

**EXHIBIT A
SCOPE OF WORK**

1. Service Overview

Contractor agrees to provide to the California Department of Social Services (CDSS) the services described herein:

- A. Contractor will provide CalFresh outreach activities to United States Department of Agriculture (USDA) Supplemental Nutrition Assistance Program (SNAP), referred to in California as the CalFresh Program (Welfare and Institutions Code Sections 18904.2 and 18904.3).
- B. The Contractor shall cooperate with CDSS or its designee by participating in meetings and/or site visits as CDSS may deem necessary to monitor Contractor compliance with the agreement.

2. Service Location(s)

The services shall be performed in (counties to be specified).

3. Service Hours

The services shall be provided during normal contractor working hours.

4. Project Representative

A. The project representatives during the term of this agreement will be:

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| <p>California Department of Social Services CDSS Program Analyst: TBD Telephone: (916) TBD Fax: TBD E-mail: TBD</p> | <p>Contractor Name Project Coordinator: TBD Telephone: TBD Fax: TBD E-mail: TBD</p> |
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B. Direct all inquiries to:

| | |
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| <p>California Department of Social Services CalFresh Outreach Unit Attention: TBD 744 P Street, MS 8-9-32 Sacramento, CA 95814-5512 Telephone: TBD Fax: 916-657-1806 Email: TBD</p> | <p>Contractor Name Attention: TBD Title: Address Telephone: Fax: E-mail: TBD</p> |
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C. Either party may make changes to the information above by giving written notice to the other party. Said changes shall not require an amendment to this agreement.

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5. Scope of Work Changes

- A. Changes and revisions to the SOW contained in the agreement must be proposed by the Contractor in writing.
- B. CDSS will respond, in writing, as to the approval or disapproval of all such requests for changes or revisions to the Scope of Work within 30 calendar days of the date the request is first received in the program.
- C. CDSS may also request changes and revisions to the Scope of Work. CDSS will make a good-faith effort to provide the Contractor 30 calendar days advance written notice of said changes or revisions.
- D. Proposed revisions to the Scope of Work under this section that would change the term, amount or substantive provisions of this agreement require execution of an amendment (see Exhibit C.2.) before the revision is effective.

6. Progress Reports

- A. The Contractor shall submit semi-annual narrative progress reports to the CDSS Program Analyst at the due dates listed in 6B below in the format prescribed by CDSS. The progress reports shall describe challenges encountered, solutions proposed, and progress made in completing agreement deliverables (as provided in Section 8, below).

- B. Progress reports are to be submitted electronically according to the following schedule:

| Year 1: | | DUE: |
|----------------------|-----------------------------------|-------------|
| Quarter 2 (Mid-Year) | January 1, 2015 – March 31, 2015 | 04/30/2015 |
| Quarter 4 (Final) | July 1, 2015 – September 30, 2015 | 09/30/2015 |
| Year 2: | | |
| Quarter 2 (Mid-Year) | January 1, 2016 – March 31, 2016 | 04/30/2016 |
| Quarter 4 (Final) | July 1, 2016 – September 30, 2016 | 09/30/2016 |

- C. If CDSS does not receive a complete and accurate narrative progress report, further payments to the Contractor will be suspended until a complete and accurate report is received.

7. Contractor Requirements

- A. The Contractor shall comply with the guidelines for the development of all materials as outlined in the CalFresh Outreach Operations Manual. CDSS shall provide the CalFresh Outreach Operations Manual to the Contractor on the website, at <http://www.cdss.ca.gov/calfreshoutreach/>.

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- B. The Contractor agrees to identify itself as a CalFresh Outreach Contractor on its organization's website. Any website content must be approved by CDSS before publication.
- C. The Contractor agrees to cooperate with CDSS in data collection related to evaluation of program effectiveness as requested in the manner, format, and timeline prescribed by CDSS. Data may include demographic descriptions of the population served, audience reached, CalFresh outreach efforts broken down by County, and additional measures of program effectiveness. The data shall be submitted in a form prescribed by CDSS.
- D. The Contractor agrees to cooperate with CDSS by participating in training and technical assistance provided by CDSS, as deemed necessary by CDSS.
- E. The Contractor agrees to disseminate disaster CalFresh information, translate materials and messages, and/or provide other assistance to the County Welfare Departments in the event of a disaster.

8. Scope of Work Requirements

- A. At a minimum, the Contractor shall conduct any necessary CalFresh outreach activities to provide the following services:
 - a. **CalFresh Applications Submitted.** CalFresh applications (both paper and on-line) that have been submitted by your agency on behalf of a client and funded by the CalFresh Outreach Plan. Contractors must work with their county to determine the application submittal process that works best for the county.
 - b. **CalFresh Applications Approved.** CalFresh applications that have been submitted by your agency on behalf of a client and approved by the county welfare department for benefits. Contractors must work with their county to determine the process that works best for the county to supply application approval data to the Contractor.
 - c. **SAR 7 Forms Submitted.** SAR 7 forms that have been submitted by your agency on behalf of a client. Contractors must work with their county to determine the SAR 7 application submittal process that works best for the county.
 - d. **CalFresh Recertification Applications Submitted.** CalFresh recertification applications that have been submitted by your agency on behalf of a client. Contractors must work with their county to determine the recertification application submittal process that works best for the county.
 - e. **CalFresh Outreach Activities.** This deliverable is defined as partnering with Counties and CBOs, serving targeted populations, to address barriers to participation and meet the overall goals of the CalFresh Outreach plan. These agencies include, but are not limited to: CWDs, AAA, WIC, First 5, Project Lean, UC Cooperative Extensions, Local Health Departments and schools. This deliverable also includes:
 - i. Distributing CalFresh Outreach approved materials
 - ii. Participating in local collaborative meetings to promote CalFresh Outreach

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- iii. Providing training and technical assistance to other agencies serving the targeted populations

- B. Reporting for SOW item “Outreach Activities” will submitted as a part of the semi-annual narrative progress reports noted in section 6, above.

- C. The table below details measureable SOW goals for each of necessary activities in each of the federal fiscal years of this contract.

- D. For CalFresh Applications Submitted, the Contractor will also provide the number of applications submitted for each following target group:
 - a. Seniors
 - b. Working low-income households
 - c. Immigrants
 - d. Latinos
 - e. Mixed-status households
 - f. Veterans and military families

| | CalFresh Applications Submitted | CalFresh Applications Approved | SAR 7 Forms Submitted | CalFresh Recertification Applications Submitted |
|-----------------|--|---------------------------------------|------------------------------|--|
| FFY 2015 | #TBD | #TBD | #TBD | #TBD |
| FFY 2016 | #TBD | #TBD | #TBD | #TBD |