

**PERFORMANCE REQUIREMENTS SUMMARY (PRS) CHART
 FAMILY CAREGIVER SUPPORT PROGRAM
 2009-2013**

The Performance Requirements Summary (PRS) Chart is a listing of the minimum required services and performance that will be monitored during the Contract term. The PRS chart also lists examples of the types of documents that will be used during monitoring, as well as the standards of performance and the acceptable quality level of performance.

All listings of required services or standards used in this Performance Requirements Summary Chart are intended to be completely consistent with the terms and conditions of the Contract (Appendix A of the RFP) and the Statement of Work (Exhibit A to the Contract and Appendix B of the RFP) and are not meant in any case to create, extend, revise, or expand any obligation of the CONTRACTOR beyond that defined in the terms and conditions of this Contract and Statement of Work. In any case of apparent inconsistency between required services or Standards as stated in the terms and condition of the Contract, the Statement of Work, and this Performance Summary (PRS) Chart, the terms and conditions of the Contract and the Statement of Work (SOW) will prevail.

Performance Outcomes	Standards	Acceptable Quality Level	Data Source	Remedies For Non-Compliance
Expanded Family Caregiver Support Program Services	At least 90% of caregivers report that expanded services help them provide longer and better care.	90%	Survey	If CONTRACTOR performance does not meet the Acceptable Quality Level, the COUNTY will have the option to apply the following remedies: 1) Corrective Action Plan, 2) Suspension of Payment; 3) Suspension of Contract; and 4) Termination of Contract
Increased Family Caregiver participation	A minimum of 3% increase per year in the number of caregivers served.	95%	SAMS Reports	
Key Measures				
Information Services (ref. SOW 3.0)	At least once per week, educate caregivers on the resources available to them.		SAMS Reports	
Support Services to Family Caregivers and potential Family Caregivers (ref. SOW 3.0)	Assess 100% of caregivers and provide client identified service needs such as training, counseling, support group, and/or case management services.		SAMS Reports	
Respite Care for Family Caregivers (ref. SOW 3.0)	Provide at least 2 hours of respite relief per week to each caregiver requesting services.		SAMS Reports	
Supplemental Services for Family Caregivers (ref. SOW 3.0)	Provide access to supplemental services.		SAMS Reports	