability and flourish. In 2018, MCC served 7,243 unduplicated individuals.

2. SERVICE DELIVERY PLAN: Describe how your agency intends to provide the proposed program or service. (See the Program Service Guidelines or Specifications for the program or service that you are applying to provide). Address here any special requirements asked for in the Program Service Guidelines or Specifications that are not asked for in the subsequent sections of the narrative.

Target Population & Proposed Program

Since the 1990s, MCC's "Community Outreach and Access Services to Southeast Asian American Elderly: Socialization, Recreation, and Education" program (herein referred to as MCC's Older Adults Center) have targeted Milwaukee Southeast Asian Hmong and Lao older adults (ages 60+), and beginning in June of this year, newly resettled refugee older adults from Myanmar (Burmese, Karen, Karenni, and Rohingya).

The Older Adult Center's targeted Southeast Asian participants demonstrate the "greatest economic and social need," all facing significant challenges to meeting their basic needs, language and cultural barriers, poverty, social isolation, health issues, and limited transportation. Further, while Milwaukee's newest Myanmar refugees are gaining citizenship and have attained stability, they are in the process of transitioning off of initial resettlement services and are in need of support to remain healthy, connected, and living at home.

The Older Adults Center's intentional mix of nutrition services, health and wellness activities, supportive services, and opportunities for meaningful recreation—all offered in a welcoming and culturally supportive environment—help Milwaukee's Southeast Asian Burmese, Hmong, Karen, Karenni, Lao, and Rohingya older adults meet their basic needs, improve their sense of well-being, and remain socially integrated into the wider community.

MCC's Older Adults Center also welcomes participants, ages 60+, of all ethnicities and backgrounds from across Milwaukee County. Now in its sixth year at its site on 14th and National Ave, the Older Adults Center has established a strong reputation within its surrounding neighborhoods and has attracted a growing population of African American, Latino, and Caucasian neighborhood

SECTION II: PROGRAM SUMMARY

participants residing primarily in zip code areas 53204 and 53215—two of Milwaukee’s densest and most impoverished neighborhoods.

Through MCC’s partnerships with Lutheran Social Services and Neighborhood House serving Milwaukee’s Myanmar refugees, the program daily attendance is slated to grow 30% by year-end, with the Older Adults Center anticipating an additional 15+ newcomers transitioning off resettlement services in September. As with the program’s recent Southeast Asian newcomers, 100% of these Myanmar older adults are low income and need extra support to navigate both linguistic and cultural barriers. To address the program’s growing need, MCC continues to expand its capacity to ensure quality programming and effective supportive services for all participants.

Community Need

MCC’s Older Adults Center supports Milwaukee County older adults, ages 60+, with a special focus on serving resettled Burmese, Hmong, Karen, Karenni, Lao, and Rohingya refugees and neighborhood older adults of multiple ethnicities. This population contends with high levels of poverty and complex health issues, and is at risk for social isolation. Additionally, Milwaukee’s Burmese, Hmong, Karen, Karenni, Lao, and Rohingya struggle with cultural and linguistic barriers, especially in regards to managing their health.

High levels of poverty—particularly in MCC’s surrounding areas—present numerous challenges for Milwaukee older adults. While MCC’s Older Adults Center is open to adults from across the County, the majority reside in the City. 14% of Milwaukee older adults live in poverty, with poverty among older adults living in MCC’s targeted 53204 and 53215 zip code at 19% and 20% respectively (American Community Survey 2017).

While many of MCC’s targeted Southeast Asian participants benefit from living in multi-generational households, neighborhood older adults living in MCC’s immediate area tend to live alone and struggle to afford housing. Wisconsin Policy Forum’s 2019 “Young at Heart” report affirms this, indicating Milwaukee County’s African American and Latino older adults—which comprise 46% of MCC’s Older Adults Center—are three times more likely to live below the poverty level than Caucasians. In Milwaukee, 36% of older adults ages 65+ rent, with 57% paying more than 30% of their monthly income towards rent (ACS, 2017). The City’s lack of affordable housing and long wait lists for subsidized housing provide little hope. And, while energy assistance programs help offset the cost of heating/ cooling, Milwaukee’s less energy efficient housing stock mean energy bills quickly eat up what little extra income older adults may have, limiting their resources for food, clothing, etc.

Milwaukee older adults are also at risk of social isolation, posing severe consequences for those struggling to manage multiple chronic health issues. Older adults in Milwaukee County (which comprise ~172,000) live alone at a higher rate than the rest of Wisconsin (Wisconsin Policy Forum, 2019). The report adds living alone is a known risk factor that causes chronic illness and morbidity (WPF, 2019). The Administration on Aging affirms this, indicating 46% of older adults who attend congregate nutrition programs, like MCC’s, live alone, with 57% suffering from five+ chronic health conditions (2014).

Finally, linguistic and cultural barriers complicate the program’s Southeast Asian older adults’ ability to manage their health and access basic needs; participants bring with them Eastern medicine practices, and they don’t always understand their Western doctors’ recommendations, especially in regards to medication. While many of these participants benefit from family

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assistance, their limited English make managing daily tasks challenging, such as reading their mail, scheduling appointments, etc.

Addressing Community Need

MCC's Older Adults Center addresses these aforementioned targeted community's challenges in a welcoming, culturally competent, and multilingual environment. The program's combined nutrition site component and its community outreach and access services is holistic in design, meeting participants' nutritional needs while addressing their health, socialization, and educational needs. The Older Adults Center is a platform that draws participants who can then access other wrap around services offered at MCC through other funding sources.

In keeping with MCDA's directives, services offered under this contract reflect the needs and interests of MCC's target population. Emphasis will be placed on education, wellness, nutrition, and access to additional supportive services.

All services and staff will be located at MCC's main site at 807 S. 14th Street. Abel Access, through its contract with MCDA, provides transportation to the participants who wish to participate in MCC's programs, particularly those living outside the immediate area. While MCC's main site is open from 8:30 AM to 4:30 PM, Older Adults Center services will be provided Monday -Friday from 9 am - 2 pm.

Recreation/Socialization Services & Activities:

The Older Adults Center offers an exciting array of recreational opportunities that promote participants' socialization, celebrate their various cultures, and expose them to the outdoors and cultural institutions in the area, including:

- Open recreation provided daily, offering participants a variety of activities, including art-/craft-making, table games, pool, sewing, puzzle-making, coloring, and crochet/knitting;
- Structured recreation offered daily, including group games, arts projects, storytelling workshops, and fieldtrips to a variety of destinations (ex: Barthel Apple and Pumpkin Farm, Audubon Nature Center, Urban Ecology, Milwaukee Mitchell Domes, Schoenstatt Sister of Mary, Milwaukee Art Museum etc.); and
- Cultural arts activities and celebrations representative of all participants' backgrounds (ex: music, storytelling, holiday celebrations).

Supervision of weekday ethnic meals:

Milwaukee County Southeast Asian and neighborhood participants, ages 60+, will be provided a lunch served at 11:30 am Monday-Friday, 52 weeks per year with the exception of major holidays. Meals will be prepared on site in Southeast Asian style, with one meal per week prepared in American Style to be inclusive of non-Asian neighborhood participants.

All meals will be prepared following nutritional and service guidelines provided by the Department on Aging and will offer a minimum of one-third of the recommended daily allowance for adults. The Older Adults Center's Program Manager, who acts as the Meal Site Supervisor, will create monthly menus and submit them to the MCDA Senior Meal Program Director for approval six weeks in advance.

The Older Adults Center's Program Manager, Senior Specialist/Reservation Clerk, and the Cook will work together to ensure MCC fulfills all the food service responsibilities specified in the program guidelines including:

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- Maintaining the standard reservation system;
- Following the MCDA policy and procedure manual;
- Maintaining choice of menus, milk, and diabetic dessert options;
- Ordering of food to match meal reservations;
- Ensuring meals ordered reconcile with the daily reservation sheets and Daily Activity Reports;
- Monitoring quality, quantities, temperatures, and timing of meals on a daily basis;
- Monitoring portion control to ensure that requirements of the Older American's Act and MCDA are met on a daily basis;
- Monitoring adherence to and maintenance of all health policies and sanitation practices;
- Monitoring serving of meals to ensure portion control and sanitary and aesthetically pleasing service;
- Advising the MCDA Senior Meal Program Director of daily problems through the Weekly Activity Reports;
- Notifying MCDA of emergency or unusual situations which require immediate action;
- Ensuring each participant receives one meal per day;
- Tracking all receipts, records and invoices for food purchased;
- Complying with all federal, state and local laws and regulations governing licensing as required by law—posting such licenses, permits and card in a prominent place within the meal service area as required;
- Maintaining records according to suggested guidelines, and retaining such records for four years;
- Advising MCDA Senior Meal Program Director two weeks in advance of any site closings or changes in normal procedures/operations; and
- Indemnifying and holding harmless the County against any loss or damage caused by negligent acts or omissions of MCC's employees.

Meal Site participants will be offered opportunities to engage in the Older Adult Center's other services, including its social and recreational opportunities, its health and wellness activities, and its supportive services on a daily basis free of cost. Upon registering for the meal program, staff will share information about the program's additional activities and services and encourage them to attend. These opportunities and the frequency with which they are offered are outlined in detail below.

Health and Wellness Services:

The Older Adults Center's health and wellness services address participants' unique health issues in a linguistically accessible and culturally appropriate way so they may remain safe, healthy, and living independently. Services include:

- On-site weekly health checks. Twice weekly, health providers will offer basic health screening (blood pressure, glucose, weight, etc.), health counseling, information, and referrals. Health assessment data will be collected and recorded. When possible connections with Family Care case managers will be made to assist participants with specialized needs--such as medication compliance—or identified health issues. Other services offered in conjunction with the clinic include twice annual vision screenings, immunizations for flu and hearing tests.
- Health Education, including quarterly presentations and workshops by the Older Adults Center's nurse, health providers, and community partners will focus on topics such as: nutrition, mental health, cancer detection and treatment, hypertension, eye health, and diabetes control. Because of cultural differences, special consideration will be given to

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helping Southeast Asian participants understand Western medical concepts and practices, such as preventative measures and screenings. Relationships with Southeast Asian practitioners and other providers continue to be leveraged.

- In partnership with Marquette University's Exercise Science Program, low-impact fitness classes (including strengthening and conditioning exercises and walking) will be offered three times a week. These classes will focus on reducing participants' rates of chronic illness and keeping them injury free and physically independent.
- MCC staff will offer two rounds of the evidence-based falls prevention program *Stepping On*. Since 2017, the Older Adults Center has partnered with MCDA and the Wisconsin Institute for Healthy Aging to provide *Stepping On* in a culturally competent and linguistically accessible way for Hmong and Lao participants.
- Seniors will be encouraged to seek individual assistance from staff as part of their participation in the programs listed above. During annual meal site registration, seniors who suffer from acute or chronic health conditions, such as diabetes and hypertension, will be flagged and referred to the Older Adults Center's nurse or other staff as appropriate.
- Staff will continue to coordinate care and services with participants who are enrolled in My Choice Family Care.

Access to Supportive Services

The Older Adults Center offers participants a wide variety of support services that ensure they have full access to the resources they need, including:

a. Interpretation services will enable participants to overcome language barriers and access needed services.

- Bilingual staff will provide daily individual interpretation services to help participants read their mail, understand documents (FoodShare, Medicaid, etc.), complete application forms, make medical appointments, etc.
- MCC staff will also provide interpretation during in-house health checks so Hmong and Lao participants may better understand how to manage their health.
- Staff will actively refer participants to community partners like the Hmong American Friendship Association to receive additional interpretation services.

b. Transportation services will assist participants to attend the Older Adults Center, access their bank, purchase groceries, and attend medical appointments.

- Staff members will assist participants in accessing transportation to the Center available through MCDA's contract with Abel Access. They will also provide interested participants assistance in applying for Milwaukee public transportation GO Passes.
- Weekly small group trips with MCC's van to local grocers, farmers' markets during growing season, and other retailers will enable seniors to purchase groceries and basic household supplies independently.
- Transportation services will also be provided to seniors to assist them in accessing medical and other community services.
- Staff will assist seniors in scheduling a ride with Abel Access for physician appointments.

Education & Advocacy Services:

- English as a Second Language (ESL) classes are offered three times weekly when the need arises. Staff will assist participants in building a vocabulary that helps them self-advocate and which increases their ability to remain safe and integrated in their

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neighborhoods. Additionally, volunteers provide individual ESL mentoring for interested participants.

- Basic computer skills classes offered twice weekly focus on teaching participants how to set up an email account, communicate with family and friends locally and internationally through email and other social media platforms, and how to access news in their primary languages.
- Referral services to a wide variety of community resources, especially those equipped to serve Southeast Asian participants' other needs, including the Hayat Pharmacy, Hmong WI Chamber of Commerce, Hmong American Friendship, and Hmong American Women Association.
- Other MCC services: Staff will continue to refer participants who are food insecure to MCC's Food Pantry for both monthly food allotments as well as "stock boxes" of commodity foods distributed specifically to older adults. Staff also continues referring participants to MCC's Neighborhood Improvement Project, which provides qualified low-income homeowners with needed home repairs.

Through MCC's Older Adults Center, participants can discuss problems with staff members, learn about available community resources, and plan for their own needs. Because staff is on-site during the Older Adults Center's activities, they have regular, ongoing contact with participants and can determine whether services were performed to participants' satisfaction, and if additional services are required.

All services and staff will be located in our facility at 807 S. 14th Street. Abel Access, through its contract with MCDA, provides transportation to older adults who wish to participate in MCC's programs, particularly those living outside the immediate area. MCC is open Monday through Friday, from 8:30 AM to 4:30 PM. Programming for the Older Adults Center takes place from 9:00 AM to 2:00PM, with additional hours for special event programming.

Goals

MCC's goal for the Community Outreach and Access Services Contract is to provide 160+ older adults (60+ years old) community outreach and access services during the contract year. In addition, MCC has a goal of serving on average 60 meals per day. Although targeted to Southeast Asians, the Older Adults Center is open to all older adults age 60+, and, in addition to welcoming 15+ Myanmar older adult refugees in September, we expect an increased number of neighborhood Latino, White, and African American older adults will continue to participate in our programming.

The Older Adults Center commits to providing all required services and assistance, as described in the MCDA Program Service Guidelines, and agrees to cooperate with MCDA as outlined and required. MCC will conduct an annual assessment to gauge the program, including: evaluating the community environment and any meal site areas requiring improvements; developing/continuing short and long term plans to enhance meal site participation; and accessing the long term viability of the meal site. The Older Adults Center's Program Manager will communicate outcomes from this annual assessment upon request in the end-of-year report.

Records Maintenance

Participant registration and daily attendance are recorded in a central, web-based database, which includes all pertinent demographic, health, and emergency information. Attendance for each activity is kept on a daily basis. Records of program activity, including dates of service, number of clients served, and individual client attendance histories, are tracked and can be accessed at any time through the database.

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Direct service staff also maintains the following:

- Individual files (personal information, emergency contact, intake and assessment, contact records, etc.)
- Daily logs of client contact and services provided, etc.

The administration staff maintains project management, personnel, and resource files, which include:

- The project proposal, budget, and signed contract
- Monthly reports
- Service plan and evaluation
- Staff meeting notes, timelines, and planning resources
- Personnel reviews and records

Participant files are updated each year during registration for the Nutrition Site program. Individuals who live alone, suffer from chronic health conditions, or have not achieved citizenship are "flagged" for additional services and referrals within this registration form.

Financial Contributions

We provide each participant an opportunity to contribute to the cost of the services on a daily basis. Each participant registers for the Older Adults Center by filing out a Senior Dining Site registration form. During this time the participants are informed about the recommended donation of \$3.00 per meal and are encouraged to give to the meal site as they are able towards the cost of the meals. A box is set out daily and a sign has been designed by MCDA to go along with the box to encourage giving. We also encourage participants to contribute to cover the cost of other Older Adults Center's activities through dissemination of a Voluntary Contribution form. Please see Appendix 6 & 7 for examples of signs encouraging voluntary contributions.

According to section 8.3.5 of the Wisconsin Aging Network Policy Manual, MCC will deposit contributions into a MCDA designated bank account once a month.

Targeting eligible clients

The Older Adults Center will engage in community outreach to reach its target audience:

- a. Marketing and outreach strategies will publicize our services, identify those in greatest economic and social need, and generate new clients.

These methods will include:

- Strategically distributing Older Adults Center informational brochure. MCC recently updated its brochures to reflect the Older Adults Center's current services and is currently working to translate it into Spanish. As the majority of Burmese, Hmong, Karen, Karenni, Lao, and Ronhingya older adults have low levels of literacy, even in their native languages, the brochures have been specifically developed to convey program services through the use of visuals (photos, etc.). Frequently, it is their English-speaking children or grandchildren who see these materials and share the program's services with them verbally.
- Targeted staff outreach to isolated Hmong and Lao older adults. Staff will call Hmong and Lao older adults to make them aware of the Older Adults Center's services as well as to better understand any barriers, such as transportation, which prevent them from attending. A significant part of this process is building trust with these new individuals.

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Staff will work with them to reduce any barriers they may have in attending the programs first steps towards building this trust.

- Networking with Southeast Asian community groups, such as Hmong American Friendship Association, as well as with Hmong and Laotian churches and grocery stores across Milwaukee County.
- Attending Southeast Asian cultural/community events such as the Hmong New Year, spiritual celebrations, funerals. Within a tightly knit Southeast Asian community that relies heavily on word-of-mouth, MCC staff's presence at these events cannot be overemphasized. At these events, current participants introduce staff to friends and family members, building trust between staff and new potential participants.
- Marketing on MCC's Facebook page and website.
- Referrals from MCC programs such as MCC's Food Pantry, Meal Site program, Neighborhood Improvement Project, and Muskego Way Forward (a Building Neighborhood Capacity program), as well as the United Community Center's Family Care Unit which case manages the majority of Milwaukee's Hmong and Lao older adults.
- Direct contact with families whose permission is sometimes needed by Hmong seniors to participate in programs.
- Announcements targeted at participants' friends and family members.

b. Recreation and socialization activities will encourage the attendance of new and continuing participants to MCC, providing them opportunities to be active members in MCC's older adult community.

- Structured recreational activities offered daily will focus on increasing the cognitive and physical health of the participants in creative ways, such as competitive group games, sewing, and cooking. The Program provides "prizes" that are of use to the participants and their families, such as household or personal care items. This allows them to contribute to their families in a direct way, providing them with the satisfaction of helping.
- Open recreation will be available daily. Equipment and supplies will be provided for participants to engage in self-directed activities that they enjoy, such as pool, cards, coloring, board games, arts and crafts, puzzles, and exercise equipment.
- Monthly outings and field trips to local sites such as museums, parks, and stores will be offered.
- Quarterly in-house cultural celebrations and weekly cultural activities that integrate participants' cultural assets and traditions, such as music, food, crafts, and dance into program activities will be offered.
- An Apple TV streaming device is available for participants daily to watch Netflix and YouTube videos of current news topics in their native countries, nature documentaries and movies. Participants are also encouraged to bring in their own DVDs to share with others.
- Access to MCC's computer lab where participants may learn basic keyboarding and connect with family and friends through Facebook and email.
- Other activities will be offered as available by community partners.

Objectives & Action Plans

Objective A: 160 older adults will participate in open recreation and socialization activities offered 9:00 am – 2:00 pm Mon.-Fri.

Method/ Strategies:

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1. Staff will assist seniors in accessing transportation services from Abel Access on an ongoing basis;
2. Self-directed activities, such as pool, sewing, drawing, cards, puzzles, and craft projects etc., will be available daily from 9 am – 2 pm.

Objective B: 80 seniors will participate in organized recreation and socialization activities during the contract year.

Method/ Strategies:

1. Bilingual Bingo, group games, and other activities of interest will be offered daily;
2. Outings and field trips will be offered to local and regional sites such as museums and parks; and
3. In-house celebrations and cultural events will be offered quarterly.

Objective C: 60 seniors will participate in health and wellness activities funded by other sources.

Method/ Strategies:

1. Health education. Quarterly presentations or workshops by health providers and community partners on nutrition, mental health, cancer detection and treatment, hypertension, diabetes control, etc. will be available to all participants;
2. Weekly health checks. Health Providers will provide basic health screenings (blood pressure, glucose, etc.), flu immunizations, health counseling, information, and referrals to at least 20 participants per week. Records will be maintained documenting health issues and referrals made to appropriate services;
3. Fitness and other health activities. Exercise classes will be offered three times weekly in partnership with Marquette University's Exercise Science Program;
4. Fall prevention program *Stepping On* will be offered in partnership with MCDA and the Wisconsin Institute for Healthy Aging targeting 20 participants; and
5. Individual assistance/ medical case management.
 - During annual meal site registration, in which we include an additional sheet to record individual situations, participants who suffer from acute or chronic health conditions such as diabetes and hypertension will be flagged and referred to the Older Adults Center's nurse or other staff as appropriate; and
 - The nurse and staff will conduct health assessments and, assist seniors in following up on screenings, make medical appointments, and assist with medication compliance.

Objective D: A 160 participants will participate in the Older Adults Center's nutrition program, for an average daily attendance of 60 participants per day during the contract year.

Method/Strategies:

1. The Older Adults Center's Reservation Clerk will maintain meal reservations on a daily basis.
2. Meals prepared in-house with the assistance of trained volunteers will be offered Monday-Friday.
3. Provide participants the opportunity to provide feedback about the meals served.
4. Make appropriate changes to the menu per participants' suggestions.

Objective E: 160 seniors will complete the Nutrition Survey as part of the annual Meal Site registration process during the contract year.

Method/Strategies:

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1. MCC will begin the registration process when the MCDA Senior Dining Director gives direction to do so;
2. Older Adults Center staff will be trained in how to administer the test to those who do not speak English in order to collect accurate and uniform data;
3. Educational materials or verbal information will be given to participants pertaining to each question that “earns them points” on the survey;
4. A calendar will be created to determine when six months has passed for each participant from the time they first took the Nutrition Survey; and
5. We will record results to indicate those that have moved either up or down on the Nutrition Survey and look for trends or patterns that would explain these changes.

Outcome: 60 participants will maintain or decrease their Nutrition Risk Assessment Score after six months in the program.

In addition to the items included in the objectives listed above, we will continue to provide other interpretation services, with a strong focus on referring participants with significant interpretation needs to partner Hmong American Friendship Association. We will also continue to provide additional services including:

- ESL classes
- Basic computer skills classes
- Referral services
- Referral services to MCC’s Food Pantry & Neighborhood Improvement Project

As outlined in the Program/Service Guidelines, the Older Adults Center will also conduct and measure at least two programmatic outcome goals for services provided to the Southeast Asian community. 60% of unduplicated participants will be surveyed and survey results will be completed and submitted to MCDA by the end of the contract year. The Older Adults Center will distribute the surveys and collect and report the results to the Department on Aging.

3. STAFFING PLAN: Using Form 3.0 in Exhibit I, describe your agency’s staffing plan for the proposed program or service, including the names of the positions and the percentage of time to be devoted to the proposed program or service. Using Form 3.1, report the gender, age, and race/ethnicity of persons to be employed in the program. Using Form 3.2, please describe the compensation and fringe benefits that each person to be employed in the program will receive and provide their county of residence.

Job Descriptions & Staff Qualifications

MCC deeply values employing staff who are representative of the communities we serve. The Older Adults Center strives to employ culturally competent, Hmong and Lao-speaking staff. To assist Spanish speaking participants, the Older Adults Center leverages English/Spanish bilingual front office staff located in close proximity to the Older Adults Center.

Although the specific requirements for each position differ, we seek the following for direct service staff:

- Fluency in Hmong and/or Lao
- Experience and training in working with older adults
- Hmong/Lao cultural competency
- Ability to work independently and with others
- Organizational and record keeping skills

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The Older Adults Center's direct service staff has unique qualifications which position them to serve both Southeast Asian and neighborhood participants in an effective manner. Specific to this contract, the Older Adults Center employs:

Older Adults Center's Program Manager: Song Xiong (full-time) is bilingual in Hmong and English, highly culturally competent, and has 17+ years of experience working with resettled refugees and immigrants in the Milwaukee area. Along with this experience is a skill set in instructing ESL, assisting individuals in seeking citizenship, case managing refugee older adults, and interpretation. Her deep connections to Milwaukee's Southeast Asian population and nuanced understanding of Hmong and Lao culture has resulted in continued growth within the program and a tremendous increase in participants' satisfaction with the Older Adults Center's services.

The Older Adults Center's Program Manager is primarily responsible for onboarding and overseeing all Older Adults Center staff. MCC's Finance Director, who also oversees MCC's HR operations, also partners with the Older Adults Center's Program Manager to explain and oversee proper administration of personnel policies. The Older Adults Center's Program Manager also: a) conducts weekly staff meetings to plan activities, address problems/concerns, and to assist staff in implementing intake and assessment procedures; b) directs program and partnership development in collaboration with MCC's Executive Director; c) oversees and manages the Older Adults Center's volunteers; and, d) given her language skills and teaching experience, is also certified in administering *Stepping On* to older adult participants. Finally, the Older Adults Center's Program Manager maintains her ServSafe Certification in order to provide oversight and supervision of the meal program.

Senior Specialist: Bee Vang (part-time) has a Bachelor's in Sociology and a Master's in Leadership Studies, is Hmong and Lao bilingual and has worked with Hmong and Lao older adults for 25 years, 22 of which he has spent working specifically with MCC's Hmong and Lao older adults in its Older Adults Center and former Family Care Unit. Along with his educational background, language and cultural competency, and rich experience, Bee Vang has benefited from a series of trainings offered primarily through Family Care that equip him to address older adults' ADOA, social service, and mental health needs.

Meal Site Cook: David Newton (part-time) maintains his ServSafe Certification and has 21+ years of experience managing and cooking in commercial kitchens.

Program/Activities Coordinator: Devin Xiong (full-time) is Hmong/English bilingual and coordinates all socialization and recreation activities for the program's participants.

Health Coordinator: Daesia Yang (part-time) is Hmong/English bilingual and will facilitate and collaborate with community health organizations to provide basic health checks to the Hmong, Lao, and neighborhood participants and follow up with their health care providers on an as needed basis.

All MCC Older Adults Center staff participates in outside training events and conferences that address the needs of older adults in a culturally competent way. In 2017, the Older Adults Center's Program Manager and the Senior Specialist/Reservation Clerk received certification to administer *Stepping On* within the program. Their bilingual language skills and cultural

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competency put them in a unique position to deliver this evidence-based falls prevention program to Hmong and Lao program participants.

Supervision of Staff

All direct-service Older Adults Center staff is supervised and supported by the Older Adults Center's Program Manager. In addition to conducting staff meetings and providing the general support as discussed above, the Older Adults Center's Program Manager works individually with staff to provide information about contract requirements, monitor and report progress, and assist staff in planning programs and delivering services. Formal year-end performance reviews for all Older Adults Center staff based on their job description and annual goals were implemented in winter of 2018. The Program Manager also meets with all direct service Older Adults Center staff midway through the year for an informal review and to develop action plans on items that need attention. Case files are periodically spot-checked to ensure that accurate and up-to-date records are maintained.

Employment Opportunities for Persons age 45+

MCC employs people over the age of 45 in every area of programming. Currently, 75% of the Older Adults Center staff are over 45, including the: Senior Specialist/Reservation Clerk, the Older Adults Center Nurse, and the Cook.

Further, MCC recently partnered with Greater Wisconsin Agency on Aging Resources to administer the Wisconsin Senior Employment Program (WISE), which provides participants interested in earning extra income an opportunity to secure part-time employment within the Older Adults Center. Prior to working within the Older Adults Center, staff and Greater Wisconsin Agency on Aging Resources will provide orientation and work readiness workshops in Hmong, Lao, and Spanish, offering access unavailable elsewhere. Senior participants will work within the program to support vital services for three hour shifts/day at \$7.25/hour, (max. 20 hours/week) as determined by the WISE program. Participants will earn much needed income, develop new skills, feel useful, and act as an asset to the program and community.

It is important to note that MCC previously had a contract with Unison, who initially administered WISE, but this contact was revoked in early 2019 from Unison and temporarily impacted MCC's ability to provide this service. MCC, however, now has an anticipated 5-8 seniors enrolling for 2019-20.

Volunteer Opportunities

Volunteerism forms a core element of all MCC programs, with 2,000+ volunteers assisting across MCC programs annually. In the Older Adults Center, volunteers help lead recreational activities, assist with meal preparation and clean-up, participate in the Nutrition Council and support special events. We also encourage interested participants to assist with day-to-day operations at the Older Adults Center.

Living Wage

MCC will comply with County Board Resolution File No. 01-386. Our staff wages are equal to or higher than the posted living wage of \$9.69.

Benefits Plan

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All full-time and part-time Older Adults Center staff working 20 hours or more receives paid holidays, sick leave, vacation time, and pension benefits. Dental insurance is offered to employees that work 30 hours or more..

4. ACCESSIBILITY: As appropriate, describe the facility or facilities that will be used to provide the proposed program or service. Include reference to the physical accessibility of the site(s) to people with disabilities, such as ramps, doorways, elevators, toilet facilities, etc.

Facility

MCC's Older Adults Center, which takes place at MCC's main site (807 S. 14th St.), is wheelchair accessible and meets ADA entrance guidelines. Participants may access the Older Adults Center area through one of two doors. One is wheelchair accessible, and the other requires one step and has a grab-bar for safety. When the Older Adults Center is open, all eight parking spaces are kept open for those with accessibility concerns. As buses come to drop off participants, staff comes to greet them at the door that leads directly into the program space. MCC's building and grounds are maintained and abide by state/local codes to ensure both client/staff safety and accessibility, including snow removal, regular maintenance of equipment (heating/cooling/plumbing/electrical/ventilation/kitchen appliances/sprinkler system, etc.), sidewalk and parking lot repairs, and regular cleaning.

In early 2019, MCC reconfigured its Older Adults Center space (which takes place on the first floor of the building, with an elevator to the 2nd floor if needed) to address increased attendance and better meet participants' needs and interest. For example, the program acquired additional on-site first-floor space for its high-demand wellness and recreation activities by offering a newly constructed computer lab, arts and crafts room, an exercise room, and sewing room. Additionally, staff reorganized the program's main space to include more seating for socializing, lunch, and snack/beverage preparation. These intentional spaces have motivated participants to arrive early and access multiple services, especially in the health and wellness arena.

Accessible bathrooms and staff offices are located within the Older Adults Center area. The heating and cooling systems maintain a comfortable environment for participants throughout the course of the year. All systems are regularly inspected and meet local and state fire, health, building, and safety codes. Meals for the lunch program are prepared in an up-to-date commercial kitchen, licensed under the state of WI. The windows throughout the building help to create a bright environment.

Serving Limited English-speaking Clients

MCC serves limited English-speaking clients by employing bilingual/bicultural staff. Currently, the Older Adults Center employs a full-time Program Specialist who is trilingual in Hmong, Lao, and English, a full-time Program Manager who is bilingual in Hmong and English, a full-time bilingual Hmong/English Specialist/Activities Coordinator, and a Hmong/English bilingual part-time Health Coordinator. Bilingual, bicultural Older Adults Center staff maintains strong connections with Milwaukee's Southeast Asian communities to identify and recruit seniors who are socially isolated as a result of cultural and linguistic factors.

Accessibility to Isolated Older Adults

Foremost, staff reaches out to isolated older adults through phone calls and homes visits, making them aware of the Older Adults Center's services, as well as responding to potential barriers to participation, such as transportation. In addition, Older Adults Center staff attends a wide variety of

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Southeast Asian community events, including the Hmong New Year, spiritual celebrations, and funerals. Within a community that communicates largely through word-of-mouth, Older Adults Center staff's presence at these events cannot be overemphasized. Staff will also directly contact senior participant family members whose permission is sometimes needed by Southeast Asian seniors to participate in the program.

Services for the hearing and vision impaired are limited, but every effort will be made to accommodate a participant(s) should the need for these services arise. For example, service dogs have come to the program with participants, and staff works with the nurse to obtain hearing aids and glasses for those who need them through our strategic partnerships.

Hours of Operation

MCC is open Monday through Friday, from 8:30 AM to 4:30 PM. Programming for the Older Adults Center takes place from 9:00 AM to 2:00PM, with additional hours for special event programming. During weather related emergencies, the Older Adults Center announces its closing on every Milwaukee television news network.

5. EXPERIENCE: Describe your past experience in providing the proposed program or service, including the number of years it has provided this program or service in Milwaukee County. Include information on the number and percentages of older adults, low income, and minority clients served by your agency.

Previous Experience

MCC has provided services to low-income children, adults, and older adults for over 98 years. Each year, over 7,000 individuals are impacted through our four core program areas. Virtually all individuals served are low-income with a majority who are people of color (specifically Latino, African-American, and Southeast Asian).

Notably, MCC was the first Milwaukee agency to operate a senior meal program 43 years ago. MCC's Older Adults Center has provided contractual services to the Department on Aging since 1995 for its Southeast Asian older adults program. MCC is the only agency in Milwaukee that provides a comprehensive support program designed specifically to serve the needs of Southeast Asians older adults, and currently is one of a very few agencies with both Hmong and Lao bilingual staff. MCC's long history of success with a wide range of senior programming, including meal site and social support services, signifies our ability to provide these programs.

At the start of the 2019 calendar year, the average daily attendance has been ~50 participant each day, serving ~9,000 meals during this same time. MCC anticipates an increase in the number of older adults served during 2019-2020 as we are welcoming Milwaukee's resettled refugees from Myanmar into the program.

In terms of racial background and ethnicity, the program consists of: 36% Asian (largely Hmong and Lao, but also Vietnamese, Korean, Burmese, and newly arrived individuals from Myanmar); 31% Latino; 17% White; 15% African American; and 1% Native American. As for their primary language: 28% speak Spanish; 33% speak English; 8% speak Hmong; and 32% identify as speaking "other" (which is more than likely Lao, considering the demographic make-up of participants). 95% of participants live in poverty.

Experience in Government Contracting

SECTION II: PROGRAM SUMMARY

Since 1995, MCC has been under contract with MCDA to provide community outreach and access services to Hmong and Lao older adults. MCC currently has funding from more than 15 government grants or contracts, including Community Development Block Grant, Wisconsin Department of Workforce Development, and U.S. Housing and Urban Development. Most of these contracts were renewed from the previous year on the basis of our having met or exceeded contract goals and outcomes.

Board Composition

MCC works to not only build a board that is representative of the multiple communities it serves, but that it is also equipped with the experience, networks and skills needed to advance MCC's programs and services in a way that best responds to its communities' needs. 85% of MCC's board is over the age of 45. 23% of the board resides in MCC's targeted neighborhoods. 23% of its members are English/Spanish bilingual Latinos with deep connections to the Latino community members served. And one board member is an established Hmong American faith leader who resides and works within MCC's targeted neighborhood and has deep ties to Milwaukee's Southeast Asian community.

MCC's Board of Directors meets 10 times a year to oversee the agency's programming and ensure fiscal responsibility to MCC's funders. Board committees meet six times a year between these Board of Directors' meetings. The committees are responsible for monitoring agency finances, planning program development, and fundraising for MCC's day-to-day operations.

6. ADMINISTRATIVE ABILITY

Special Certifications and Licenses

MCC holds a 501 (c) 3 not-for-profit tax exempt status. Both our Older Adults Center's Program Manager and Cook maintain their ServSafe certification and our commercial kitchen remains certified under the State of Wisconsin. The staff nurse maintains her registered nursing license with the State of Wisconsin. Older Adults Center staff members participate in trainings offered by MCDA, or other agencies as appropriate.

Insurance and Bonding Coverage

MCC carries insurance coverage and workers compensation at or above the state level required for this contract in Wisconsin. MCC will maintain comprehensive property and theft insurance in an amount satisfactory to Milwaukee County on all equipment purchased with funds granted by Milwaukee County. MCC will maintain the necessary bonding on all staff. Please refer to MCC's Certificate of Liability Insurance (Appendix 8) for proof of insurance/bonding coverage.

Performance Under Government Contract

MCC has extensive experience meeting federal, state, and county administrative requirements. The following contract monitors are familiar with MCC's Older Adults Center services:

Rick Lewandowski
Senior Services Manager
Hunger Task Force
rick@hungertaskforce.org
414-777-0483

Krystina Kohler
Income Portfolio Manager

SECTION II: PROGRAM SUMMARY

United Way of Greater Milwaukee & Waukesha County
kkohler@unitewaymilwaukee.org
414-263-8181

Elizabeth Jankowski
Contract & Compliance Manager
Employ Milwaukee
414-270-1759

7. PROGRAM OUTCOMES AND QUALITY ASSURANCE: Describe the methods your agency will use to measure program outcomes as identified in Program Service Guidelines or Specifications.

Methods for Ensuring Program Outcomes

Staff is provided with a copy of the contract proposal and a strategies/methods timeline. They meet with the Older Adults Center's Program Manager on a regular basis to plan and implement activities to ensure that effective service delivery is achieved. Information from contact logs and attendance records is maintained in the database, which is used to produce monthly reports tracking program activity and outcomes performance.

Consumer Feedback

We receive feedback from a number of sources:

- Older Adults Center staff works directly with program participants, receiving continuous feedback about the program along with conducting small meetings with them to explain programming and get their feedback;
- Intake and assessment activities provide information about needed services;
- Surveys and questionnaires are used to gauge client satisfaction and to inform program improvement; and
- Behavioral indicators, such as attendance and compliance with medication regimens, are also reliable measures of interest and outcomes for participants.

Additionally, the Older Adults Center's Program Manager represents MCC at the Nutrition Council due to participants' language barriers. In 2018-2019, two participants were assigned to rate the Older Adults Center's daily meals and/or activities with staff assistance. This information was used to complete the quarterly reports submitted for the Nutrition Counsel meetings. The Program Manager will continue to represent MCC at the meetings.

The Older Adults Center remains participant-centered, particularly in regards to how it evolves its services. For example, current health and wellness activities were largely driven by feedback provided by participants in a series of surveys that gauged their interest levels in different types of exercise, as well as concerns they had regarding their safety and falling. The program responded to this feedback by bringing its low-impact fitness series to the Center in partnership with Marquette University and *Stepping On* in partnership with MCDA and the Wisconsin Institute for Healthy Aging. Feedback received during health checks also informed the nurse's health education conducted monthly.

Quality Assurance

The Older Adults Center's Program Manager reviews the program with the staff, and develops timelines and goals for providing services. Job descriptions are updated to reflect responsibilities,

SECTION II: PROGRAM SUMMARY

and staff input is sought on where and how to improve services. Program planning tools include goals, actions steps, staff assessment, and participant feedback. Staff provides feedback at regular staff meetings to assist in planning subsequent services or activities.

Most importantly, the Older Adults Center's Program Manager works with staff to develop an attitude in which quality is recognized and valued. In preparing proposals, we look at the overall program, what are the core needs, how services can complement one another, and how we can maintain standards of excellence.

Client Grievance Procedure

Grievances are brought to the attention of the Older Adults Center's Program Manager, who works with the participant and/or staff person to resolve the issue. If the Program Manager is part of the problem, a staff member will bring the problem to his/her attention and appropriate steps will be taken to resolve the problem. If the problem fails to be resolved, the Executive Director will be contacted to give advice or resolve the grievance. Accidents or incidences of inappropriate behavior, and actions taken to resolve these situations are documented on an incident report form which is filed with the Administrative Assistant.

8. COORDINATION OF ACTIVITIES: Describe your agency's current or proposed linkages with major social service providers and volunteer organizations that serve older people.

Linkages

As a respected community agency in existence for over 98 years, MCC prides itself on its commitment to collaborate with other providers and refers clients to appropriate community resources. Within MCC itself, additional support services are available to all qualifying older adult participants, including food assistance and home improvement services. Moreover, MCC's Older Adults Center collaborates deeply with several other social service, educational, and volunteer organizations so that older adult participants may take advantage and benefit from a vast repertoire of services. Partnering agencies include:

1) MCDA: MCC partners with MCDA to: a) provide participants free transportation to the Program through Abel Access; b) facilitate Stepping On; c) support participants with complex needs by providing social work services onsite; and d) ensure MCC's lunch program meets FDA nutritional guidelines for older adults and is prepared in a safe manner consistent with state regulations. The Older Adults Center is also a member of MCDA's Nutrition Council, which unites nutrition site staff from programs across the county to address common challenges and to share health, wellness, and nutrition information.

2) Marquette University's College of Health Sciences (MU): Since 2014, the Older Adults Center has partnered with Exercise Science students to design and facilitate culturally appropriate exercise classes that promote participants' health and mobility. Founded in best practices, yet adapted to be culturally relevant, classes include low-impact strengthening, conditioning, walking classes, and easy-to-replicate home exercise activities. MU students also conduct biannual fitness testing which provides important data regarding participants' health and exercise needs, and in 2018, MU was instrumental in helping MCC install an AED and train/certify its staff in its application in the event of a cardiac emergency. NOTE: Due to low-student enrollment during the 2018-19 academic year, MU did not facilitate exercise classes during the grant period but began services again in September. During the contract period, an independent volunteer occupational therapist facilitated all exercise classes.

SECTION II: PROGRAM SUMMARY

3) Wisconsin Institute for Healthy Aging (WIHA): As a regional expert for older adult evidence-based health programs, WIHA has played a critical role since 2017 in collaborating with the Older Adults Center on our Stepping On program. With significant experience in adapting the curriculum for different ethnic populations, WIHA's support of the project has been critical to maintaining its fidelity and supporting participants as intended. In 2018-2019, MCC collaborated with WIHA and MCDA to advance the work of bringing Stepping On to Hmong and Lao locally, statewide, and nationwide.

4) WI Department of Workforce Development: MCC regularly hosts individuals on worker's compensation leave. These individuals assist with daily activities (ex: meal reservations, preparing lunch, facilitating recreation).

5) Lutheran Social Services (LSS) and Neighborhood House (NH): In 2017, these agencies began discussions with MCC to ensure their older adult clients from Myanmar (Burmese, Karen, Kerenni, Rohingya) would remain healthy and connected to the community after achieving citizenship and transferring off their services. In June of this year, MCC began hosting NH refugees, and in September of this year we began hosting LSS refugees.

Other collaborations include:

- MPD District 2: Hosts small group participant discussions to address safety concerns;
- Hayat Pharmacy: Provides monthly bilingual wellness education and on-site flu vaccinations;
- Helen Keller International and Prevent Blindness WI offers vision screenings;
- Hmong American Friendship Association/Hmong American Women's Association;
- Provides participants access to their clothing/household items bank;
- Hunger Task Force: Assists participants with accessing Foodshare and Badgercare;
- My Choice Family Care: Ensures enrolled participants' receive coordinated care while at the Center;
- Prevent Blindness WI: Offers on-site vision screenings;
- Greater WI Agency on Aging Resources /WISE program: Partners to employ participants in part-time positions at the Center;
- UW- Cooperative Extension: Offers monthly wellness education; and
- Walgreens provides flu vaccinations.

Citizenship

MCC will work with any client who is a foreign national and requests help in obtaining citizenship. This service is not administered through MCC, but through referrals to appropriate community agencies/organizations, such as James Place and Senior Law.

Notifications of Dangerous Conditions

All staff within the agency is trained to identify potential dangers to older adults. If an older person is in need of immediate medical care, the staff will contact 911. If the danger is not imminent, the staff will work with the older adult or caregiver to find the best resource to assist them. Referrals or warm calls (3-way calls) can be made to police departments within the greater Milwaukee community, mental health lines, 211, and MCDA. Senior Dining Site staff will use the Incident Report form to report incident or accidents to the MCC Older Adult Program Director. Please see Appendix 11 for additional details.

SECTION II: PROGRAM SUMMARY

Emergency Preparedness Requirement

It is noted that MCDA has adopted a plan to coordinate emergency services to frail, at-risk elders served through the Department's contracted services. MCC further understands that as a contracted provider, the organization will participate in the development and implementation of the coordinated emergency preparedness plan. Please see Appendix 11 for additional details.

9.0 BUDGET JUSTIFICATION

Please see Form 4.0 Budget Summary.

EXHIBIT I
ATTACHMENTS

3.0 Program Staffing Information - Positions Funded by Department on Aging, Match, or Other Resources

A. Position Title	B. % Full Time Equivalent	C. Salary and/or Wage Subtotal \$	D. Fringe Subtotal \$	E. Total All (C & D)	F. Staff Demographics (Check all that apply)						
					Female	Minority	Disabled	Age 45 - 54	Age 55 - 64	Age 65 - 74	Age 75+
					Senior Specialist/Activities Co	100%	27,041	3,405	30,446	1	1
Senior Program Manager	100%	43,181	6,059	49,240		1					
Senior Specialist/Desk Clerk	100%	30,891	4,569	35,460		1			1		
Facilities Manager	6%	2,809	429	3,238	1				1		
Nurse	10%	5,545	870	6,415	1					1	
Cook	73%	17,825	3,090	20,915					1		
Senior Specialist/Health Coord	18%	6,188	970	7,158	1	1					
Total: (Each Category)	4.07	\$ 133,481	\$ 19,392	\$ 152,872	4	4	-	-	3	1	-

Note: Total wage and fringe for all staff positions (Column E of 3.0 of Program Staffing Information) should match the total wage and fringe on Column 6 of the 4.0 Budget Summary, Personnel Subtotal.

Itemize below percentage of agency fringe benefit costs:

FICA	<u>7.65%</u>
Pension	<u>3.00%</u>
Workers comp	<u>1.66%</u>
Unemployment comp	<u>6.40%</u>
Disability insurance	<u> </u>
Health insurance	<u> </u>
Life insurance	<u> </u>
Dental	<u>0.80%</u>

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					Female	Minority	Disabled	Age 45 - 54	Age 55 - 64	Age 65 - 74	Age 75+
Senior Specialist/Activities Co	100%	27,041	3,405	30,446	1	1					
Senior Program Manager	100%	43,181	6,059	49,240		1					
Senior Specialist/Desk Clerk	100%	30,891	4,569	35,460		1			1		
Facilities Manager	6%	2,809	429	3,238	1				1		
Nurse	10%	5,545	870	6,415	1					1	
Cook	73%	17,825	3,090	20,915					1		
Senior Specialist/Health Coord	18%	6,188	970	7,158	1	1					
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Life Insurance	<u> </u>
Dental	<u>0.80%</u>

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					Female	Minority	Disabled	Age 45 - 54	Age 55 - 64	Age 65 - 74	Age 75+
Senior Specialist/Activities Co	100%	27,041	3,405	30,446	1	1					
Senior Program Manager	100%	43,181	6,059	49,240		1					
Senior Specialist/Desk Clerk	100%	30,891	4,569	35,460		1			1		
Facilities Manager	6%	2,809	429	3,238	1				1		
Nurse	10%	5,545	870	6,415	1					1	
Cook	73%	17,825	3,090	20,915					1		
Senior Specialist/Health Coord	18%	6,188	970	7,158	1	1					
Total: (Each Category)	4.07	\$ 133,481	\$ 19,392	\$ 152,872	4	4	-	-	3	1	-

Note: Total wage and fringe for all staff positions (Column E of 3.0 of Program Staffing Information) should match the total wage and fringe on Column 6 of the 4.0 Budget Summary, Personnel Subtotal.

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Workers comp	<u>1.66%</u>
Unemployment comp	<u>6.40%</u>
Disability insurance	<u> </u>
Health insurance	<u> </u>
Life insurance	<u> </u>
Dental	<u>0.80%</u>

3.1 Program Staffing Information: Wages and Benefits

Please list each individual separately, using as many copies of this form as needed

Position Title	Hours Per Week	Annual Salary	Hourly Wage Rate	Fringe Benefit Category	Check if Employer Pays Fringe Benefit	County of Residence
Senior Specialist/Activities Coord.	40	27,040	13	Health Insurance		Milwaukee
				Dental Insurance		
				Life Insurance		
Senior Specialist/Desk Clerk	40	31,512	15.15	Health Insurance		Milwaukee
				Dental Insurance	X	
				Life Insurance		
Senior Program Manager	40	41,122	19.77	Health Insurance		Milwaukee
				Dental Insurance		
				Life Insurance		
Facilities Manager	2.4	2,809	22.51	Health Insurance		Milwaukee
				Dental Insurance	X	
				Life Insurance		
Nurse	4.1	5,545	26.01	Health Insurance		Milwaukee
				Dental Insurance		
				Life Insurance		
Cook	29	17,825	11.82	Health Insurance		Milwaukee
				Dental Insurance		
				Life Insurance		
Senior Specialist/Health Coordinator	7	6,188	17	Health Insurance		Walworth
				Dental Insurance		
				Life Insurance		
				Health Insurance		
				Dental Insurance		
				Life Insurance		
				Health Insurance		
				Dental Insurance		
				Life Insurance		

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Position Title	Hours Per Week	Annual Salary	Hourly Wage Rate	Fringe Benefit Category	Check if Employer Pays Fringe Benefit	County of Residence
Senior Specialist/Activities Coord.	40	27,040	13 6059	Health Insurance		Milwaukee
				Dental Insurance		
				Life Insurance		
Senior Specialist/Desk Clerk	40	31,512	15.15	Health Insurance		Milwaukee
				Dental Insurance	X	
				Life Insurance		
Senior Program Manager	40	41,122	19.77	Health Insurance		Milwaukee
				Dental Insurance		
				Life Insurance		
Facilities Manager	2.4	2,809	22.51	Health Insurance		Milwaukee
				Dental Insurance	X	
				Life Insurance		
Nurse	4.1	5,545	26.01	Health Insurance		Milwaukee
				Dental Insurance		
				Life Insurance		
Cook	29	17,825	11.82	Health Insurance		Milwaukee
				Dental Insurance		
				Life Insurance		
Senior Specialist/Health Coordinator	7	6,188	17	Health Insurance		Walworth
				Dental Insurance		
				Life Insurance		
				Health Insurance		
				Dental Insurance		
				Life Insurance		
				Health Insurance		
				Dental Insurance		
				Life Insurance		

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Please list each individual separately, using as many copies of this form as needed

Position Title	Hours Per Week	Annual Salary	Hourly Wage Rate	Fringe Benefit Category	Check if Employer Pays Fringe Benefit	County of Residence
Senior Specialist/Activities Coord.	40	27,040	13	Health Insurance Dental Insurance Life Insurance		Milwaukee
Senior Specialist/Desk Clerk	40	31,512	15.15	Health Insurance Dental Insurance Life Insurance	X	Milwaukee
Senior Program Manager	40	41,122	19.77	Health Insurance Dental Insurance Life Insurance		Milwaukee
Facilities Manager	2.4	2,809	22.51	Health Insurance Dental Insurance Life Insurance	X	Milwaukee
Nurse	4.1	5,545	26.01	Health Insurance Dental Insurance Life Insurance		Milwaukee
Cook	29	17,825	11.82	Health Insurance Dental Insurance Life Insurance		Milwaukee
Senior Specialist/Health Coordinator	7	6,188	17	Health Insurance Dental Insurance Life Insurance		Walworth
				Health Insurance Dental Insurance Life Insurance		
				Health Insurance Dental Insurance Life Insurance		

3.2 Direct Service Staff Turnover and Vacancy

2019 Service Provider:
Milwaukee Christian Center

	I	II	III	IV	V	VI
Title of Program or Service Contract (Department on Aging)	Number of Direct Service Staff employed in contract on January 1, 2019	Number of staff listed in Column I who remained employed on July 1, 2019	Number of new employees replacing staff listed in Column I by July 1, 2019	Percent of Column I employees replaced by July 1, 2019 (Column III divided by Column I)	Staff listed in Column I whose positions were vacant on July 1, 2019	Percent of Column I positions vacant on July 1, 2019 (Column V divided by Column I)
Example-Transportation	10	7	2	20%	1	10%
III-C Nutrition	5	5	0	0%	0	0%

Note: Direct Service Staff are defined as persons employed under the contract whose job routinely brings them into contact with clients, either in person or over the telephone.

3.2 Direct Service Staff Turnover and Vacancy

2019 Service Provider:
Milwaukee Christian Center

	I	II	III	IV	V	VI
	Number of Direct Service Staff employed in contract on January 1, 2019	Number of staff listed in Column I who remained employed on July 1, 2019	Number of new employees replacing staff listed in Column I by July 1, 2019	Percent of Column I employees replaced by July 1, 2019 (Column III divided by Column I)	Staff listed in Column I whose positions were vacant on July 1, 2019	Percent of Column I positions vacant on July 1, 2019 (Column V divided by Column I)
Title of Program or Service Contract (Department on Aging)						
Example: Transportation	10	7	2	20%	1	10%
BCA Community Outreach and Access Services to	15	15	0	0%	0	0%

Note: Direct Service Staff are defined as persons employed under the contract whose job routinely brings them into contact with clients, either in person or over the telephone.

3.2 Direct Service Staff Turnover and Vacancy

2019 Service Provider:
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I	II	III	IV	V	VI
Number of Direct Service Staff employed in contract on January 1, 2019	Number of staff listed in Column I who remained employed on July 1, 2019	Number of new employees replacing staff listed in Column I by July 1, 2019	Percent of Column I employees replaced by July 1, 2019 (Column III divided by Column I)	Staff listed in Column I whose positions were vacant on July 1, 2019	Percent of Column I positions vacant on July 1, 2019 (Column V divided by Column I)
10	7	2	20%	1	10%
5	5	0	0%	0	0%

Note: Direct Service Staff are defined as persons employed under the contract whose job routinely brings them into contact with clients, either in person or over the telephone.

4.0 Program Budget Summary

Provider Name Milwaukee Christian Center Contract Period I/1/2020 - 12/31/2020
 Program/Service III-C Nutrition

ITEM	1 Department on Aging Request	2 Non-Federal Match (10% of Program Costs) Cash	3 In-Kind	4 Anticipated Program Revenue	5 All Other Program Resources	6 Program Total
1. PERSONNEL						
A. Wages & Salaries	23,768.00	5,813.00			106,193.00	135,774.00
B. Fringe (____ %)	2,863.00	846.00			13,389.00	17,098.00
C. Other (Describe)						-
SUBTOTAL	26,631.00	6,659.00	-	-	119,582.00	152,872.00
2. TRAVEL EXPENSES						
A. Local					1,367.00	1,367.00
B. Out of Town						-
SUBTOTAL	-	-	-	-	1,367.00	1,367.00
3. FACILITIES EXPENSE						
A. Rent					10,639.00	10,639.00
B. Utilities					8,049.00	8,049.00
C. Cleaning, Security, Maint					13,172.00	13,172.00
SUBTOTAL	-	-	-	-	31,860.00	31,860.00
4. OPERATING EXPENSES						
A. Office Supplies	106.00				392.00	498.00
B. Consumable Supplies	18,263.00				22,235.00	40,498.00
C. Telephone					3,496.00	3,496.00
D. Postage						-
E. Equipment & Repair					5,525.00	5,525.00
F. Other (Describe)						-
SUBTOTAL	18,369.00	-	-	-	31,648.00	50,017.00
5. MISCELLANEOUS						
A. Staff Training					700.00	700.00
B. Consultant Fees						-
C. Audit					2,141.00	2,141.00
D. Vehicle Insurance					2,429.00	2,429.00
SUBTOTAL	-	-	-	-	5,270.00	5,270.00
6. INDIRECT COSTS						
A. Indirect Costs (Form 4.1)	5,000.00	999.00			30,209.00	36,208.00
B. Other (Describe)						-
SUBTOTAL	5,000.00	999.00	-	-	30,209.00	36,208.00
7. COLUMN TOTAL FOR ALL COSTS						
	50,000.00	7,658.00	-	-	219,936.00	277,594.00
8. TOTAL NON-FEDERAL		7,658.00				7,658.00
9. PROFIT FACTOR						

***Provide source of Non-Federal Cash match or description of In-Kind Match:**

The cash match is from United Way. Wages of Program Manager

** Indirect costs must be reported by agencies that provide more than one program, service, or activity.

Form 4.1 must be completed, describing specific indirect costs and the plan for allocating those costs.

4.0 Program Budget Summary

Provider Name Milwaukee Christian Center

Contract Period 1/1/2020 - 12/31/2020

Program/Service III-B Community Outreach and Acc

ITEM	1	2	3	4	5	6
	Department on Aging Request	Non-Federal Match (10% of Program Costs) Cash In-Kind		Anticipated Program Revenue	All Other Program Resources	Program Total
1. PERSONNEL						
A. Wages & Salaries	20,517.00	6,059.00			109,198.00	135,774.00
B. Fringe (____ %)	2,152.00	846.00			14,100.00	17,098.00
C. Other (Describe)						-
SUBTOTAL	22,669.00	6,905.00	-	-	123,298.00	152,872.00
2. TRAVEL EXPENSES						
A. Local	117.00				1,250.00	1,367.00
B. Out of Town						-
SUBTOTAL	117.00	-	-	-	1,250.00	1,367.00
3. FACILITIES EXPENSE						
A. Rent	1,354.00				9,285.00	10,639.00
					8,049.00	8,049.00
C. Cleaning, Security, Maint					13,172.00	13,172.00
SUBTOTAL	1,354.00	-	-	-	30,506.00	31,860.00
4. OPERATING EXPENSES						
A. Office Supplies	56.00				442.00	498.00
B. Consumable Supplies					40,498.00	40,498.00
C. Telephone	379.00				3,117.00	3,496.00
D. Postage						-
E. Equipment & Repair	2,651.00				2,874.00	5,525.00
F. Other (Describe)						-
SUBTOTAL	3,086.00	-	-	-	46,931.00	50,017.00
5. MISCELLANEOUS						
A. Staff Training	117.00				583.00	700.00
B. Consultant Fees						-
C. Audit	467.00				1,674.00	2,141.00
D. Vehicle Insurance	321.00				2,108.00	2,429.00
SUBTOTAL	905.00	-	-	-	4,365.00	5,270.00
6. INDIRECT COSTS						
A. Indirect Costs (Form 4.1)	3,125.00	999.00			32,084.00	36,208.00
B. Other (Describe)						-
SUBTOTAL	3,125.00	999.00	-	-	32,084.00	36,208.00
7. COLUMN TOTAL FOR ALL COSTS						
	31,256.00	7,904.00	-	-	238,434.00	277,594.00
8. TOTAL NON-FEDERAL						
		7,904.00				7,904.00
9. PROFIT FACTOR						

*** Provide source of Non-Federal Cash match or description of In-Kind Match:**

The cash match is from United Way. Wages of Program Manager

** Indirect costs must be reported by agencies that provide more than one program, service, or activity.

Form 4.1 must be completed, describing specific indirect costs and the plan for allocating those costs.

4.0 Program Budget Summary

Provider Name Milwaukee Christian Center

Contract Period 1/1/2020 - 12/31/2020
 Program/Service BCA Community Outreach and Acc

ITEM	1	2	3	4	5	6
Department on Aging Request	Non-Federal Match (10% of Program Costs) Cash	In-Kind	Anticipated Program Revenue	All Other Program Resources	Program Total	
1. PERSONNEL						
A. Wages & Salaries	14,201.00	4,146.00			117,427.00	135,774.00
B. Fringe (____ %)	1,960.00	604.00			14,534.00	17,098.00
C. Other (Describe)						-
SUBTOTAL	16,161.00	4,750.00	-	-	131,961.00	152,872.00
2. TRAVEL EXPENSES						
A. Local	83.00				1,284.00	1,367.00
B. Out of Town						-
SUBTOTAL	83.00	-	-	-	1,284.00	1,367.00
3. FACILITIES EXPENSE						
A. Rent	966.00				9,673.00	10,639.00
B. Utilities	995.00				7,054.00	8,049.00
C. Cleaning, Security, Maint					13,172.00	13,172.00
SUBTOTAL	1,961.00	-	-	-	29,899.00	31,860.00
4. OPERATING EXPENSES						
A. Office Supplies	46.00				452.00	498.00
B. Consumable Supplies					40,498.00	40,498.00
C. Telephone	271.00				3,225.00	3,496.00
D. Postage						-
E. Equipment & Repair	898.00				4,627.00	5,525.00
F. Other (Describe)						-
SUBTOTAL	1,215.00	-	-	-	48,802.00	50,017.00
5. MISCELLANEOUS						
A. Staff Training	83.00				617.00	700.00
B. Consultant Fees						-
C. Audit	333.00				1,808.00	2,141.00
D. Vehicle Insurance	229.00				2,200.00	2,429.00
SUBTOTAL	645.00	-	-	-	4,625.00	5,270.00
6. INDIRECT COSTS						
A. Indirect Costs (Form 4.1)	2,229.00	713.00			33,266.00	36,208.00
B. Other (Describe)						-
SUBTOTAL	2,229.00	713.00	-	-	33,266.00	36,208.00
7. COLUMN TOTAL FOR ALL COSTS						
	22,294.00	5,463.00	-	-	249,837.00	277,594.00
8. TOTAL NON-FEDERAL						
		5,463.00				5,463.00
9. PROFIT FACTOR						

***Provide source of Non-Federal Cash match or description of In-Kind Match:**

The cash match is from United Way. Wages of Program Manager

** Indirect costs must be reported by agencies that provide more than one program, service, or activity. Form 4.1 must be completed, describing specific indirect costs and the plan for allocating those costs.

4.1 Indirect Cost Allocation Plan

Name of Agency Milwaukee Christian Center

If your agency provides only one kind of program, service or activity, and all costs are directly related to providing this program, service or activity, even if only partially allocated to the proposed Department on Aging program or service, you are not required to complete the Indirect Cost Allocation Plan.

Description of Item Costs	Total Agency Cost For Program	Department of Aging Program Costs For Program	Indirect Cost Rate (Max of 10%)
1. General Administration			
A. Salaries of Executive Officers	192,069	3,400	0.02
B. Expenses of Executive Officers			
C. Personnel Administration	11,219	200	0.02
D. Accounting	78,781	1,400	0.02
E. Other (Describe) _____			
F. Other (Describe) _____			
G. Other (Describe) _____			
2. Buildings and Equipments			
A. Depreciation			
B. Use			
C. Operation			
D. Maintaining Facilities			
E. Other (Describe) _____			
F. Other (Describe) _____			
3. Communication Costs			
A. Advertising Costs			
B. General Communication Costs (Telephone, postage, etc.)			
C. Other (Describe) _____			
D. Other (Describe) _____			
E. Other (Describe) _____			
4. Other Indirect Costs			
A. Other (Describe) _____			
B. Other (Describe) _____			
C. Other (Describe) _____			
D. Other (Describe) _____			
TOTAL ALL INDIRECT COSTS	282,069	5,000	0.02
Must total 10% or less of MCDA award			

Total Department on Aging Program Costs should be included on Line 6A of the 4.0 Budget Summary.

For allowability of certain selected items of cost, refer to Office of Management and Budget Circular A-122

4.1 Indirect Cost Allocation Plan

Name of Agency Milwaukee Christian Center

If your agency provides only one kind of program, service or activity, and all costs are directly related to providing this program, service or activity, even if only partially allocated to the proposed Department on Aging program or service, you are not required to complete the Indirect Cost Allocation Plan.

Description of Item Costs	Total Agency Cost For Program	Department of Aging Program Costs For Program	Indirect Cost Rate (Max of 10%)
1. General Administration			
A. Salaries of Executive Officers	192,069	2,125	0.01
B. Expenses of Executive Officers			
C. Personnel Administration	11,219	125	0.01
D. Accounting	78,781	875	0.01
F. Other (Describe) _____			
G. Other (Describe) _____			
2. Buildings and Equipments			
A. Depreciation			
B. Use			
C. Operation			
D. Maintaining Facilities			
E. Other (Describe) _____			
F. Other (Describe) _____			
3. Communication Costs			
A. Advertising Costs			
B. General Communication Costs (Telephone, postage, etc.)			
C. Other (Describe) _____			
D. Other (Describe) _____			
E. Other (Describe) _____			
4. Other Indirect Costs			
A. Other (Describe) _____			
B. Other (Describe) _____			
C. Other (Describe) _____			
D. Other (Describe) _____			
TOTAL ALL INDIRECT COSTS	282,069	3,125	0.01
Must total 10% or less of MCDA award			

Total Department on Aging Program Costs should be included on Line 6A of the 4.0 Budget Summary.

For allowability of certain selected items of cost, refer to Office of Management and Budget Circular A-122

4.1 Indirect Cost Allocation Plan

Name of Agency Milwaukee Christian Center

If your agency provides only one kind of program, service or activity, and all costs are directly related to providing this program, service or activity, even if only partially allocated to the proposed Department on Aging program or service, you are not required to complete the Indirect Cost Allocation Plan.

Description of Item Costs	Total Agency Cost For Program	Department of Aging Program Costs For Program	Indirect Cost Rate (Max of 10%)
1. General Administration			
A. Salaries of Executive Officers	192,069	1,516	0.01
B. Expenses of Executive Officers			
C. Personnel Administration	11,219	89	0.01
D. Accounting	78,781	624	0.01
E. Other (Describe) _____			
F. Other (Describe) _____			
G. Other (Describe) _____			
2. Buildings and Equipments			
A. Depreciation			
B. Use			
C. Operation			
D. Maintaining Facilities			
E. Other (Describe) _____			
F. Other (Describe) _____			
3. Communication Costs			
A. Advertising Costs			
B. General Communication Costs (Telephone, postage, etc.)			
C. Other (Describe) _____			
D. Other (Describe) _____			
E. Other (Describe) _____			
4. Other Indirect Costs			
A. Other (Describe) _____			
B. Other (Describe) _____			
C. Other (Describe) _____			
D. Other (Describe) _____			
TOTAL ALL INDIRECT COSTS	282,069	2,229	0.01
Must total 10% or less of MCDA award			

Total Department on Aging Program Costs should be included on Line 6A of the 4.0 Budget Summary.

For allowability of certain selected items of cost, refer to Office of Management and Budget Circular A-122

Demographic Summary of Board of Directors/Agency Owners

Board Member Name	Gender		Age				Ethnicity						
	Female	Male	45 - 54	55 - 64	65 - 74	75+	American Indian Alaska Native	Asian	Black	Latinx	Native Hawaiian Other Pacific Islander	White	Multi-ethnic
Dennis Stappas		X			X							X	
Eric Wynn		X	X									X	
Jim Stark		X		X								X	
Jennifer Torres	X									X			
Mary Binder	X				X							X	
Rev. José Encarnación		X		X						X			
Paul Grippe		X				X						X	
John Jones IV		X	X									X	
Kelly S. Kuglitsch	X		X									X	
Betty Ulmer	X		X									X	
Rev. Logan Vang		X	X					X					

5.0 Terms, Conditions, and Assurances

The applicant agrees to comply with the following regulations, requirements, policies, and documents for the entire period of any contract with the Milwaukee County Department on Aging.

1. The applicant will comply with all federal, state, and local laws and requirements relating to equal opportunity in employment and the delivery of services and will submit, as required below, Affirmative Action Plans and Civil Rights Compliance Action Plans that meet Equal Opportunity Requirements under the Civil Rights Act of 1964, as amended, Section 504 of the Rehabilitation Act of 1973, as amended, Titles VI and XVI of the Public Service Health Act, as amended, the Age Discrimination Act of 1975, as amended, the Americans with Disabilities Act of 1990, as amended, and other relevant federal laws, state statutes, and County Ordinances.
2. The terms of a Milwaukee County Department on Aging Purchase Agreement.
3. The relevant Milwaukee County Department on Aging Program/Service Guidelines or Specifications.
4. The Milwaukee County Department on Aging Administrative Policies and Procedures.
5. Manual of Policies, Procedures, and Technical Assistance for the Wisconsin Aging Network.
5. All federal, state, and local laws and regulations pertaining to the funding or the provision of the proposed program or services.

The undersigned further offers the following specific assurances:

A. Environment, Licensure, and Accessibility

1. The proposed service site meets minimum standards of local Building, Fire, and Health Departments.
2. The proposed service site has adequate space and equipment to provide the proposed program or services.
3. Where state or local public jurisdiction requires licensure, certification, or permits for the provision of the proposed program or service, the applicant assures that it will possess all required licenses, permits, and certifications for the entire period of any contract with the Department on Aging.
4. The proposed service site will be accessible to older persons with disabilities.

B. Sponsorship and Sponsor Goals

1. The applicant will acknowledge the sponsorship of the Milwaukee County Department on Aging on all announcements of the proposed program or service, but will not attribute any statement to the Department without written clearance.

2. The applicant will not be in conflict with the stated goals and policies of the Milwaukee County Department on Aging.

C. Staffing

1. The applicant is willing to employ staff appropriate for the primary service population in need of the proposed program or service.
2. The applicant will not discriminate in its employment policies as to race, age, creed, sex, or national origin, and will, as appropriate, attempt to employ people 45 years of age and older.
3. The applicant will provide proper supervision for the proposed program or service and specify supervisory responsibilities.
4. The applicant will comply with the requirements of Wisconsin 1997 Act 27 and s. 48.685 and s. 50.065, Wis. Stats., including conducting employee background checks as may be required under state law.

D. Training

The applicant agrees to provide for, or participate in, such training as may be necessary to enable paid and volunteer project personnel to effectively provide and administer the proposed program or service.

E. Reporting and Record Keeping

1. The applicant will assist the Milwaukee County Department on Aging in meeting reporting and/or research requirements, including outcomes and outcome measures.
2. The applicant will use only the official forms provided by the Milwaukee County Department on Aging to submit required monthly reports on the proposed program or service. Any computer-generated substitute of official forms must be approved in advance by the Milwaukee County Department on Aging prior to use.

F. Coordination with Other Service Providers

The applicant assures that it will coordinate its proposed program or service with other service providers serving older adults in Milwaukee County, including senior centers and the Senior Meal Program.

G. Maintenance of Non-Federal Funding

The applicant assures that it will continue or initiate efforts to obtain funds from private sources and other public organizations to maintain the proposed program or service.

H. Equal Employment Opportunity Requirements

Based upon Section 56.17 of Milwaukee County General Ordinances, and relevant Federal and State laws and regulations, the applicant must, and assures that it will, comply with the following

requirements during the entire period of any contract with the Milwaukee County Department on Aging.

1. Affirmative Action Plan: Agencies that have fewer than 50 employees and a Milwaukee County contract are urged to voluntarily develop and keep on file an Affirmative Action Plan and a Civil Rights Compliance Action Plan. Agencies that have a Milwaukee County contract and have 50 or more employees are required to develop and/or update an Affirmative Action Plan. Plans should be submitted to the County Audit Compliance Manager, at City Campus, 2711 West Wells Street, 9th Floor, Milwaukee, WI 53208.

Information regarding basic statistics on population and labor force can be obtained from the Labor Market Analyst, Job Service, State Office Building, 819 North 6th Street, Milwaukee, WI 53203 (Tel. 227-4310).

2. Civil Rights Compliance Action Plan: Agencies that have a Milwaukee County contract shall have a Civil Rights Compliance Action Plan that ensures that no person shall, on the grounds of race, color, national origin, age, sex, religion, or handicap, be excluded from participation in or be subjected to discrimination in any program or activity funded, in whole or in part, by Federal and State funds. Copies of a sample plan that meets Wisconsin Department of Health Services requirements are available from the Department on Aging.
3. EEO-1 Report: Applicable to agencies that have a contract of \$50,000 or more and have 50 or more employees. An EEO-1 report is to be submitted annually on or before March 31 to the Joint Reporting Committee, P. O. Box 1480, Arlington, Virginia, 22210 (Tel: 703-841-9620); a copy must be sent to the County Audit Compliance Manager. Forms are available from the U. S. Department of Labor, Office of Federal Contract Compliance Programs.
4. Equal Employment Opportunity Certificate for Milwaukee County Contracts: Applicable to all agencies. Form is enclosed. Each applicant must sign and return this form with their proposal.
5. Equal Opportunity Policy Statement: Applicable to all agencies. Form is enclosed. Agencies must sign and post copies on bulletin boards in each facility operated under a Department on Aging contract.
6. Equal Employment Opportunity Poster: Applicable to all agencies. Agencies must post one in each facility operated under a Department on Aging contract.
7. Equal Employment Opportunity Requirements: Following are the equal opportunity requirements by which all contract agencies must abide:
 - a. No otherwise qualified person shall be excluded from participation in, be denied the benefits of, or otherwise be subject to discrimination in any manner on the basis of race, color, national origin, religion, sex, disability, or age. This policy covers eligibility for and access to service delivery and treatment in all programs and activities.

- b. No otherwise qualified person shall be excluded from employment, be denied the benefits of employment, or otherwise be subject to discrimination in employment in any manner or term of employment on the basis of age, race, religion, color, sex, national origin, ancestry, or handicap [as defined in Section 504 and the Americans with Disabilities Act (ADA)], physical condition, developmental disability [as defined in s. 51.01 (5)], arrest or conviction record (in keeping with provisions of s. 111.32), sexual orientation, marital status, or military participation. All employees are expected to support goals and programmatic activities relating to non-discrimination in employment.
- c. Should the applicant be awarded a contract by Milwaukee County, the applicant shall, during the period of that contract, post the Equal Opportunity Policy, the name of the Equal Opportunity Coordinator, and the discrimination complaint process in conspicuous places available to applicants and clients of services, and applicants for employment and employees. The complaint process will be made available in languages and formats understandable to applicants, clients, and employees. The Wisconsin Department of Health Services will provide appropriately translated state-mandated brochures and forms for local distribution.
- d. The applicant agrees to comply with guidelines in the Civil Rights Compliance Standards and a Resource Manual for the Wisconsin Department of Health Services, its County Service Providers, and their Subcontractors for Equal Opportunity in Service Delivery and Employment, copies of which are available through the Department on Aging.
- e. The applicant agrees to cooperate with the Department on Aging and the Wisconsin Department of Health Services in developing, implementing, and monitoring corrective action plans that result from complaint investigations or other monitoring efforts.

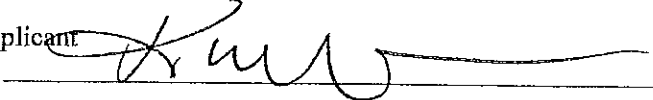
I. Authorizations

- 1. The applicant authorizes the Department on Aging to contact other governmental agencies with which the applicant has contracted to determine:
 - a. If the amount and quality of contracted programs or services provided by the applicant have been satisfactory.
 - b. Whether the applicant has met all programming requirements under its contracts.
- 2. The applicant assures the Department on Aging that the applicant possesses the legal authority to submit a proposal to provide programs or services for the Department on Aging during 2015, and that its Board of Directors has authorized the filing of this proposal at its meeting of: September 26, 2019
(Date of board meeting)

I hereby certify that the information in this proposal is true and correct, and that the program or service proposed herein is consistent with our organization's Articles of Incorporation and Bylaws and that submission of the proposal has been approved by a majority of the Board of Directors. Our organization further agrees to all of the above terms, conditions, and assurances and will submit all required reports and a certified financial audit for the years during which the organization has contracted to provide programs or services for the Department on Aging.

Name of Applicant
Representative: Karen Higgins

Title of Applicant
Representative: Executive Director

Signature of Applicant
Representative: 

Date of Signature: 10/4/19

EEOC COMPLIANCE

**2019 EQUAL EMPLOYMENT OPPORTUNITY CERTIFICATE
FOR MILWAUKEE COUNTY CONTRACTS**

CONTRACTOR hereby certifies that it is in compliance with the equal opportunity policy and standards of Milwaukee County, and Federal rules and regulations regarding nondiscrimination in employment and service delivery.

Nondiscrimination (Milwaukee County General Ordinance (MCGO) 56.17)

CONTRACTOR certifies that in the performance of work or execution of this contract, it shall not discriminate against any employee or applicant for employment because of race, color, national origin, or ancestry, age, sex, sexual orientation, gender identity and gender expression, disability, marital status, family status, lawful source of income, or status as a victim of domestic abuse, sexual assault or stalking, which shall include but not be limited to the following: employment, upgrading, demotion or transfer, recruitment or recruitment advertising; layoff or termination; rates of pay or other forms of compensation; and selection for training including apprenticeships.

CONTRACTOR will post in conspicuous places, available to its employees and applicants for employment, notices to be provided by the County setting forth the provisions of the non-discriminatory clause.

A violation of these provisions shall be sufficient cause for the County to terminate the contract without liability for the uncompleted portion or for any materials or services purchased or paid for by the CONTRACTOR for use in completing the contract.

Equal Opportunity (Title 41 of the Code of Federal Regulations, Chapter 60 (41 CFR 60))

CONTRACTOR will not discriminate against any employee or applicant for employment because of race, color, religion, sex, sexual orientation, gender identity, or national origin.

CONTRACTOR will take affirmative action to ensure that applicants are employed, and that employees are treated during employment, without regard to their race, color, religion, sex, sexual orientation, gender identity, or national origin. Such action shall include, but not be limited to the following: employment, upgrading, demotion, or transfer, recruitment or recruitment advertising; layoff or termination; rates of pay or other forms of compensation; and selection for training, including apprenticeship.

CONTRACTOR agrees to post in conspicuous places, available to employees and applicants for employment, notices to be provided by the contracting officer setting for the provision of his nondiscrimination clause. CONTRACTOR will, in all solicitations or advertisements for employees placed by or on behalf of the CONTRACTOR, state that all qualified applicants will receive consideration for employment without regard to race, color, religion, sex, sexual orientation, gender identity, or national origin.

Affirmative Action Program (41 CFR 60-1.40)

CONTRACTOR certifies that it will strive to implement the principles of equal employment opportunity through an effective affirmative action program (and will so certify prior to the award of the contract), which shall have as its objective to increase the utilization of women, minorities, and disabled persons and other protected groups, at all levels of employment in all divisions of the CONTRACTOR'S work force, where these groups may have been previously under-utilized and under-represented. CONTRACTOR also agrees that in the event of any dispute as to compliance with the preceding requirements, it shall be its responsibility to show that all requirements are met.

Non-Segregated Facilities (41 CFR 60-1.8)

CONTRACTOR certifies that it does not and will not maintain or provide for its employees any segregated facilities at any of its establishments, and that it does not permit its employees to perform their services at any location under its control, where segregated facilities are maintained..

Subcontractors

CONTRACTOR certifies that it has obtained or will obtain certifications regarding non-discrimination, an affirmative action program and non-segregated facilities from proposed subcontractors that are directly related to any contracts with Milwaukee Count before the award of any subcontracts, and that it will retain such certifications in its files.

Reporting Requirement

Where applicable, CONTRACTOR certifies that it will comply with all reporting requirements and procedures established in 41 CFR 60.

Affirmative Action Plan

CONTRACTOR certifies that, if it has 50 or more employees, that it will develop and/or update and submit (within 120 days of contract award) an Affirmative Action Plan to: Mr. Paul Grant, Audit Compliance Manager, Milwaukee County Department of Audit, 633 W. Wisconsin Ave., Milwaukee, WI 53203 [Telephone No.: (414) 278-4292].

CONTRACTOR certifies that, if it has 50 or more employees, it has filed or will develop and submit (within 120 days of contract award) for each of its establishments a written affirmative action plan. Current Affirmative Action plans, if required, must be filed with the Milwaukee County Department of Audit, 633 W. Wisconsin Ave., Milwaukee, WI 53203 [Telephone No.: (414) 278-4292].

CONTRACTOR will also require its subcontractors that have 50 or more employees to establish similar written affirmative action plans.

Employees

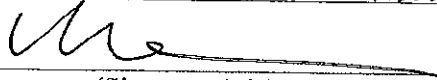
Milwaukee Christian Center certifies that it has the following number of employees in the Standard Metropolitan Statistical Area, which includes the counties of Milwaukee, Waukesha, Ozaukee and Washington, Wisconsin: Milwaukee Christian Center.

Milwaukee Christian Center certifies that it has the following total number of employees in its workforce: 97.

Executed this 4th day of October, 2019

Firm Name: Milwaukee Christian Center

Address: 807 S. 14th Street Milwaukee, WI 53204

Representative: 
(Signature/Title)

Karen W. Hissins, Executive Director

