Crisis Counseling Program

**Contract Reference:** Sections A-1.1 and C-1.7.2

**Frequency:** Ongoing

**Due Date:** Ongoing

**Discussion:**
This incorporated document indicates the primary responsibilities and duties the following Network Service Providers shall comply with as it relates to Crisis Training and Assistance Programs:

- LifeStream Behavioral Healthcare, Inc.
- Meridian Behavioral Healthcare, Inc.
- Mental Health America of East Central Florida, Inc.
- Mental Health Resource Center, Inc.

The most recent version of *The Federal Emergency Management Agency Crisis Counseling Assistance and Training Program Guidance* (CCP Guidance) is incorporated herein by reference. The complete set of documents including the CCP Guidance is available at the following website maintained by the Substance Abuse and Mental Health Administration Disaster Technical Assistance Center (SAMHSA DTAC):

http://media.samhsa.gov/DTAC-CCPToolkit/intro.htm

Data collection requirements for the CCP are specified in the guidance. Data collection is required through the CCP Online Data Collection and Evaluation System, available online at http://www.ccpdata.org

For ease of reference, the table below identifies specific documents and tools contained within the CCP Guidance. Upon request, the Department’s Disaster Behavioral Health Coordinator can provide copies of the CCP Guidance or specific documents contained therein.

These resources are subject to periodic revision by the federal government. In the event of a disaster, the Department’s Disaster Behavioral Health Coordinator will ensure the most recent version of each resource is available to impacted providers.

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<thead>
<tr>
<th>Crisis Counseling Program Resources</th>
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<tbody>
<tr>
<td><strong>Resource Type</strong></td>
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</table>
| Program Applications: | • Immediate Services Program (ISP) Application  
• Regular Services Program (RSP) Application |
# Crisis Counseling Program Resources

<table>
<thead>
<tr>
<th>Resource Type</th>
<th>Resource Name</th>
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| Training Resources: Required Modules: | • Core Content Training, CCP Trainer’s Guide and CCP Participant Workbook  
• Transition to RSP Training, CCP Trainer’s Guide and Participant Workbook  
• RSP Midprogram Training, CCP Trainer’s Guide and Participant Workbook  
• Disaster Anniversary Training, CCP Trainer’s Guide and Participant Workbook  
• RSP Phasedown Training, CCP Trainer’s Guide and Participant Workbook  
| CCP Trainer Resources | • Handout 1: Disaster Behavioral Health Acronyms  
• Handout 2: Crisis Counseling Assistance and Training Program Typical Timeline  
• Handout 3: Disaster Reactions and Interventions  
• Handout 4: Recognizing Severe Reactions to Disaster and Common Psychiatric Disorders  
• Handout 5: The Road to Resilience  
• Handout 7: Organizational Approaches for Stress Prevention and Management  
• CCP Job Aid for Crisis Counselors  
• Exercises and Trainer's Tips  
• Training Feedback Forms - Participants and Trainer  
• “Face of FEMA” DVD, Please contact SAMHSA DTAC at 800-308-3515 or [dtac@samhsa.hhs.gov](mailto:dtac@samhsa.hhs.gov) (link sends e-mail) to request a copy of this DVD.  
• References  
| Evaluation and Reporting Resources CCP Data Collection Tools | • Individual/Family Crisis Counseling Services Encounter Log  
• Group Encounter Log  
• Weekly Tally Sheet  
• Adult Assessment and Referral Tool  
• Adult Assessment and Referral Tool Response Card  
• Child/Youth Assessment and Referral Tool  
• Child Youth Tool Response Card  
• Participant Feedback Survey  
• Participant Feedback Survey Guidelines for Trainers  

Updated 9/1/2017
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<tr>
<th>Resource Type</th>
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<tr>
<td></td>
<td>• Participant Feedback Survey Guidelines for Counselors</td>
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<td>• Participant Feedback Survey Cover Letter</td>
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<td></td>
<td>• Service Provider Feedback Survey</td>
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<td>• Service Provider Feedback Form Task Timeline</td>
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**Services To Be Provided**

1. **Definition of Terms**
   a. **Program/Service Specific Terms and Acronyms**
      1. **ARC** - the American Red Cross
      2. **CCP** - Crisis Counseling Training and Assistance Program as defined by the latest version of the *Federal Emergency Management Agency Crisis Counseling Assistance and Training Program Guidance* and as supplemented or modified by any conditions of award specifically addressing services in the State of Florida in response to a specific presidentially declared disaster.
      3. **CCP Guidance** - the latest version of the *Federal Emergency Management Agency Crisis Counseling Assistance and Training Program Guidance*, a document which contains guidance and requirements applicable to the services under this contract and is incorporated herein by reference.
      4. **CMHS** - Center for Mental Health Services, within the Substance Abuse and Mental Health Services Administration of the United States Department of Health and Human Services
      5. **Crisis Counseling** - A strengths-based, outreach-oriented approach to helping disaster survivors access and identify personal and community resources that will aid the recovery process. It consists primarily of supportive, educational, face-to-face interventions with individuals and communities in their natural environments. The CCP seeks to empower survivors through educating them about disaster reactions, teaching them coping skills, assessing them for individual needs, and linking them to appropriate community resources.
      6. **Declared Counties** - Any and all Florida counties which the President of the United States has specifically declared eligible for FEMA Individual Assistance Programs in a specific Major Disaster Declaration.
      7. **Disaster** - a natural or human-caused occurrence that causes widespread human suffering.
Examples of a disaster may include a hurricane, tornado, flood, tsunami, earthquake, explosion, hazardous materials accident, mass criminal victimization incident, war, transportation accident, fire, terrorist attack, famine, or epidemic. For the purposes of this contract, a disaster shall be any such event within the State of Florida which has been the subject of a Major Disaster Declaration by the President of the United States and such declaration shall reference specific county eligibility for FEMA Individual Assistance Programs under the Robert T. Stafford Disaster Relief and Emergency Assistance Act of 1974 (Stafford Act).

(8) DRC - Disaster Recovery Center, established and operated where and as needed by Florida Department of Emergency Management in cooperation with FEMA and local agencies to provide immediate services and support to communities impacted by a disaster.

(9) DTAC - Disaster Technical Assistance Center, within the Center for Mental Health Services

(10) EFS - Emergency Food Stamps distribution program established where and as needed by the Department of Children and Families to enable rapid processing and distribution of emergency food stamps services to eligible individuals in disaster areas.

(11) EOC - Emergency Operations Center - established and operated by local, county and/or state emergency management agencies

(12) FCC - Florida Crisis Consortium, a statewide advisory board with representatives from the Department of Health, the Department of Children and Families, and various centers, nonprofit, community and faith based agencies active in disaster response, responsible for maintaining the Florida All-Hazard Statewide Disaster Behavioral Health Plan as an annex to Florida's Comprehensive Emergency Management Plan.

(13) FEMA - The Federal Emergency Management Agency

(14) Interim Response - The first fourteen (14) days following the date of a Presidential disaster declaration. During this period, services are provided while a simultaneous ISP grant application is developed for submission to FEMA and CMHS.

(15) ISP - Immediate Services Program of the CCP. The ISP provides services for 60 days from the date of a Presidential disaster declaration or, if the department submits a Regular Services Program application, may be extended until a Regular
Services Program is approved by FEMA and CMHS.

(16) LTRC - Long Term Recovery Committee: any standing or ad hoc group established by local or county disaster agencies and/or emergency management for the purpose of coordinating recovery services within a specific geographic region. The term is interchangeable with a Long Term Recovery Organization (LTRO).

(17) PFA – Psychological First Aid - An evidence-informed modular approach for assisting people in the immediate aftermath of disaster and terrorism to reduce initial distress, and to foster short and long-term adaptive functioning. It is for use by first responders, incident command systems, primary and emergency health care providers, school crisis response teams, faith-based organizations, disaster relief organizations, Community Emergency Response Teams, Medical Reserve Corps, and the Citizens Corps in diverse settings.

(18) Project H.O.P.E. - An acronym for “Helping Our People in Emergencies”, the State of Florida program for delivery of crisis counseling services in response to specific disaster events.

(19) RSP - Regular Services Program of the CCP. The RSP follows the ISP, if additional need for services can be demonstrated in a grant application by the department to FEMA and CMHS. The RSP provides services for up to nine (9) months from the date of approval by FEMA and CMHS.

(20) SAMH - The department’s Substance Abuse and Mental Health program office.

(21) SAMHSA - The Substance Abuse and Mental Health Services Administration of the United States Department of Health and Human Services

**General Description**

**b. General Statement**

The Network Service Provider shall be responsible for delivering federally funded Crisis Counseling Program services in the event of a natural or man-made disaster affecting Lake, Sumter, Marion, Citrus, Hernando, Hamilton, Suwannee, Columbia, Lafayette, Dixie, Union, Bradford, Gilchrist, Alachua, Levy, Baker, Putnam, Volusia, Flagler, St. Johns, Duval, Nassau and Clay counties. The Network Service Provider shall deliver ISP and RSP crisis counseling services in any and all declared counties which have been approved for services in any CCP grant authorized jointly by representatives of FEMA and CMHS. These services will be designated by the department’s project title “Project H.O.P.E. - Helping Our People in Emergencies.”
c. **Authority**
The authority to contract for the below services is found in Sections 20.19(1) (c), and 394.457, Florida Statutes.

d. **Scope of Service**
This is a contract for both non-client services and client services. Non-client services will be provided throughout the term of this contract on a fixed rate basis. Client services will be provided only in the event of a disaster impacting any or all of the counties included in Section A.2.a., above, on a cost-reimbursement basis. Client services will be provided only in the counties specified in each Presidential declaration and only for the period of time established in any Crisis Counseling Program (CCP) grant award(s) jointly approved by FEMA and CMHS in response to a specific disaster(s) unless otherwise specifically authorized by FEMA, CMHS and the department’s Disaster Mental Health Coordinator. The Network Service Provider understands, however, that Individuals who reside in any of the counties of the State of Florida can be served by this contract as required by law. Client services will be provided in compliance with the FEMA and CMHS CCP program guidelines, any approved grant budget(s), any specific terms of conditions included in any grant award(s) and any program regulations or guidelines established by the department’s Disaster Mental Health Coordinator or his/her designee.

Funding appropriated through the Department of Children and Families for behavioral health services is for the benefit of the state of Florida as a whole. The county of residence of a person seeking behavioral health services shall not be a component of a determination of eligibility for reimbursement by the Managing Entity. Eligibility for behavioral health services funded by this contract is determined by §394.674, Fla. Stat., which does not include provision to take into account where the person seeking service resides. Therefore, the Network Service Provider understands that it is important that there is no wrong door to a person accessing services and the imposition of any residency requirement is inconsistent with this. The Department considers this to be an essential element of the behavioral health safety net, referred to in §394.9082(5)(c), Fla. Stat.

e. **Major Program Goals**

1. The major program goal is to provide CCP services to individuals and communities affected by disasters in the State of Florida. The goal of the CCP is to prevent or mitigate adverse behavioral health repercussions to a disaster. This goal is achieved through the use of a prevention and public health approach.

2. The prevention and public health approach described above is implemented using the following Center for Mental Health Services CCP model.
1. The CCP model focuses on helping disaster survivors understand their personal reactions, helping them plan action steps and solutions to resolve losses and overcome adversities, and linking them to other community resources. The CCP consists of services focused on preventing or mitigating adverse emotional, mental health and substance abuse-related repercussions of a disaster. The CCP helps survivors prioritize their needs and connect with organizations or people who can assist them. Although the CCP is a temporary disaster relief program, it leaves behind a permanent legacy of more adaptive coping skills, educational and resource materials, and enhanced community linkages.

2. Beginning with the most severely affected group and moving outward, the program seeks to serve a large portion of the population affected by the disaster. Program services are community based and often are performed in survivor’s homes, shelters, temporary living sites, and churches.

3. CCP services include supportive crisis counseling, education, development of coping skills, and linkage to appropriate resources, while assessing and referring those members of the community who are in need of more intensive mental health and substance abuse treatment to appropriate community resources.

4. The CCP engages community stakeholders and organizations through direct contact with stakeholder groups, such as unmet-needs committees and LTRCs, and participation in community events in order to facilitate response activities and services to survivors.

5. The CCP is designed to assist with community recovery and collaboration in order to transition from CCP services to existing community resources upon the phasedown of the program.

2. Clients to be Served
   a. General Description
      (1) The clients to be served shall be adults and children within any declared counties listed in Section A.2.a., above, affected by a presidentially declared disaster. Targeted groups of clients shall be identified in a CCP needs assessment and CCP grant application narrative approved by the department’s Disaster Mental Health Coordinator or his/her designee in response to a declared disaster. The targeted clients shall include populations identified as those being at the greatest risk of potential emotional and behavioral problems as a result of a declared disaster.

      (2) Clients identified in any needs assessment and grant application shall include, but are not limited to: injured survivors and bereaved family members; survivors
with high exposure to disaster trauma; individuals displaced by the disaster and people evacuated from disaster zones; bereaved extended family and friends; professional first responders; volunteer first responders; people who lost homes, jobs, and possessions; people with pre-existing trauma or other dysfunction; affected people from the larger community; and special at-risk groups such as children and school employees, the elderly, single parents, non-English speaking residents, affected renters or other non-homeowners, migrant laborers, small business owners and their employees; low-income individuals receiving medical or other public support; and professional or volunteer members of disaster-related support and service organizations.

b. Client Eligibility
Any and all adults and children affected by a specific disaster which occurs within any of the counties identified in Section A.2.a., above and which counties are eligible for FEMA Individual Assistance Programs under the terms of any specific Major Disaster Declaration issued by the President of the United States. The Network Service Provider understands, however, that Individuals who reside in any of the counties of the State of Florida can be served by this contract as required by law.

c. Client Determination
The determination of client eligibility shall be made by the Network Service Provider in accordance with the CCP guidelines and the terms and conditions of any specific ISP and/or RSP grant approved by FEMA and CMHS.

d. Contract Limits
(1) Non-client services provided under this contract are limited to the activities in Section B.1.a.(1), below.

(2) Client Services under this contract are limited to the activities in Sections B.1.a.(2) through B.1.a.(10).

(3) Client services provided under this contract are contingent upon activation of the Network Service Provider by the Department’s Disaster Mental Health Coordinator, in the event of a disaster affecting the counties listed in Section A.2.a., above. In the event the Network Service Provider is activated, the Department and/or the Managing Entity will amend this contract to implement identified CCP grant funds made available by FEMA and CMHS to assist with the emotional aftermath of each and any such specific disaster.

(4) Client services provided under this contract are limited by the most current version of the Crisis Counseling Program guidelines established by FEMA and CMHS.

(5) Client services provided under this contract are limited by the terms and conditions of any specific FEMA and CMHS-approved ISP and/or RSP Crisis
Counseling Program application and budget.

(6) Non-client services provided under this contract are limited by the availability of State funds. The maximum non-client services amount authorized for this Network Service Provider is [50.00].

(7) Client services provided under this contract are limited by the availability of FEMA and CMHS CCP grant award. The maximum client services amount authorized shall be based upon an approved ISP and/or RSP grant award(s) in response to a specific disaster and shall be amended into this contract upon award.

(8) The maximum client services amount authorized for the Network Service Providers under Declaration FEMA-XXXX-DR-FL is [50.00] Client services under Declaration FEMA-XXXX-DR-FL shall be provided in Lake, Sumter, Marion, Citrus, Hernando, Hamilton, Suwannee, Columbia, Lafayette, Dixie, Union, Bradford, Gilchrist, Alachua, Levy, Baker, Putnam, Volusia, Flagler, St. Johns, Duval, Nassau and Clay counties. Client services shall be provided from [XX/XX/XXXX] through [XX/XX/XXXXX], inclusive.

B. Manner of Service Provision
   1. Service Tasks
      a. Task List
         (1) The Network Service Provider shall designate a Crisis Counseling Program Liaison whose responsibilities shall include:

            i. To review annually the most current version of the FEMA and CMHS CCP program guidelines and application process for the purpose of maintaining the Network Service Provider’s ability to implement the CCP in the event of a disaster.

            ii. To review annually the Florida Crisis Consortium’s (FCC) Florida Disaster Behavioral Health Response Plan.

            iii. To report annually to the department’s Disaster Mental Health Coordinator, the DCF regional Mental Health Program Coordinator, and the Florida Crisis Consortium’s designated representative on the Network Service Provider’s ability to coordinate client services in the event of a disaster.

            iv. To identify and develop Memoranda of Understanding or other comparable agreements with a minimum of six (6) local or regional community disaster-related resource agencies within the countries listed in Section A.2.a., above, for the purpose of establishing partnerships for future disaster response. Examples of such resources may include local Long Term Recovery Committees, faith-
based-community support agencies, local EOCs, local chapters of the ARC, 2-1-1 call centers, and local chapters of Volunteers Organized Active in Disaster or the Florida Interfaith Networking in Disaster.

v. To register with the county Emergency Operations Center, or equivalent, and the county Department of Health disaster coordinator as the department’s designated crisis counseling provider for any and all counties in which the Network Service Provider delivers client services under contract with the Department or Managing Entity as of the date of the execution of this contract.

vi. To attend any relevant no-cost training in CCP services provided by the Department or Managing Entity or other available no-cost trainings referred by the Department or Managing Entity.

vii. To attend a minimum of ten (10) trainings, workshops, planning meetings, tabletop exercises or similar stakeholder events organized by the local EOC, the local FCC, Department of Health, ARC, Long Term Recovery Committee or other relevant community disaster response agency. One (1) of the events must be an EOC-sponsored county preparedness activity and one (1) of the events must be a DOH- or FCC- sponsored event with a specific focus on disaster behavioral health response.

viii. To create, and update annually, an implementation plan for delivering CCP services, including the elements of the Preparedness Report listed in Section B.4.c.(1), below as an addendum to the Network Service Provider’s Emergency Preparedness Plan, Continuity of Operation Plan or equivalent. The implementation plan will specify the Network Service Provider’s plan, in the event of a disaster, to contact the department’s Disaster Mental Health Coordinator and the EOC(s) with which the Network Service Provider has registered for the purposes of providing local status information and receiving instructions for implementation of the ISP client services tasks in Section B.1.a.(2), above.

ix. To designate and supervise any Network Service Provider staff hired or assigned to implement client services under this contract in the event of a disaster.

(2) In the event of each and any disaster affecting the counties listed in Section A.2.a. above, the Network Service Provider shall deliver the CCP services listed in Sections B.1.a.(4) through B.1.a.(10), below for the duration of any approved ISP program plan, including any necessary approved extensions, in response to each specific disaster, as directed by the department’s Disaster Mental Health
Coordinator or his/her designee.

(3) In the event of each and any disaster affecting the counties listed in Section A.2.a. above, the Network Service Provider shall deliver the CCP services listed in Section B.1.a.(4) through B.1.a.(10) below for the duration of any approved RSP program plan in response to each specific disaster, as directed by the department's Disaster Mental Health Coordinator or his/her designee.

(4) Primary Crisis Counseling Program services:
   i. **Individual Crisis Counseling** is a process of engagement lasting at least 15 minutes. The focus is to help disaster survivors understand their reactions, review their options, and connect with other individuals and agencies that may assist them in improving their situations. Individual Crisis Counseling services include active listening, offering reassurance, practical assistance, psycho-education, emotional support, and teaching behavioral techniques for coping with stress.

   ii. **Brief Educational or Supportive Contact** is the provision of educational information or emotional support to individuals or groups in contacts lasting less than 15 minutes in duration. The focus is to provide general support and provide general information, typically on resources and services available to disaster survivors. During this type of intervention, crisis counselors do not engage in in-depth discussion as they would during individual crisis counseling or psycho-education.

   iii. **Group Crisis Counseling** is a service offered to groups of disaster survivors and community members brought together to meet for longer than 15 minutes and led by a trained crisis counselor. The structure and format of group crisis counseling may vary, but group members should have experienced similar levels of exposure to the disaster.
      
      i. Groups may be supportive or psycho-educational in nature. CCP crisis counselors who facilitate this service encourage the group members to do most of the talking, and they offer skills to help the group members cope with their situations and reactions. Throughout the process, the counselors assist group members with referrals to services often needed.

      ii. In addition to support group or psycho-educational groups, the Network Service Provider may promote the development of self-help groups. Any such self-help groups should be facilitated by a professional or paraprofessional crisis counselor. The group can work toward autonomy by inviting a member to be a co-facilitator. Initially, the crisis counselor may be
the primary leader of the group. Later, the group may continue without the presence of a professional or paraprofessional counselor, and be led by one or more of the group members. When group members are responsible for their own group process without the benefit of the presence of a professional or paraprofessional (a self-help support group), the group can no longer be considered a CCP service.

iv. **Public Education** provides survivors with information and education about typical reactions, helpful coping strategies, and available disaster related resources. Staff members commonly provide this service through public speaking at community forums, professional in-service meetings, and local government meetings. In contrast to the group crisis counselor, the staff member who conducts public education does most of the talking. The need for public educational services is likely to increase throughout the course of the CCP.

v. **Assessment, Referral, and Resource Linkage** are services which assess an individual’s or family’s need for referral to additional disaster relief services or mental health or substance abuse treatment. Survivors experiencing severe reactions are referred to the appropriate level of professional care. Survivors may also be referred to other disaster relief resources to meet a wide range of physical, structural, or economic needs. The crisis counselors who provide assessment and referral services shall be knowledgeable about local resources and work diligently to engage community organizations.

vi. **Community Networking and Support** builds relationships with community resource organizations, faith-based groups, and local agencies. Staff shall attend community events to provide a compassionate presence and to be available to provide crisis counseling services, when needed. Staff may initiate or attend unmet-needs committee or long-term recovery meetings, or other disaster relief-oriented gatherings. It is important to note that communities, families, and survivors should “own” their community events. Crisis counseling staff can provide useful consultation during the planning process and valuable information and services at these events to demonstrate their support for members of the community.

(5) **Secondary CCP services:**

i. **Development and Distribution of Educational Materials** includes flyers, brochures, tip sheets, educational materials, or Web site information developed and distributed by the Network Service Provider to educate survivors and the community. Topics include basic disaster information, typical reactions to disaster, coping skills, and individual and community recovery and resilience. Materials that address the needs of at-risk populations, as well as materials developed in multiple languages, should be available. Materials may be handed
out or left in public places, published in local newspapers, or mailed to survivors in areas affected by a disaster.

**ii. Media and Public Service Announcements** may be developed to engage in media and public messaging activities in partnership with local media outlets, State and local governments, charitable organizations, or other community brokers of information. Media activities and messages are designed to reach a large number of people in order to promote access to services, and educate survivors and the community about disaster, disaster reactions and coping skills, and individual or community recovery and resilience. Venues for this messaging vary and may include media interviews with CCP spokespeople, television or radio public service announcements, use of Web sites or e-mail, or advertising.

**6** The Network Service Provider will adhere to the latest version of the *Federal Emergency Management Agency Crisis Counseling Assistance and Training Program Guidance*, hereinafter referred to as *CCP Guidance*, as supplemented or modified by any conditions of award specifically addressing services in the State of Florida in response to a specific disaster. The guidance is incorporated herein.

**7** The Network Service Provider will comply with all CCP data reporting requirements established in the latest version of *Evaluating and Monitoring the Reach, Quality, and Consistency of Crisis Counseling Programs Manual and Toolkit*, hereinafter referred to as *Data Toolkit*. The Data Toolkit is incorporated into the *CPC Guidance*. The guidance is incorporated herein.

**8** The Network Service Provider will comply with all CCP quarterly and program reporting requirements established in any and all CCP grant award(s) in response to a specific disaster. Quarterly and program reporting requirements are incorporated into the *CCP Guidance*. The guidance is incorporated herein. Additional reporting requirements may be required by the Department and/or Managing Entity during the course of service delivery.

**9** The Network Service Provider shall ensure, at all times, it has sufficient cash flow to permit any client services under this contract to function at full capacity for 60-90 days of program operation, in the event of a disaster. Documentation of the cash flow can be in the form of a letter of credit or submission of a current financial statement. Advances may be made only to not-for-profit organizations or governmental agencies. Advances may be made on a monthly basis up to the first three (3) months of the contract. Advances may not exceed the cash needs of the vendor during the first three (3) months of a twelve (12) month period. Detailed documentation justifying cash needs for advances is required.
(10) The Department and/or Managing Entity reserves the right to add, through the amendment process, any service that is determined to be operationally necessary and inadvertently omitted from the contract.

b. Task Limits
(1) The Network Service Provider shall not perform any client services tasks under Sections B.1.a.(2) through (10) of this contract without express written authorization from the department’s Disaster Mental Health Coordinator in response to a declared disaster.

(2) The Network Service Provider shall not perform any other tasks beyond those specified in the Task List, section B.1.a., of this contract without prior written approval from the Department and/or Managing Entity. Such written approval shall be authorized by a formal contract amendment.

2. Staffing Requirements
a. Staffing Levels
(1) To provide the non-client services specified in Section B.1.A.(1), above, the Network Service Provider shall maintain the following staffing level:

<table>
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<tr>
<th>Number of Staff</th>
<th>Position Title</th>
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<tr>
<td>0.1 FTE</td>
<td>Provider Program Liaison</td>
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(2) To provide the client services specified in Section Sections B.1.a.(2) through B.1.a.(9), above, the Network Service Provider shall, for each specific ISP and/or RSP for which services are provided, establish any of the following CCP positions authorized by an approved grant award.

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<th>CCP Position</th>
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<tr>
<td>Provider Project Manager</td>
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<tr>
<td>Community Liaison</td>
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<tr>
<td>Media Liaison</td>
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<tr>
<td>Resource Linkage Coordinator</td>
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<tr>
<td>Team Leader</td>
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<tr>
<td>Crisis Counselor</td>
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<tr>
<td>Data Entry Clerk</td>
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<tr>
<td>Administrative Assistant</td>
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The staffing levels for each position will be amended into this contract as an exhibit at the levels established in any and all CCP grant award(s) in response to a specific disaster.

(3) It is expressly understood that not all of the above CCP positions may be approved in a specific program grant award in response to all disasters anticipated by this contract. The Network Service Provider will comply with the specific positions and staffing levels approved by FEMA and CMHS in each specific grant award.

(4) The Network Service Provider will provide the latest version of any required CCP training to all client services staff assigned to deliver CCP services in response to a specific disaster. Training requirements and materials are incorporated into the CCP Guidance. The guidance is incorporated herein. Additional training materials may be provided by the Department and/or Managing Entity during the course of service delivery.

b. **Professional Qualifications and Primary Responsibilities**

(1) **The Crisis Counseling Program Liaison** must be a full-time permanent member of the provider’s management team.

(2) **Provider Project Manager**
   i. The Provider Project Manager must possess a graduate degree or equivalent experience in substance abuse, mental health, social services administration, or related human services.

   ii. This position requires three (3) years’ experience in client service administration and management, including the ability to supervise staff; coordinate all CCP services; comply with reporting schedules; identify community resources; oversee media activities; and manage all administrative functions, including: purchasing, human resources, training, and quality assurance.

   iii. This position will report on Network Service Provider activities to the department’s Disaster Mental Health Coordinator or his/her designee.

(3) **Community Liaison**
   i. The Community Liaison must have a minimum bachelor’s degree and three (3) years’ experience in a field requiring strong communication skills and good community relations activities.

   ii. The Community Liaison must possess strong communication skills and demonstrate strong connections to the impacted community.
iii. This position represents the CCP at community disaster related meetings and events, coordinates partnerships with long term recovery committees, compiles referral information, and assists in identifying special populations in need of services, finding gatekeepers and gaining access to social and educational systems in the impacted counties.

(4) Media Liaison
i. The Media Liaison must have a minimum bachelor’s degree and must possess strong written and verbal communication skills and the capacity to effectively communicate the goals and activities of the program to a wide-range of audiences, providing culturally diverse messages to the impacted community on available services and disaster behavioral health issues.

ii. This position is responsible for developing public information press releases, coordinating media events, and developing informational and educational literature consistent with CCP programming and services.

iii. This position will coordinate messaging and media outreach activities with the department’s Disaster Mental Health Coordinator or his/her designee to ensure consistent messaging and project branding on a statewide basis.

(5) Resource Linkage Coordinator
i. The Resource Linkage Coordinator must have a minimum bachelor’s degree and two (2) years’ experience in relevant community services, case management, public education, public administration, social services, or community outreach activities.

ii. This position must be able to provide intensive resource linkage for survivors struggling to access disaster relief assistance.

iii. This position will be responsible for networking with community resources to identify referral mechanisms.

iv. This position will be responsible for providing training to crisis counselors and other service providers regarding referral resources and mechanisms.

(6) Team Leader
i. The team leader must be an appropriately licensed mental health professional with a minimum of one (1) year experience and/or training in disaster behavioral health services.

ii. This position reports to the Provider Project Manager.
iii. This position supervises a team of between four (4) and eight (8) crisis counselors.

iv. This position coordinates the crisis counseling response at the local level, provides on-site direction and supervision of the team, is responsible for program implementation and team reporting, and conducts team debriefings.

(7) Crisis Counselor
i. The Crisis Counselor may be a mental health professional or a paraprofessional. This position requires a minimum high school diploma or equivalent. This position may be referred to as an “outreach worker.”

ii. The Crisis Counselor must possess good verbal and written communication skills, strong listening and comprehension skills and the ability to interact and relate well to others. This position requires good judgment, common sense and a commitment to community and individual recovery.

iii. This position provides outreach, basic support, individual and group crisis counseling, public education, and referral to individuals, families and groups.

iv. This position will be staffed from within the affected community whenever possible. Individuals in this position should represent the cultural diversity of the target community and must demonstrate culturally competent service delivery in relation to the background of the target community.

(8) Data Entry Clerk
i. The Data Entry Clerk will have the minimum experience and qualifications consistent with the Network Service Provider’s existing human resource standards for comparable positions.

ii. This position enters all provider service and evaluation data, prepares weekly data summaries, provides quality assurance reviews of all provider data and coordinates all data reports with the Department and/or Managing Entity.

iii. This position reports to the Provider Project Manager

(9) Administrative Assistant
i. The Administrative Assistant will have the minimum experience and qualifications consistent with the Network Service Provider’s existing human resource standards for comparable positions.

ii. This position provides administrative support to the program, enters
evaluation data, process fiscal documents, and assists project leadership and staff with all clerical requests, copying reports, setting up conference calls, maintaining current phone lists, etc.

iii. This position reports to the Provider Project Manager

c. Staffing Changes
The Network Service Provider shall notify the contract manager, in writing within seven (7) calendar days, of staffing turnover regarding the positions of the Chief Executive Officer, Finance Director, Provider Program Liaison, Provider Project Manager, Contract Manager and the provider’s accountat.

d. Subcontractors
(1) This contract allows the Network Service Provider to subcontract for the provision of all services under this contract, subject to the provisions of Section I.I. of the Standard Contract.

(2) Written requests by the Network Service Provider to subcontract for the provision of services under this contract will be routed through the Network Manager for Managing Entity approval.

(3) Any subcontract for the client services listed in Section B.1.a.(2) through (10) shall require the subcontractor to comply with all terms and conditions of any ISP or RSP grant award in response to a specific disaster.

(4) Subcontracting shall in no way relieve the Network Service Provider of any responsibility for performance of its duties under the terms of this contract.

3. Service Location and Equipment
a. Service Delivery Location
(1) The Network Service Providers’ primary administrative offices for the non-client services under this contract are located in the below chart. Client services shall be delivered within any or all of the following counties that are identified in a specific CCP grant award in response to a specific disaster.

<table>
<thead>
<tr>
<th>Provider</th>
<th>Primary Administrative Office</th>
<th>Counties</th>
</tr>
</thead>
<tbody>
<tr>
<td>LifeStream Behavioral Healthcare, Inc.</td>
<td>515 West Main Street, Leesburg, FL 34748</td>
<td>Lake, Sumter, Marion, Citrus, Hernando</td>
</tr>
<tr>
<td>Meridian Behavioral Healthcare, Inc.</td>
<td>1565 SW Williston Road, Gainesville, FL 32164</td>
<td>Hamilton, Suwannee, Columbia, Lafayette, Dixie, Union, Bradford, Gilchrist, Alachua, Levy, Baker,</td>
</tr>
</tbody>
</table>
(2) Client services shall be delivered according to the CCP outreach model described in CCP Guidance Documents. Services will primarily be delivered in non-traditional settings, including survivor’s homes and in community locations at which survivors are deemed likely to access disaster and recovery information and support.

(3) Client services shall be delivered at any and all DRCs located in the counties listed in open to the public which may be established by FEMA and the State of Florida in response to any specific disaster.

(4) Client services shall be delivered at any and all locations designated by the Department and/or Managing Entity for the purpose of providing assistance under the department’s “Food For Florida” emergency food stamp program in response to a specific disaster.

b. Service Times
(1) The Network Service Provider shall be available for administrative business during the days and hours of Monday through Friday between 9:00 a.m. and 5:00 p.m., local time. The Network Service Provider shall notify the contract manager in writing, within seven (7) calendar days, of any change in service days and hours.

(2) Client services shall be provided at times designed to accommodate the needs of the specific community affected by a disaster and shall include evenings and weekends.

c. Changes in Location
The Network Service Provider shall notify in writing the contract manager listed on page eight (8) of the Standard Contract seven (7) calendar days in advance of any change in location of the Network Service Provider’s primary administrative office.

d. Equipment
All equipment provided by the Department and/or Managing Entity must be returned within 15 days of the termination of this contract.

4. Deliverables
a. Service Units.
(1) For the non-client services to be provided under this contract, a service unit shall
be one year of Crisis Counseling Program Liaison services as described in Section B.1.a.(1), above.

(2) Client services under this contract as described in Sections B.1.a.(2) through B.1.a.(9) shall be provided on a cost-reimbursement basis.

b. Records and Documentation.
(1) The Network Service Provider shall maintain the confidentiality of all records required by law or administrative rule to be protected from disclosure. The Network Service Provider further agrees to hold the Department and/or Managing Entity harmless from any claim or damage including reasonable attorney’s fees and costs or from any fine or penalty imposed as a result of an improper disclosure by the Network Service Provider, its subcontractors, or any third party organizations or individuals that are integrated into the project by the Network Service Provider, of confidential records whether public record or not and promises to defend the Department and/or Managing Entity against the same at its expense.

(2) The Network Service Provider shall maintain all records required to be maintained pursuant to this contract in such manner as to be accessible by the Department and/or Managing Entity upon demand. Where permitted under applicable law, access by the public shall be permitted without delay.

c. Reports
(1) The Network Service Provider shall document its Program Liaison services in a Project H.O.P.E. Annual Preparedness Report. The Managing Entity’s network manager and/or department’s Disaster Mental Health Coordinator will provide the reporting format for the Preparedness Report. At a minimum, the Preparedness Report will include:

i. Dates and materials used by the Network Service Provider to comply with the annual reviews required in Sections B.1.a.(1)(a) and (b), above.

ii. A summary of the impact any revisions to the CMHS or FCC guidelines or any material change in the Network Service Provider’s capacity may have on the Network Service Provider’s ability to respond to a disaster, as required by Section B.1.a.(1)(c), above.

iii. Copies of the MOUs required under Section B.1.a.(1)(d), above, and a summary contact list of relevant disaster-related resources identified within the Network Service Provider’s service counties.

iv. Copies of the correspondence registering the Network Service Provider with the local EOC and DOH agencies required under Section B.1.a.(1)(e), above.
v. A detail list of trainings, meetings and events attended in compliance with Sections B.1.a.(1)(f) and (g), above, along with copies of agendas, reports or other educational and resource materials distributed at each such event.

vi. A letter of credit or current positive financial statement documenting the Network Service Provider’s cash flow capacity as required under Section B.1.a.(10), above.

(2) The Network Service Provider shall document any client services provided in response to a specific disaster using the CCP Online Data Collection and Evaluation System, listed in the CCP Guidance Documents incorporated herein.

(3) The Network Service Provider shall provide data reports, financial reports and program reports according to the schedule in the following tables. Specific reporting dates and deadlines for client services reports will be established by FEMA and CMHS in the terms and conditions of any grant and will be incorporated into this contract by amendment following any grant approval. Specific report formats will be provided by the Managing Entity’s network manager and/or department’s Disaster Mental health Coordinator to reflect the most current version of FEMA and CMHS reporting requirements and conditions.

<table>
<thead>
<tr>
<th>Non Client Services Reports</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Report Title</strong></td>
</tr>
<tr>
<td>Preparedness Report</td>
</tr>
<tr>
<td>ISP Needs Assessment</td>
</tr>
<tr>
<td>ISP Provider Budget Request</td>
</tr>
<tr>
<td>Report Title</td>
</tr>
<tr>
<td>--------------------------------------</td>
</tr>
<tr>
<td>RSP Needs Assessment</td>
</tr>
<tr>
<td>RSP Provider Budget Request</td>
</tr>
<tr>
<td>ISP Extension Budget Request</td>
</tr>
<tr>
<td>ISP Interim Response Activities</td>
</tr>
<tr>
<td>ISP Weekly Service Summary</td>
</tr>
<tr>
<td>ISP Final Service Data Report</td>
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<tr>
<td>ISP Final Program Report</td>
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<tr>
<td>Report Title</td>
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<tr>
<td>------------------------------------</td>
</tr>
<tr>
<td>ISP Final Financial Report</td>
</tr>
</tbody>
</table>

**Regular Services Program Client Services Reports**

<table>
<thead>
<tr>
<th>Report Title</th>
<th>Frequency</th>
<th>Report Due Date</th>
<th># Copies</th>
<th>Office Recipient</th>
</tr>
</thead>
<tbody>
<tr>
<td>RSP Quarterly Service Data Report</td>
<td>Twice</td>
<td>Within 5 days of the close of the 1st and 2nd Quarters of RSP Services</td>
<td>Two</td>
<td>Network Manager, Disaster MH Coordinator</td>
</tr>
<tr>
<td>RSP Quarterly Program Report</td>
<td>Twice</td>
<td>Within 5 days of the close of the 1st and 2nd Quarters of RSP Services</td>
<td>Two</td>
<td>Network Manager, Disaster MH Coordinator</td>
</tr>
<tr>
<td>RSP Quarterly Financial Report</td>
<td>Twice</td>
<td>Within 5 days of the close of the 1st and 2nd Quarters of RSP Services</td>
<td>Two</td>
<td>Network Manager, Disaster MH Coordinator</td>
</tr>
<tr>
<td>RSP Final Service Data Report</td>
<td>Once</td>
<td>Within 30 days of termination of RSP Services</td>
<td>Two</td>
<td>Network Manager, Disaster MH Coordinator</td>
</tr>
<tr>
<td>RSP Final Program Report</td>
<td>Once</td>
<td>Within 30 days of termination of RSP Services</td>
<td>Two</td>
<td>Network Manager, Disaster MH Coordinator</td>
</tr>
<tr>
<td>RSP Final Financial Report</td>
<td>Once</td>
<td>Within 45 days of termination of RSP Services</td>
<td>Two</td>
<td>Network Manager, Disaster MH Coordinator</td>
</tr>
</tbody>
</table>

(4) The receipt of reports by the Managing Entity’s network manager and/or
department’s Disaster Mental Health Coordinator will not be construed to mean acceptance of these reports. The Department and/or Managing Entity reserves the right to reject reports as being incomplete, inadequate or unacceptable.

(5) The Network Service Provider shall submit all reports to the Network Manager within the specified time frames at this address:

Lutheran Services Florida Health Systems  
9428 Baymeadows Rd, Suite 320  
Jacksonville, FL 32256

(6) The Network Service Provider shall submit all reports to the Disaster Mental Health Coordinator or his/her designee electronically at this email address:

jimmers_micallef@dcf.state.fl.us

(7) Mandatory Reporting Requirements: The Network Service Provider and any subcontractor must comply with and inform its employees of the following mandatory reporting requirements. Each employee of the Network Service Provider, and of any subcontractor, providing services in connection with this contract who has any knowledge of a reportable incident shall report such incident as follows: 1) reportable incidents that may involve an immediate or impending impact on the health or safety of a client shall be immediately reported to the Network Manager; and 2) other reportable incidents shall be reported to the department’s Office of Inspector General by completing a Notification/Investigation Request (form CF 1934) and emailing the request to the Office of Inspector General at ig_complaints@dcf.state.fl.us. The Network Service Provider and subcontractor may also mail the completed form to the Office of Inspector General, 1317 Winewood Boulevard, Building 5, 2nd Floor, Tallahassee, Florida, 32399-0700; or via fax at (850) 488-1428. A reportable incident is defined in CFOP 180-4, which can be obtained from the Network Manager.

5. Performance Specifications  
   a. Performance Measures  
The Network Service Provider shall comply with the performance standards described below.

   (1) The Network Service Provider will complete one hundred percent (100%) of the required annual Preparedness Reports per year, subject to the approval of the department’s Disaster Mental Health Coordinator or his/her designee.

   (2) The Network Service Provider will participate in one hundred percent (100%) of the required minimum of ten (10) relevant disaster response community or regional
trainings, workshops, planning meetings, tabletop exercises or similar stakeholder events per year.

(3) The Network Service Provider will maintain one hundred percent (100%) of the required minimum of six (6) Memoranda of Understanding with local or regional community disaster-related resource agencies per year.

(4) In the event of a disaster under this contract, additional performance measures will be amended into this contract, according to the terms of any approved ISP and/or RSP award. Any additional performance measures established by amendment shall comply with the requirements of the latest version of Evaluating and Monitoring the Reach, Quality, and Consistency of Crisis Counseling Programs Manual and Toolkit listed on the CCP Guidance Documents incorporated herein.

i. The total number of people served by Primary Services will be a minimum of 60% of the number of people who would benefit from services identified in an approved ISP and/or RSP plan of services for this provider.

ii. The total number of people served by Secondary Services will be a minimum of 60% of the number of people who would benefit from services identified in an approved ISP and/or RSP plan of services for this provider.

b. Performance Terms
   (1) Primary Services
   Any combination of Individual Crisis Counseling Contacts; Brief Educational or Supportive Contacts; Group Crisis Counseling Contacts; Public Education Contacts; Assessment, Referral and Resource Linkage Contacts and/or Community Networking and Support Contacts as defined below and as documented in the CCP Online Data Collection and Evaluation System,

   i. Individual Crisis Counseling Contact
   Any individual contact with disaster survivors lasting at least 15 minutes for the purpose of helping survivors understand their reactions, review their recovery options and connect with other individuals and agencies that may assist survivors in improving their post-disaster situations.

   ii. Brief Education or Supportive Contact
   Any individual or group contact to provide educational information or emotional support lasting less than 15 minutes in duration for the purposes of offering general support and general information on resources and services available to
iii. **Group Crisis Counseling Contact**
Any group contact to provide supportive or psycho-educational services to disaster survivors and community members lasting longer than 15 minutes for the purpose of helping survivors understand their reactions, review their recovery options and connect with other individuals and agencies that may assist survivors in improving their post-disaster situations. Group Crisis Counseling Contacts also includes participants at self-help groups facilitated by CCP staff members for the above purposes.

iv. **Public Education Contact**
Any contact to distribute information and education about typical reactions to disaster, helpful coping strategies, and available disaster related resources. Public education is primarily accomplished through public speaking at community forums, professional meetings, local government meetings or similar gatherings.

v. **Assessment, Referral and Resource Linkage Contact**
Any contact with disaster survivors for the purpose of assessing an individual’s or a family’s needs for additional disaster relief services beyond the scope of the CCP. Referral may be to agencies providing mental health or substance abuse treatment, disaster relief resources addressing physical, structural or economic needs or community organizations available to provide specific assistance to address the assessed unmet needs.

vi. **Community Networking and Support Contact**
Any contact to establish or strengthen CCP relationships with and access to community resource organizations, faith-based agencies, public officials, local agencies and similar community stakeholders for the purposes of providing a compassionate presence at community events, to provide crisis counseling services, to consult on disaster behavioral health reactions and activities, to identify available sources of community services and support and to promote the existence of CCP services in the community.

(2) **Secondary Services**
Any combination of educational material distribution, media contacts and/or public service announcements generated by the Network Service Provider during the course of the Crisis Counseling Program.
c. Performance Evaluation Methodology

(1) Compliance with the performance measure in Section B.5.a.(1) shall be determined by the Disaster Mental Health Coordinator’s formal acceptance of the Network Service Provider’s annual Preparedness Report.

(2) Compliance with the performance measure in Section B.5.a.(2) shall be determined through review of the Network Service Provider’s Preparedness Report. The Preparedness Report will list all attended events and will document a minimum of one (1) local EOC-sponsored event and one (1) DOH-sponsored event with a specific focus on disaster behavioral health response.

(3) Compliance with the performance measure in Section B.5.a.(3) shall be determined through review of the Network Service Provider’s Preparedness Report. The Preparedness Report will itemize the Network Service Provider’s active MOUs for disaster response.

(4) Compliance with the performance measures anticipated in Sections B.5.a.(4)(a) and Section B.5.a.(4)(b) shall be determined by a review of the Network Service Provider’s data posted to the CCP Online Data Collection and Evaluation System as reconciled to the Network Service Provider’s most recent ISP Final Service Data Report, RSP Quarterly Service Data Report and/or RSP Final Service Data Report, as appropriate. Each measure will be calculated as a cumulative total of each type of contact reported. The number of contacts for each measure will be totaled on a cumulative basis beginning with the first day of services authorized under the specific ISP or RSP grant award.

(5) By execution of this contract the Network Service Provider hereby acknowledges and agrees that its performance under the contract must meet the standards set forth above and will be bound by the conditions set forth in this contract. If the Network Service Provider fails to meet these standards, the Department and/or Managing Entity, at its exclusive option, may allow a reasonable period, not to exceed 6 months, for the Network Service Provider to correct performance deficiencies. If performance deficiencies are not resolved to the satisfaction of the Department and/or Managing Entity within the prescribed time, and if no extenuating circumstances can be documented by the Network Service Provider to the Department and/or Managing Entity’s satisfaction, the Department and/or Managing Entity must terminate the contract. The Department and/or Managing Entity has the sole authority to determine whether there are extenuating or mitigating circumstances.

(6) The Managing Entity’s network manager will monitor the standards and outcomes specified in section B.5.a., during the contract period, to determine if the Network Service Provider is achieving the levels that are specified.
6. Provider Responsibilities
   a. Provider Unique Activities
      (1) The Network Service Provider shall comply with all applicable federal laws, state statutes and associated administrative rules as may be promulgated or amended throughout the term of this contract.

      (2) The Network Service Provider shall comply with the most current version of the FEMA Crisis Counseling Assistance and Training Program Guidance.

      (3) The Network Service Provider shall comply with any budget restrictions or other terms of conditions of a specific CCP grant award which will be incorporated by reference to this contract by amendment.

      (4) The Network Service Provider will request and obtain prior written approval of any budget adjustments that involve moving up to 10% of a total CCP expenses category allocation from one expense category to another in any approved CCP Network Service Provider budget. Approval may be granted by the contract manager, without amendment, pursuant to the Fiscal Guidelines for the Crisis Counseling Assistance and Training Program.

      (5) The Network Service Provider will request and obtain prior written approval of any budget adjustments that involve moving 10% or more of a total CCP expenses category allocation from one expense category to another in any approved CCP Network Service Provider budget. Approval may be granted by the Disaster Mental Health Coordinator after consultation with the FEMA and CHMS project officers assigned to a disaster, and will require contract amendment, pursuant to the Fiscal Guidelines for the Crisis Counseling Assistance and Training Program.

      (6) For client services under this contract, the Network Service Provider shall not request reimbursement for any indirect cost charges. All client services provider costs will be documented as a direct cost of ISP and/or RSP service delivery as authorized under a specific disaster grant.

      (7) If required by 45 CFR Parts 160, 162, or 164, the following provisions shall apply pursuant to 45 CFR 164.504(e)(2)(ii):

         i. The Network Service Provider hereby agrees not to use or disclose protected health information (PHI) except as permitted or required by this contract, state or federal law.

         ii. The Network Service Provider agrees to use appropriate safeguards to
prevent use or disclosure of PHI other than as provided by this contract or applicable law.

iii. The Network Service Provider agrees to report to the Department and/or Managing Entity any use or disclosure of the information not provided for by this contract or applicable law.

iv. The Network Service Provider hereby assures the Department and/or Managing Entity that if any PHI received from the Department and/or Managing Entity, or received by the Network Service Provider on the Department and/or Managing Entity’s behalf, is furnished to Network Service Provider’s subcontractors or agents in the performance of tasks required by this contract, that those subcontractors or agents must first have agreed to the same restrictions and conditions that apply to the Network Service Provider with respect to such information.

v. The Network Service Provider agrees to make PHI available in accordance with 45 CFR 164.524.

vi. The Network Service Provider agrees to make PHI available for amendment and to incorporate any amendments to PHI in accordance with 45 CFR 164.526.

vii. The Network Service Provider agrees to make available the information required to provide an accounting of disclosures in accordance with 45 CFR 164.528.

viii. The Network Service Provider agrees to make its internal practices, books and records relating to the use and disclosure of PHI received from the Department and/or Managing Entity or created or received by the Network Service Provider on behalf of the Department and/or Managing Entity available for purposes of determining the Network Service Provider’s compliance with these assurances.

ix. The Network Service Provider agrees that at the termination of this contract, if feasible and where not inconsistent with other provisions of this contract concerning record retention, it will return or destroy all PHI received from the Department and/or Managing Entity or received by the Network Service Provider on behalf of the Department and/or Managing Entity, that the Network Service Provider still maintains regardless of form. If not feasible, the protections of this contract are hereby extended to that PHI, which may then be used only for such purposes as to make the return or destruction infeasible.
x. A violation or breach of any of these assurances shall constitute a material breach of this contract.

b. **Coordination with Other Providers/Entities**

(1) The Network Service Provider shall participate in conference calls and/or meetings to be scheduled by the department’s Disaster Mental Health Coordinator or his/her designee, for the purpose of disaster behavioral health planning or response activities.

(2) The Network Service Provider shall coordinate client services with any local, regional, or national FEMA, CMHS and/or SAMHSA CCP project officers or other staff assigned for disaster response or oversight of services in the provider’s counties.

(3) The Network Service Provider shall coordinate referrals of survivors as needed to appropriate community resources, social service agencies and service providers.

(4) The Network Service Provider shall comply with data and/or program evaluation activities required or authorized by FEMA, CMHS and/or SAMHSA for the purpose of national or state CCP evaluations and as specified in the terms and conditions of any CCP grant award.

(5) The Network Service Provider shall coordinate services with any and all other CCP providers also providing CCP client services in the State, as determined by the Disaster Mental Health Coordinator.

(6) The Network Service Provider shall coordinate client services with other community organizations and local, state, or federal entities as the need is identified by the Department and/or Managing Entity or the provider.

(7) The failure of other providers or entities required to perform under this contract does not relieve the Network Service Provider of any accountability for tasks or services that the Network Service Provider is obligated to perform pursuant to the contract.

7. **Department and Managing Entity Responsibilities**

a. **Department and Managing Entity Obligations**

(1) The Managing Entity’s network manager and/or Department’s Disaster Mental Health Coordinator will provide technical assistance to the Network Service Provider as requested.

(2) The department’s Disaster Mental Health Coordinator and/or his/her designee will create no-cost training opportunities for all CCP required training modules to
Network Service Provider staff assigned to client services in the event of a disaster.

(3) The Department and/or Managing Entity will provide the most recent version of the CMHS and FEMA-approved CCP fiscal and programmatic guidelines for program development in response to a specific disaster.

(4) The Department and/or Managing Entity will provide updates of any FEMA and CMHS training modules, fiscal and program guidelines and/or reporting and evaluation tools as necessary during the course of any client services.

b. Department and Managing Entity Determinations

(1) The Department and/or Managing Entity reserve final authority to determine the quality and acceptability of all services and reports delivered.

(2) The Department and/or Managing Entity reserve final authority to determine the ongoing need for any client services under this contract, including extensions, program phase down, and program termination.

(3) The Department and/or Managing Entity reserve final authority to approve all content of any and all CCP grant applications submitted to FEMA and CMHS which may include any Network Service Provider program plans, budget requests or service estimates.

(4) The Department and/or Managing Entity reserve final authority to approve all content of any and all educational, media or outreach materials developed for any CCP under this contract.

c. Monitoring Requirements

(1) The Network Service Provider shall be monitored in accordance with CFOP 75-8, Policies and Procedures of Contract Oversight.

(2) The Network Service Provider may be subject to programmatic, data and/or financial monitoring in site-visits conducted by SAMH program staff, representatives of FEMA, CMHS and/or SAMHSA during the course of any CCP services under this contract.

C. Method of Payment

1. Payment Clauses

   a. This is a fixed fee contract for the purposes of non-client services specified in Section B.1.a.(1), above.

   b. This is a cost reimbursement contract for the purposes of all client services provided
in response to a specific disaster specified in Section B.1.a.(2), through Section B.1.a.(10) above. The Department and/or Managing Entity will incorporate by amendment the specific funds available in any CCP award in response to a specific disaster. The Managing Entity shall reimburse the Network Service Provider for allowable expenditures incurred pursuant to the terms of this contract for a total dollar amount not to exceed \[\$XX.XX\] subject to the availability of funds.

2. **MyFloridaMarketPlace Transaction Fee**
   This contract is exempt from MyFloridaMarketPlace Transaction Fee in accordance with 60A-1.032(1)(d), F.A.C.

3. **Invoice Requirements**
   a. For the purposes of the non-client services specified in Section B.1.a.(1) above, the Network Service Provider shall request payment through the submission on a biannual basis of a properly completed *Exhibit A: Invoice for Non Client Services*, within thirty days of the end of December and July.

   b. For the purposes of the client services specified in Sections B.1.a.(2) through B.1.a.(10) above, the Network Service Provider shall request reimbursement on a monthly basis through submission of a properly completed *Exhibit B: Cost Reimbursement Report of Expenditures and Request for Payment* within thirty (30) days following the end of the month for which reimbursement is being requested. Charges on the invoice must be accompanied by supporting documentation.

   c. Payment for any client services may be authorized only for allowable monthly expenditures on the invoice, which are in accord with the limits specified on any ISP or RSP Provider Budget which is amended into this contract in response to a specific disaster and CCP grant award.

   d. For the purposes of any client services, the Network Service Provider shall have the authority to transfer up to, but not exceeding, ten percent (10%) among the CCP expense categories detailed in any approved ISP and/or RSP budgets, with the prior written approval of the contract manager, as described in Section B.6.a.(4) above. The Network Service Provider shall ensure that the total amount per fiscal year is not exceeded.

   e. For the purposes of any client services, transfers exceeding ten (10%) of any ISP or RSP expense category shall require a contract amendment and the additional approvals described in Sections B.6.a.(4) and B.6.a.(5), above, initiated by a written request which includes justification supporting the need for modification. Such modifications cannot be made retroactive to a date prior to the execution date of any amendment incorporating funds for client services.
f. The Network Service Provider’s final ISP and or RSP invoice for any client services must reconcile actual costs during the ISP or RSP client service period with the amount received from the Department and/or Managing Entity.

g. If no services are due to be invoiced from the preceding month, the Network Service Provider shall submit a written document to the Managing Entity indicating this information within thirty (30) days following the end of the month.

h. Funding for client services provided under this contract is restricted to the most recent version of the CCP guidelines established by FEMA and CMHS and by the terms and conditions of any CCP grant award amended into or incorporated by reference into this contract.

4. Supporting Documentation
   a. Professional Services Fees on a Time/Rate Basis
      Any cost reimbursement invoice for client services must include a general statement of the services being provided. Any such invoice must state the time period covered by the invoice, as well as the hourly rate times the number of hours worked for each authorized position. Supporting documentation must be included detailing the hours represented on the invoice. Such documentation should include copies of timesheets or time logs, and/or valid payroll registers. Proof of salaries and fringe benefits paid is required. The State’s Chief Financial Officer reserves the right to require further documentation on an as needed basis.

   b. Expenses
      Paid receipts are required for all expenses for which reimbursement is requested, (e.g., travel, office supplies, printing, long distance telephone calls).

   c. Travel
      For all travel expenses, a department travel voucher, Form DFS-AA-15 (State of Florida Voucher for Reimbursement of Traveling Expenses), hereby incorporated by reference, must be submitted. Original receipts for expenses incurred during officially authorized travel (items such as car rental and air transportation, parking and lodging, tolls and fares) are required for reimbursement. Subsection 287.058 (1)(b), F.S., requires that bills for any travel expense shall be submitted in accordance with section 112.061, F.S., governing payments by the state for traveling expenses. Travel Reimbursement request Form DFS-AA-15 (Travel Reimbursement Instructions) and CFOP 40-1 (Official Travel of the Department of Children and Families Employees and Non-Employees) provides further explanation, clarification and instruction regarding the reimbursement of traveling expenses necessarily incurred during the performance of official state
business hereby incorporated by reference.

d. The Department and/or the Managing Entity’s Chief Financial Officer Reserve the right to request supporting documentation at any time after actual services have been delivered.

D. Special Provisions

1. Contract Renewal
This contract may be renewed for one term not to exceed three (3) years or for the term of the original contract, whichever period is longer. Such renewal shall be made by mutual agreement and shall be contingent upon satisfactory performance evaluations as determined by the Department and/or Managing Entity and shall be subject to the availability of funds. Any renewal shall be in writing and shall be subject to the same terms and conditions as set forth in the initial contract including any amendments.

2. Incident Reports
The Network Service Provider will report to the Department and/or Managing Entity, in writing, information related to client risk prevention and incidents as defined in CFOP 215-6.

When an employee who has client related duties is suspected of abuse or neglect, the Network Service Provider agrees to make a determination in each case as to whether or not clients are at risk by the continued association of the employee with such clients during an abuse/neglect investigation. The Network Service Provider shall take appropriate personnel action to ensure the maximum protection of the Department of Children and Families clients. Nothing in this section shall be construed to in any way limit or abridge the right of the department, pursuant to Chapter 39, F.S., to restrict access to children in care by the subject of an abuse or neglect report.

3. The most recently approved Emergency Mental Health and Traumatic Stress Crisis Counseling Training and Assistance Program Guidance published by SAMHSA and any Memorandum of Negotiation (MON) shall delineate the scope of client services under this contract. These documents shall be incorporated by reference and are hereby made a part of the contract. A copy of these documents will be kept in the Managing Entity's contract file.

4. The Network Service Provider will make available to the Managing Entity all reports and corrective action plans, pursuant to outside licensure or accreditation.

5. Information Technology Resources
All Network Service Providers must receive written approval from the Department and/or Managing Entity prior to purchasing any Information Technology Resource (ITR) with
contract funds. The Network Service Provider agrees to secure prior written approval by means of an Information Resource Request (IRR) form before the purchase of any ITR. The network manager is responsible for serving as the liaison between the Network Service Provider and the Department during the completion of the IRR, in accordance with CFOP 50-9, Policy on Information Resource Requests. The Network Service Provider will not be reimbursed for any ITR purchases made prior to obtaining the Department and/or Managing Entity’s written approval.

The Network Service Provider acknowledges and agrees that proof of conformance to the terms of any Information Resource Request (IRR) pertinent to equipment purchased or used relative to this contract must be maintained and available on demand at the location where financial and administrative records are maintained for the Network Service Provider. Further, the Network Service Provider affirms that it will not modify, alter, or convert the use of such property to any other without prior written permission of the Department by its Management Systems office at 1601 W. Gulf Atlantic Highway, Wildwood, FL 34785.

The Network Service Provider acknowledges and agrees that any tangible property as defined in section 273.02, F.S., purchased directly or indirectly through this contract, will be solely for the use of the Network Service Provider in the delivery of the contracted services and will be so used throughout its useful life under this and any subsequent contracts between the Network Service Provider and the Department and/or Managing Entity for these services.

6. Property and Title to Vehicles
   a. Nonexpendable property is defined as tangible personal property of a non-consumable nature that has an acquisition value or cost of $1,000 or more per unit and an expected useful life of at least one year, and hardback covered bound books that are not circulated to students or the general public, the value or cost of which is $250 or more. Hardback books with a value or cost of $100 or more should be classified as nonexpendable property only if they are circulated to students or to the general public. All computers, including all desktop and laptop computers, regardless of the acquisition cost or value are classified as nonexpendable property. Motor vehicles include any automobile, truck, airplane, boat or other mobile equipment used for transporting persons or cargo.

   b. If any property is purchased by the Network Service Provider with funds provided by this contract, the Network Service Provider shall inventory all nonexpendable property including all computers, a copy of which shall be submitted to the department along with the expenditure report for the period in which it was purchased. At least annually the Network Service Provider shall submit a complete inventory of all such property to the department whether new purchases have been made or not.
c. The inventory shall include, at a minimum, the identification number; year and/or model, a description of the property, its use and condition; current location; the name of the property custodian; class code (use state standard codes for capital assets); if a group, record the number and description of the components making up the group; name, make, or manufacturer; serial number(s), if any, and if an automobile, the VIN and certificate number; acquisition date; original acquisition cost; funding source; information needed to calculate the federal and/or state share of its cost.

d. The Network Service Provider shall furnish a closeout inventory no later than 30 days before the completion or termination of this contract. The closeout inventory shall include all nonexpendable property, including all computers purchased by the Network Service Provider. The closeout inventory shall contain, at a minimum, the same information required by the annual inventory.

e. The Network Service Provider hereby agrees that all inventories required by this contract shall be updated and accurate to the date of inventory certification. If the original acquisition cost of a property item is not available at the time of inventory, an estimated value shall be agreed upon by both the Network Service Provider and the Department and/or Managing Entity and shall be used in place of the original acquisition cost.

f. Title (ownership) to, and possession of, all property purchased by the provider pursuant to this contract shall be vested in the Department and/or Managing Entity upon completion or termination of this contract. During the term of this contract, the Network Service Provider is responsible for insuring in form, substance, and amount acceptable to the department, all property purchased by or transferred to the Network Service Provider pursuant to this contract. Such insurance shall cover, at a minimum, property loss and liability. Upon return to the Department and/or Managing Entity, all property must be in good working order. The Network Service Provider hereby agrees to pay the cost of transferring title to, and possession of, any property for which ownership is evidenced by a certificate of title. The Network Service Provider shall be responsible for repaying to the Department and/or Managing Entity the replacement cost of any property inventoried and not transferred to the Department and/or Managing Entity upon completion or termination of this contract.

g. If the Network Service Provider replaces or disposes of property purchased by the provider pursuant to this contract, the Network Service Provider is required to provide accurate and complete information pertaining to replacement or disposition of the property as required on the provider’s annual inventory.
h. The Network Service Provider hereby agrees to indemnify the Department and/or Managing Entity against any claim or loss arising out of the operations of any motor vehicle purchased by or transferred to the Network Service Provider pursuant to this contract.

i. A formal contract amendment is required prior to the purchase of any property item not specifically listed in the approved contract budget.

7. Dispute Resolution
   a. The Network Service Provider, any subcontractor and the Department and/or Managing Entity agree to cooperate in resolving any differences concerning performance or in interpreting this contract. Within five (5) working days of the execution of a contract for services, each party shall designate one person to act as its representative for dispute resolution purposes, and shall notify the other party of the person’s name and business address and telephone number. Typically, these representatives are the Network Service Provider’s contract manager and the Department and/or Managing Entity’s network manager. Within five (5) working days from delivery to the designated representative of the other party of a written request for dispute resolution, the representatives will conduct a face-to-face meeting to resolve the disagreement amicably. If the representatives are unable to reach a mutually satisfactory resolution, either representative may request referral of the issue to the Executive Director and the Circuit SAMH Program Office and the Manager of the Region Contract Management Unit. Upon referral to this second step, the Executive Director and the Circuit SAMH Program Office and the Manager of the Region Contract Management Unit shall confer in an attempt to resolve the issue.

   b. If the second referral conference does not resolve the issue within ten (10) days, the dispute will be referred to the Regional Director (or designee) for resolution.

   c. If the third referral conference does not resolve the issue, the parties appointed representatives shall meet within ten (10) working days and select a third representative. These three representatives shall meet within ten (10) working days to seek resolution of the dispute. If the representatives’ good faith efforts to resolve the dispute fail, the representatives shall make written recommendations to the Secretary who has final authority to resolve the dispute. The parties reserve all their rights and remedies under Florida law. Venue for any court action shall be Leon County, Florida.

8. Transportation of Clients.
The Network Service Provider may not transport CCP clients.
9. Employment Eligibility Verification

a. Definitions. As used in this clause—

“Employee assigned to the contract” means all persons employed during the contract term by the provider to perform work pursuant to this contract within the United States and its territories, and all persons (including subcontractors) assigned by the provider to perform work pursuant to the contract/grant with the department and managing entity.

“Subcontract” means any contract entered into by a subcontractor to furnish supplies or services for performance of a prime contract or a subcontract. It includes but is not limited to purchase orders, and changes and modifications to purchase orders.

“Subcontractor” means any supplier, distributor, vendor, or firm that furnishes supplies or services to or for a prime provider or another subcontractor.

b. Enrollment and verification requirements.

(1) The Network Service Provider/grantee shall—

i. Enroll. Enroll as a provider in the E-Verify program within 30 calendar days of contract award;

ii. Verify all new employees. Within 90 calendar days of enrollment in the E-Verify program, begin to use E-Verify to initiate verification of employment eligibility. All new employees assigned by the provider/grantee/subcontractor to perform work pursuant to the contract with the DCF shall be verified as employment eligible within 3 business days after the date of hire; and

(2) The Network Service Provider shall comply, for the period of performance of this contract, with the requirement of the E-Verify program enrollment.

i. The Department of Homeland Security (DHS) or the Social Security Administration (SSA) may terminate the provider’s enrollment and deny access to the E-Verify system in accordance with the terms of the enrollment. In such case, the Network Service Provider will be referred to a DHS or SSA suspension or debarment official.

ii. During the period between termination of the enrollment and a decision by the suspension or debarment official whether to suspend or debar, the provider is excused from its obligations under paragraph (b) of this clause. If the suspension or debarment official determines not to suspend or debar the Network Service Provider, then the provider must reenroll in E-Verify.

c. Web site. Information on registration for and use of the E-Verify program can be obtained via the Internet at the Department of Homeland Security Web site:
http://www.dhs.gov/E-Verify

d. **Individuals previously verified.** The Network Service Provider is not required by this clause to perform additional employment verification using E-Verify for any employee whose employment eligibility was previously verified by the provider/grantee through the E-Verify program.

e. **Individuals performing work prior to the E-verify requirement.** Employees assigned to and performing work pursuant to this contract prior to February 04, 2011 do not require employment eligibility verification through E-verify.

f. **Evidence.** Of the use of the E-Verify system will be maintained in the employee’s personnel file.

g. **Subcontracts.** The Network Service Provider shall include the requirements of this clause, including this paragraph g. (appropriately modified for identification of the parties), in each subcontract.”

E. **List of Exhibits**

1. **Exhibit A: Invoice for Non-Client Services**

2. **Exhibit B: Cost Reimbursement Report of Expenditures and Request for Payment**

F. **Monitoring**

The administration of resources awarded by the Department of Children & Families to the Network Service Provider may be subject to audits as described in this attachment.

In addition to reviews of audits conducted in accordance with OMB Circular A-133 and Section 215.97, F.S., as revised, the Department and/or Managing Entity may monitor or conduct oversight reviews to evaluate compliance with contract, management and programmatic requirements. Such monitoring or other oversight procedures may include, but not be limited to, on-site visits by Department and/or Managing Entity staff, limited scope audits as defined by OMB Circular A-133, as revised, or other procedures. By entering into this agreement, the recipient agrees to comply and cooperate with any monitoring procedures deemed appropriate by the Department and/or Managing Entity. In the event the Department and/or Managing Entity determines that a limited scope audit of the recipient is appropriate, the recipient agrees to comply with any additional instructions provided by the Department and/or Managing Entity regarding such audit. The recipient further agrees to comply and cooperate with any inspections,
reviews, investigations, or audits deemed necessary by the Managing Entity, department’s inspector general, the state’s Chief Financial Officer or the Auditor General.

G. Audits

1. Federal Requirements
This part is applicable if the recipient is a State or local government or a non-profit organization as defined in OMB Circular A-133, as revised.

In the event the recipient expends $500,000 or more in Federal awards during its fiscal year, the recipient must have a single or program-specific audit conducted in accordance with the provisions of OMB Circular A-133, as revised. In determining the Federal awards expended during its fiscal year, the recipient shall consider all sources of Federal awards, including Federal resources received from the Department of Children & Families. The determination of amounts of Federal awards expended should be in accordance with guidelines established by OMB Circular A-133, as revised. An audit of the recipient conducted by the Auditor General in accordance with the provisions of OMB Circular A-133, as revised, will meet the requirements of this part. In connection with the above audit requirements, the recipient shall fulfill the requirements relative to auditee responsibilities as provided in Subpart C of OMB Circular A-133, as revised.

The schedule of expenditures should disclose the expenditures by contract number for each contract with the department in effect during the audit period. The financial statements should disclose whether or not the matching requirement was met for each applicable contract. All questioned costs and liabilities due the department shall be fully disclosed in the audit report package with reference to the specific contract number.

Single Audit Information for Recipients of Recovery Act Funds:

(a) To maximize the transparency and accountability of funds authorized under the American Recovery and Reinvestment Act of 2009 (Pub. L. 111–5) (Recovery Act) as required by Congress and in accordance with 2 CFR 215.21 “Uniform Administrative Requirements for Grants and Agreements” and OMB Circular A–102 Common Rules provisions, recipients agree to maintain records that identify adequately the source and application of Recovery Act funds. OMB Circular A–102 is available at http://www.whitehouse.gov/omb/circulars/a102/a102.html.

(b) For recipients covered by the Single Audit Act Amendments of 1996 and OMB Circular A–133, “Audits of States, Local Governments, and Non-Profit Organizations,”
recipients agree to separately identify the expenditures for Federal awards under the Recovery Act on the Schedule of Expenditures of Federal Awards (SEFA) and the Data Collection Form (SF-SAC) required by OMB Circular A–133. OMB Circular A–133 is available at http://www.whitehouse.gov/omb/circulars/a133/a133.html. This shall be accomplished by identifying expenditures for Federal awards made under the Recovery Act separately on the SEFA, and as separate rows under Item 9 of Part III on the SF–SAC by CFDA number, and inclusion of the prefix “ARRA-” in identifying the name of the Federal program on the SEFA and as the first characters in Item 9d of Part III on the SF–SAC.

(c) Recipients agree to separately identify to each subrecipient, and document at the time of subaward and at the time of disbursement of funds, the Federal award number, CFDA number, and amount of Recovery Act funds. When a recipient awards Recovery Act funds for an existing program, the information furnished to subrecipients shall distinguish the subawards of incremental Recovery Act funds from regular subawards under the existing program.

(d) Recipients agree to require their subrecipients to include on their SEFA information to specifically identify Recovery Act funding similar to the requirements for the recipient SEFA described above. This information is needed to allow the recipient to properly monitor subrecipient expenditure of ARRA funds as well as oversight by the Federal awarding agencies, Offices of Inspector General and the Government Accountability Office.

2. State Requirements

This part is applicable if the recipient is a nonstate entity as defined by Section 215.97(2), Florida Statutes.

In the event the recipient expends $500,000 or more in state financial assistance during its fiscal year, the recipient must have a State single or project-specific audit conducted in accordance with Section 215.97, Florida Statutes; applicable rules of the Department of Financial Services; and Chapters 10.550 (local governmental entities) or 10.650 (nonprofit and for-profit organizations), Rules of the Auditor General. In determining the state financial assistance expended during its fiscal year, the recipient shall consider all sources of state financial assistance, including state financial assistance received from the Department of Children & Families, other state agencies, and other nonstate entities. State financial assistance does not include Federal direct or pass-through awards and resources received by a nonstate entity for Federal program matching requirements.
In connection with the audit requirements addressed in the preceding paragraph, the recipient shall ensure that the audit complies with the requirements of Section 215.97(8), Florida Statutes. This includes submission of a financial reporting package as defined by Section 215.97(2), Florida Statutes, and Chapters 10.550 or 10.650, Rules of the Auditor General.

The schedule of expenditures should disclose the expenditures by contract number for each contract with the department in effect during the audit period. The financial statements should disclose whether or not the matching requirement was met for each applicable contract. All questioned costs and liabilities due the department shall be fully disclosed in the audit report package with reference to the specific contract number.

3. Report Submission
Any reports, management letters, or other information required to be submitted to the Department and/or Managing Entity pursuant to this agreement shall be submitted within 180 days after the end of the Network Service Provider’s fiscal year or within 30 days of the recipient’s receipt of the audit report, whichever occurs first, directly to each of the following unless otherwise required by Florida Statutes:

A. Network Manager for this contract (2 copies)
   Lutheran Services Florida Health Systems
   9428 Baymeadows Rd., Suite 320
   Jacksonville, FL 32256

B. Department of Children & Families
   Office of the Inspector General
   Provider Audit Unit
   Building 5, Room 237
   1317 Winewood Blvd
   Tallahassee, FL 32399
   Email address: single_audit@dcf.state.fl.us

C. Reporting packages for audits conducted in accordance with OMB Circular A-133, as revised, and required by Part I of this agreement shall be submitted, when required by Section .320(d), OMB Circular A-133, as revised, by or on behalf of the recipient directly to the Federal Audit Clearinghouse using the Federal Audit Clearinghouse’s Internet Data Entry System at:
   http://harvester.census.gov/fac/collect/ddeindex.html

   And other Federal agencies and pass-through entities in accordance with Sections .320(e) and (f), OMB Circular A-133, as revised.
D. Copies of reporting packages required by Part II of this agreement shall be submitted by or on behalf of the recipient directly to the following address:

Auditor General  
Local Government Audits/342  
Claude Pepper Building, Room 401  
111 West Madison Street  
Tallahassee, Florida 32399-1450  
Email address: flaudgen_localgovt@aud.state.fl.us

Network Service Providers, when submitting audit report packages to the Department and/or Managing Entity for audits done in accordance with OMB Circular A-133 or Chapters 10.550 (local governmental entities) or 10.650 (nonprofit or for-profit organizations), Rules of the Auditor General, should include, when available, correspondence from the auditor indicating the date the audit report package was delivered to them. When such correspondence is not available, the date that the audit report package was delivered by the auditor to the Network Service Provider must be indicated in correspondence submitted to the department in accordance with Chapter 10.558(3) or Chapter 10.657(2), Rules of the Auditor General.

4. Record Retention

The recipient shall retain sufficient records demonstrating its compliance with the terms of this agreement for a period of six years from the date the audit report is issued and shall allow the Managing Entity or its designee, Chief Financial Officer or Auditor General access to such records upon request. The recipient shall ensure that audit working papers are made available to the Managing Entity or its designee, Chief Financial Officer or Auditor General upon request for a period of three years from the date the audit report is issued, unless extended in writing by the Managing Entity.
Lutheran Services Florida Health Systems  
Crisis Counseling Program  

NON-CLIENT FIXED PRICE/FIXED FEE INVOICE PAYMENT REQUEST  

SECTION 1: VENDOR DETAIL  
This section to be completed by the provider.  

<table>
<thead>
<tr>
<th>1. Provider's Name</th>
<th>4. Providers Telephone:</th>
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<table>
<thead>
<tr>
<th>2. Federal ID Number</th>
<th>5. Contract Number:</th>
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<table>
<thead>
<tr>
<th>3. Mailing Address for Warrant</th>
<th>6. Invoice Number:</th>
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SECTION 3 - SERVICES AND DELIVERABLES  
This section to be completed by the provider.  
Rows may be added as needed.  

DESCRIPTION OF SERVICES AND DELIVERABLES:  

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<tr>
<th>Service Period Begin Date</th>
<th>Service Period End Date</th>
<th>Rate</th>
<th>AMOUNT REQUESTED</th>
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<tr>
<td></td>
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<td>$</td>
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<td>$</td>
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<tr>
<td></td>
<td></td>
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<td>TOTAL $</td>
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SECTION 3 - REQUIRED SUPPORTING DOCUMENTATION  
This section to be completed by the provider.  

I certify the above to be accurate and in agreement with the provider’s records and with the terms and conditions of the contract. Additionally, I certify that all information and support documentation are attached as required by the contract.  

Signature_______________________________________Title____________________________Date____________  

SECTION 4 - FUNDING DETAIL  
This section to be completed by the Network Manager  

<table>
<thead>
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I certify that this invoice has been reviewed and approved for payment.  

Signature of Network Manager__________________________________________________________  
Date________________

Revised 05/01/2015  
Incorporated Document 33, Exh. A
EXHIBIT C - CCP Client Service
COST REIMBURSEMENT REPORT OF EXPENDITURES
AND REQUEST FOR PAYMENT / ADVANCE

<table>
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<tr>
<th>PROVIDER NAME :</th>
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<td>CONTRACT #</td>
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<td>PERIOD COVERED BY THIS REPORT: From <em><strong>/</strong></em>/___ To <em><strong>/</strong></em>/___</td>
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<table>
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<tr>
<th>BUDGET SUMMARY</th>
<th>TOTAL CONTRACT AMOUNT</th>
<th>AMENDED AMT DATE</th>
<th>EXPEND. THIS REPORT</th>
<th>EXPENDITURES YEAR TO DATE</th>
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I. PERSONNEL SERVICES
(a) SALARIES
(b) FRINGE
TOTAL PERSONNEL =

II. EXPENSES
(a) BUILDING OCCUPANCY
(b) PROFESSIONAL SERVICES
(c) TRAVEL
(d) EQUIPMENT COSTS
(e) FOOD SERVICES
(f) MEDICAL AND PHARMACY
(g) SUBCONTRACTED SERVICES
(h) INSURANCE
(i) INTEREST
(j) OPERATING SUPPLIES & EXPENSES
(k) OTHER
(l) DONATED ITEMS
TOTAL EXPENSES =

III. NONEXPENDABLE PROPERTY
(a) EQUIPMENT
(b) PROPERTY
TOTAL NONEXPENDABLE =

IV. ADMINISTRATION
GRAND TOTAL =

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<th>AMOUNT OF FUNDS REQUESTED</th>
<th>STATE AMOUNT OF PAYMENT</th>
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<tr>
<td>(to be completed by contract manager)</td>
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I CERTIFY THE ABOVE REPORT IS A TRUE AND CORRECT REFLECTION OF THIS PERIOD'S ACTIVITIES AND THAT REPORTED EXPENDITURES HAVE BEEN MADE FOR ALLOWABLE ITEMS RELATED TO THE PURPOSE OF THIS CONTRACT

SIGNATURE OF PROVIDER AGENCY OFFICIAL

APPROVED FOR PAYMENT:

CONTRACT MANAGER SIGNATURE

<table>
<thead>
<tr>
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<th>PHONE</th>
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