CONTRACT

THIS CONTRACT, Made and entered into as of this _____ day of _____, 2017, by and between Baltimore County, Maryland, a body corporate and politic, on behalf of the Baltimore County Department of Aging (hereinafter referred to as the COUNTY) and the _____. (Hereinafter referred to as the CONTRACTOR), located at _____.

WITNESSETH

That for and in consideration of the mutual promises herein contained and specifically the COUNTY'S agreement to pay CONTRACTOR for the period **October 1, 2017 through September 30, 2018**~~7~~, ~~7~~7% of the Title IIIB federal dollars granted to Baltimore County, **not to exceed $52,000** payable in four (4) equal installments per year.

The CONTRACTOR, hereby convenants and agrees to perform all services, in strict and entire conformity with Section 2 herein and the **Request for Proposal No. P-088** and the response and any amendments or revisions thereto.

PURPOSE

The purpose of this CONTRACT is to provide legal services to Baltimore County residents 60 years of age and older, concentrating on the areas of greatest social and economic need and the priority areas of law in accordance with the terms of the Older Americans Act, as amended.

SECTION I - COUNTY RESPONSIBILITIES

The COUNTY shall:

1. Pay the CONTRACTOR quarterly upon submission of a quarterly invoice establishing services performed pursuant to CONTRACT.

2. Meet semi-annually with CONTRACTOR'S Program Director at the Program Director's office to review the quarterly statistical reports.

3. Meet with the CONTRACTOR'S Program Director semi-annually to review the types of cases within the priority areas that were not accepted by CONTRACTOR, the reason why they were not accepted, and their referral.

4. Review client files, with client's written permission, where a complaint has been made by a client and after completion of CONTRACTOR'S internal review system (said review to be conducted by an attorney assigned to the funding agency by the Baltimore County Office of Law. Where there is a conflict of interest, the review will be done by an independent attorney). File review shall be conducted at the Contractor's

Office with a supervising attorney.

5. Provide clients with telephone access to CONTRACTOR through the current telephone number of the Program, publicized by the COUNTY. COUNTY will forward calls to CONTRACTOR.

6. Review client satisfaction questionnaires on a quarterly basis to ensure client satisfaction is maintained at a level of 70% or above at all times.

7. Give written notice to CONTRACTOR of any breach of the terms of this CONTRACT by CONTRACTOR, with 10 days to cure such breach.

8. Monitor the CONTRACTOR'S compliance with the terms of this CONTRACT. Such monitoring shall include, but not be limited to:

   a. Surveying client and case manager satisfaction with service delivery.

   b. Routinely reconcile the units of service and types of service with the reported quantity of services rendered.

   c. Review record of cases not accepted that fall within the priority areas of law.

9. The COUNTY is responsible for defining the service needs for low-income minority individuals in the area served by the CONTRACTOR and defining the scope of work of this agreement such that an attempt is made to ensure that services to low-income minority individuals are provided in at least the same proportion as the population of low-income minority older individuals in the area served by the CONTRACTOR.

SECTION II

The CONTRACTOR shall:

A. With regard to services to clients:

1. The priorities of the Elderly Legal Assistance Program shall be:

   a. Health Care, including Medicare, Medical Assistance eligibility, home health services, legal issues affecting nursing home residents, and Medicaid Waiver programs. Issues involving denials of Medical Assistance based on an assessment of the individual's "level of care"

needs are currently a high priority of Maryland Legal Aid's statewide advocacy efforts. The Baltimore County office of the Contractor Maryland will coordinate with other advocates to ensure that client services through this program are included, as appropriate, in more extensive advocacy efforts.

b. Income Maintenance, including Supplemental Security Income (SSI), Retirement Insurance, Social Security Title II, Energy Assistance, and state welfare programs.

c. Nutrition, e.g., Supplemental Nutrition Assistance Program

d. Housing & Utilities, including housing subsidy programs, landlord and tenant issues, evictions, problems with sub-standard housing, mortgage foreclosure,,tax foreclosure, and utility problems.

e. Protective Services, including elder abuse, alternatives to guardianship and institutionalization.

f. Employment, including unemployment insurance, and job terminations for which *pro bono* counsel may be sought in appropriate cases, including those that may involve age or other discrimination.

g. Defendant in law suits where the matter relates to a substantial issue involving the client's person, property, or civil rights. For such cases, private attorney representation may be sought.

h. Advice, possible representation or referrals to private attorneys or other legal services providers for representation on age discrimination or civil rights cases.

i. Other legal needs of the targeted population for which a need is documented and for which the Contractor has expertise to handle.

j. The highest priorities are health-related issues. Services will be provided by the program attorney and, to the extent possible and appropriate, other Contractor staff, or through referrals to qualified *pro bono* programs such as Maryland Volunteer Lawyers Service.

k. Provide services to all eligible clients with non-frivolous cases in the priority areas, either directly or indirectly through referral to a *pro bono* provider.

2. Provide the following forms of services:

a. Advice pertaining to legal issues.

b. Brief and non-litigation legal services,(e.g., phone calls, letters, document review, negotiations, etc.)

c. Representation at administrative proceedings.

d. Representation in court.

e. Support and advice to the local Ombudsman program.

f. Community legal education.

g. Workshops and informational consultations with agency staff.

h. Liaisons with Maryland State Bar Association and Baltimore County Bar Association (and other legal groups).

i. Other services of types generally performed by lawyers for clients within the priorities of the Older Americans Act.

3. Target a population, which consists of rural, low-income, minority and frail elderly in the service area. Clients include those who are institutionalized, isolated, and homebound.

4. Not bill the client; not cause the client to be billed for any of the services rendered under this CONTRACT.

5. Facilitate access for clients located throughout the service area by informing clients of the various forms of available public and private transportation necessary to get to the Contractor's office. Program must provide telephone intake or intake at sites accessible to clients. Clients must be able to leave telephone messages with the Program during business hours.

6. Be accessible to the disabled and the frail elderly. This means telephone contact, a home visit, or an interview at a place accessible to a wheelchair that also has a rest room equipped with handrails and of sufficient width to accommodate a wheelchair. Provide services to institutionalized and homebound older people; it is mandatory that house calls be provided.

7. Insure that no information protected by the attorney-client privilege be revealed to anyone other than the Contractor's program staff without client consent. All intake interviews (including telephone) must take place in a private location.

8. Provide services for non-English speaking clients.

9. Mail a client satisfaction questionnaire, along with a cover letter, to the client upon conclusion of his/her case with a stamped envelope addressed to the attorney/Contract Administrator assigned to the funding agency by the Baltimore County Office of Law. Said questionnaire shall be attached hereto and identified as Attachment I and shall inform the client of his/her right to make contributions to the Program.

10. Maintain client satisfaction level at or above 70%. Client satisfaction shall be determined by dividing the total number of mostly negative client questionnaires by the total number of cases closed in any given month. Each questionnaire will make clear that donations/contributions are accepted by the Baltimore County Department of Aging to expand outreach for the legal assistance program.

11. Provide legal services, including representation, advice and referral to other resources, according to the service area priorities, to eligible clients who directly contact Legal Assistance for Senior Citizens Program or are referred by:

    a. The Department of Aging's MD Access Point

    b. Certified case managers working within the County's long-term care case management system

    c. The Department of Aging's Nursing Home Advocacy Program

    d. The Senior Health Insurance Program.

    The Contractor will provide a protocol outlining referrals within the priority areas.

12. Give all persons requesting services through this Program, at the initial interview, a written copy of the name, address and telephone number of a representative of the funding agency to whom comments and complaints about the Legal Assistance Program can be made. Those requesting services by telephone and whose case is not accepted must be given an explanation as to why, and these persons must also be informed that they may contact a representative of the COUNTY. The phone number for the COUNTY representative shall be provided to these persons.

13. Review client files, with client's written permission, where a complaint has been made by a client and after completion of CONTRACTOR'S internal review system (said review to be conducted by an attorney assigned to the funding agency by the Baltimore County Office of Law.

Where there is a conflict of interest, the review will be done by an independent attorney). File review shall be conducted at the Contractor's Office with the Contractor's supervising attorney.

14. Have a Program representative respond to all contacts both by clients and those authorized to contact the Program pursuant to Section II, by the close of the second business day.

15. Assure that the client's safety and well being are protected by careful screening of all personnel who will provide in-home services.

16. Provide an article on a legal issue of concern to the senior population for each publication of Senior Digest.

17. Prepare and deliver presentations on legal issues of concern to the senior population upon request from the COUNTY and any other appropriate group or agency.

18. Serve as an information resource for the COUNTY, its outreach case managers and other appropriate staff regarding legal rights of the senior population.

19. Provide consultation services for case managers regarding legal rights of the senior population.

20. Provide community outreach and education.

B. With regard to contract administration:

1. Maintain, while this CONTRACT is in force, any license and/or other certification required under the Federal, State and local law.

2. Secure the express, written consent of the COUNTY before subcontracting any of the services required under this CONTRACT.

3. Inform the COUNTY as to the days and hours during which the CONTRACTOR is able to provide service for clients. At a minimum, CONTRACTOR shall provide services every workday during which CONTRACTOR'S offices are open between the hours of 9:00 a.m. and 5:00 p.m., in accordance with the schedule of holidays, attached hereto and made a part hereof as Attachment II.

4. **Maintain malpractice insurance in an amount of at least $1,000,000 per claim and $1,000,000 aggregate per year.**

5. Maintain an internal review and evaluation system.

6. Keep a record of all contacts of persons seeking assistance and the disposition of those requests, including those accepted, those referred out, why, and to whom. And, for those cases accepted, the record shall include the name, address, telephone number, summary of problem and action taken.

7. Keep a record of all cases not accepted that fall within the priority area.

8. Keep a record of all contacts, as described in 7 above, if the intake person is a non-attorney or an attorney with less than 2 years' experience. That record shall be reviewed by an experienced attorney to whom the intake person shall have regular daily access.

   If intake and case assignment is being done by a non-lawyer, the non-lawyer will keep a record in the same detail as stipulated in item 7 of all telephone intake calls and walk-ins. A lawyer shall check the record on a not less than weekly basis to ascertain that appropriate action is being taken on the calls. The intake person, if a non-lawyer or an attorney with less than two years' experience, must have telephone or personal access to an experienced attorney on a daily basis.

9. The CONTRACTOR covenants to work cooperatively with the COUNTY to comply with the Health Insurance Portability and Accountability Act ("HIPAA") currently in effect.

10. Have an experienced attorney review the key work product and legal strategies prepared by attorneys with less than two years' experience or paralegals prior to dissemination.

11. Have the Program Director meet semi-annually, with COUNTY representative(s), at a time and place determined by those representatives, to discuss:

    a. Quarterly statistical reports

    b. Cases not taken and their referral.

       NOTE: The CONTRACTOR will identify any and all cases that fall within the priority areas. CONTRACTOR shall not identify such cases by name.

12. Record on a quarterly basis and enter onto the State's and COUNTY'S statistical information/report format sheets, and submit to the COUNTY and, if requested, to the Maryland State Department of Aging by the end of the month (at the semi-annual meeting), the following:

    For the Program:

a. Number of cases - opened, carried over, closed

b. Court/hearing appearances

c. Number of persons receiving information and referral

d. Legal training programs presented to professional community and elderly and the general community

e. Number of people attending the above training sessions

13. Ensure that all staff is kept current with the priority areas of law for which services are provided.

14. Coordinate services with other relevant legal assistance advocates that provide services to the elderly (e.g., private bar, Maryland Veterans Commission, state and local ombudsman, Legal Services Corporation funded legal assistance providers, Department of Aging, and the Legal Services Developer).

15. Publicize its services sufficiently to assure adequate knowledge and access to services by eligible elderly as well as the targeted population.

    The Program must also publicize its services sufficiently to operate at full capacity. If the client population and the types of problems handled vary significantly from the Program's priorities, then publicity, intake or access must be altered to achieve a client composition that reflects the Program's priorities. Publicity should depict seniors that are racially/ethnically representative of the client population and should be bilingual, if a significant percentage of the client population is non-English speaking. The program must furnish evidence of coordination of its publicity and intake with other legal assistance providers in the service area and with the services provided by local bar associations.

16. Have access to the following: A law library; relevant CFR's; relevant state and local regulations, laws and statutes; manuals used by relevant government agencies; local and national support center periodicals/manuals.

17. Work with the COUNTY as requested, in preparing the annual Area Plan.

18. Have written eligibility standards, which must be approved by the COUNTY, which include priorities so that services are focused on the most critical legal problems of the targeted population (rural, low income, minority, and frail elderly in the service area) and the most socially and economically in-need clients. However, CONTRACTOR shall not require an older person to disclose information about income or resources as a condition for case acceptance.

19. Maintain the volume of service and range of representation as detailed in the response to the Request for Proposals, attached hereto and identified as Attachment III.

20. Pay all wages, salaries, and other costs of its personnel and ensure compliance with all applicable federal, state and withholding tax and Social Security regulations, Workers' Compensation, and with all recording and reporting requirements.

21. Maintain adequate financial and statistical records by which the costs of providing services under the CONTRACT may be determined. Such records shall be open to inspection and audit by the COUNTY.

22. Carry malpractice/liability insurance and bonding as specified in Attachment IV, incorporated herein and made part of this CONTRACT, while this CONTRACT is in force, and provide documentation of these policies to the COUNTY. Maintain current copies with the COUNTY at all times.

23. Pursuant to Public Law 96-499, upon request of the Comptroller General or upon written request of the Secretary of the Department of Health and Human Services, make available to either of them, or to their duly authorized representatives, all contracts, books, documents and records of the party providing services hereunder necessary to verify the costs of the services provided under this CONTRACT. Such access will be granted until the expiration of four (4) years after the services are furnished under this CONTRACT.
Similar access will also be granted to contracts, books, records, and documents subject to Section 1961 (v) (1) (ii) of the Social Security Act between the party providing services hereunder and any organization related to such party.

24. Complete work on all open cases after termination of the CONTRACT.

25. a. Satisfy the service needs of low income minority individuals in the area served by the provider by providing legal assistance to Baltimore County Senior Citizens, age 60 and older.

    b. Attempt to provide services to low-income minority individuals in at least the same proportion as the population of low-income minority older individuals bears to the population of older individuals of the area served by the CONTRACTOR.

    c. Be deemed to have complied with paragraphs (a) and (b) of this CONTRACT as long as the CONTRACTOR fully performs all other terms of this CONTRACT with the COUNTY.

26. Affirm that no Federally appropriated funds have been paid or will be paid, by or on behalf of the undersigned, to any person for influencing or attempting to

influence an officer or employee of Congress, or an employee of a Member of Congress in connection with the awarding of any Federal contract, the making of any Federal grant, the making of any Federal loan, the entering into of any cooperative agreement, and the extension, continuation, renewal, amendment, or modification of any Federal contract, grant, loan, or cooperative agreement.

If any funds other than Federally appropriated funds have been paid or will be paid to any person for influencing or attempting to influence an officer or employee of any agency, a Member of Congress, an officer or employee of Congress, or an employee of a Member of Congress in connection with this contract, grant, loan, or cooperative agreement, the undersigned shall complete and submit Standard Form-LLL, "Disclosure Form to Report Lobbying," in accordance with its instructions.

III - MUTUAL RESPONSIBILITIES

The COUNTY and the CONTRACTOR shall:

1. Designate a person within each agency who shall be responsible for acting as liaison with each other.

2. Consult and cooperate on a continuing basis with each other in establishment of mutually acceptable standards and procedures for handling matters incidental to the carrying out of the provisions and purpose of this CONTRACT.

SECTION IV - TERMS OF CONTRACT - MISCELLANEOUS

IV. MISCELLANEOUS

1. The CONTRACT may be amended at any time by mutual written agreement of both parties.

2. This CONTRACT may be terminated by either party giving thirty (30) days notice in writing to the other party prior to the intended date of termination; in addition, that this CONTRACT is subject to the availability of funds and that as such, is subject to immediate termination by the COUNTY in the event of a reduction and/or termination of funding. The termination notice to the County

shall be sent to:

Joanne E. Williams, Director
Baltimore County Department of Aging
611 Central Avenue, Room 303
Towson, Maryland 21204

Termination notification to the CONTRACTOR shall be sent to the person executing this contract on behalf of the CONTRACTOR at the CONTRACTOR'S address contained herein.

3. The term of this CONTRACT shall be effective **from the October 1, 2017 through September 30, 2018~~7~~, and may be extended for two additional two-year terms upon the same terms and conditions and upon the mutual written agreement of all parties. Renewals will be evaluated on a yearly basis.**

4. The CONTRACTOR and the employees thereof (if applicable) shall not be deemed a COUNTY employee and, therefore, shall not be entitled to COUNTY fringe benefits of any kind.

5. The CONTRACTOR covenants that under the terms of this CONTRACT, the CONTRACTOR shall not discriminate against anyone because of race, religion, creed, color, sex, age, handicapping condition, political affiliation, marital status, or national origin in all aspects of its operations, including, but not limited to, employment, programs, activities, and services.

6. The person executing this CONTRACT for the CONTRACTOR warrants that he/she is duly authorized by the CONTRACTOR to execute this CONTRACT on the CONTRACTOR'S behalf.

7. If, for any reason, the terms of this CONTRACT are not fulfilled satisfactorily by the CONTRACTOR, any reasonable charges made against this CONTRACT shall be honored only at the express discretion and approval of the Director of the Baltimore County Department of Aging.

8. The COUNTY and the CONTRACTOR mutually covenant and agree that this CONTRACT shall be exclusive between the parties hereto and shall not be assigned, delegated, or sublet without the prior written consent of all parties.

9. The situs of this CONTRACT is the State of Maryland and laws of the State of Maryland shall govern.

10. The CONTRACTOR covenants and agrees that time is of the essence in this CONTRACT.

11. The CONTRACTOR shall indemnify and hold harmless the COUNTY, its employees, agents and officials, from any and all claims, suits, or demands, including attorneys' fees, which may be made against the COUNTY, its

employees, agents and/or officials, resulting from any act or omission committed in the performance of duties imposed upon and performed under the terms of this Agreement by the CONTRACTOR, its employees, agents or officials.

12. **The CONTRACTOR shall maintain personal injury, property damage and general liability insurance in an amount not less than $1,000,000 per occurrence** as necessary to protect and cover the COUNTY, its employees, agents and officials from any and all claims suits or demands, including attorneys' fees, which may be made against or incurred by the COUNTY with respect to any act or omission committed by the CONTRACTOR, its employees, officers and agents in the performance of duties imposed upon and performed under the terms of this CONTRACT by the CONTRACTOR. Such insurance shall identify the COUNTY, its employees, officers and agents, as an additional insured. The CONTRACTOR shall provide a certificate of insurance to the COUNTY reflecting such insurance in form and substance satisfactory to the COUNTY.

13. This CONTRACT sets forth the entire CONTRACT between the parties relative to the subject matter hereof. No representation, promise or condition, whether oral or written, not incorporated herein, shall be binding upon either party to this CONTRACT. No waiver, modification or amendment of the terms of this CONTRACT shall be effective unless made in writing and signed by an authorized representative of the parties sought to be bound thereby.

14. The CONTRACTOR warrants and represents that it has not employed or engaged any person or entity to solicit or secure this CONTRACT, and that it has not paid, or agreed to pay, any person or entity a fee or any other consideration contingent on the making of this CONTRACT. If any suit, claim, or demand shall arise concerning such a fee, the CONTRACTOR agrees to indemnify and hold harmless the COUNTY from all such claims, suits or demands.

15. Nothing contained in this CONTRACT shall be construed in any manner to create any relationship between the CONTRACTOR and the COUNTY other than expressly specified herein and the CONTRACTOR and the COUNTY shall not be considered partners or co-venturers for any purpose on account of this CONTRACT.

16. If any of the provisions in this CONTRACT are declared by a court or other lawful authority to be unenforceable or invalid for any reason, the remaining provisions hereof shall not be affected thereby and shall remain enforceable to the full extent permitted by law.

17. The failure of the COUNTY, in its view, to receive and/or appropriate sufficient funds in any future fiscal year to provide funds for the services to be provided under this CONTRACT shall entitle the COUNTY to terminate this CONTRACT without prior notice to the CONTRACTOR.

18. This CONTRACT may be executed in any number of counterparts and by different parties hereto in separate counterparts, each of which, when so executed and delivered, shall be deemed to be an original and all of which taken together shall constitute but one and the same instrument.

19. Wherever the approval of the COUNTY'S Director of the Department of Aging or of any other agency or official of the COUNTY is required, his/her signature shall be evidence of such approval.

20. It is hereby agreed by both parties that any and all materials prepared by the CONTRACTOR in connection with this program shall be the sole and absolute property of the COUNTY, and may be used afterward only with the express permission of the COUNTY'S Director of the Department of Aging.

21. This CONTRACT is subject to and in compliance with the provisions of Section 715 of the Baltimore County Charter, Article VII titled "Budgetary and Fiscal Procedures." Should payments to the Provider pursuant to this CONTRACT exceed $25,000, County Council approval is required before payments in excess of $25,000 shall be made.

22. Any and all previous agreements between the COUNTY and the CONTRACTOR shall become null and void upon the effective date of this CONTRACT.

23. That attachments I through IV are incorporated into this CONTRACT and made part hereof.

24. **THE CONTRACTOR AND THE COUNTY HEREBY WAIVE TRIAL BY JURY IN ANY ACTION OR PROCEEDING TO WHICH THE COUNTY AND/OR THE CONTRACTOR ARE PARTIES ARISING OUT OF OR IN ANY WAY PERTAINING TO THIS AGREEMENT. IT IS AGREED AND UNDERSTOOD THAT THIS WAIVER CONSTITUTES A WAIVER OF TRIAL BY JURY OF ALL CLAIMS AGAINST ALL PARTIES TO SUCH ACTIONS OR PROCEEDINGS, INCLUDING CLAIMS AGAINST PARTIES WHO ARE NOT PARTIES TO THIS AGREEMENT. THIS WAIVER IS KNOWINGLY, WILLINGLY AND VOLUNTARILY MADE BY THE COUNTY AND THE CONTRACTOR AND THE COUNTY AND THE CONTRACTOR HEREBY REPRESENTS AND WARRANTS THAT NO REPRESENTATIONS OF FACT OR OPINION HAVE BEEN MADE BY AN INDIVIDUAL TO INDUCE THIS WAIVER OF TRIAL BY JURY OR TO IN ANY WAY MODIFY OR NULLIFY ITS EFFECT. THE COUNTY AND THE CONTRACTOR FURTHER REPRESENT AND WARRANT THAT THEY HAVE BEEN REPRESENTED OR HAVE HAD THE OPPORTUNITY TO BE REPRESENTED IN THE SIGNING OF THIS AGREEMENT AND IN THE MAKING OF THIS WAIVER BY INDEPENDENT LEGAL COUNSEL, SELECTED OF THEIR OWN FREE WILL, AND THAT THEY HAVE HAD THE OPPORTUNITY TO DISCUSS THIS WAIVER WITH COUNSEL.**

IN WITNESS WHEREOF, the parties hereto execute THIS CONTRACT as of this

_____day of _____, 2017, as is attested to by their signatures and seal.

BALTIMORE COUNTY, MARYLAND
OFFICE OF THE COUNTY EXECUTIVE

_____ **By:** _____
Witness **(Date)** **Fred Homan, Administrative Officer**

CONTRACTOR: _____.

_____ **By:**_____
(Witness) **(Date)** **(Signature)**

APPROVED BY: **Name:** _____
BALTIMORE COUNTY COUNCIL **(Print or type)**

Title:_____

_____ _____
_____ Chairman **(Date)** **S.S.# or Fed. ID:**

APPROVED BY

OFFICE OF LAW:
APPROVED FOR LEGAL FORM AND SUFFICIENCY*
(SUBJECT TO EXECUTION BY THE DULY AUTHORIZED ADMINISTRATIVE OFFICIAL AND CHAIRMAN OF THE COUNTY COUNCIL, AS INDICATED)

DEPARTMENT OF AGING:

_____ _____
County Attorney **(Date)** **Joanne E. Williams, Director** **(Date)**

OFFICE OF FINANCE

- **Approval of Legal Form and Sufficiency Does Not Convey Approval or Disapproval of the Substantive Nature of This Transaction. Approval is Based Upon Typeset Document - All Modifications Require Re-Approval**

ATTACHMENT I

CLIENT SATISFACTION QUESTIONNAIRE

Date:

How do you rate the program for:	Excellent	Good	Fair	Poor
Courtesy and professionalism	_____	_____	_____	_____
Promptness	_____	_____	_____	_____
The way the services were handled	_____	_____	_____	_____
Overall rating	_____	_____	_____	_____

How satisfied were you with the result in your case?

_____ Very

_____ Fairly

_____ Neither satisfied nor unsatisfied

_____ Unsatisfied. Why?

Would you use this service again?

_____ Yes _____ No

Do you have any suggestions for improving the service?

You do not have to sign your name or discuss the nature of your case unless you want to.

The staff of this program cannot accept any payment or gifts. You may make a contribution to the Baltimore County Department of Aging if you want, but no contribution is required. It is entirely voluntary. Any contributions are the property of Baltimore County, and should be made payable to **"Baltimore County Department of Aging."**

ATTACHMENT II

LEGAL HOLIDAYS

2017

January 2	New Years Day
January 16	Martin Luther King Day
February 20	Washington's Birthday (President's Day)
May 29	Memorial Day
July 4	Independence Day
September 4	Labor Day
October 9	Columbus Day
November 6	General Election Day (each even year)
November 10	Veteran's Day
November 23	Thanksgiving Day
December 25	Christmas Day

Schedule indicates the date the holiday is observed.

ATTACHMENT III

RANGES OF REPRESENTATION

The Contractor estimates that in FY '18, it will open approximately the following numbers of cases in the areas listed:

A. Health Care ___

B. Income Maintenance ___

C. Nutrition ___

D. Housing ___

E. Protective Services ___

F. Employment & Unemployment issues ___

G. Others ___ (including approx. 95 financial/ consumer cases)

Type of service, estimated by percentage of cases opened:

A. Cases resolved by advice, brief services or referral: ___

B. Cases resolved with a legal document or in some other manner: ___

C. Litigation cases resolved by negotiation or court action: ___

D. Cases resolved by negotiation or decision during an administrative appeal process: ___
(e.g. public benefit cases).

F. Social impact litigation: Unknown (hopefully, a significant portion of cases will help to effect social change in, and awareness of, the issues facing the elderly). --

ATTACHMENT IV - INSURANCE DOCUMENTATION