


This contract is between BEHAVIORAL HEALTH SERVICES OF RACINE COUNTY (BHS) whose business address is 1717 Taylor Avenue, Racine, Wisconsin 53403, hereinafter referred to as Purchaser, and KTOWN TRANSPORTATION INC., whose principal business address is 6946 46<sup>th</sup> Street, Kenosha, Wisconsin 53144, hereinafter referred to as Provider. This contract is to be effective for the period January 1, 2018 through December 31, 2018.

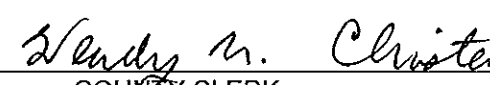
The Provider employee responsible for day-to-day administration of this contract will be Lynda Orsburn, whose business address is 6946 46<sup>th</sup> Street, Kenosha, Wisconsin 53144, telephone number (262)764-0377, e-mail address ktowntransportation@hotmail.com. In the event that the administrator is unable to administer this contract, Provider will contact Purchaser and designate a new administrator.

The Purchaser employee responsible for day-to-day administration of this contract will be Krista Kennedy, (262) 638-6671, e-mail [Krista.Kennedy@RacineCounty.com](mailto:Krista.Kennedy@RacineCounty.com), whose business address is 1717 Taylor Avenue, Racine, Wisconsin 53403. In the event that the administrator is unable to administer this contract, Purchaser will contact Provider and designate a new administrator.

This contract becomes null and void if the time between the Purchaser's authorized signature and the Provider's authorized signature exceeds sixty days.

(signed)  1-8-18  
PROVIDER'S AUTHORIZED REPRESENTATIVE DATE

(signed)  01-29-18  
COUNTY EXECUTIVE DATE


(signed)  1/26/18  
COUNTY CLERK DATE


(signed) \_\_\_\_\_  
COUNTY BOARD CHAIRPERSON DATE

(Two Purchasers' signatures required for fully executed agreement.)

CERTIFIED TO BE CORRECT AS TO FORM

REVIEWED BY FINANCE DIRECTOR

By   
Racine County Corporation Counsel  
1-24-18  
Date

  
Signature  
1/22/18  
Date

This agreement (including the Exhibits) constitutes the entire agreement of the parties and supersedes any prior understandings, agreements, or contracts in regard to the subject matter contained herein.

I. CERTIFICATION OF SERVICES

- A. Provider agrees to provide the services detailed in the bid specifications, if any; the request for proposals (RFP) and Provider's response thereto, if any; and on the attached Exhibits, which is fully incorporated herein by reference. In the event of a conflict between or among the bid specifications, the RFP or responses thereto, or the terms of this Agreement or any of them, it is agreed that the terms of this Agreement, to the extent of any conflict, are controlling.
- B. Provider agrees to meet the program standards as expressed by State, Federal and County laws, rules, and regulations applicable to the services covered by this Agreement. If the Provider obtains services for any part of this Agreement from another subcontractor, the Provider remains responsible for fulfillment of the terms and conditions of the contract. Provider shall give prior written notification of such subcontractor to the Purchaser for approval.
- C. Provider agrees to secure at Provider's own expense all personnel necessary to carry out Provider's obligations under this Agreement. Such personnel shall not be deemed to be employees of Purchaser. Provider shall ensure Provider's personnel are instructed that they will not have any direct contractual relationship with Purchaser. Purchaser shall not participate in or have any authority over any aspect of Provider's personnel policies and practices, and shall not be liable for actions arising from such policies and practices.
- D. Purchaser shall have the right to request replacement of personnel. Provider shall comply where such personnel are deemed by County to present a risk to consumers. In other instances, the parties shall cooperate to reach a reasonable resolution of the issue.
- E. Provider shall complete its obligations under this Agreement in a sound, economical and efficient manner and in accordance with this Agreement and all applicable laws. Provider agrees to notify Purchaser immediately whenever it is unable to comply with the applicable State, Federal and County laws, rules and regulations. Non-compliance will result in termination of Purchaser's obligation to purchase those services.
- F. Where required by law, Provider must, at all times, be licensed or certified by either the State or County as a qualified provider of the services purchased hereby. Provider shall fully cooperate with licensing and certification authorities. Provider shall submit copies of the required licenses or certifications upon request by Purchaser. Provider shall promptly notify Purchaser in writing of any citation Provider receives from any licensing or certification authority, including all responses and correction plans.
- G. The authorized official signing for the Provider certifies to the best of his or her knowledge and belief that the Provider defined as the primary participant in accordance with 45 CFR Part 76, and its principles:
  - 1. Are not presently debarred, suspended, proposed for debarment, declared ineligible or voluntarily excluded from covered transactions by any Federal department or agency.
  - 2. Have not within a 3-year period preceding this contract been convicted of or had a civil judgment rendered against them for commission of fraud or a criminal offense in connection with obtaining, attempting to obtain or performing a public (Federal, State, or local) transaction; violation of Federal or State antitrust statutes or commission of embezzlement, theft, forgery, bribery, falsification or destruction of records, making false statement, or receiving stolen property;

3. Are not presently indicted or otherwise criminally or civilly charged by a governmental entity (Federal, State, or local) with commission of any of the offenses enumerated in paragraph (b) of this certification; and
4. Have not within a 3-year period preceding this contract had one or more public transactions (Federal, State, or local) terminated for cause or default.

Should the applicant not be able to provide this certification, an explanation as to why should be included with the signed contract.

The Provider agrees that it will include, without modification, the clause titled "Certification Regarding Debarment, Suspension, In-eligibility, and Voluntary Exclusion-Lower Tier Covered Transaction." Appendix B to 45 CFR Part 76 in all lower tier covered transactions (i.e., transactions with subgrantees and/or contractors) and in all solicitations for lower tier covered transactions.

- H. Provider agrees to do background checks for all employees having regular contact with children, the elderly or vulnerable adults, including caregiver background checks where required by law. Provider agrees to follow the requirements of Administrative Code DHS 12, and Wisconsin Statute 48.685 and 50.065 regarding Caregiver Background Checks. Provider agrees to cooperate with Purchaser to implement Caregiver Background Checks, if Provider is licensed by, or certified by Purchaser. If Provider is licensed by, or certified by, the State of Wisconsin, and is required by ss 48.685 and 50.685 to perform Caregiver Background Checks, Provider will maintain the appropriate records showing compliance with the law and the Administrative Code HFS 12.
- I. Provider agrees to cooperate in site reviews and to take such action as prescribed by the Purchaser to correct any identified noncompliance with Federal, State and County laws, rules, and regulations.

## II. RECORDS

- A. Provider shall maintain records as required by State and Federal laws, rules and regulations.
- B. Provider shall retain any record required to be kept on behalf of Purchaser for a period of not less than seven (7) years unless a shorter period of retention is authorized by applicable law or for a longer period of time if required by law.
- C. It is understood that in the event this Agreement terminates for any reason, Purchaser, at its option may take ownership of all records created for the purpose of providing and facilitating provision of services under the Agreement. If, as the result of the expiration or termination of this Agreement, Provider discontinues services provided under this Agreement to any client who continues to require such service, Purchaser shall have the right to take immediate physical custody of any of the client's records that are necessary to facilitate the transition of services to another provider of such service, including, but not limited to, all documents, electronic data, products and services prepared or produced by Provider under this Agreement.
- D. The use or disclosure by any party of any information concerning eligible clients who receive services from Provider for any purpose not connected with the administration of Provider's and Purchaser's responsibilities under this contract is prohibited except with the informed, written consent of the eligible client or the client's legal guardian.
- E. In the event that the Provider meets the criteria of a qualified service organization as defined in 42 CFR § 2.11, the Provider acknowledges that in receiving, storing, processing, or otherwise dealing with any patient records, it is fully bound by 42 CFR § 2 et. Seq. and if necessary, will resist in judicial proceedings any efforts to obtain access to patient records except as permitted

by 42 CFR § 2 et. Seq. However, the parties further agree that pursuant to 42 CFR § 2.12 (c) (4) that the restrictions on disclosure in 42 CFR § et. Seq. do not apply to communications between the Racine County Section 51.42 board and the Provider regarding information needed by the Provider to provide services to the Racine County 51.42 board.

- F. Provider agrees to assist Purchaser in promptly fulfilling any public records request, in the manner determined by Purchaser, of a record not protected by a law requiring confidentiality that Provider keeps or maintains on behalf of Purchaser.

III. REPORTING

- A. Provider shall submit all required evaluation reports within the time frames identified in this contract. Failure to submit required reports according to identified time frames will result in Purchaser withholding payments until the reports are received by Purchaser. Provider may seek an extension if it is determined the delay is a result of circumstances beyond Provider's control. Additional reporting may be required for programs funded with federal or state grant money, or other designated fund sources.
- B. If notified by Purchaser, Provider will submit a report by the 10<sup>th</sup> day of the following month showing authorized clients and units provided.

IV. FISCAL RESPONSIBILITIES

- A. Charge no more than 10% for management and general expenses as defined in proposal application. The 10% costs can be computed on program expenses only.
- B. Charge no greater amount than defined in proposal application for profit which will be computed as per the Allowable Cost Policy (private for-profit provider).
- C. Provider agrees to adhere to the guidelines of the DHS or DCF *Allowable Cost Policies Manual*, Office of Management and Budget Circular A122 or A102, and the fiscal requirements of the *Contract Administration Manual*, Racine County Human Services Department.
- D. Maintain a uniform double entry accounting system and a management information system compatible with cost accounting and control systems. (See DHS or DCF *Allowable Costs Policy Manual*.)
- E. Transfer a client from category of care or service to another only with the approval of the Purchaser.
- F. Submit a written request to Racine County to expend any reserve amounts. The request must be submitted no later than 30 days after receipt of the audit. The request for expenditure of reserve amounts must specify the proposed purpose of utilizing the reserve amount. Reserve amounts not approved by BHS will be refunded to Racine County.
- G. Upon completion of the audit review by Purchaser, if Provider received funds in excess of actual allowable costs or actual unit costs, or if Purchaser has identified disallowed costs, Provider shall refund excess monies to Purchaser at the time of audit submission as per Section IV G. If Provider fails to return funds paid in excess and fails to request expenditure of any reserve amount or is denied the request to expend any reserve amount, Purchaser shall recover the money from subsequent payments made to Provider or Purchaser can use any other remedy provided by law.
- H. If the Provider requests an advance payment in excess of \$10,000.00, the Provider agrees to supply a surety bond per s. 46.036(3)(f) Wis. Stats. The surety bond must be an amount equal to the amount of the advance payment Provider has requested.

- I. **Requirement to Have an Audit.** Unless waived by Racine County, the sub-recipient (auditee) shall submit an annual audit to Racine County if the total amount of annual funding provided by Racine County (from any and all of its Divisions taken collectively) for all contracts is \$100,000 or more. In determining the amount of annual funding provided by Racine County the sub-recipient shall consider both: (1) funds provided through direct contracts with Racine County and (2) funds from Racine County passed through another agency which has one or more contracts with the sub-recipient.
  
- J. **Audit Requirements.** The audit shall be performed in accordance with generally accepted auditing standards, Wisconsin Statutes § 46.036 and § 49.34, Government Auditing Standards as issued by the U.S. Government Accountability Office, and other provisions specified in this contract. In addition, the sub-recipient is responsible for ensuring that the audit complies with other standards and guidelines that may be applicable depending on the type of services provided and the amount of pass-through dollars received. Please reference the following audit documents for complete audit requirements:
  - 1. 2 Code of Federal Regulations, Part 200 - Uniform Administrative Requirements, Cost Principles, and Audit Requirements for Federal Awards, Subpart F - Audits. The guidance also includes an Annual Compliance Supplement that details specific federal agency rules for accepting federal sub-awards.
  - 2. The State Single Audit Guidelines (SSAG) expand on the requirements of 2 CFR Part 200 Subpart F by identifying additional conditions that require a state single audit. Section 1.3 lists the required conditions.
  - 3. The DHS Audit Guide is an appendix to the SSAG and contains additional DHS-specific audit guidance for those entities that meet the SSAG requirements. It also provides guidance for those entities that are not required to have a Single Audit but need to comply with DHS sub-recipient audit requirements. An audit report is due Racine County if a sub-recipient receives more than \$100,000 in pass-through money from Racine County as determined by Wisconsin Statute § 46.036.
  - 4. The DCF appendix to the SSAG contains additional DCF-specific audit guidance for those entities that meet the SSAG requirements. It also provides guidance for those entities that are not required to have a Single Audit but need to comply with DCF sub-recipient audit requirements. An audit report is due Racine County if a sub-recipient receives more than \$100,000 in pass-through money from Racine County as determined by Wisconsin Statute § 49.34. Audits must be performed in accordance with the SSAG and the DCF appendix unless required by contract to follow the Provider Agency Audit Guide (PAAG).
  
- K. **Source of Funding.** Funding could be a mixture of state/federal/local funds. Sub-recipients may request confirmation of funding information when it becomes available to Racine County from the state. The information will include the name of the program, the federal agency where the program originated, the CFDA number, and the percentages of federal, state, and local funds constituting the contract.
  
- L. **Audit Reporting Package.** A sub-recipient that is required to have a Single Audit based on 2 CFR Part 200 Subpart F and the State Single Audit Guide is required to submit to Racine County a reporting package which includes the following:
  - 1. General-Purpose Financial Statements of the overall agency and a Schedule of Expenditures of Federal and State Awards, including the independent auditor's opinion on the statements and schedule.

2. Schedule of Findings and Questioned Costs, Schedule of Prior Audit Findings, Corrective Action Plan and the Management Letter (if issued).
  3. Report on Compliance and on Internal Control over Financial Reporting based on an audit performed in accordance with Government Auditing Standards.
  4. Report on Compliance for each Major Program and a Report on Internal Control over Compliance.
  5. Report on Compliance with Requirements Applicable to the Federal and State Program and on Internal Control over Compliance in Accordance with the Program-Specific Audit Option.
  6. \*Settlement of DHS Cost Reimbursement Award. This schedule is required by DHS if the sub-recipient is a non-profit, for-profit, a governmental unit other than a tribe, county Chapter 51 board or school district; if the sub-recipient receives funding directly from DHS; if payment is based on or limited to an actual allowable cost basis; and if the auditee reported expenses or other activity resulting in payments totaling \$100,000 or more for all of its grant(s) or contract(s) with DHS.
  7. \*Reserve Supplemental Schedule is only required if the sub-recipient is a non-profit and paid on a prospectively set rate.
  8. \*Allowable Profit Supplemental Schedule is only required if the sub-recipient is a for-profit entity.
  9. \*Additional Supplemental Schedule(s) Required by Funding Agency may be required. Check with the funding agency.
- \*NOTE: These schedules are only required for certain types of entities or specific financial conditions.

For sub-recipients that do not meet the Federal audit requirements of 2 CFR Part 200 and SSAG, the audit reporting package to Racine County shall include all of the above items except items 4 and 5.

- M. **Audit Due Date.** Audits that must comply with 2 CFR Part 200 and the State Single Audit Guidelines are due to the granting agencies nine months from the end of the fiscal period or 30 days from completion of the audit, whichever is sooner. For all other audits, the due date is six months from the end of the fiscal period unless a different date is specified within the contract or grant agreement.
- N. **Submitting the Reporting Package.** The auditee or auditor must send a copy of the audit report to all granting agencies that provided funding to the auditee. Check the contract or contact the other funding agencies for information on where to send the audit report and the proper submission format.

Audit reports should be sent to:

Racine County Human Services  
Attn: Accountant Supervisor, Contracts & Audits  
1717 Taylor Avenue  
Racine, WI 53403

- O. **Access to Auditee's Records.** The auditee must provide the auditor with access to personnel, accounts, books, records, supporting documentation, and other information as needed for the auditor to perform the required audit.

The auditee shall permit appropriate representatives of Racine County to have access to the auditee's records and financial statements as necessary to review the auditee's compliance with federal and state requirements for the use of the funding. Having an independent audit does not limit the authority of Racine County to conduct or arrange for other audits or review of federal or state programs. Racine County shall use information from the audit to conduct their own reviews without duplication of the independent auditor's work.

- P. **Access to Auditor's Work Papers.** The auditor shall make audit workpapers available upon request to the auditee, Racine County or their designee as part of performing a quality review, resolving audit findings, or carrying out oversight responsibilities. Access to working papers includes the right to obtain copies of working papers.
- Q. **Failure to Comply with Audit Requirements.** Racine County may impose sanctions when needed to ensure that auditees have complied with the requirements to provide Racine County with an audit that meets the applicable standards and to administer state and federal programs in accordance with the applicable requirements. Examples of situations when sanctions may be warranted include:
1. The auditee did not have an audit.
  2. The auditee did not send the audit to Racine County or another granting agency within the original or extended audit deadline.
  3. The auditor did not perform the audit in accordance with applicable standards, including the standards described in the SSAG.
  4. The audit reporting package is not complete; for example, the reporting package is missing the corrective action plan or other required elements.
  5. The auditee does not cooperate with Racine County or another granting agency's audit resolution efforts; for example, the auditee does not take corrective action or does not repay disallowed costs to the granting agency.
- R. **Sanctions.** Racine County will choose sanctions that suit the particular circumstances and also promote compliance and/or corrective action. Possible sanctions may include:
1. Requiring modified monitoring and/or reporting provisions;
  2. Delaying payments, withholding a percentage of payments, withholding or disallowing overhead costs, or suspending the award until the auditee is in compliance;
  3. Disallowing the cost of audits that do not meet these standards;
  4. Conducting an audit or arranging for an independent audit of the auditee and charging the cost of completing the audit to the auditee;
  5. Charging the auditee for all loss of federal or state aid or for penalties assessed to Racine County because the auditee did not comply with audit requirements;
  6. Assessing financial sanctions or penalties;
  7. Discontinuing contracting with the auditee; and/or
  8. Taking other action that Racine County determines is necessary to protect federal or state pass-through funding.

- S. **Close-Out Audits.** A contract specific audit of an accounting period of less than 12 months is required when a contract is terminated for cause, when the auditee ceases operations or changes its accounting period (fiscal year). The purpose of the audit is to close-out the short accounting period. The required close-out contract specific audit may be waived by Racine County upon written request from the sub-recipient, except when the contract is terminated for cause. The required close-out audit may not be waived when a contract is terminated for cause.

The auditee shall ensure that its auditor contacts Racine County prior to beginning the audit. Racine County or its representative, shall have the opportunity to review the planned audit program, request additional compliance or internal control testing and attend any conference between the auditee and the auditor. Payment of increased audit costs, as a result of the additional testing requested by Racine County is the responsibility of the auditee.

Racine County may require a close-out audit that meets the audit requirements specified in 2 CFR Part 200 Subpart F. In addition, Racine County may require that the auditor annualize revenues and expenditures for the purposes of applying 2 CFR Part 200 Subpart F and determining major federal financial assistance programs. This information shall be disclosed in a note within the schedule of federal awards. All other provisions in 2 CFR Part 200 Subpart F- Audit Requirements apply to close-out audits unless in conflict with the specific close-out audit requirements.

V. INDEMNITY AND INSURANCE

- A. To the fullest extent permitted by law, the Provider agrees to indemnify and hold harmless the Purchaser, and its officers and its employees, from and against all liability, claims, and demands, on account of any injury, loss, or damage (including costs of investigation and attorney's fees), which arise out of or are connected with the services hereunder, if such injury, loss, or damage, or any portion thereof, is caused by, or claimed to be caused by, the act, omission or other fault of the Provider or any subcontractor of the Provider, or any officer, employee or agent of the subcontractor of the Provider, or any other person for whom Provider is responsible. The Provider shall investigate, handle, respond to, and provide defense for and defend against any such liability, claims, and demands, and to bear all other costs and expenses related thereto, including court costs and attorneys' fees. The Provider's indemnification obligation shall not be construed to extend to any injury, loss, or damage that is caused by the act, omission, or other fault of the Purchaser. Provider shall immediately notify Purchaser of any injury or death of any person or property damage on Purchaser's premises or any legal action taken against Provider as a result of any said injury or damage.
- B. Provider shall at all times during the terms of this Contract keep in force a liability insurance policy issued by a company authorized to do business in Wisconsin and licensed by the State of Wisconsin Office of the Commissioner of Insurance in an amount deemed acceptable by Purchaser. Upon the execution of this Contract and at any other time if requested by Purchaser, Provider shall furnish Purchaser with written verification of the existence of such insurance. In the event of any action, suit, or proceedings against Purchaser upon any matter herein indemnified against, Purchaser shall, within five working days, cause notice in writing thereof to be given to Provider by certified mail, addressed to its post office address.
- C. The Provider shall maintain at its own expense and provide Purchaser with Certificates of Insurance that provide the following coverage:
  - 1. Maintain worker's compensation insurance as required by Wisconsin Statutes, for all employees engaged in the work.
  - 2. Maintain general liability coverage including personal injury and property damage against any claim (s), which might occur in carrying out this contract. Minimum



coverage shall be one million dollars (\$1,000,000) liability for each occurrence for bodily injury and property damage including product liability and completed operations and three million dollars (\$3,000,000) in the aggregate. Provide motor vehicle insurance for all owned, non-owned and hired vehicles that are used in carrying out this contract. Minimum coverage shall be one million dollars (\$1,000,000) for each occurrence combined single limit for automobile liability and property damage and three million dollars (\$3,000,000) in the aggregate.

- D. Racine County, and its officers and employees shall be named as additional insureds on Provider's general liability insurance policy for actions and/or omissions performed pursuant to this contract. All coverage enumerated above must be placed with an insurance carrier with an AM Best Rating of A-VIII or greater. Purchaser shall receive a 30-day notice of cancellation of any policy. A copy of Certificate of Insurance and the referenced policies shall be mailed to Purchaser within 60 days of the beginning of this contract.
- E. Provider is prohibited from waiving Purchaser's right to subrogation. When obtaining required insurance under this Agreement and otherwise, Provider agrees to preserve Purchaser's subrogation rights in all such matters that may arise that are covered by Provider's insurance.

VI. ELIGIBILITY STANDARDS

- A. Provider and Purchaser understand and agree that the eligibility of individuals to receive services under this Agreement are as follows:
  - 1. Seniors (Age 65 and older) or Disabled

Services may only be provided to riders that have completed an application and authorized by Behavioral Health Services of Racine County. BHS will not accept fiscal liability for unauthorized services.
  - 2. Purchaser will determine client eligibility and authorize services. Provider will provide information, as requested, as to client trips authorized. BHS will not accept fiscal liability for unauthorized services.
  - 3. Residents of Community Based Residential Facilities (CBRF) will not be eligible for specialized transportation. The responsibility for transportation is the CBRF's. The CBRF must provide or arrange your transportation to programming and other activities.
  - 4. The Behavioral Health Services of Racine County has the right to cancel transportation to any person who abuses transportation or repeatedly fails to cancel when not riding. Three or more failures to cancel shall be ground for terminating transportation.

VII. PAYMENT FOR SERVICES

- A. Provider shall submit all bills (reflecting net payment due) by the 10th day following the close of the month. Billings received by the 10th day shall be reimbursed within 15 business days.
- B. Purchaser shall not be held financially liable for any payment for service received from Provider if the billing for such service is received 90 days or more from the date of the service provided to the respective client. However, final expenses for 2018 must be received by the Purchaser on or before January 21, 2019. Reimbursement for 2018 expenses received after January 21, 2019, will be denied.
- C. In the case of termination of contract during the contract period, all expenses must be submitted to Purchaser no later than 20 days after the effective date of termination or January 21, 2019, whichever comes first.

D. Method of payment shall be:

Unit Rate Billing:

Provider shall bill per client on Purchaser authorization/billing form (Fiscal A-5 or A-6). Such billings will include authorized clients, trips provided per client, the trip rate, the gross monthly charge, collections and net cost per client. Purchaser will pay the net cost for all services.

E. Collections

1. Provider agrees to collect from clients and prospective clients all potential sources of payment and sources of revenue to pay for the services.
2. If Provider is reimbursed by Purchaser it is determined that a third party payor is obligated to pay for the services. Provider shall reimburse Purchaser for all payments made to Provider for prior services by crediting Purchaser on the next billing.
3. Pursuant to ADA regulations, the Provider will charge a uniform fare **equivalent to twice the amount of the Belle Urban adult fare**. Provider is responsible for collections and will not be reimbursed by Purchaser for fares.
4. Provider shall notify Purchaser of non-canceled trips billed to Purchaser. Purchaser shall determine if repeated no shows warrant cancellation of ridership or recoupment of lost revenue from ride.
5. Money collected on behalf of a client from any source will be treated as an adjustment to the costs and will be deducted from the amount paid under this contract.
6. The procedure used by the Provider shall comply with the provisions of Wisconsin Administrative Code HSS 1.01-1.06.

G. No payment shall be made for services unless prior authorization has been received and processed.

H. Purchaser reserves the right to decrease units of service to meet actual needs. An increase in the units of service to be provided may be negotiated at the discretion of Purchaser.

I. Purchaser and Provider agree that the rate or cost shall include only items and amounts permitted by the Department of Health and Family Services *Allowable Cost Policy Manual* and the Racine County *Contract Administration Manual*.

VIII. NON-DISCRIMINATION

A. During the term of this agreement, Provider agrees not to discriminate on the basis of age, race, ethnicity, religion, color, gender, disability, marital status, sexual orientation, national origin, cultural differences, ancestry, physical appearance, arrest record or conviction record, military participation or membership in the national guard, state defense force or any other reserve component of the military forces of the United States, or political beliefs against any person, whether a recipient of services (actual or potential) or an employee or applicant for employment. Such equal opportunity shall include but not be limited to the following: employment, upgrading, demotion, transfer, recruitment, advertising, layoff, termination, training, rates of pay, and any other form of compensation or level of service(s).

B. Provider agrees to post in conspicuous places, available to all employees, service recipients and applicants for employment and services, notices setting forth the provisions of this paragraph. The listing of prohibited bases for discrimination shall not be construed to amend in any fashion

state or federal law setting forth additional bases, and exceptions shall be permitted only to the extent allowable in state or federal law.

- C. Provider and all subcontractors agree not to discriminate on the basis of disability in accordance with the Americans With Disabilities Act (ADA) of 1990, the Wisconsin Statutes secs. 111.321 and 111.34, and the Racine County Ordinances. Provider agrees to post in conspicuous places, available to employees, service recipients, and applicants for employment and services, notices setting forth the provisions of this paragraph.
- D. Provider shall give priority to those methods that offer programs and activities to disabled persons in the most integrated setting. Where service or program delivery is housed in an inaccessible location, and accessible alterations are not readily achievable, Provider agrees to offer "programmatic accessibility" to recipients (real or potential) of said services and programs (e.g., change time/location of service).
- E. Provider agrees that it will employ staff with special translation and sign language skills appropriate to the needs of the client population, or will purchase the services of qualified adult interpreters who are available within a reasonable time to communicate with hearing impaired clients. Provider agrees to train staff in human relations techniques and sensitivity to persons with disabilities. Provider agrees to make programs and facilities accessible, as appropriate, through outstations, authorized representatives, adjusted work hours, ramps, doorways, elevators, or ground floor rooms. Provider agrees to provide, free of charge, all documents necessary to its clients' meaningful participation in Provider's programs and services in alternative formats and languages appropriate to the needs of the client population, including, but not limited to, Braille, large print and verbally transcribed or translated taped information. The Provider agrees that it will train its staff on the content of these policies and will invite its applicants and clients to identify themselves as persons needing additional assistance or accommodations in order to apply for or participate in Provider's programs and services.
- F. Provider agrees to maintain comprehensive policies to ensure compliance with Title VI of the Civil Rights Act of 1964, as updated to address the needs of employees and clients with limited English proficiency. Provider agrees that it will employ staff with bilingual or special foreign language skills appropriate to the needs of the client population, or will purchase the services of qualified adult interpreters who are available within a reasonable time to communicate with clients who have limited English proficiency. Provider will provide, free of charge, all documents necessary to its clients' meaningful participation in Provider's programs and services in alternative languages appropriate to the needs of the client population. Provider agrees that it will train its staff on the content of these policies and will invite its applicants and clients to identify themselves as persons needing additional assistance or accommodations in order to apply or participate in Provider's programs and services.
- G. Provider shall comply with the requirements of the current Civil Rights Compliance (CRC) Plan, which is available at <https://www.dhs.wisconsin.gov/civil-rights/index.htm>. Providers that have more than fifty (50) employees and receive more than fifty thousand dollars (\$50,000) must develop and attach a Civil Rights Compliance Plan to this Agreement. Provider agrees to develop and attach to this Agreement a Civil Rights Compliance Letter of Assurance regardless of the number of employees and the amount of funding received.
- H. Provider agrees to comply with the Purchaser's civil rights compliance policies and procedures. Provider agrees to comply with civil rights monitoring reviews performed by the Purchaser, including the examination of records and relevant files maintained by the Provider. Provider agrees to furnish all information and reports required by the Purchaser as they relate to affirmative action and non-discrimination. The Provider further agrees to cooperate with the Purchaser in developing, implementing, and monitoring corrective action plans that result from any reviews.

- I. Provider shall post the Equal Opportunity Policy; the name of the Provider's designated Equal Opportunity Coordinator and the discrimination compliant process in conspicuous places available to applicants and clients of services, and applicants for employment and employees. The complaint process will be consistent with Purchaser's policies and procedures and made available in languages and formats understandable to applicants, clients and employees. Provider shall supply to the Purchaser's contract administrator upon request a summary document of all client complaints related to perceived discrimination in service delivery. These documents shall include names of the involved persons, nature of the complaints, and a description of any attempts made to achieve complaint resolution.
- J. In all solicitations for employment placed on Provider's behalf during the term of this Agreement, Provider shall include a statement to the effect that Provider is an "Equal Opportunity Employer."

IX. GENERAL CONDITIONS

A. Provider shall neither assign nor transfer any interest or obligation in this Agreement without the prior written consent of Purchaser, unless otherwise provided herein. Claims for money due to Provider from Purchaser under this Agreement may be assigned to a bank, trust company or other financial institution without County consent if and only if the instrument of assignment provides that the right of the assignee in and to any amounts due or to become due to Provider shall be subject to prior claims of all persons, firms and corporations for services rendered or materials supplied for the performance of the work called for in this Agreement. Provider shall furnish Purchaser with notice of any assignment or transfer.

B. CONFIDENTIALITY.

- 1. Provider agrees to comply with all pertinent federal and state statutes, rules, regulations and county ordinances related to confidentiality. Further, the parties agree that:
  - a. Client specific information, including, but not limited to, information which would identify any of the individuals receiving services under this Agreement, shall at all times remain confidential and shall not be disclosed to any unauthorized person, forum, or agency except as permitted or required by law.
  - b. Provider knows and understands it is not entitled to any client specific information unless it is released to persons who have a specific need for the information which is directly connected to the delivery of services to the client under the terms of this Agreement and only where such persons require the requested information to carry out official functions and responsibilities.
  - c. Upon request from Purchaser, client specific information, including, but not limited to, treatment information, shall be exchanged between the parties consistent with applicable federal and state statutes, for the following purposes:
    - i. Research (names and specific identifying information not to be disclosed);
    - ii. Fiscal and clinical audits and evaluations;
    - iii. Coordination of treatment or services; and
    - iv. Determination of conformance with court-ordered service plans.
- 2. Health Insurance Portability and Accountability Act of 1996 (HIPAA) Applicability.
  - a. The Provider agrees to comply with the federal regulations implementing the HIPAA and all relevant regulations as from time to time amended, to the extent those regulations apply to the services the Provider provides or purchases with funds provided under this Agreement.

- b. In addition, certain functions included in this Agreement may be covered within HIPAA rules. As such, the Purchaser must comply with all provisions of the law. If Purchaser has determined that Provider is a "Business Associate" within the context of the law, Provider will sign and return an approved Business Associate Agreement, which will be included and made part of this Agreement.
- C. Provider agrees to cooperate with departments, agencies, employees, and officers of Purchaser in providing the services described herein. Where Provider furnishes counseling, care, case management, service coordination or other client services and Purchaser requests Provider or any of Provider's employees to provide evidence in a court or other evidentiary proceeding regarding the services provided to any named client or regarding the client's progress given services provided, services purchased under this agreement include Provider making itself or its employees available to provide such evidence requested by Purchaser as authorized by law.
- D. Notices, bills, invoices and reports required by this Agreement shall be deemed delivered as of the date of postmark if deposited in a United States mailbox, first class postage attached, addressed to a party's address as set forth in this agreement. Any party changing its address shall notify the other party in writing within five (5) business days.
- E. In order for Provider and the people Provider serves to be prepared for an emergency such as tornado, flood, blizzard, electrical blackout, pandemic and/or other natural or man-made disaster, Provider shall develop a written plan that at a minimum addresses: (1) the steps Provider has taken or will be taking to prepare for an emergency; (2) which of Provider's services will remain operational during an emergency; (3) the role of staff members during an emergency; (4) Provider's order of succession, evacuation and emergency communications plans, including who will have authority to execute the plans and/or to evacuate the facility; (5) evacuation routs, means of transportation and use of alternate care facilities and service providers (such as pharmacies) with which Provider has emergency care agreements in place; (6) how Provider will assist clients/consumers to individually prepare for an emergency; and (7) how essential care records will be protected, maintained and accessible during an emergency. A copy of the written plan should be kept at each of Provider's office(s). Providers who offer case management or residential care for individuals with substantial cognitive, medical, or physical needs shall assure at-risk clients/consumers are provided for during an emergency.
- F. During the term of this Agreement, Provider shall report to the Purchaser's contract administrator, within ten (10) days, any allegations to, or findings by the National Labor Relations Board (NLRB) or Wisconsin Employment Relations Commission (WERC) that Provider has violated a statute or regulation regarding labor standards or relations. If an investigation by the Purchaser results in a final determination that the matter adversely affects Provider's responsibilities under this Agreement, and which recommends termination, suspension or cancellation of this Agreement, Purchaser may take such action. Provider may appeal any adverse finding as set forth at Article X.
- G. This Contract is contingent upon authorization of Wisconsin and United States Law and any material amendment or repeal of the same affecting relevant funding or authority of the Department shall serve to terminate this Agreement, except as further agreed to by the parties hereto.
- H. Purchaser may investigate any complaint received concerning the operation and services purchased including review of clinical service records and administrative records subject to restrictions by law. This may include contacting clients both past and current as required.
- I. Purchaser shall be notified in writing of all complaints filed in writing against the Provider. Purchaser shall inform the Provider in writing with the understanding of the resolution of the complaint.

- J. Nothing contained in this Agreement shall be construed to supersede the lawful power or duties of either party.
- K. All capital equipment purchased with funds from this contract may at the discretion of Racine County revert to Racine County at the termination of this contract period or subsequent contract periods. Computer equipment authorized within this contract budget will require Purchaser's approval prior to purchase and authorized payment.
- L. Provider shall acknowledge Racine County as a funding source in all manner of communication including letterhead, brochures, pamphlets, and other forms of media exposure. Racine County may at its discretion identify the type of acknowledgment necessary for recognition.
- M. Provider agrees to list all external job vacancies on Job Net.
- N. In no event shall the making of any payment or acceptance of any service or product required by this Agreement constitute or be construed as a waiver by Purchaser of any breach of the covenants of this Agreement or a waiver of any default of Provider. The making of any such payment or acceptance of any such service or product by Purchaser while any such default or breach shall exist shall in no way impair or prejudice the right of Purchaser with respect to recovery of damages or other remedy as a result of such breach or default.
- O. Provider may elect to retain the entire right, title and interest to any invention conceived or first actually reduced to practice in the performance of this Agreement as provided by 37 CFR 401. In the event any invention results from work performed jointly by the parties, the invention(s) shall be jointly owned.
- P. PENALTIES.
  - 1. Provider shall provide immediate notice in the event it will be unable to meet any deadline, including deadlines for filing reports, set by Purchaser. Concurrent with notification, Provider shall submit either a request for an alternative deadline or other course of action or both. Purchaser may grant or deny the request. Purchaser has the prerogative to withhold payment to Provider upon denial of request or until any condition set by Purchaser is met. In the case of contracts that have been renewed or continued from a previous contractual period, Purchaser may withhold payment in the current period for failures that occurred in a previous period.
  - 2. If Purchaser is liable for damages sustained as a result of breach of this Agreement by Provider, Purchaser may withhold payments to Provider as set off against said damages.
  - 3. If, through any act of or failure of action by Provider, Purchaser is required to refund money to a funding source or granting agency, Provider shall pay to Purchaser within ten (10) working days, any such amount along with any interest and penalties.
- Q. This Agreement or any part thereof, may be renegotiated at the option of Purchaser in the case of: (1) increased or decreased volume of services; (2) changes required by Federal or State law or regulations or court action; (3) cancelation, increase or decrease in funding; (4) changes in service needs identified by Purchaser; (5) Provider's failure to provide services purchased; or (6) upon any mutual agreement. Provider agrees to renegotiate in good faith if Purchaser exercises this option. Any agreement reached pursuant to renegotiation shall be acknowledged through a written Agreement addendum signed by both parties. If Provider refuses to renegotiate in good faith as required by this section, Purchaser may either terminate the Agreement or unilaterally adjust payments downward to reflect Purchaser's best estimate of the volume of services actually delivered by Provider under this Agreement.

X. RESOLUTION OF DISPUTES: The Provider may appeal decisions of the Purchaser in accordance with the terms and conditions of this Agreement and Chapter 68, Wis. Stats.

A. **Good Faith Efforts.** In the event of a dispute between the parties involving the interpretation or application of the contents of this Agreement, the parties agree to make good faith efforts to resolve grievances informally.

B. **Formal Procedure.** In the event informal resolution is not achieved, the parties shall follow the following procedure to resolve all disputes:

**Step 1:** Provider shall present a description of the dispute and Provider's position, in writing, to Purchaser's Division Manager within fifteen (15) working days of gaining knowledge of the issue.

The description shall cite the provision or provisions of this Agreement that are in dispute and shall present all available factual information supporting Provider's position. Failure to timely provide said document constitutes a waiver of Provider's right to dispute the item.

**Step 2:** Both parties shall designate representatives, who shall attempt to reach a mutually satisfactory resolution within the fifteen (15) working days after mailing of the written notice.

**Step 3:** If resolution is not reached in Step 2, Purchaser's Division Manager shall provide in writing by mail, an initial decision. Said decision shall be binding until and unless a different decision is reached as outlined below.

**Step 4:** Provider's Chief Executive Officer or designee may request a review of the initial decision by mailing a written request to Purchaser's Human Services Director within fifteen (15) working days of the receipt of the initial decision. Failure to timely provide said request constitutes a waiver of Provider's right to dispute the item.

**Step 5:** Purchaser's Human Services Director shall respond to the request for review by mailing a final written decision to Provider within fifteen (15) working days of receipt of the request.

**Step 6:** Provider's Chief Executive Officer or designee may request a review by the County Executive of the final decision by mailing said request within fifteen (15) working days of the postmarked date of the final decision. Failure to timely provide said request constitutes a waiver of Provider's right to dispute the item.

**Step 7:** The County Executive shall provide a final decision by mailing it to Provider within fifteen (15) working days following the postmarked date of the request for a review. The decision of the County Executive is final and binding on the parties.

C. **Client Grievance Procedure.**

1. Provider shall have a written client grievance procedure approved by Purchaser, posted in its service area, at all times during the term of this Agreement.

2. Where clients may be entitled to an administrative hearing concerning eligibility, Provider will cooperate with County in providing notice of said eligibility to clients.

XI. TERMINATION, SUSPENSION AND/OR MODIFICATION

This Agreement may be terminated and/or its terms may be modified or altered as follows:

A. Either party may terminate the Agreement, for any reason, at any time upon sixty (60) days written notice.

- B. Failure of Provider to fill any of its obligations under the Agreement in a timely manner or violation by Provider of any covenants or stipulations contained in this Agreement shall constitute grounds for Purchaser to terminate this Agreement upon ten (10) days written notice of the effective date of termination.
- C. The following shall constitute grounds for immediate termination:
  - 1. Violation by Provider of any state, federal or local law, or failure by Provider to comply with any applicable state and federal service standards, as expressed by applicable statutes, rules and regulations.
  - 2. Failure by Provider to carry applicable licenses or certifications as required by law.
  - 3. Failure of Provider to comply with reporting requirements contained herein.
  - 4. Inability of Provider to perform the work provided for herein.
  - 5. Exposure of a client to immediate danger when interacting with Provider.
- D. In the event of cancellation or reduction of state, federal or county funding upon which Purchaser relies to fulfill its obligations under this Agreement, Provider agrees and understands that Purchaser may take any of the following actions:
  - 1. Purchaser may terminate this Agreement, upon thirty (30) days written notice.
  - 2. Purchaser may suspend this Agreement without notice for purposes of evaluating the impact of changed funding.
  - 3. Purchaser may reduce funding to Provider upon thirty (30) days written notice. If Purchaser opts to reduce funding under this provision, Purchaser may, after consultation between Provider and Purchaser's contract manager or designee, specify the manner in which Provider accomplishes said reduction, including, but not limited to, directing Provider to reduce expenditures on designated goods, services and/or costs.
- E. Failure of Racine County or the State or Federal governments to appropriate sufficient funds to carry out Purchaser's obligations hereunder or failure of Provider to timely commence the contracted for services, shall result in automatic termination of this Agreement as of the date funds are no longer available, without notice.
- F. Termination or reduction actions taken by Purchaser under this Agreement are not subject to the review process set forth in Article X of this document.

XII. CONTRACT CONSTRUCTION AND LEGAL PROCESS

- A. **Choice of Law.** It is expressly understood and agreed to by the parties hereto that in the event of any disagreement or controversy between the parties, Wisconsin law shall be controlling.
- B. **Construction.** This Agreement shall not be construed against the drafter.
- C. **Counterparts.** The parties may evidence their agreement to the foregoing upon one or several counterparts of this instrument, which together shall constitute a single instrument.
- D. **Entire Agreement.** The entire agreement of the parties is contained herein and this Agreement supersedes any and all oral agreements and negotiations between the parties relating to the subject matter hereof. The parties expressly agree that this Agreement shall not be amended in any fashion except in writing, executed by both parties.



- E. **Execution.** This Agreement has no effect until signed by both parties. The submission of this Agreement to Provider for examination does not constitute an offer. Provider warrants that the persons executing this Agreement on its behalf are authorized to do so.
  
- F. **Limitation of Agreement.** This Agreement is intended to be an agreement solely between the parties hereto and for their benefit only. No part of this Agreement shall be construed to add to, supplement, amend, abridge or repeal existing duties, rights, benefits or privileges of any third party or parties, including but not limited to employees or subcontractors of either of the parties. Except, where Provider intends to meet its obligations under this or any part of this Agreement through a subcontract with another entity, Provider shall first obtain the written permission of Purchaser; and further, Provider shall ensure that it requires of its subcontractor the same obligations incurred by Provider under this Agreement.
  
- G. **Severability.** The invalidity or un-enforceability of any particular provision of this Agreement shall not affect the other provisions herein, and this Agreement shall be construed, in all respects, as though all such invalid or unenforceable provisions were omitted.
  
- H. **Venue.** Venue for any legal proceedings shall be in the Racine County Circuit Court.

**XII. COST AND SERVICES TO BE PROVIDED**

- A. Provider and Purchaser understand and agree that the eligibility of individuals to receive the services purchased under this agreement will be determined by the Purchaser.
- B. Purchaser agrees to pay Provider for the actual services which are described in Exhibit A and which are rendered by Provider and authorized by Purchaser at the contracted amount.
- C. The total amount to be paid to Provider by Purchaser for programs and services as specified in this section will not exceed the total contracted dollar amount.

Account #	Program	Total	Units	Rate	Method of Payment
71716.008.107.404500	Transportation - East	\$ 112,789	7736	\$15.58/net	unit rate
	Racine- Burlington/Rochester/Waterford			\$13.58/net	unit rate
71716.008.107.404500	Inter-County Transportation - East	\$ 33,681			
	Kenosha - Ambulatory			\$26/net	unit rate
	Kenosha - Wheelchair			\$36/net	unit rate
	Milwaukee - Ambulatory			\$43.02/net	unit rate
	Milwaukee - Wheelchair			\$58/net	unit rate
	Wauworth - Ambulatory Wauworth - Wheelchair			\$31/net \$58/net	unit rate unit rate
71716.008.107.404500	Transportation - West	\$ 232,903	8547	\$29.75/net	unit rate
	Burlington/Rochester/Waterford- Racine			\$24.75/net	unit rate
71716.008.107.404500	Inter-County Transportation - West	\$ 29,471			
	Ambulatory - Kenosha, Milwaukee, Wauworth			\$37/net	unit rate
	Wheelchair - Kenosha, Milwaukee, Wauworth			\$47/net	unit rate

Approved by HSD Fiscal Manager *[Signature]*  
12/13/17

PROGRAM DESCRIPTION

**Specialized Transportation - Eastern Racine County**

Service Area: Areas of Eastern Racine County not served by the existing ADA transportation as well as inter-county transportation to include service to Milwaukee, Kenosha and occasionally Walworth Counties.

Services must be available on a prior day advanced scheduled basis. Transportation hours as identified below are from first passenger pick up time to terminal return. (All hours are subject to change by Racine County.)

NON ADA                      Monday-Friday 6:00 a.m. - 6:00 p.m.

Vendor must have vehicle capacity that at a minimum provides vehicle capacity to transport all ambulatory individuals during any one-hour period and vehicles with wheel chair capacity to transport all non-ambulatory individuals during any one-hour period. Vendor may not refuse service to certified riders unless there is prior approval by Racine County.

**MINIMUM STANDARDS:**

1. Provider must agree to comply with the following terms and conditions:
  - Standard contract language
  - Certification standards where applicable
  - Fiscal and program reporting criteria
  - Allowable Cost Policy
  - Audit criteria
  - Policies and procedures as defined in Racine County Human Services Department Contract Administration Manual
  - Maintain adequate liability coverage
  - Recognize that authorization for services is approved by Racine County Human Services Department.
  - All informational materials (program descriptions, brochures, posters, etc.) must identify it as a RCHSD program through the use of a standardized RCHSD format provided by Racine County.
  - The program must be identified as a RCHSD program in all public presentations and media contacts/interviews.
2. Provider must meet all requirements of TRANS 301, Human Services Vehicle (HSV) Standards and Chapter 221, Laws of 1979, Commercial Motor Vehicle Safety Act of 1986, and subsequent policies relating to TRANS 301 and Chapter 221.
3. Service Provider must be a legally incorporated organization whose primary business is transportation services and can demonstrate at least two years experience in providing specialized transportation services to the targeted population.
4. Provider cannot bill Racine County for any rides provided under Title XIX covered recipients. All Title XIX covered recipients, including recipients enrolled in a Title XIX HMO, should be directed through the State's Medicaid transportation broker.
5. Vendor shall establish a system to provide fee-for-service rides paid for privately by riders. This system would be for non-priority rides when space is available. The rider will pay an amount to be determined by vendor and RCHSD and may be up to the full cost of the ride.
6. Vendor must have computer capability to schedule routes and provide monthly printout reports that detail required billing and program reports. A sample schedule and detail of computer capability must accompany application.

7. Provider shall provide a detailed description of current driver hiring, application and practice.
8. Provider shall provide a copy of the current driver training plan available to all drivers performing services under contract to Racine County upon request.
9. Rates may not exceed approved HSD gross cost per trip as determined by Program Specification. Racine County will only pay the net cost per trip. It is the Provider's responsibility to collect passenger revenues.
10. Vendor will provide transportation to all persons certified by the Racine County Human Services Department as transportation disadvantaged. Racine County will not accept liability for riders transported but not certified.
11. Provider must complete a Program Application and respond to specific criteria for Specialized Transportation included in Program Specification and Program Description.
12. Copies of Insurance Liability Coverage and Inspection Certification for Human Services vehicles must be attached to proposal.
13. Provider must complete all attached forms as part of this application.
14. Provider shall describe method available for handling disabled vehicles and indicate comparable backup vehicles. It is expected that the vendor should provide a quick and efficient response capability to vehicle breakdown.
15. Vendor must provide a user's guide that is available to all certified riders regarding activities and information about specialized transportation.
16. Vendor must have computer capacity to log all trips by the following categories and to provide HSD with monthly printouts detailing the information needed:

One-way Trips

- Ambulatory elderly
- Non-ambulatory elderly
- Ambulatory non-elderly
- Non-ambulatory non-elderly

Trip Purpose

- Medical\*
- Employment\*\*
- Nutrition – sites\*\*\*\*
- Nutrition – other\*\*\*\*
- Education/training
- Social/recreation
- Personal business
- Adult day care\*\*\*
- Other
- Cancellations
- No-Shows

\*Medical rides are defined as the procurement of medical or medically prescribed services or products, participation in medical or medically prescribed activities or rides to dialysis appointments.

\*\*Employment rides are defined as the performance of work, either paid or voluntary, in order to produce goods or services.

\*\*\*Adult Day Care rides are for persons attending the program at Lincoln Lutheran or at the various Harmony Clubs.

\*\*\*\*Nutrition rides are defined as those going to Nutrition Sites or to the grocery store to purchase food items to cook at home.

Vendor must also have capacity to generate monthly client lists that indicate the number of trips taken by each rider of specialized transportation and to make that information available to HSD monthly.

**PROGRAM REQUIREMENTS:**

1. The geographic service area will be all of Eastern Racine County except for the areas also served by public transportation (Belle Urban System) and its complementary paratransit service and inter-county service to Milwaukee, Kenosha and occasionally Walworth Counties.
2. Service hours:            Non ADA                    Monday-Friday:        6:00 a.m. - 6:00 p.m.

Non-ADA service hours may only be changed by HSD.

3. Non-ADA trips will be provided for all purposes, with medical, employment, adult day care and nutrition rides given priority. No other trips will be given without approval by RCHSD. The vendor will not exceed the number of budgeted trips by funding area, unless prior approval is received from HSD. All rides may be given throughout the entire county (ie. riders may go from Burlington to an appointment in Racine, etc.).

Medical rides are defined as the procurement of medical or medically prescribed services or products, participation in medical or medically prescribed activities, or rides to dialysis appointments. Employment rides are defined as the performance of work, either paid or voluntary, in order to produce goods or services. Adult Day Care rides are for persons attending the program at Lincoln Lutheran or at the various Harmony Clubs. Nutrition rides are defined as those going to Nutrition Sites operated by Lincoln Lutheran or to the grocery store to purchase food items to cook at home.

4. Racine County may adjust the distribution of rides if it is determined that a greater or lesser number of trips are needed either east or west of the Interstate.
5. Service will be demand responsive door-to-door.
6. All certified riders must pay a fare for each one-way trip, with two exceptions. Riders to nutrition sites and adult day care who are 60 and over will only be asked to donate toward the cost of transportation. The fare shall be established by the Racine County Human Services Department.
7. Racine County will not pay for "no shows."

**General Eligibility for Non-ADA Riders**

All riders with disabilities must file an application with a physician's certification that they are eligible for specialized transportation. Eligibility criteria will be determined by the Racine County Human Services Department. Racine County and/or vendor will process applications for eligibility and notify the applicant within 21 days of their approval or denial of the application.

**Mode of Service**

Specialized Transportation shall be provided on a door-to-door basis. Assistance with coats and packages shall only apply from vehicle to building and from building to vehicle. Providers will not be responsible for lifting or handling clients in order for them to use the service. Vendor may schedule block trips for riders who go from a destination to a common point or from a common point to home destination.

**Waiting Time**

Drivers shall wait five (5) minutes for riders after the scheduled pickup time.

**Attendants**

1. Attendant is defined as any person whose assistance is required by the passenger. Attendant requirement must be indicated on the physician's certification.
2. One attendant shall be permitted to accompany any passenger at no additional cost provided that they have the same points of origin and destination.
3. Attendants with different origin/destination points than certified rider will pay the full fare.

**Scheduling**

All reservations including attendants and other accompanying persons are to be scheduled in accordance with policies established by the Racine County Human Services Department and set forth in the User's Guide. Emergency transportation with less notification may occur based upon space availability and scheduling. Vendor shall attempt to keep the number of trips per day within the limits of HSD funds. Riders are urged to notify transportation Provider when scheduled ride is not required.

The policy of advance scheduling for all transportation shall remain in effect with advance scheduled return trips also scheduled in all areas except medical. If waiting time for pickup is to be longer than 20 minutes from scheduled times, the transportation Provider shall advise the rider by phone contact and advise of the pickup time.

Persons who have scheduled rides and do not notify transportation Provider of cancellation shall receive a written warning that this is a violation of the transportation regulation.

Provider shall ensure that vehicles are available to meet demand.

PROGRAM DESCRIPTION

**Specialized Transportation - Western Racine County**

Service Area: Areas of Western Racine County not served by the existing ADA transportation as well as inter-county transportation to include service to Milwaukee, Kenosha and occasionally Walworth Counties.

Services must be available on a prior day advanced scheduled basis. Transportation hours as identified below are from first passenger pick up time to terminal return. (All hours are subject to change by Racine County.)

NON ADA                      Monday-Friday 6:00 a.m. - 6:00 p.m.

Vendor must have vehicle capacity that at a minimum provides vehicle capacity to transport all ambulatory individuals during any one-hour period and vehicles with wheel chair capacity to transport all non-ambulatory individuals during any one-hour period. Vendor may not refuse service to certified riders unless there is prior approval by Racine County.

MINIMUM STANDARDS:

1. Provider must agree to comply with the following terms and conditions:
  - Standard contract language
  - Certification standards where applicable
  - Fiscal and program reporting criteria
  - Allowable Cost Policy
  - Audit criteria
  - Policies and procedures as defined in Racine County Human Services Department Contract Administration Manual
  - Maintain adequate liability coverage
  - Recognize that authorization for services is approved by Racine County Human Services Department.
  - All informational materials (program descriptions, brochures, posters, etc.) must identify it as a RCHSD program through the use of a standardized RCHSD format provided by Racine County.
  - The program must be identified as a RCHSD program in all public presentations and media contacts/interviews.
2. Provider must meet all requirements of TRANS 301, Human Services Vehicle (HSV) Standards and Chapter 221, Laws of 1979, Commercial Motor Vehicle Safety Act of 1986, and subsequent policies relating to TRANS 301 and Chapter 221.
3. Service Provider must be a legally incorporated organization whose primary business is transportation services and can demonstrate at least two years experience in providing specialized transportation services to the targeted population.
4. Provider cannot bill Racine County for any rides provided under Title XIX covered recipients. All Title XIX covered recipients, including recipients enrolled in a Title XIX HMO, should be directed through the State's Medicaid transportation broker.
5. Vendor shall establish a system to provide fee-for-service rides paid for privately by riders. This system would be for non-priority rides when space is available. The rider will pay an amount to be determined by vendor and RCHSD and may be up to the full cost of the ride.
6. Vendor must have computer capability to schedule routes and provide monthly printout reports that detail required billing and program reports. A sample schedule and detail of computer capability must accompany application.

- 7. Provider shall provide a detailed description of current driver hiring, application and practice.
- 8. Provider shall provide a copy of the current driver training plan available to all drivers performing services under contract to Racine County upon request.
- 9. Rates may not exceed approved HSD gross cost per trip as determined by Program Specification. Racine County will only pay the net cost per trip. It is the Provider's responsibility to collect passenger revenues.
- 10. Vendor will provide transportation to all persons certified by the Racine County Human Services Department as transportation disadvantaged. Racine County will not accept liability for riders transported but not certified.
- 11. Provider must complete a Program Application and respond to specific criteria for Specialized Transportation included in Program Specification and Program Description.
- 12. Copies of Insurance Liability Coverage and Inspection Certification for Human Services vehicles must be attached to proposal.
- 13. Provider must complete all attached forms as part of this application.
- 14. Provider shall describe method available for handling disabled vehicles and indicate comparable backup vehicles. It is expected that the vendor should provide a quick and efficient response capability to vehicle breakdown.
- 15. Vendor must provide a user's guide that is available to all certified riders regarding activities and information about specialized transportation.
- 16. Vendor must have computer capacity to log all trips by the following categories and to provide HSD with monthly printouts detailing the information needed:

One-way Trips

- Ambulatory elderly
- Non-ambulatory elderly
- Ambulatory non-elderly
- Non-ambulatory non-elderly

Trip Purpose

- Medical\*
- Employment\*\*
- Nutrition – sites\*\*\*\*
- Nutrition – other\*\*\*\*
- Education/training
- Social/recreation
- Personal business
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- Other
- Cancellations
- No-Shows

\*Medical rides are defined as the procurement of medical or medically prescribed services or products, participation in medical or medically prescribed activities or rides to dialysis appointments.

\*\*Employment rides are defined as the performance of work, either paid or voluntary, in order to produce goods or services.

\*\*\*Adult Day Care rides are for persons attending the program at Lincoln Lutheran or at the various Harmony Clubs.

\*\*\*\*Nutrition rides are defined as those going to Nutrition Sites or to the grocery store to purchase food items to cook at home.



Vendor must also have capacity to generate monthly client lists that indicate the number of trips taken by each rider of specialized transportation and to make that information available to HSD monthly.

**PROGRAM REQUIREMENTS:**

1. The geographic service area will be all of Western Racine County except for the areas also served by public transportation (Belle Urban System) and its complementary paratransit service and inter-county service to Milwaukee, Kenosha and occasionally Walworth Counties.
2. Service hours:            Non ADA                      Monday-Friday:        6:00 a.m. - 6:00 p.m.

Non-ADA service hours may only be changed by HSD.

3. Non-ADA trips will be provided for all purposes, with medical, employment, adult day care and nutrition rides given priority. No other trips will be given without approval by RCHSD. The vendor will not exceed the number of budgeted trips by funding area, unless prior approval is received from HSD. All rides may be given throughout the entire county (ie. riders may go from Burlington to an appointment in Racine, etc.).

Medical rides are defined as the procurement of medical or medically prescribed services or products, participation in medical or medically prescribed activities, or rides to dialysis appointments. Employment rides are defined as the performance of work, either paid or voluntary, in order to produce goods or services. Adult Day Care rides are for persons attending the program at Lincoln Lutheran or at the various Harmony Clubs. Nutrition rides are defined as those going to Nutrition Sites operated by Lincoln Lutheran or to the grocery store to purchase food items to cook at home.

4. Racine County may adjust the distribution of rides if it is determined that a greater or lesser number of trips are needed either east or west of the Interstate.
5. Service will be demand responsive door-to-door.
8. All certified riders must pay a fare for each one-way trip, with two exceptions. Riders to nutrition sites and adult day care who are 60 and over will only be asked to donate toward the cost of transportation. The fare shall be established by the Racine County Human Services Department.
9. Racine County will not pay for "no shows."

**General Eligibility for Non-ADA Riders**

All riders with disabilities must file an application with a physician's certification that they are eligible for specialized transportation. Eligibility criteria will be determined by the Racine County Human Services Department. Racine County and/or vendor will process applications for eligibility and notify the applicant within 21 days of their approval or denial of the application.

**Mode of Service**

Specialized Transportation shall be provided on a door-to-door basis. Assistance with coats and packages shall only apply from vehicle to building and from building to vehicle. Providers will not be responsible for lifting or handling clients in order for them to use the service. Vendor may schedule block trips for riders who go from a destination to a common point or from a common point to home destination.

**Waiting Time**

Drivers shall wait five (5) minutes for riders after the scheduled pickup time.

**Attendants**

1. Attendant is defined as any person whose assistance is required by the passenger. Attendant requirement must be indicated on the physician's certification.
2. One attendant shall be permitted to accompany any passenger at no additional cost provided that they have the same points of origin and destination.
3. Attendants with different origin/destination points than certified rider will pay the full fare.

**Scheduling**

All reservations including attendants and other accompanying persons are to be scheduled in accordance with policies established by the Racine County Human Services Department and set forth in the User's Guide. Emergency transportation with less notification may occur based upon space availability and scheduling. Vendor shall attempt to keep the number of trips per day within the limits of HSD funds. Riders are urged to notify transportation Provider when scheduled ride is not required.

The policy of advance scheduling for all transportation shall remain in effect with advance scheduled return trips also scheduled in all areas except medical. If waiting time for pickup is to be longer than 20 minutes from scheduled times, the transportation Provider shall advise the rider by phone contact and advise of the pickup time.

Persons who have scheduled rides and do not notify transportation Provider of cancellation shall receive a written warning that this is a violation of the transportation regulation.

Provider shall ensure that vehicles are available to meet demand.

**Specialized Transportation - Eastern Racine County**

**EVALUATION OUTCOMES:**

1. Riders will be picked up within 20 minutes of their scheduled pickup time.
2. Clients being transported to HSD services (work related, adult day care, and nutrition) will arrive at the agency site no earlier than 15 minutes and no later than 5 minutes prior to the start of the agency's program.
3. 95% of customers surveyed will indicate satisfaction with the service.

An Annual Evaluation Outcome Report must be provided to HSD Contract Coordinator by 2/1/19.

**Specialized Transportation - Western Racine County**

**EVALUATION OUTCOMES:**

1. Riders will be picked up within 20 minutes of their scheduled pickup time.
2. Clients being transported to HSD services (work related, adult day care, and nutrition) will arrive at the agency site no earlier than 15 minutes and no later than 5 minutes prior to the start of the agency's program.
3. 95% of customers surveyed will indicate satisfaction with the service.

An Annual Evaluation Outcome Report must be provided to HSD Contract Coordinator by 2/1/19.

2018 VENDOR AGENCY AUDIT CHECKLIST

A copy of this document must be completed, signed, and included in the audit submitted by your independent auditor.

Summary of Audit Results

Name of Agency \_\_\_\_\_

Period of Audit \_\_\_\_\_

1. The type of opinion issued on the financial statements of the auditee (i.e., unqualified opinion, qualified opinion, adverse opinion, or disclaimer of opinion). \_\_\_\_\_

2. Does the auditor have substantial doubt about the auditee's ability to continue as a going concern? Yes / No

3. Does the audit report show material non-compliance? Yes / No

4. Does the audit report show material weakness(es) or other reportable conditions? Yes / No

5. Does the audit report show audit issues (i.e. material non-compliance, non-material non-compliance, questioned costs, material weakness, reportable condition, management letter comment) related to grants/contracts with funding agencies that require audits to be in accordance with the *Provider Agency Audit Guide*:

- Department of Health and Family Services Yes / No / NA
- Department of Workforce Development Yes / No / NA
- Department of Corrections Yes / No / NA
- Other funding agencies (list) Yes / No

6. Was a Management Letter or other document conveying audit comments issued as a result of this audit? Yes / No

7. Signature of Partner in Charge: \_\_\_\_\_

Date of report: \_\_\_\_\_