

AGREEMENT FOR HUMAN SERVICES

THIS AGREEMENT FOR HUMAN SERVICES (“Agreement”) is entered into as of the date written below between the City of Bainbridge Island, a Washington State municipal corporation (“City”), and Island Volunteer Caregivers, a Washington State nonprofit corporation (“Service Provider”).

WHEREAS, the City desires to assist the Service Provider by providing funds for general operating support in the City of Bainbridge Island; and

WHEREAS, the Service Provider has the expertise and experience to provide such services and is willing to do so in accordance with the terms and conditions of this Agreement.

NOW, THEREFORE, in consideration of the mutual covenants, conditions, promises, and agreements set forth herein, it is agreed by and between the City and the Service Provider as follows:

1. SERVICES BY SERVICE PROVIDER

The Service Provider shall provide the services as defined in this Agreement and as necessary to accomplish the scope of services attached hereto as **Attachment A** and incorporated herein by this reference as if set forth in full. The Service Provider shall furnish all services, labor, and related equipment to conduct and complete the work, except as specifically noted otherwise in this Agreement. The scope of services set forth in **Attachment A** shall also include a project budget for the services to be performed for the City under this Agreement.

The Service Provider, in its activities and promotional materials, shall acknowledge financial support from the City related to the work and services funded by this Agreement.

2. TERM AND TERMINATION OF AGREEMENT

A. This Agreement shall become effective upon execution by both parties and shall continue in full force until December 31, 2020, unless sooner terminated by either party as provided below. The terms of this Agreement shall cover activities performed by the Service Provider between January 1, 2019 through December 31, 2020.

B. This Agreement may be terminated by either party without cause upon thirty (30) days’ written notice to the other party. In the event of termination, all finished or unfinished documents, reports, or other material or work of the Service Provider pursuant to this Agreement shall be submitted to the City, and the Service Provider shall be entitled to just and equitable compensation at the rate set forth in Section 3 for any satisfactory work completed prior to the date of termination.

3. PAYMENT

A. The City shall pay the Service Provider Fifty Thousand Dollars (\$50,000.00) for all services performed under this Agreement, to be billed quarterly. The Service Provider shall execute this Agreement by March 31, 2019, in order to receive funding for 2019-2020.

B. The Service Provider shall submit, in a format acceptable to the City, quarterly invoices for services performed in a previous quarter. Quarterly invoices shall be accompanied by information as described in Section 4. The Service Provider shall maintain time and expense records and provide them to the City upon request.

C. The City shall pay all invoices by mailing a City check within sixty (60) days of receipt of a proper invoice from the Service Provider.

D. If the services rendered do not meet the requirements of this Agreement, the Service Provider shall correct or modify the work to comply with this Agreement. The City may withhold payment for such work until it meets the requirements of this Agreement.

4. REPORT ON EXECUTION OF SERVICES

A. The Service Provider shall submit a quarterly report to accompany each quarterly invoice for the first, second, and third quarters of each calendar year. The quarterly report shall provide information on the number of clients served in the quarter and the percent of clients served who were Bainbridge Island residents.

B. Information for the fourth quarter shall be provided within an annual report. The Service Provider shall submit an annual report prior to or accompanying its fourth quarter invoice for each calendar year. For 2019 activities, the annual report will be due on January 17, 2020. For 2020 activities, the annual report will be due on January 15, 2021. In each annual report, the Service Provider shall:

1. Summarize the activities undertaken in providing the scope of services described in **Attachment A**.
2. Reference the project objectives identified in **Attachment A**. Were those objectives achieved? Why or why not? Were there any unexpected positive outcomes or challenges?
3. Reference the specific measurable results identified in **Attachment A**. Were they achieved? If not, what challenges prevented the achievement of the anticipated results? How many Bainbridge Island residents were served? Are the conditions for those residents generally improving or worsening?
4. Describe the involvement of any partners identified in **Attachment A**, as well as any unexpected cooperative relationships that developed through implementation of the project. Did the City funding help the Service Provider attract additional funding or other types of support?
5. Reference the project budget specified in **Attachment A**. Provide an analysis of actual expenses and income in relation to the projected budget.

6. Provide a short description of how the City funding has helped the Service Provider or helped the community, including any quotes or stories related to this support.
7. Provide recommendations, if any, that the Service Provider may have regarding future funding cycles.

5. INSPECTION AND AUDIT

- A. The Service Provider shall maintain all books, records, documents, and other evidence pertaining to the costs and expenses allowable under this Agreement (“books and records”) in accordance with generally accepted accounting practices.
- B. All books and records required to be maintained by this Agreement shall be subject to inspection and audit by representatives of the City and/or the Washington State Auditor at all reasonable times, and the Service Provider shall afford the proper facilities for such inspection and audit.
- C. Representatives of the City and/or the Washington State Auditor may copy any books and records if necessary to conduct or document an audit.
- D. The Service Provider shall preserve and make available all books and records for a period of three (3) years after final payment under this Agreement.
- E. In the event any audit or inspection identifies any discrepancy in the books and records, the Service Provider shall provide the City with appropriate clarification and/or financial adjustments within thirty (30) calendar days of notification of the discrepancy.

6. INDEPENDENT CONTRACTOR

- A. The Service Provider and the City understand and expressly agree that the Service Provider is an independent contractor in the performance of each and every part of this Agreement. The Service Provider expressly represents, warrants, and agrees that its status as an independent contractor in the performance of the work and services required under this Agreement is consistent with and meets the six-part independent contractor test set forth in RCW 51.08.195. The Service Provider, as an independent contractor, assumes the entire responsibility for carrying out and accomplishing the services required under this Agreement. The Service Provider shall make no claim of City employment nor shall the Service Provider claim any related employment benefits, social security, and/or retirement benefits.
- B. The Service Provider shall be solely responsible for paying all taxes, deductions, and assessments, including but not limited to federal income tax, FICA, social security tax, assessments for unemployment and industrial injury, and other deductions from income which may be required by law or assessed against either party as a result of this Agreement. In the event the City is assessed a tax or assessment as a result of this Agreement, the Service Provider shall pay the same before it becomes due.
- C. The City may, during the term of this Agreement, engage other independent contractors to perform the same or similar work that the Service Provider performs hereunder.

D. The Service Provider shall obtain a business license and, if applicable, pay business and occupation taxes pursuant to Title 5 of the Bainbridge Island Municipal Code.

7. NONDISCRIMINATION AND COMPLIANCE WITH LAWS

A. The Service Provider agrees not to discriminate against any employee or applicant for employment or any other person in the performance of this Agreement because of race, creed, color, national origin, marital status, sex, sexual orientation, age, disability, or other circumstance prohibited by federal, state, or local law or ordinance, except for a bona fide occupational qualification.

B. The Service Provider shall comply with all federal, state, and local laws and ordinances applicable to the work to be done under this Agreement.

C. Violation of this Section 7 shall be a material breach of this Agreement and grounds for cancellation, termination, or suspension by the City, in whole or in part, and may result in ineligibility for further work for the City.

8. OWNERSHIP OF WORK PRODUCT

All data, materials, reports, memoranda, and other documents developed under this Agreement, whether finished or not, shall become the property of the City and shall be forwarded to the City in hard copy and in digital format that is compatible with the City's computer software programs.

9. GENERAL ADMINISTRATION AND MANAGEMENT

The City Manager of the City, or their designee, shall be the City's representative, and shall oversee and approve all services to be performed, coordinate all communications, and review and approve all invoices under this Agreement.

10. HOLD HARMLESS AND INDEMNIFICATION

A. The Service Provider shall defend, indemnify, and hold the City, its officers, officials, employees, and volunteers harmless from any and all claims, injuries, damages, losses, or suits including attorneys' fees, arising out of or resulting from the acts, errors, or omissions of the Service Provider in performance of this Agreement, except for injuries and damages caused by the sole negligence of the City.

B. Should a court of competent jurisdiction determine that this Agreement is subject to RCW 4.24.115, then, in the event of liability for damages arising out of bodily injury to persons or damages to property caused by or resulting from the concurrent negligence of the Service Provider and the City, its officers, officials, employees, and volunteers, the Service Provider's liability, including the duty and cost to defend hereunder, shall be only to the extent of the Service Provider's negligence. It is further specifically and expressly understood that the indemnification provided herein constitutes the Service Provider's waiver of immunity under Industrial Insurance, Title 51 RCW, solely for the purposes of this indemnification. This waiver has been mutually negotiated by the parties. The provisions of this section shall survive the expiration or termination of this Agreement.

C. The City's inspection or acceptance of any of the Service Provider's work when completed shall not be grounds to void, nullify, and/or invalidate any of these covenants of indemnification.

D. Nothing contained in this Agreement shall be construed to create a liability or a right of indemnification in any third party.

11. INSURANCE

The Service Provider shall maintain insurance as follows and as further described in **Attachment B**:

- Commercial General Liability as described in **Attachment B**.
- Directors and Officers Liability as described in **Attachment B**.
- Automobile Liability as described in **Attachment B**.
- Workers' Compensation as described in **Attachment B**.
- None.

12. SUBLETTING OR ASSIGNING CONTRACT

This Agreement, or any interest herein or claim hereunder, shall not be assigned or transferred in whole or in part by the Service Provider to any other person or entity without the prior written consent of the City. In the event that such prior written consent to an assignment is granted, then the assignee shall assume all duties, obligations, and liabilities of the Service Provider as stated herein.

13. EXTENT OF AGREEMENT/MODIFICATION

This Agreement, together with **Attachments A and B**, represents the entire and integrated Agreement between the parties and supersedes all prior negotiations, representations, or agreements, either written or oral. This Agreement may be amended, modified, or added to only by written instrument properly signed by both parties.

14. SEVERABILITY

A. If a court of competent jurisdiction holds any part, term, or provision of this Agreement to be illegal or invalid, in whole or in part, the validity of the remaining provisions shall not be affected, and the parties' rights and obligations shall be construed and enforced as if the Agreement did not contain the particular provision held to be invalid.

B. If any provision of this Agreement is in direct conflict with any statutory provision of the State of Washington, that provision which may conflict shall be deemed inoperative and null and void insofar as it may conflict, and shall be deemed modified to conform to such statutory provision.

15. FAIR MEANING

The terms of this Agreement shall be given their fair meaning and shall not be construed in favor of or against either party hereto because of authorship. This Agreement shall be deemed to have been drafted by both of the parties.

16. NONWAIVER

A waiver by either party hereto of a breach by the other party hereto of any covenant or condition of this Agreement shall not impair the right of the party not in default to avail itself of any subsequent breach thereof. Leniency, delay, or failure of either party to insist upon strict performance of any agreement, covenant, or condition of this Agreement, or to exercise any right herein given in any one or more instances, shall not be construed as a waiver or relinquishment of any such agreement, covenant, condition or right.

17. NOTICES

Unless stated otherwise herein, all notices and demands shall be in writing and sent or hand-delivered to the parties at their addresses as follows:

To the City: City of Bainbridge Island
280 Madison Avenue North
Bainbridge Island, WA 98110
Attention: City Manager

To the Service Provider: Island Volunteer Caregivers
P.O. Box 11253
Bainbridge Island, WA 98110
Attention: Rita Elsberry

or to such addresses as the parties may hereafter designate in writing. Notices and/or demands shall be sent by registered or certified mail, postage prepaid, or hand-delivered. Such notices shall be deemed effective when mailed or hand-delivered at the addresses specified above.

18. SURVIVAL

Any provision of this Agreement which imposes an obligation after termination or expiration of this Agreement shall survive the term or expiration of this Agreement and shall be binding on the parties to this Agreement.

19. GOVERNING LAW

This Agreement shall be governed by and construed in accordance with the laws of the State of Washington.

20. VENUE

The venue for any action to enforce or interpret this Agreement shall lie in the Superior Court of Washington for Kitsap County, Washington.

21. COUNTERPARTS

This Agreement may be executed in one or more counterparts, each of which shall be deemed an original, but all of which shall constitute one and the same Agreement.

IN WITNESS WHEREOF, the parties have executed this Agreement as of the later of the signature dates included below.

ISLAND VOLUNTEER CAREGIVERS

CITY OF BAINBRIDGE ISLAND



Date: _____

Date: February 28, 2019

By: _____

By: _____

Name: _____

Morgan Smith, City Manager

Title: _____

Tax I.D. #: _____

ATTACHMENT A
SCOPE OF SERVICES

Bainbridge Island adults over 65 now account for **21.3%** of the Island's population (compared to 15.1% for Washington) This trend, well above the national and state average, is likely to continue. (US Census data, July 1, 2017)

According to *Aging in Place: A State Survey of Livability Policies and Practices*, written by the National Conference of State Legislatures with the AARP Public Policy Institute, nearly 90 percent of people over age 65 want to stay in their home for as long as possible, and 80 percent believe their current residence is where they will always live. However, for older adults to age in place, their physical and service environment must be accommodating. **A livable community is one that is safe and secure, has affordable and appropriate housing and transportation options, and has supportive community features and services. Once in place, those resources enhance personal independence; allow residents to age in place; and foster residents' engagement in the community's civic, economic, and social life.**

In 2016 IVC had 120 new care receivers and 148 in 2017, a 19% increase. There were 48 new volunteers in 2016 and 54 in 2017 who provided reliable person-to-person services to their neighbors. 43% of our care receivers are over the age of 85 and 54% of this group live alone, often without family nearby or a strong support system.

The short-term impact of IVC services is meeting the growing day-to-day needs that are not able to be addressed by other organizations, families and governmental entities; and the long-term impact is allowing people to safely age in place and continue to be engaged and valued members of their community. There is also a significant cost savings when people are able to stay at home versus moving to assisted living or a skilled nursing facility. According to AARP, the median cost for nursing home care in Kitsap County is \$94,557 to \$122,885 per year, Assisted Living \$57,000 per year, Home Health Aid for 28 hours a week \$39,312 and homemaker services for 22 hours per week equates to \$30,888 per year, well beyond the means of the average senior.

The priority needs IVC is addressing and our number one service is for transportation, and we are receiving many more requests for off-Island trips, including Seattle, Silverdale and Bremerton for specialty medical services not available locally. Another increasing priority is respite care, companionship and connections for people who are homebound, suffering from dementia, chronic health and mobility issues and other challenges.

II. PROGRAM SUMMARY

1. **What services will these funds provide and who will be the primary recipients?**

These funds will provide operating support for the following services offered by Island Volunteer Caregivers, as well as for volunteer recruitment and retention, screening and training:

- a) Door-through-door transportation to medical, physical therapy or counseling appointments in Kitsap County and downtown Seattle

- b) Transportation for activities to maintain health and well-being, such as exercise classes at the Senior Center or swimming at the pool and other life enriching community activities
- c) In-home services such as:
 - Companionship
 - Light housekeeping or meal prep
 - Light yard care or home maintenance
 - Assistance with pet care
 - Reading to visually impaired persons
 - Respite care for family caregivers
- d) Errands, including:
 - Grocery shopping
 - Picking up prescriptions
 - Delivering flowers to homebound through the *Flowers From the Heart* Program June through August
- e) Phone reassurance
- f) Advocacy and referrals to other appropriate agencies
- g) Visitation to facilities to provide companionship, reading and music
- h) Quality of life activities, such as going to a concert, movie or museum, attending an IVC sponsored Music Appreciation Group or Book Group
- i) IVC sponsored support groups: a Grief Support Group and a Caregivers Support Group
- j) A Compassionate Companions program for one- on- one grief support
- k) "Caregiver Canines" Pet Therapy visits
- l) Trained medical note-takers to accompany people to appointments
- m) A Bainbridge specific resource guide for seniors and their families to assist them with life transitions

Recipients of these services are seniors, persons with disabilities and others temporarily in need of assistance, as well as volunteers who benefit from the meaningful connections and opportunities to serve their neighbors. Family caregivers and those who have suffered the loss of a loved one receive the benefits from support groups. IVC also provides ongoing trainings for volunteers and sponsors educational forums in collaboration with the Senior Center and organizations such as Sight Connections on topics related to healthy aging, caregiving, or living with disabilities, which are free of charge and open to the entire community.

2. How will recipients access those services?

Services can be accessed by calling, emailing, or walking in to our office. We receive referrals from other social service or non-profit agencies, healthcare providers and therapists, family members, friends, emergency responders, senior living facilities, faith communities, current care receivers and volunteers, etc. The Program Manager then arranges an in-home assessment for each care receiver to determine whether we can safely provide appropriate services, obtain

emergency contact and mobility information, answer questions, assess for additional resource needs and explain more about the process for requesting a specific service from volunteers.

3. What percentage of the population of Bainbridge Island residents who are eligible for these services will be served by this program?

July 1, 2017 U.S. Census data shows persons 65 and older on Bainbridge account for 21.3 % of the population and those under 65 with a disability are an additional 4.8%. We also serve younger population who may be dealing with serious health issues or temporary disabilities. We are an open, public service that is available to anyone who needs it, regardless of income. Although we do not ask for specific income data, approximately 48% of those we serve live in subsidized housing or in their own homes on limited fixed incomes. No one who comes to us is turned away for lack of resources but as our population continues to age at the pace reflected above, we will have to expand our capacity to meet those needs. So far we have been able to respond quickly to new people seeking assistance but we are rapidly approaching the limit of our ability to do so, both in terms of staff resources and available volunteers.

4. How many (or what percentage) of those served overall will be Bainbridge Island residents?

More than 95% of our care receivers and 94% of volunteers are Bainbridge Island residents. Some care receivers who were previously residents of Bainbridge have moved off Island, often due to lack of affordable care or housing options as their needs increased. Whenever possible, we try to continue providing services for them if they are in Poulsbo.

5. Describe how this request fits within the definition of Human Services as provided in the Human Services Element of the City's Comprehensive Plan:

The services IVC provides to the community are a perfect match for the goals outlined in the Human Services Element of the City's Comprehensive Plan, as demonstrated by our Mission Statement: *Island Volunteer Caregivers works within community to support life-enriching connections between caring people and the elderly and persons with disabilities to enable their independence, dignity, health and well-being.*

- **Provide people with the tools to achieve economic, social and emotional stability to the best of their ability.**

We are a very important leg of the "three-legged stool" consisting of family, professional services and volunteers/neighbors that help people maintain their independence and well-being. Our services are person-to-person, no-cost services such as transportation, in-home assistance, companionship and respite care that support people's ability to safely age in place and remain in their own community. On our most recent survey, one care receiver stated: *I am 91 and my husband is 94. The two volunteers have been so helpful to give me respite time several hours a week. I applaud all your efforts!*

We collaborate with Helpline House, the Senior Center, Housing Resources Bainbridge, the Area Agency on Aging and other agencies to weave together all available resources without duplication.

- **Offer activities and services that promote healthy development of the individual, prevent problems, and support positive outcomes.**

The services our program provides support the dignity and respect of all people, and encourages intergenerational interactions. We truly feel that it's a two way street and volunteers consistently tell us that they get as much or more out of the experience than they give. Providing transportation to critical medical and therapy appointments and post-hospitalization in-home services for care receivers improves health outcomes and reduces re-hospitalization that occurs due to missed follow up. Recent studies also show that volunteering adds substantial health benefits to individuals, particularly in the over 60 age category, which comprises about 63% of our volunteers. As one volunteer shared, *Today was amazing! I took 2 Care Receivers to IVC's Music Appreciation Group and both were so grateful for the experience. They said they couldn't believe that IVC puts together these programs for people their age. It really brightened their day. I was surprised how much I enjoyed it as well! I almost didn't stay, but I'm so glad I did! I almost lost it when he played, 'You've Got a Friend!'—And I do with IVC.*

- **Support quality of life programs that enhance the health and well-being of the individual and the community.**

We have initiated a special focus on Life-Enrichment programs and have seen the interest in these skyrocket. These life-enrichment opportunities, which are intended to help people remain engaged and connected with their community, have become extremely popular and well utilized. Research has clearly shown the relationship between social isolation and adverse health outcomes in the elderly in particular. Isolated and lonely people are at great risk for all-cause mortality, such as inflammation and infection, heart disease, depression, dementia, re-hospitalization, and an increased number of falls. Helping people access exercise, social and recreational activities enhances both their physical and emotional well-being. This is a wonderful illustration of the impact: *IVC volunteers have gone above my needs and supply me with excellent company, as well as more opportunities to expand my horizons, resting my eyes and spirit. ~IVC Care Receiver*

- **These services may be provided on an emergency, temporary or ongoing basis, depending on the circumstances.**

We provide support services on an ongoing basis for most of our care receivers but also provide temporary help for people who, due to unforeseen circumstances such as an accident or injury, are unable to drive for a period of time or need some in-home assistance while they recover. The IVC Executive Director is chairing the Vulnerable Populations Task force for Bainbridge Prepares and as such we are actively involved in assessing, educating and assisting high risk individuals prepare for severe weather events or large scale disasters.

6. Describe how this funding will foster improvement in the range and quality of health, housing and/or human services on Bainbridge Island.

This funding will help further promote the full range of services that Island Volunteer Caregivers provides and reach even more people who could benefit from our services. Consequently, this will help to alleviate the demands on other governmental social services, improve the overall health of residents, delay the need for higher levels of care, support safe aging in place and increase the health and well-being of volunteer community members. The expanded life-enrichment program for our care receivers and others will help strengthen our sense of community and inclusion.

7. If other community partners have an essential role in the delivery of proposed programs or services, briefly describe their role and commitment (financial or non-financial).

We work very closely with the Bainbridge Island Senior Community Center, to help care receivers participate in programs, activities, classes, etc. and to avoid duplication of offerings. We also collaborate with existing community cultural programs such as BIMA, The Art Project (for special class offerings in low-income senior residential facilities), Bainbridge Cinemas and BPA, all of which provide us with discounted admissions for our care receivers. We are also participating in a joint grant from Bainbridge Community Foundation with the Senior Center, Bainbridge Public Library, Helpline House, and Housing Resources Bainbridge to develop an online Bainbridge Resource Network. In September of 2017, IVC obtained the use of a van free of charge through Kitsap Transit's VanLink program, which makes transportation for group events much more efficient.

III. ORGANIZATIONAL STRENGTH

Describe your organization's ability and qualifications to deliver the proposed services in your funding request, and the resources you will dedicate to evaluate the funded activities progress and outcomes to determine success and learnings. Include efforts to coordinate these services with other agencies. Refer to past service record, accomplishments, and learnings, where applicable.

Island Volunteer Caregivers (IVC), originally Interfaith Volunteer Caregivers, was founded in 1996 with funding from the Robert Wood Johnson Foundation, channeled through Hospice of Kitsap County. IVC began with a small group of volunteers from several faith communities and less than 30 care receivers, and has now grown to over 350 care receivers and more than 225 community volunteers. Volunteers do an online training program and then are provided with an individual orientation and receive background and driving record checks, vehicle inspections, reference checks, provide proof of insurance and sign a confidentiality agreement.

In the past 12 months, IVC volunteers have provided 10,643 direct service hours and driven more than 35,258 miles on behalf of care receivers. Using the current Independent Sector Value of Volunteer Time for Washington State of \$30.46 per hour, that translates to \$324,186.

IVC has a full time Executive Director and 0.9 FTE Program Manager, a 0.8 FTE Life Enrichment Coordinator and 0.2 FTE Program Assistant. The Executive Director is an R.N. who previously served on the Board of Directors and has an extensive background working with the elderly and terminally ill, persons with developmental disabilities and in healthcare management. She is a native of Bainbridge Island and has a good understanding of community strengths and challenges. The Program Manager also served on the Board in 2006 and has been in her current position for over 5 years. She has a Masters in Adult Education and Training and was previously employed by the Center for Courage and Renewal for 15 years as their Program Manager. She has attended 3 intensive training courses on dealing with grief and facilitates that support group as well as our Compassionate Companions grief program. The Life Enrichment Coordinator has long-time Island roots and involvement in the arts. Her work history included many years as a Film Industry Location Manager and she has served on a variety of arts boards, both on Bainbridge and in Seattle. While caring for her centenarian mother, she provided innovative enrichment activities for residents at the Exeter House in Seattle.

In 2014 and again in 2016 IVC received STAR Awards from the National Volunteer Transportation Center for an outstanding volunteer transportation program. After conducting community Listening Sessions, IVC completed a comprehensive Strategic Plan in early 2015 to guide our growth into the future and help us to focus on strengthening organizational capacity to meet growing demands for our services. We are preparing to revisit this plan at a Board retreat to be held in November of 2018. One goal for this plan states: *IVC is actively engaged with other community leaders to distinguish Bainbridge Island as the most livable small town in America with the highest percentage of seniors and disabled living independently and participating in their community.* We believe this is a perfect fit with the goals for the City of Bainbridge Comprehensive Plan.

Our greatest strengths are the broad community support we receive, the ability to leverage a dedicated, screened and well prepared force of volunteers and an engaged and supportive Board.

IV. DESIRED OUTPUTS, OUTCOMES AND ASSESSMENT (SEE ATTACHED CHART)

V. PROGRAM EVALUATION PLAN

How often does your organization evaluate the effectiveness of its programming and by what means does it gather this information or data?

We measure outputs such as service hours, mileage and number of new volunteers and care receivers on a quarterly basis. We regularly evaluate the effectiveness of our programs

informally through follow-up conversations with care receivers and volunteers, especially after the first month of receiving services or after their first volunteer experience. Annually we complete an online survey of volunteers and a mail survey of care receivers to measure satisfaction with services, request suggestions for improvements, and assess unmet needs. We then make changes to our programs as necessary to reflect the stated needs of care receivers and volunteers.

PROPOSED 2019 BUDGET (SEE ATTACHED)

1. What is the total of your agency's estimated budget for FY 2019?

The total draft budget for 2019 is \$264,170, which includes the addition of a 0.2 FTE Program Assistant position added in September of 2018.

2. What portion of your total agency budget does the Year 1 request represent?

This request represents 10.59% of our total FY 2019 draft budget.

3. How have the services you are requesting been funded for in the past three years?

The services we are requesting funding for have been paid for in the past partly by the Human Services Contract with the City of Bainbridge Island and some through grant funds and business contributions.

4. List other public or private sources of funding you are seeking and have secured to support proposed program or services? Please identify the amount of cash match your organization intends to obtain to leverage City funding to sustain your programs or services.

Other sources of funding are individual donations, One Call For All, the Kitsap Great Give, support from faith communities, and support from local businesses and foundations. In 2018 we also applied for and received a grant of \$10,000 from Bainbridge Community Foundation. We will again be applying for grant funds from Kitsap Community Foundation and other sources as applicable. We are committed to raising matching funds through our Annual fundraiser dinner and auction, put on by the Board, staff, and community volunteers.

5. What are the consequences to your clientele, organization and/or the community if you do not receive these funds?

In addition to the financial support, funding from the City of Bainbridge sends a clear message that the services our volunteers provide to their neighbors are recognized, valued and appreciated by the City. This core operations funding we have received over the years from the City has been instrumental in our ability to provide these services. Looking at the aging demographic on Bainbridge Island it is certain that these needs will be growing at an accelerated pace in the next several years and without increased funding we will be unable to dedicate the necessary resources to respond to those needs in a timely manner.

Island Volunteer Caregivers-2019 Draft Budget			
		COBI HSF REQUEST	
	<i>Budget</i>	Year 1	Year 2
INCOME			
Direct Contributions	\$30,000		
Appeals	\$5,000		
Faith Communities	\$1,500		
Subtotal	\$36,500		
Organizations/Foundation			
One Call for All	\$40,000		
Seattle Foundation	\$500		
Matching Gifts	\$500		
Kitsap Great Give	\$6,000		
United Way	\$150		
Subtotal	\$47,150		
Grants	\$13,000		
City of Bainbridge Contract	\$25,000		
Fundraising Events			
Summer Dinner Auction	\$125,000		
Life Enrichment Gifts	\$6,000		
Other Events	\$2,000		
Subtotal	\$133,000		
Interest Income	\$20		
Dividend Income	\$3,500		
Business Contributions/Reimburse	\$3,000		
Subtotal	\$6,520		
Use of operating reserves	\$3,000		
TOTAL INCOME	\$264,170		
EXPENSES			
Operations			
Bank Fees	\$500		
Miscellaneous Operations Expense	\$500		
Marketing/PR/Advertising	\$1,500		
Bookkeeping	\$500		
Capital Expense	\$2,500		
Website/Internet	\$750		
Grief Program Expense	\$400		
Life Enrichment Program Expense	\$6,000		
Postage	\$1,500	\$300	\$300
Printing/Duplicating	\$2,500	\$400	\$400
Repairs	\$100		
Office Rent	\$23,960	\$3,000	\$3,000
Supplies	\$3,500	\$300	\$300
Subscriptions and Dues	\$700		
Storage Fees	\$900		
Emergency Preparedness Supplies	\$1000		
Telephone/Communications	\$2,200	\$500	\$500

Subtotal	\$49,010		
Staffing			
Taxes & Fees	\$18,405		
Contracted Services (IT and Caregiver's Support)	\$8,000	\$2,000	\$2,000
Wages	\$171,105	\$17,000	\$17,000
Travel/Continuing Ed	\$2,000		
Subtotal	\$199,510		
Volunteer/Donor/Board Expenses			
Expense-Transport Reimbursement	\$2,600		
Insurance (D&O, Volunteer)	\$6,700	\$1,500	\$1,500
Support-Recognition	\$1000		
Training-Materials-Conferences	\$500		
Van Expenses	\$2,400		
Driver Screening	\$2,100		
Subtotal	\$15,400		
Miscellaneous Expenses	\$250		
		Total HSF Request	Total HSF Request
TOTAL EXPENDITURES	\$264,170	\$25,000	\$25,000
INCOME - EXPENDITURES	\$0		

ATTACHMENT B
INSURANCE REQUIREMENTS

A. Insurance Term

The Service Provider shall procure and maintain for the duration of the Agreement insurance against claims for injuries to persons or damage to property which may arise from or in connection with the performance of the work hereunder by the Service Provider, its agents, representatives, or employees.

B. No Limitation

The Service Provider's maintenance of insurance as required by the Agreement shall not be construed to limit the liability of the Service Provider to the coverage provided by such insurance, or otherwise limit the City's recourse to any remedy available at law or in equity.

C. Minimum Scope of Insurance

The Service Provider shall obtain insurance of the types and coverage described below:

1. Automobile Liability insurance covering all owned, non-owned, hired, and leased vehicles. Coverage shall be written on Insurance Services Office (ISO) form CA 00 01 or a substitute form providing equivalent liability coverage.
2. Commercial General Liability insurance shall be at least as broad as ISO occurrence form CG 00 01 and shall cover liability arising from premises, operations, stop-gap liability, independent contractors, and personal injury and advertising injury. The City shall be named as an additional insured under the Service Provider's Commercial General Liability insurance policy with respect to the work performed for the City using an additional insured endorsement at least as broad as ISO CG 20 26.
3. Workers' Compensation coverage as required by the Industrial Insurance laws of the State of Washington.
4. Directors and Officers Liability insurance coverage.

D. Minimum Amounts of Insurance

The Service Provider shall maintain the following insurance limits:

1. Automobile Liability insurance with a minimum combined single limit for bodily injury and property damage of \$1,000,000 per accident.
2. Commercial General Liability insurance shall be written with limits no less than \$1,000,000 each occurrence, \$2,000,000 general aggregate.

3. Directors and Officers Liability insurance shall be written with limits no less than \$1,000,000 per claim and \$1,000,000 policy aggregate limit.

E. Other Insurance Provision

The Service Provider's Automobile Liability and Commercial General Liability insurance policies are to contain, or be endorsed to contain, that they shall be primary insurance as respect to the City. Any insurance, self-insurance, or self-insured pool coverage maintained by the City shall be excess of the Service Provider's insurance and shall not contribute with it.

F. Acceptability of Insurers

Insurance is to be placed with insurers with a current A.M. Best rating of not less than A:VII.

G. Verification of Coverage

Before commencing work and services, the Service Provider shall provide to the person identified in Section 9 of the Agreement a Certificate of Insurance evidencing the required insurance. The Service Provider shall furnish the City with original certificates and a copy of the amendatory endorsements, including but not necessarily limited to the additional insured endorsement, evidencing the insurance requirements of the Service Provider before commencement of the work. The City reserves the right to request and receive a certified copy of all required insurance policies.

H. Notice of Cancellation

The Service Provider shall provide the City with written notice of any policy cancellation within two business days of their receipt of such notice.

I. Failure to Maintain Insurance

Failure on the part of the Service Provider to maintain the insurance as required shall constitute a material breach of contract, upon which the City may, after giving five (5) business days' notice to the Service Provider to correct the breach, immediately terminate this Agreement or, at its discretion, procure or renew such insurance and pay any and all premiums in connection therewith, with any sums so expended to be repaid to the City on demand, or at the sole discretion of the City, offset against funds due the Service Provider from the City.

J. City Full Availability of Service Provider Limits

If the Service Provider maintains higher insurance limits than the minimums shown above, the City shall be insured for the full available limits of Commercial General and Excess or Umbrella liability maintained by the Service Provider, irrespective of whether such limits maintained by the Service Provider are greater than those required by this Agreement or whether any certificate of insurance furnished to the City evidences limits of liability lower than those maintained by the Service Provider.