

**COUNTY OF LOS ANGELES
AGING AND DISABILITIES DEPARTMENT**

**PROCUREMENT FOR SERVICES ENTITLED:
REQUEST FOR PROPOSALS (RFP)
ADULT PROTECTIVE SERVICES CENTER OF EXCELLENCE PROGRAM
APS-CENTER-2223-RFP**

ADDENDUM THREE

In accordance with Subparagraph 4.4 (County's Right to Amend Request for Proposals) of the Request for Proposals (RFP), County has the unlimited right to amend this RFP by written addendum at any time before the required submission date. As such, this Addendum Three is hereby issued for this RFP to address the following elements:

PART I (CHANGES TO THE RFP)

Please be advised that any references to "Forensic Center" in the current Request for Proposals and Sample Subaward will be replaced with the term "Center of Excellence" in the resulting Subaward.

RFP Subsection 2.1.2.1 Estimated Funding for Program Services is deleted in its entirety and replaced with the following:

- 2.1.2.1 County estimates that the total funding for Fiscal Year 2022-23 for Program Services is approximately **\$700,000**, which is comprised of monies funded from the United States Department of Health and Human Services and California Department of Social Services. The term of the initial contract is for two years funded at **\$1,400,000**.

RFP Subsection 3.2.2 Mandatory Staff is deleted in its entirety and replaced with the following:

- 3.2.2.1 Proposer shall have the following mandatory staff who meet all the requirements listed in Appendix A (Sample Subaward), Exhibit A (Statement of Work), Subsection 6.1.2 (Subrecipient's Personnel) for Program Services: Neuropsychologist, **Geriatrician**, and Project Manager. Such Staff shall be listed on Proposer's completed Appendix B (Required Forms), Form Exhibit 9 (Proposed Budget).

Exhibit A, Statement of Work, has been revised to include the inclusion of a Geriatrician. Accordingly, a new Subsection 6.1.2.7 has been added to Section 6.0, RESPONSIBILITIES, which describes the Geriatrician Responsibilities:

6.1.2.7 Geriatrician

- 6.1.2.7.1 Subrecipient shall have a Geriatrician who serves as a core member of the Forensic Center and under the lead of the Neuropsychologist, the Geriatrician shall provide forensic neuropsychological input at weekly multidisciplinary team meetings. Assists in the determination of medical evaluation (i.e., in the role of forensic neuropsychologist, geriatrician, primary care provider with elder abuse experience) as needed. Provides external resource referrals to the team.
- 6.1.2.7.2 In addition to the duties and responsibilities performed by the Neuropsychologist, described at Subsection, 6.1.2.6 (Neuropsychologist), the Geriatrician shall perform the additional duties and responsibilities described at Subsection 10.2 (Geriatrician Work Requirements).
- 6.1.2.7.3 Minimum Required Education, Experience and Qualifications
 - 6.1.2.7.3.1 Medical Degree, preferably with a concentration in Neuropsychology and/or Gerontology, from an accredited university.
 - 6.1.2.7.3.2 A minimum of five (5) years of experience in Neuropsychology and/or Gerontology or a related field.
 - 6.1.2.7.3.3 Demonstrable problem-solving skills and experience.
 - 6.1.2.7.3.4 Ability to explain administrative goals, policies, and procedures, and to assist Staff in adjusting to changes that occur.
 - 6.1.2.7.3.5 Ability to evaluate the performance of Forensic Center staff based on established criteria.
 - 6.1.2.7.3.6 Expertise in the provision of social services to Older Individuals.

6.1.2.7.3.7 Ability to effectively speak, read, and write fluently in English.

Exhibit A, Statement of Work, has been revised to include the inclusion of a Geriatrician. Accordingly, a new Subsection 10.2, Geriatrician Work Requirements, has been added to Section 10.0, SPECIFIC WORK REQUIREMENTS:

10.2 Geriatrician Work Requirements

- 10.2.1 Serves as a core member of the Forensic Center and provides forensic neuropsychological input at weekly multidisciplinary team meetings.
- 10.2.2 Assists in the determination of medical evaluation (i.e., in the role of forensic neuropsychologist, geriatrician, primary care provider with elder abuse experience) as needed, and provides external resource referrals to the team.
- 10.2.3 Acts as the Program's medical specialist who will diagnose and treat a wide range of conditions and diseases that are associated with older adult, including but not limited to:
- Neurocognitive disorders/dementia
 - Osteoporosis
 - Osteoarthritis
 - Incontinence
 - Cancer
 - Hearing and vision loss
 - Depression
 - Insomnia
 - Heart disease/failure
 - Diabetes
 - Frailty
 - Balance issues
 - Substance use disorder
- 10.2.4 Provides team with expert reviews based on latest research and studies on mental capacity, decision-making in older and dependent adults, and the effect of undue influence in evaluating consent and capacity determination.

- 10.2.5 Conducts forensic evaluation and documentation of Forensic Center Clients residing in the County of Los Angeles in various settings, which may include a Client's home, a hospital setting, and or a board and care facility. Evaluation may include geriatric assessments, review of law enforcement and medical records, and forensic interviews of Clients, family members, attorneys, physicians, financial advisors, and others.
- 10.2.6 Provides consultation as requested or appropriate to primary care providers, to support their evaluation and preparation of the Declaration of Mental Capacity Form.
- 10.2.7 Evaluates cases in various settings (home, nursing homes) throughout Los Angeles County and often in unpleasant circumstances (i.e., safety issues mandate that the evaluation is conducted with law enforcement; hoarding issues involve joint visit with code and safety team; etc.).
- 10.2.8 Supervises each associate's case from the point of referral, writing and editing report, and providing testimony in court.
- 10.2.9 To ensure viability of the Forensic Center, works to secure independent funding to supplement or supplant net County costs, should such funds become available.

Exhibit A, Statement of Work, has been revised to include the inclusion of a Geriatrician. Accordingly, a new Subsection 10.3, Geriatrician In-Home Assessment Work Requirements, has been added to Section 10.0, SPECIFIC WORK REQUIREMENTS:

10.3 Geriatric In-Home Assessment

- 10.3.1 The geriatric assessment evaluates a broad range of health conditions and environmental risks that may impact the elder's quality of life and ability to remain safely in his/her home. The Geriatrician assesses the following areas:
 - Functional status (ability to perform ADLs and IADLs)
 - Nutrition
 - Vision
 - Hearing
 - Cognition

- Psychological status
- Medication review
- Fall risk

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STATEMENT OF WORK (SOW)

1.0 SCOPE OF WORK

- 1.1 This Statement of Work (SOW) establishes the minimum required tasks Subrecipient shall provide in support of the Adult Protective Services (APS) Center of Excellence (“Program” or “Forensic Center”), administered by the County of Los Angeles, Aging and Disabilities Department (“County” or “AD”) to eligible individuals, otherwise referred to herein as “Client(s).” Program is a multidisciplinary team that provides comprehensive, in-depth case analysis, consultation, and recommendations on handling and prosecution of older and dependent adult abuse cases throughout Los Angeles County.
- 1.2 The multi-disciplinary team, led by a Forensic Neuropsychologist, and including a geriatrician, shall provide neuropsychological evaluations of APS Clients for protection and prosecution purposes, capacity declarations, testimony in court, continuous collaboration with team members, as well as training to public and private entities. Other Multi-Disciplinary Team members may include stakeholders from Adult Protective Services, Public Guardian, non-profit legal firms, mental health staff, local law enforcement, Coroner, Long Term Care Ombudsman, County Counsel, District Attorney, Los Angeles City Attorney, advocates, community-based organizations and disability service providers. A Project Manager of the Program will provide day-to-day coordination. It has been shown in the past that APS Clients can be protected through successful prosecution which decreases the likelihood of recidivism.
- 1.3 The target population consists primarily of older adults (60+ years of age) and dependent adults (18-59 years of age) who are victims of abuse and/or neglect. Types of abuse include physical, sexual, psychological, financial, and emotional. Neglect includes neglect by self and others.
- 1.4 As further detailed in Section 10.0 (Specific Work Requirements), Subrecipient shall assist the County to:
 - 1.4.1 Conduct case reviews, in-home medical and mental status evaluations, and evidentiary investigation of elder and dependent adult abuse cases.
 - 1.4.2 Better understand, identify and prevent and remedy elder and dependent adult abuse.
 - 1.4.3 Support the prevention of elder and dependent adult abuse through greater awareness and education among those professionals who work with older and dependent adults and the community.
 - 1.4.4 Promote the health, safety, well-being and independence of older and dependent adults.

2.0 ADDITION AND/OR DELETION OF FACILITIES, SPECIFIC TASKS AND/OR WORK HOURS

- 2.1 Services must be provided in Los Angeles County geographic areas. Prior to modifying or terminating Services, or revising Program Services, Subrecipient shall obtain written consent from County, and shall comply with Subparagraph 8.1 (Amendments) of the Subaward as applicable.
- 2.2 Subrecipient shall inform County in writing and receive written County approval at least sixty (60) days prior to relocation of Subrecipient's office or site location(s).
- 2.3 Specific tasks and Work hours shall not be modified or terminated throughout the entire Subaward term. Should an emergency arise, Subrecipient's request for Service or Work hour modifications will be reviewed by County on a case-by-case basis.

3.0 QUALITY CONTROL

- 3.1 The Subrecipient shall establish and utilize a comprehensive Quality Assurance Monitoring Plan to assure the County a consistently high level of service throughout the term of the Subaward. The Plan shall be submitted to the County Subaward Project Monitor for review. The plan shall include, but may not be limited to the following:
 - 3.1.1 Method of monitoring to ensure that Subaward requirements are being met;
 - 3.1.2 A record of all inspections conducted by the Subrecipient, any corrective action taken, the time a problem was first identified, a clear description of the problem, and the time elapsed between identification and completed corrective action, shall be provided to the County upon request.

4.0 QUALITY ASSURANCE PLAN

- 4.1 The County will evaluate the Subrecipient's performance under this Subaward using the quality assurance procedures as defined in the Subaward, Subparagraph 8.15 (County's Quality Assurance Plan).

4.2 Meetings

- 4.2.1 Subrecipient is mandated to attend all meetings called by County, or authorized designee. Subrecipient shall be given advance notice of all scheduled meetings with County. Subrecipient may also be required to attend emergency meetings without the above stated advance notice when necessary.
- 4.2.2 Subrecipient Staff, which include paid Employees and Volunteers, shall regularly attend meetings that offer ways to expand knowledge of and increase efficiency in the Services provided. These meetings may be

scheduled by County. At Subrecipient's own expense, Subrecipient may elect to attend meetings outside of Los Angeles County that Subrecipient reasonably deems to be beneficial for the delivery of Client Services, as well as other meetings designated by County

- 4.2.3 Subrecipient's failure to attend all mandatory meetings (in-person or online) shall be considered non-compliance with the Subaward, and may result in further action pursuant to the Subaward, Subparagraph 9.13 (Probation and Suspension), Subaward, Subparagraph 9.18 (Remedies for Non-Compliance), this Statement of Work, Attachment 2 (Performance Requirements Summary Chart), and any other applicable remedies.

4.3 Subaward Discrepancy Report (Attachment 1 of this Exhibit A)

- 4.3.1 Subrecipient shall immediately notify County's Compliance Manager whenever a Subaward discrepancy is identified. The problem shall be resolved within a time period mutually agreed upon in writing by County and Subrecipient.

- 4.3.2 County's Compliance Manager will determine whether a formal Subaward Discrepancy Report shall be issued. Upon receipt of this report, Subrecipient shall respond in writing to County's Compliance Manager within the timeframe designated by County, acknowledging the reported discrepancies or presenting contrary evidence. A plan for correction of all deficiencies identified in the report shall be submitted to County's Compliance Manager as prescribed by County.

4.4 County Observations

- 4.4.1 In addition to County's contracting staff, other County personnel, State representatives, and Federal representatives may observe the performance/activities and review documents relevant to the Subaward at any time during normal business hours which are defined as five (5) days per week (Monday through Friday), eight (8) hours per day during the hours of 8:00 a.m. to 5:00 p.m., not including County recognized holidays. A list of County recognized holidays is provided in Attachment 3 (County Recognized Holidays). However, these personnel may not unreasonably interfere with Subrecipient's performance.

5.0 DEFINITIONS

- 5.1 For a listing of definitions for this Program, refer to Appendix A, Sample Subaward, Exhibit P (Definitions).

6.0 RESPONSIBILITIES

- 6.1 The County's and the Subrecipient's responsibilities are as follows:

6.1.1 County's Personnel

- 6.1.1.1 County's authorized agents reflected in Exhibit D (County's Administration) will administer this Subaward according to the Subaward, Paragraph 6.0 (Administration of Subaward – County). Specific duties will include:
 - 6.1.1.1.1 Monitoring Subrecipient's performance in the daily operation of this Subaward.
 - 6.1.1.1.2 Providing direction to Subrecipient in areas relating to policy, information, and procedural requirements.
 - 6.1.1.1.3 Preparing Amendments in accordance with the Subaward, Subparagraph 8.1 (Amendments).
- 6.1.1.2 County will notify Subrecipient in writing of any change in the names or addresses shown.
- 6.1.1.3 **County's Project Manager** or designee
 - 6.1.1.3.1 Identifies up to five complex cases per week for referral and presentation to the Forensic Center, requiring coordination of services from multiple agencies or County departments.
 - 6.1.1.3.2 Coordinates the completion of the Forensic Center referral form that contains the specific details (e.g., alleged perpetrator, alleged victim, description of the incident, and any action that needs been taken on the case to date, etc.)
 - 6.1.1.3.3 Works with the Forensic Center Project Manager to determine if the case meets the criteria for presentation to the Forensic Center.
 - 6.1.1.3.4 Participates as a core member of the team, providing the APS perspective on situations and issues presented at the meeting.
 - 6.1.1.3.5 Facilitates the presentation of the case by APS to Forensic Center team members.
 - 6.1.1.3.6 Coordinates the completion of recommended APS action items and provides updates to the Forensic Center Project Manager.
 - 6.1.1.3.7 Accompanies medical/professional staff in the evaluation and review of APS Clients in various settings as needed.

6.1.2 Subrecipient's Personnel

- 6.1.2.1 Subrecipient shall assign a sufficient number of qualified Employees with the appropriate education, licensure, and experience noted below to perform the required work and workload based on the number of referrals. These employees must be capable of establishing effective communication with APS Clients as well as other team members and/or network providers. The total number of employees shall be based on the method and level of services provided and the size of the service area served by Subrecipient.
- 6.1.2.2 Subrecipient shall operate continuously throughout the entire term of this Subaward with at least the staff identified in this Statement of Work set forth herein, as well as any other applicable staffing requirements of County necessary for Subrecipient to provide services hereunder. Such personnel shall meet all qualifications in this Subaward, as well as those provided by County through Amendments, Administrative Directives, Change Notices, Program Memorandums, etc.
- 6.1.2.3 Subrecipient shall always have a Staff member that speaks and understands English and has the authority to act on behalf of Subrecipient in every detail available during normal business hours.
- 6.1.2.4 Subrecipient shall be required to conduct a background check on its Employees as set forth in Subparagraph 7.5 (Background and Security Investigations) of the Subaward.
- 6.1.2.5 Subrecipient shall notify County of any significant personnel change(s) and shall fill vacancies for critical positions within ten (10) days.
- 6.1.2.6 Neuropsychologist**
 - 6.1.2.6.1 Subrecipient shall have a Neuropsychologist who serves as a core member of the Forensic Center and provides forensic neuropsychological input at weekly multidisciplinary team meetings. Assists in the determination of medical evaluation (i.e., in the role of forensic neuropsychologist, geriatrician, primary care provider with elder abuse experience) as needed. Provides external resource referrals to the team.
 - 6.1.2.6.2 Provides team with expert reviews based on latest research and studies on mental capacity, decision-making in older and dependent adults, and the

- effect of undue influence in evaluating consent and capacity determination.
- 6.1.2.6.3 Conducts forensic evaluation and documentation of Forensic Center Clients residing in the County of Los Angeles in various settings. Evaluation may include neuropsychological testing, review of law enforcement and medical records, and forensic interviews of Clients, family members, attorneys, physicians, financial advisors, and others.
 - 6.1.2.6.4 Evaluates Clients on an urgent basis, works with an investigative team (law enforcement, public guardian), as needed.
 - 6.1.2.6.5 Coordinates capacity declarations and provides updates to the Forensic Center team members and the District Attorney's Office.
 - 6.1.2.6.6 Provides written forensic reports that can be used in court.
 - 6.1.2.6.7 Provides status update to the Forensic Center Project Manager.
 - 6.1.2.6.8 Assists in the development and presentation of educational materials for law enforcement, First Responders, judges, social workers, and the other groups to be determined by the Forensic Center team.
 - 6.1.2.6.9 Assists in collaborative research in the areas of mental capacity, undue influence, and elder and dependent adult abuse.
 - 6.1.2.6.10 Supervises a team of psychological experts/associates to address the needs of the Forensic Center and conducts forensic evaluations, provides consultation to all County agencies, and testifies in court. The team of associates may include licensed psychologist(s) and lawyers who bring a vast range of expertise to the Forensic Center.
 - 6.1.2.6.11 Supervises each associate's case from the point of referral, writing and editing report, and providing testimony in court.
 - 6.1.2.6.12 Trains, manages and hires additional staff to coordinate neuropsychological cases referred to

the Forensic Center, including at least one, licensed, clinical social worker.

- 6.1.2.6.13 To ensure viability of the Forensic Center, works to secure independent funding to supplement or supplant net County costs, should such funds become available.
- 6.1.2.6.14 Provides consultation as requested or appropriate to primary care providers, to support their evaluation and preparation of the Declaration of Mental Capacity Form.
- 6.1.2.6.15 Evaluates cases in various settings (home, nursing homes) throughout Los Angeles County and often in unpleasant circumstances (i.e., safety issues mandate that the evaluation is conducted with law enforcement; hoarding issues involve joint visit with code and safety team; etc.).
- 6.1.2.6.16 Minimum Required Education, Experience and Qualifications
 - 6.1.2.6.16.1 Medical Degree, preferably with a concentration in Neuropsychology and/or Gerontology, from an accredited university.
 - 6.1.2.6.16.2 A minimum of five (5) years of experience in Neuropsychology and/or Gerontology or a related field.
 - 6.1.2.6.16.3 Demonstrable problem-solving skills and experience.
 - 6.1.2.6.16.4 Ability to explain administrative goals, policies, and procedures, and to assist Staff in adjusting to changes that occur.
 - 6.1.2.6.16.5 Ability to evaluate the performance of Forensic Center staff based on established criteria.
 - 6.1.2.6.16.6 Expertise in the provision of social services to Older Individuals.
 - 6.1.2.6.16.7 Ability to effectively speak, read, and write fluently in English.

6.1.2.7 Geriatrician

- 6.1.2.7.1 Subrecipient shall have a Geriatrician who serves as a core member of the Forensic Center and under the lead of the Neuropsychologist, the Geriatrician shall provide forensic neuropsychological input at weekly multidisciplinary team meetings. Assists in the determination of medical evaluation (i.e., in the role of forensic neuropsychologist, geriatrician, primary care provider with elder abuse experience) as needed. Provides external resource referrals to the team.
- 6.1.2.7.2 In addition to the duties and responsibilities performed by the Neuropsychologist, described at Subsection, 6.1.2.6 (Neuropsychologist), the Geriatrician shall perform the additional duties and responsibilities described at Subsection 10.2 (Geriatrician Work Requirements).
- 6.1.2.7.3 Minimum Required Education, Experience and Qualifications
- 6.1.2.7.3.1 Medical Degree, preferably with a concentration in Neuropsychology and/or Gerontology, from an accredited university.
- 6.1.2.7.3.2 A minimum of five (5) years of experience in Neuropsychology and/or Gerontology or a related field.
- 6.1.2.7.3.3 Demonstrable problem-solving skills and experience.
- 6.1.2.7.3.4 Ability to explain administrative goals, policies, and procedures, and to assist Staff in adjusting to changes that occur.
- 6.1.2.7.3.5 Ability to evaluate the performance of Forensic Center staff based on established criteria.
- 6.1.2.7.3.6 Expertise in the provision of social services to Older Individuals.

6.1.2.7.3.7 Ability to effectively speak, read, and write fluently in English.

6.1.2.8 Project Manager

- 6.1.2.8.1 Provides oversight of the day-to-day operation of the Forensic Center, including the running of weekly meetings; planning and implementation of any education and training activities; and handling of various administrative duties.
- 6.1.2.8.2 Reviews referrals to the Forensic Center and schedules referral review dates.
- 6.1.2.8.3 Prepares agendas for weekly meeting and distributes agendas to key personnel prior to the meetings.
- 6.1.2.8.4 Assists APS or other referring agencies or County departments in preparing the cases to the Forensic Center team.
- 6.1.2.8.5 Manages weekly Forensic Center meetings, observes the time limitations of each case and keeps minutes/notes to summarize the recommendations and action plan for each team member.
- 6.1.2.8.6 Informs team members of their responsibilities in each case and records any new information reported.
- 6.1.2.8.7 Serves as liaison between the Forensic Center and partnering agencies.
- 6.1.2.8.8 Coordinates student internships.

6.2 Identification Badges

- 6.2.1 Subrecipient shall ensure their employees are appropriately identified as set forth in Subparagraph 7.4 (Subrecipient's Staff Identification), of the Subaward.

6.3 Materials and Equipment

- 6.3.1 The purchase of all materials/equipment to provide the needed Services is the responsibility of Subrecipient. Subrecipient shall adhere to the requirements for purchasing, inventorying, and disposing of material and equipment obtained under the Sample

Subaward as outlined herein and in the Sample Subaward, Exhibit S (Purchase, Inventory and Disposal Requirements for Fixed Assets, Non-Fixed Assets and Supplies). Subrecipient must obtain County approval in writing prior to the purchase of any equipment or vehicles purchased with Subaward Sums as described in Exhibit S (Purchase, Inventory and Disposal Requirements for Fixed Assets, Non-Fixed Assets and Supplies).

- 6.3.2 Subrecipient shall use materials and equipment that are safe for the environment and safe for use by Staff

6.4 Training

- 6.4.1 Subrecipient shall provide training programs for all new Staff and continue in-service training for all existing Staff. Training shall include, but is not limited to, the provision of an orientation to all new Staff. Subrecipient shall ensure that Staff, both existing and new, are properly trained in all areas related to providing Services.
- 6.4.2 All employees shall be trained in their assigned tasks and in the safe handling of equipment. All equipment shall be checked daily for safety. All employees must wear safety and protective gear according to OSHA standards.
- 6.4.3 Subrecipient shall implement an annual written internal staff training plan developed and reviewed by Subrecipient and approved by County. The training plan shall be maintained on file by Subrecipient, and shall identify who is to be trained, who will conduct the training, training content, and date scheduled.
- 6.4.4 Training sessions conducted by Subrecipient shall be evaluated by those receiving the training.
- 6.4.5 Subrecipient shall maintain written documentation of all training, including agendas, topics, training materials, training evaluations, and attendance records/sign-in sheets, which include both a name and a signature of attendees. Upon request, Subrecipient shall make training records available for inspection by representatives from the State, and County.
- 6.4.6 Subrecipient shall ensure that all appropriate Staff attend all training sessions as required by County, held at a County facility, at another site, or online as determined by County for Subrecipient's benefit. Further, Subrecipient shall ensure that, at a minimum, Subrecipient's designated Employee represents Subrecipient at each training session. At Subrecipient's own expense, Subrecipient may elect to attend educational training opportunities outside of Los Angeles County that Subrecipient reasonably deems to be

beneficial for the delivery of Services, as well as other trainings designated by County.

- 6.4.7 Subrecipient shall attend all mandatory trainings scheduled by County or authorized designee. Mandatory trainings may be held at a County facility, at another site, or online. Subrecipient shall be given advance notice of all scheduled trainings with County. Subrecipient may also be required to attend emergency trainings without the above stated advance notice when necessary.
- 6.4.8 Subrecipient shall complete a sign-in sheet for face-to-face (in-person) trainings. County will document attendance for online trainings.
- 6.4.9 Subrecipient's failure to attend all mandatory trainings (in-person or online) shall be considered non-compliance with the Subaward, and may result in further action pursuant to this Subaward, Subparagraph 9.13 (Probation and Suspension), Subaward, Subparagraph 9.18 (Remedies for Non-Compliance), this Statement of Work, Attachment 2 (Performance Requirements Summary Chart), and any other applicable remedies

6.5 Subrecipient's Office

- 6.5.1 Subrecipient shall maintain a physical office in Los Angeles County where Subrecipient conducts business. Subrecipient's office shall have an active telephone line. The office shall be open at a minimum during normal business hours and shall be staffed by at least one (1) Employee who can respond to inquiries and complaints which may be received about Subrecipient's performance of the Subaward. When the office is closed during non-business hours, Subrecipient shall utilize an answering service to receive calls. Subrecipient shall respond to calls received by the answering service within forty-eight (48) hours of receipt of the call. Subrecipient shall always have an Employee with the authority to act on behalf of Subrecipient available during normal business hours.

7.0 HOURS/DAY OF WORK

- 7.1 Subrecipient shall provide Services and be available to all Clients, potential Clients, and referral sources, as well as County representatives at a minimum during normal business hours. A list of County recognized holidays is provided in Attachment 3 (County Recognized Holidays).
- 7.2 For Subrecipient office closure, disruption of Services for any non-County recognized holidays (i.e., vacations, city shut-downs, religious holidays, etc.), or any deviation from the traditional Monday through Friday schedule of

Services, days, or times, Subrecipient shall submit a written request to County at least ten (10) business days in advance of the closure/deviation date. This request shall state the date and reason for the closure/deviation and shall provide an action plan to ensure that delivery of Services is not disrupted. The request and action plan must be approved by County in writing prior to its implementation.

- 7.3 Subrecipient's staff shall provide personal telephone contact with Clients, potential Clients, and County, during Subrecipient's hours of operation. Subrecipient shall also ensure that each office location has a telephone answering machine or voice mail system in place during non-business hours. Subrecipient's staff shall check and respond to all messages in a timely manner but not to exceed forty-eight (48) hours within receipt of the call.

8.0 WORK SCHEDULES

- 8.1 Subrecipient shall submit for review and approval a work schedule for each facility to County within fourteen (14) days prior to starting work. Said work schedules shall be set on an annual calendar identifying all the required on-going maintenance tasks and task frequencies. The schedules shall list the time frames by day of the week, morning, and afternoon the tasks will be performed.
- 8.2 Subrecipient shall submit revised schedules when actual performance differs substantially from planned performance. Said revisions shall be submitted to County for review and approval within fourteen (14) working days prior to scheduled time for work.
- 8.3 County may request, at its sole discretion, a deviation of regular work schedule to address site/task demands.

9.0 UNSCHEDULED WORK

- 9.1 County's Program Manager or his/her designee may authorize Subrecipient to perform unscheduled work, including, but not limited to, repairs and replacements when the need for such work arises out of extraordinary incidents such as vandalism, acts of nature, and third-party negligence; or to add to, modify or refurbish existing facilities. In the event of an emergency, at its sole discretion, County may request that Subrecipient provide Services beyond normal business hours.
- 9.2 Prior to performing any unscheduled work, Subrecipient shall prepare and submit a written description of the work with an estimate of labor and materials. If the unscheduled work exceeds Subrecipient's estimate, County's Program Manager or his/her designee must approve the excess cost. In any case, no

unscheduled work shall commence without County's prior written authorization.

- 9.3 When a condition exists wherein there is imminent danger of injury to the public or damage to property, Subrecipient shall contact County's Program Manager for approval before beginning the work. A written estimate shall be sent within twenty-four (24) hours for approval. Subrecipient shall submit an invoice to County's Subaward Manager within five (5) business days after completion of the work.
- 9.4 All unscheduled work shall commence on the established specified date. Subrecipient shall proceed diligently to complete said work within the time allotted.
- 9.5 County reserves the right to perform unscheduled work itself or assign the work to another Subrecipient.

10.0 SPECIFIC WORK REQUIREMENTS

10.1 Neuropsychologist Work Requirements

- 10.1.1 Neuropsychologist shall serve as a core member of the Forensic Center and provide forensic neuropsychological input at weekly multidisciplinary team meetings. Neuropsychologist shall assist in the determination of medical evaluation (i.e., in the role of forensic neuropsychologist, geriatrician, primary care provider with elder abuse experience) as needed.
- 10.1.2 Neuropsychologist shall provide Forensic team on an ongoing basis and as needed with expert reviews based on latest research and studies on mental capacity, decision-making in older and dependent adults, and the effect of undue influence in evaluating consent and capacity determination.
- 10.1.3 Neuropsychologist shall conduct ongoing and as needed forensic evaluation and documentation of APS Clients referred to the Forensic Center residing in the County of Los Angeles and in various settings as needed and decided by the Forensic Center team. Evaluation may include neuropsychological testing, review of law enforcement and medical records, and forensic interviews of Clients, family members, attorneys, physicians, financial advisors, and others.
- 10.1.4 Neuropsychologist shall evaluate Clients on an urgent basis, working with an investigative team (law enforcement, public guardian) as needed.

- 10.1.5 Neuropsychologist shall coordinate ongoing and as needed capacity declarations and provide updates to the Forensic Center team members and the District Attorney's Office.
- 10.1.6 Neuropsychologist shall provide ongoing and as needed direct services to APS Clients that include but are not limited to:
 - 10.1.6.1 Neuropsychologist shall provide an action plan for the Forensic Center Client that ensures the safety of the client, collecting comprehensive and accurate information needed for prosecution, and supporting the Client.
 - 10.1.6.2 Neuropsychologist shall provide services to the Client consistent with the Client's needs and the mission, requirements, and mandates of the APS program.
 - 10.1.6.3 Neuropsychologist shall provide ongoing and as needed medical and forensic evaluations, and multi-disciplinary case planning in partnership with APS. Neuropsychologist shall bring together and collaborate with physicians, psychologists, law enforcement, social workers, mental health professionals and others with similar expertise to handle complex cases of elder and dependent adult mistreatment.
 - 10.1.6.4 Neuropsychologist shall conduct ongoing and as needed capacity declarations that cover a variety of areas regarding the mental capabilities of the proposed conservatee.
 - 10.1.6.5 Neuropsychologist shall maintain case records in a confidential manner and in accordance with all applicable laws and regulations, as they may now exist and be hereafter amended.
 - 10.1.6.6 Neuropsychologist shall provide consultation and participation in weekly two-hour meetings in which APS and its partners present cases for review and planning. The weekly meetings shall provide a forum for APS and Subrecipient to review a minimum of two cases. The two-hour meetings can be conducted in a virtual setting if the current health crisis (pandemic) persists. Otherwise, these meetings shall be conducted in an

agreed upon County facility equipped with a central table and multiple computer workstations.

- 10.1.7 In addition to hearing, reviewing and discussing new cases, Neuropsychologist shall on an ongoing basis or as needed hear, review and discuss follow-up on cases that have been presented in the past. The follow-up may occur one week or several months after the initial presentation, depending on the circumstances of the case.
- 10.1.8 Neuropsychologist shall provide ongoing and as needed education and technical assistance to APS and its partners.
 - 10.1.8.1 Neuropsychologist shall lead an annual Elder Abuse Training that provides relevant information on issues including criteria for APS Social Workers to understand what type of cases need to be referred to the Forensic Center regarding elder and dependent adult mistreatment. Such Training shall have multi-disciplinary experts conduct discipline-specific training seminars for law enforcement, medical, and social services professionals including APS.
 - 10.1.8.2 Neuropsychologist shall provide quarterly training to new and veteran Adult Protective Services staff on topics such as Aging and the Lifespan, Geriatric Care Boot Camp/Medicine and Gerontology.
 - 10.1.8.3 Neuropsychologist shall regularly participate in the Induction Training of new APS professionals. Inductions take place throughout the year and when new APS professionals are hired to provide an overview of Forensic Center services.
 - 10.1.8.4 Neuropsychologist shall provide and maintain a website that offers technical assistance and resources related to elder abuse and neglect to assist APS, its partners, and the public at large.

10.2 Geriatrician Work Requirements

- 10.2.1 Serves as a core member of the Forensic Center and provides forensic neuropsychological input at weekly multidisciplinary team meetings.

- 10.2.2 Assists in the determination of medical evaluation (i.e., in the role of forensic neuropsychologist, geriatrician, primary care provider with elder abuse experience) as needed, and provides external resource referrals to the team.
- 10.2.3 Acts as the Program's medical specialist who will diagnose and treat a wide range of conditions and diseases that are associated with older adult, including but not limited to:
- Neurocognitive disorders/dementia
 - Osteoporosis
 - Osteoarthritis
 - Incontinence
 - Cancer
 - Hearing and vision loss
 - Depression
 - Insomnia
 - Heart disease/failure
 - Diabetes
 - Frailty
 - Balance issues
 - Substance use disorder
- 10.2.4 Provides team with expert reviews based on latest research and studies on mental capacity, decision-making in older and dependent adults, and the effect of undue influence in evaluating consent and capacity determination.
- 10.2.5 Conducts forensic evaluation and documentation of Forensic Center Clients residing in the County of Los Angeles in various settings, which may include a Client's home, a hospital setting, and or a board and care facility. Evaluation may include geriatric assessments, review of law enforcement and medical records, and forensic interviews of Clients, family members, attorneys, physicians, financial advisors, and others.
- 10.2.6 Provides consultation as requested or appropriate to primary care providers, to support their evaluation and preparation of the Declaration of Mental Capacity Form.
- 10.2.7 Evaluates cases in various settings (home, nursing homes) throughout Los Angeles County and often in unpleasant

circumstances (i.e., safety issues mandate that the evaluation is conducted with law enforcement; hoarding issues involve joint visit with code and safety team; etc.).

10.2.8 Supervises each associate's case from the point of referral, writing and editing report, and providing testimony in court.

10.2.9 To ensure viability of the Forensic Center, works to secure independent funding to supplement or supplant net County costs, should such funds become available.

10.3 Geriatric In-Home Assessment

10.3.1 The geriatric assessment evaluates a broad range of health conditions and environmental risks that may impact the elder's quality of life and ability to remain safely in his/her home. The Geriatrician assesses the following areas:

- Functional status (ability to perform ADLs and IADLs)
- Nutrition
- Vision
- Hearing
- Cognition
- Psychological status
- Medication review
- Fall risk

10.4 Project Manager Work Requirements

10.4.1 Project Manager shall provide oversight of the day-to-day operation of the Forensic Center, including the running of weekly meetings; planning and implementation of any education and training activities; and handling of various administrative duties as needed.

10.4.2 Project Manager shall review all referrals to the Forensic Center and schedule referral review dates.

10.4.3 Project Manager shall prepare agendas for weekly meeting and distributes agendas to key personnel of the case prior to the meetings.

- 10.4.4 Project Manager shall assist APS or other referring agencies or County departments on an ongoing basis or as needed in preparing to present the cases to the Forensic Center team.
 - 10.4.5 Project Manager shall manage weekly Forensic Center meetings, observe the time limitations of each case and keep minutes/notes to summarize the recommendations and action plan for each team member or case.
 - 10.4.6 Project Manager shall inform team members on an ongoing basis or as needed of their responsibilities in each case and records any new information reported.
 - 10.4.7 Project Manager shall serve as liaison between the Forensic Center and partnering agencies to facilitate all communications and coordinate all activities among parties.
 - 10.4.8 Project Manager shall coordinate student internships as needed.
- 10.5 Cases requiring coordination of services from multiple agencies or County departments are identified for referral and presentation to the Forensic Center. If a case is determined to meet the criteria for presentation, it is referred to the Neuropsychologist and all other members of the Center team to be analyzed and discussed. Each member will bring their unique perspective as a subject matter expert to the discussion, drawing from their education and experience.

11.0 GREEN INITIATIVES

- 11.1 Subrecipient shall use reasonable efforts to initiate “green” practices for environmental and energy conservation benefits.
- 11.2 Subrecipient shall notify County’s Program Manager of Subrecipient’s new green initiatives seven (7) days prior to the commencement of this Subaward.

12.0 PERFORMANCE REQUIREMENTS SUMMARY

- 12.2 All listings of Services and requirements reflected in Attachment 2 (Performance Requirements Summary Chart) are intended to be completely consistent with this Subaward and this Statement of Work, and are not meant in any case to create, extend, revise, or expand any obligation of Subrecipient beyond this Subaward and this Statement of Work. In any case of apparent inconsistency between Services and requirements as stated in this Subaward, this Statement of Work, and the Performance Requirements Summary Chart, the meaning apparent in this Subaward and this Statement of Work will prevail.

If Subrecipient initiates a request for a review and as a result, County determines any Services seems to be created in Attachment 2 (Performance Requirements Summary Chart) which is not clearly and forthrightly set forth in this Subaward and this Statement of Work then that apparent Service will be null and void and place no requirement on Subrecipient.