PERFORMANCE REQUIREMENTS SUMMARY (PRS) CHART
TRADITIONAL LEGAL ASSISTANCE PROGRAM (TLA)
2010-14

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 Requirements Summary (PRS) Chart, the terms and conditions of the Contract and the Statement of Work (SOW) shall prevail.

Performance Outcomes	Standards	Acceptable Quality Level	Monitoring Tool	Remedies For Non-Compliance
Enable seniors to live independently in their home for as long as possible.	Of those clients who are terminated from the program, increase or maintain the percentage of exits due to resolved legal outcomes, without litigation, by 5%.	95%	Case File, CDA 1022, PPS, & ITS (SAMS)	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.

Performance Outcomes	Standards	Acceptable Quality Level	Monitoring Tool	Remedies For Non-Compliance
Provide Administrative and Judicial Representation (Ref. SOW 3.0)	Provide Administrative and Judicial Representation services to Senior Clients in accordance with the terms and obligations of CONTRACTOR'S approved Proposed Program Services (PPS).	95%	Case File, CDA 1022, PPS, & ITS (SAMS)	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.
Provide Senior Center Site Consultation (Ref. SOW 3.0)	Provide legal referrals to other appropriate legal resources and/or legal interpretation/advice using Staff or Volunteer Attorneys at designated Senior Center Sites to Senior Clients in accordance with the terms and obligations of CONTRACTOR'S approved PPS.	95%	Case File, CDA 1022, PPS, & ITS (SAMS)	
Provide Pro Se Services (Ref. SOW 3.0)	Provide Pro Se Services to Senior Clients in accordance with the terms and obligations of CONTRACTOR'S approved PPS.	95%	Case File, CDA 1022, PPS, & ITS (SAMS)	
Provide Volunteer Attorney Recruitment, Training, and Supervision (Ref. SOW 3.0)	Recruit, Train, and Supervise Volunteer Attorneys in accordance with the obligations and terms of CONTRACTOR'S approved PPS.	95%	Case File, CDA 1022, PPS, & ITS (SAMS)	
Provide Lay Advocate Training (Ref. SOW 3.0)	Train a minimum of 100 Lay Advocates per fiscal year.	95%	Case File, CDA 1022, PPS, & ITS (SAMS)	
Provide Community Legal Education (Ref. SOW 3.0)	Provide Community Education at a minimum of once per month at designated Senior Center Sites and other appropriate locations in accordance with the terms and obligations of CONTRACTOR'S approved PPS.	95%	Case File, CDA 1022, PPS, & ITS (SAMS)	
Provide Traditional Legal Services to Caregiver Clients (Ref. SOW 3.0)	Provide Traditional Legal Services to Caregiver Clients in accordance with the terms and obligations of CONTRACTOR'S approved PPS.	95%	Case File, CDA 1022, PPS, & ITS (SAMS)	