

**EXHIBIT A
(Standard Agreement)**

I. Scope of Work

Introduction

The California Department of Social Services (CDSS) has responsibility for implementation and oversight of the State Supplemental Nutrition Assistance Program (SNAP) Outreach Plan under the program and funding guidelines of the United States Department of Agriculture, Food and Nutrition Service (USDA FNS). This subvention contract will enable CDSS to fulfill its mission and goals, in addition to its responsibilities to the USDA FNS, by providing SNAP (known in California as CalFresh) outreach and application assistance to Californians (as described in Section H, below) eligible to receive CalFresh benefits. Contract activities will additionally aid counties in their CalFresh enrollment and retention efforts.

A. Service Overview

Contractor agrees to provide to the CDSS the services described herein:

1. Contractor will provide outreach activities for the CalFresh Program (Welfare and Institutions Code Sections 18904.2 and 18904.3) in accordance with the State Supplemental Nutrition Assistance Program (SNAP) Outreach Plan Guidance (incorporated in Exhibit B, Section K).
2. 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.

B. Service Location(s)

The services shall be performed at various statewide facilities accessible to the Contractor.

C. Service Hours

The services shall be provided during normal contractor working hours.

D. Project Representative

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

California Department of Social Services

CDSS Program Manager: TBD

Telephone: TBD

Fax: TBD

E-mail: TBD

Contractor Legal Name Here

Project Coordinator: TBD

Telephone: TBD

Fax: TBD

E-mail: TBD

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3. 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.

G. Contractor Requirements

1. The Contractor shall comply with the guidelines for the development of all materials as outlined in the CalFresh Outreach (CFO) Operations Manual. CDSS shall provide the CFO Operations Manual to the Contractor on the website.
2. The Contractor agrees to identify itself as a CFO Contractor on its organization's website. Any website content must be approved by CDSS before publication.
3. 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.
4. The Contractor agrees to cooperate with CDSS by participating in training and technical assistance provided by CDSS, as deemed necessary by CDSS.
5. The Contractor agrees to disseminate disaster CalFresh information, translate materials and messages, and/or provide other assistance to the County Welfare Departments (CWDs) in the event of a disaster.

H. Scope of Work Requirements

1. At a minimum, the Contractor shall conduct any necessary CalFresh outreach activities to provide the following services:
 - a. **Submitted CalFresh Applications.** CalFresh applications (both paper and on-line) that have been submitted by your agency and/or subcontractors on behalf of a client and funded by the CFO Plan. CDSS encourages contractors to submit applications electronically. CDSS will provide reports to contractors of submitted electronic applications. The contractors may keep application confirmation numbers to confirm the numbers in the CDSS Reports. Paper application submissions are self-reported.
 - b. **Approved CalFresh Applications.** CalFresh applications that have been submitted by your agency and/or subcontractors on behalf of a client and subsequently approved by the CWD for benefits. CDSS reports will also provide the number of electronic applications approved, denied and pending.
If contractors submit paper applications, CDSS will calculate each prime contractor's approved paper applications based upon CDSS report totals for the prime contractor and all its subcontractors, if applicable. To determine the number of paper applications

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- approved, CDSS will use the approved and denied numbers from the CDSS report to calculate an approval rate. Approved paper applications submitted each invoice period will be calculated by dividing the number of approved electronic applications by the sum of approved and denied electronic applications for the invoicing period.
- c. **Submitted SAR 7 Forms.** SAR 7 forms that have been submitted by your agency and/or subcontractors 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. **Submitted CalFresh Recertification Applications.** CalFresh Recertification applications that have been submitted by your agency and/or subcontractors 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 Community Based Organizations (CBOs) to address barriers to participation and meet the overall goals of the CFO Plan. These agencies may include, but are not limited to: Local Health Departments, Area Agency on Aging (AAA), Women, Infants and Children (WIC), First 5, Project Lean, UC Cooperative Extension, Medi-Cal, Covered California, and schools. This deliverable also includes:
 - i. Distribution of CFO approved materials (posters, brochures, web sites and direct mail) to inform low-income, potentially eligible households about CalFresh eligibility.
 - ii. Participating in local collaborative meetings to promote CFO.
 - iii. Providing training and technical assistance to other agencies serving the targeted populations or developing web-based technologies to assist eligible populations.
 - iv. Providing outreach in areas of need, such as, but not limited to: Title I school districts, rural communities, and clustered communities.
2. Reporting for SOW item "CalFresh Outreach Activities" will be submitted as a part of the semi-annual narrative progress reports noted in section F, above.
 3. The following measurable SOW goals for each of the necessary activities in each of the federal fiscal years of this contract should be tracked:
 - **Submitted CalFresh Electronic Applications**
 - **Submitted CalFresh Paper Applications**
 - **Approved CalFresh Electronic Applications**
 - **Approved CalFresh Paper Applications**
 - **Submitted SAR 7 Forms**
 - **Submitted CalFresh Annual Recertification Applications**

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4. For CalFresh Applications Submitted, the Contractor will also provide the number of applications submitted for each following target group:
 - a. Household with children under the age of 18
 - b. Seniors, age 60 and above
 - c. Working low-income households
 - d. Immigrants
 - e. Latinos
 - f. Mixed-status households
 - g. Veterans and military families

SAMPLE