

SHW Contract Modification and Compliance Concerns

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Sent Items

To:

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Cc:

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4C's Modification Approved 7.21.15.pdf 204 KB

1 attachment (204 KB)

Hello Gabriela,

Thank you for taking the time to develop and submit a Senior Health and Wellness (SHW) 2014-2015 Contract Modification Proposal (see attached).

The City has accepted 4Cs modifications including the removal of Catonese Opera, reduction in units of service for Karaoke, Rhythms for Life, and Neighborhood Walks and the addition of one Better Choices, Better Health evidence-based cycle with a reduction from ten to six participants per session. We are hopeful these changes will enable 4Cs to achieve a greater measure of success in the second half of the grant cycle.

On that note, the City wishes to express strong concern regarding a pattern of performance over the last two years that if not corrected, may result in additional decrease or loss of funding. The City values our partnership with 4Cs and we both share mutual goals of providing strong programs and services to the senior community. With this in mind, we have sought out ways to find win-win approaches agreeable to both agencies.

The City has continued to support your agency by approving reasonable contract modifications, recommending actions to improve performance and providing technical assistance in various areas of your contract requirements during initial and mid-year monitoring visits, conference calls and contract pre-development meetings.

Unfortunately, these approaches have not seemed to bare fruit as the same corrective action items continue to persist over the last two funding cycles. 4Cs continues to struggle with reaching targeted outputs and utilizing sufficient documentation and reporting system. For 4Cs to be further considered for 2015-2016 SHW funding opportunities, it must substantiate impactful improvement in these areas as well as demonstrate successful completion of the 2014-2015 corrective action plan described below.

Areas of non-compliance identified in the 2014-2015 SHW contract:

- Insufficient documentation and reporting system to substantiate program activity and target population served.

- Inability to provide the projected number of outputs for the following activities: Karaoke, Neighborhood Walks and Rhythms for Life.
- Inaccurate reporting of UOS target outputs. Specifically, mid-year report (7,561 UOS) compared to 6,231 UOS verified.

Actions required by 4Cs to meet contract compliance:

- Maintain sufficient documentation and reporting system (adequate sign-in sheets, intake forms, surveys etc.) that details SHW target population for all activities conducted April 1, 2015 to September 30, 2015.
- Report accurate information during service period: October 1, 2014 to September 30, 2015 on final report due October 15, 2015 that can be verified through supportive documentation.
- Reach targeted outputs as outlined in your contracted Scope of Services and approved Contract Modification dated July, 21, 2015.

Actions that may be taken by City if 4Cs cannot reach contract compliance and fail to complete actions listed above:

1. Final payment will be withheld
2. Render 4Cs ineligible for future funding by the City

Again, we value our partnership and the services 4Cs provides. City staff will continue to be available for technical assistance in the areas of concern listed above. If you have questions or need clarification regarding the actions required from 4Cs, please contact me or Rocio Reyes by phone or email. Thank you.

PETRA RIGUERO

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