

County of San Bernardino



Senior Affairs Commission Handbook

Senior Affairs Commission (SAC) Handbook

Department of Aging and Adult Services

Table of Contents

| | | |
|-------------------|--|--------------|
| SECTION #1 | Policy | |
| | Overview..... | 1-1 |
| | Meetings | 1-2 |
| | Committee Descriptions | |
| | Access | 1-4 |
| | Executive | 1-5 |
| | Intergenerational | 1-7 |
| | Legislative | 1-9 |
| | Nutrition..... | 1-11 |
| | Ethics | 1-13 |
| | Travel by Senior Affairs Commissioners..... | 1-17 |
| | Travel Reimbursement | 1-18 |
| | Out-of-State Travel | 1-24 |
| | W-9 Request for Taxpayer Identification Number (TIN) and Certification | 1-26 |
| SECTION #2 | Mandates | |
| | Overview..... | 2-1 |
| | Federal..... | 2-2 |
| | State | 2-3 |
| | County | 2-4 |
| SECTION #3 | Attachments | |
| | Ordinance | Attachment A |
| | Bylaws | Attachment B |
| | DAAS Mission and Goals and Area Plan Goals & Objectives | Attachment C |
| | County Overview | Attachment D |
| | Additional Information | Attachment E |

SENIOR AFFAIRS COMMISSION HANDBOOK

SECTION 1

Policy

Table of Contents

| | |
|---|------|
| Overview | 1-1 |
| Meetings..... | 1-2 |
| Access Committee | 1-4 |
| Executive Committee | 1-5 |
| Intergenerational Committee | 1-7 |
| Legislative Committee..... | 1-9 |
| Nutrition Committee | 1-11 |
| Ethics | 1-13 |
| Travel by Senior Affairs Commissioners | 1-17 |
| Travel Reimbursement..... | 1-18 |
| Out-of-State Travel..... | 1-24 |
| W-9 Request for Taxpayer Identification Number (TIN) and Certification..... | 1-26 |

Section 1

Policy

Overview

Introduction This section of the Senior Affairs Commission (SAC) Handbook contains information regarding SAC meetings, descriptions of the five (5) SAC Committees, and policy-related items.

Contents This section contains the following topics.

| Topic | See Page |
|--|----------|
| Meetings | 1-2 |
| Access Committee | 1-4 |
| Executive Committee | 1-5 |
| Intergenerational Committee | 1-7 |
| Legislative Committee | 1-9 |
| Nutrition Committee | 1-11 |
| Ethics | 1-13 |
| Travel by Senior Affairs Commissioners | 1-17 |
| Travel Reimbursement | 1-18 |
| Out-of-State Travel | 1-24 |
| W-9 Request for Taxpayer Identification Number (TIN) and Certification | 1-26 |

Meetings

Senior Affairs Commission (SAC)

The Senior Affairs Commission (SAC) meets as follows:

- At 1:00 p.m. on the third Wednesday of every month in the Department of Aging and Adult Services (DAAS) large conference room.
- Commissioners are required to sign in on the attendance roster [See Policy #01-02] to provide proof of attendance and to verify any mileage claim for reimbursement.
- A standardized Agenda is followed consisting of:
 1. Call to order, Pledge of Allegiance, Introduction of Commission, DAAS staff and guests.
 2. Approval of Minutes
 3. Chairperson's Report
 4. DAAS Director's Report
 5. Items for Action
 6. Committee Reports – Five (5) minutes each
 - A. Access/Housing Committee
 - B. Intergenerational Committee
 - C. Legislative Committee
 - D. Nutrition Committee
 7. Standing Reports – Five (5) minutes each
 - A. Regional Councils on Aging – Chairs or Representatives
 1. Colorado River
 2. East Valley
 3. Morongo Basin
 4. Mountains
 5. North Desert
 6. Victor Valley
 7. West Valley
 8. Public Information
 9. Commissioner Comments
 10. Public Comments
 11. Adjournment

Note: The Senior Affairs Commission Appointment Roster is available online on the DAAS Internet site.

Executive Committee

The Executive Committee meets as follows:

- Regularly scheduled monthly meetings are held at DAAS on the 2nd Wednesday at 2:15 p.m. Additional meetings may be held at other times as deemed necessary by the Chair or any committee member thereof.
- The Committee is composed of the following members:
 - SAC Chairperson who chairs the Committee
 - SAC Vice-Chair
 - SAC Secretary
 - Standing Committee Chairs (5)
 - Director of Aging and Adult Services, or Designee
- Some of the duties of the Executive Committee include:
 - Setting the Agenda for the SAC meeting.
 - Deliberate, take action, or make recommendations on matters brought before it by any member of the Committee.

Meetings, Continued

Standing Committee

The Standing Committees meet as follows:

- Regularly scheduled monthly meetings are held at DAAS or as called by the Chair of the committee.
 - The five (5) standing committee are:
 - Access/Housing
 - Executive
 - Intergenerational
 - Legislative
 - Nutrition
 - Some of the duties of the Standing Committees include:
 - Advise the Commission, DAAS, and other organizations on issues within its scope.
 - Provide leadership and coordination in the establishment of new projects, improvements to existing services, and identification of problem areas that the Committee or DAAS needs to address or resolve.
-

Regional Councils on Aging (RCA's)

The seven (7) RCA's are:

- Colorado River
- East Valley
- Morongo Basin
- Mountains
- North Desert
- Victor Valley
- West Valley
- RCA membership is composed of people 60 and older, reside in the communities within the region, and represent the seniors who reside in the region.
- Colorado River RCA meets quarterly for most of the year, but does not meet during the June-August quarter.
- West Valley RCA meets regularly each month, except July and August.
- The remaining other RCA's meet regularly each month, except July and August.
- RCA's are independent, non-profit corporations and maintain their own bylaws.

Reference: SAC Bylaws, Article VIII, Meetings and Article X, Committees

Access Committee

Introduction The Access Committee is established and accountable to the Senior Affairs Commission (SAC) of San Bernardino County and thereby to the County Board of Supervisors.

Committee Chairperson The Committee Chairperson is appointed by the Chairperson of the SAC. The Chairperson is responsible for:

- Reporting the activities of the Committee to SAC.
- Coordinating meetings.
- Ensuring that all meeting materials are made available in accordance with applicable regulations/laws.
- Ensuring that all meetings of the Committee comply with applicable open meeting requirements.
- Ensuring that goals and responsibilities of the Committee are being met.
- Ensuring that activities and decision of the Committee are documented in an accurate, timely and thorough manner.

Committee composition The Committee consists of members of SAC and interested community persons. The Committee is encouraged to recruit members and make recommendations regarding new members. The composition of the Committee is as follows:

- Chair
- Members of SAC
- Interested Public
- DAAS Secretary (agendas/minutes)

Meeting Meetings are held on the 2nd Wednesday of every month at 11 a.m. The meeting is held at 686 East Mill Street, San Bernardino in Conference Room A.

Responsibilities The Access Committee is responsible for:

- Advocating for accessibility issues brought to its attention by members of the Committee as well as issues raised by members of the public.
- Referring complaints of “lack of accessibility” to appropriate County local jurisdictions responsible agents.
- Advocating for all inclusive transportation by attending transportation related meetings and raising the issues of equal access, and compliance with applicable regulations.
- Advocating for appropriate senior housing by attending planning, ground breaking, and dedication activities.
- In all instances, maximum effort is made to address public complaints by referring them to the appropriate regulatory agency.

Executive Committee

Introduction The Executive Committee sets the agenda and oversees the successful flow of business for the Senior Affairs Commission (SAC). It is the intention of the Committee to support and assist the Department of Aging and Adult Services (DAAS) in the proper interaction of information to and from DAAS to the county's seniors and SAC commissioners.

Committee Chairperson The Committee Chairperson is the Chairperson of SAC. The Chairperson is responsible for:

- Reporting the activities of the Committee to SAC.
- Reporting to DAAS for the required year end reports.
- Coordinating meetings.
- Ensuring that all meeting materials are made available in accordance with applicable regulations/laws.
- Ensuring the goals and responsibilities of the Committee are being met.
- Ensuring that activities and decisions of the Committee are documented in an accurate, timely and thorough manner.

Committee composition The Committee consists of members of SAC and the Director of DAAS, or his/her designee.

The composition of the Committees is as follows:

- Chairperson of SAC
- Vice Chairperson of SAC
- Secretary of SAC
- Standing Committee Chairpersons
- Director of DAAS, or his/her designee
- DAAS Secretary (agendas/minutes)
- DAAS Representatives as appropriate

Terms are dependent on the positions held by commission members.

Meeting Members should attend the regular monthly meetings held on the 2nd Wednesday at 2:15 p.m. at the DAAS Administration site.

Continued on next page

Executive Committee, Continued

- Responsibilities** Following is a list of the responsibilities of the members of the Executive Committee:
- To review, revise and approve, prior to distribution the agenda for the SAC meeting;
 - As appropriate, recommend the establishment of committees (ad hoc or standing), by the Commission;
 - Serve as the action point (for either final action or recommendation for final action), in the matter of excused/unexcused absences and/or unacceptable behavior by a commissioner; and
 - Deliberate, take action, or make recommendations to the next level of consideration regarding such matters brought before it by the Chairperson, any member of the committee, any commissioner, or the Director of DAAS.
-

Intergenerational Committee

Introduction The Intergenerational Committee's primary concern is to foster and support intergenerational programs (i.e. grandparents raising their grandchildren) and to assist kinship centers throughout the County of San Bernardino.

It is the intention of the Committee to support and assist the Department of Aging and Adult Services (DAAS) with intergenerational activities and needs and to support kinship centers.

Committee Chairperson The Committee Chairperson is appointed by the Chairperson of SAC. The Chairperson is responsible for:

- Reporting the activities of the Committee to SAC
- Reporting to DAAS for the required year end reports
- Coordinating meetings
- Ensuring that all meeting materials are made available in accordance with applicable regulations/laws
- Ensuring the goals and responsibilities of the Committee are being met
- Ensuring that activities and decisions of the Committee are documented in an accurate, timely and thorough manner

Committee composition The Committee consists of members of SAC, Kinship representatives and interested community persons. The Committee is encouraged to recruit members and make recommendations regarding new members. The composition of the Committees is as follows:

- Chair
- Members of SAC
- Kinship Organization's Area Representatives
- HICAP Representatives
- Interested Public
- Representatives from Political Figures
- DAAS Secretary (agendas/minutes)
- DAAS Representative

Terms are not limited, except for the chairperson who is appointed by the Chair of SAC. The Chairperson will review Committee composition on an annual basis to ensure effective fulfillment of the committee's charge.

Meeting Members should attend the regular monthly meetings held on the 3rd Wednesday at 10:00 a.m. at the DAAS site.

Continued on next page

Intergenerational Committee, Continued

Responsibilities Following is a list of the responsibilities of the members of the Intergenerational Committee:

- Understand that the main role of the Committee is to assist DAAS with Intergenerational projects and activities.
 - Become familiar with the Intergenerational Committee's Handbook.
 - Agree to assist Kinship Centers within the County
 - Assist to develop Kinship Centers for additional growth.
 - Encourage community participation in the meetings and programs.
 - Assist with coordination efforts among Kinship Centers.
-

Legislative Committee

Introduction The Legislative Committee is established and accountable to the Senior Affairs Commission (SAC) and thereby to the County Board of Supervisors. Its mission is to act as an advocate for older persons.

Committee chairperson The Committee Chairperson is appointed by the Chairperson of SAC. The Chairperson is responsible for:

- Reporting the activities of the Committee to SAC.
- Coordinating meetings.
- Ensuring that all meeting materials are made available in accordance with applicable regulations/laws.
- Ensuring the goals and responsibilities of the Committee are being met.
- Ensuring that activities and decisions of the Committee are documented in an accurate, timely and thorough manner.

Committee composition The Committee consists of members of SAC and interested community persons. The Committee is encouraged to recruit members and make recommendations regarding new members. The composition of the Committees is as follows:

- Chair
- Members of SAC.
- Elected Planning and Service Area (PSA) 20 Representatives of the California Senior Legislature.
- Interested Public.
- County Legislative Research Unit Representative.
- DAAS Secretary (agendas/minutes).
- DAAS Representative.

Terms are not limited, although the Chairperson will review Committee composition on an annual basis to ensure effective fulfillment of the committee's charge.

Meeting Meetings are held on the 2nd Wednesday of every month at 1:00 p.m. The meeting is held at 686 East Mill Street, San Bernardino, Conference Room A.

Note: Meeting location may change according to need. If this occurs, an announcement would be published.

Continued on next page

Legislative Committee, Continued

- Responsibilities** The Legislative Committee is responsible for:
- Reviewing the impact of legislation being introduced that will or can affect older persons and recommends actions to be taken on these legislative issues.
 - Assisting with developing and making recommendations for the San Bernardino County Legislative agenda for seniors in San Bernardino County (currently PSA 20), transmitting, through the Legislative Research Unit (LRU), issues to be included in the County Board of Supervisors legislative platform.
 - Supporting policy development related to seniors and issues facing the community the commission serves.
 - Informing key legislators and policy makers on issues and ideas relevant to the Commission's scope of action and within policy guidelines.
 - Following through on calls for action by contacting legislators and encouraging members to be active with regards to legislative issues supported by the San Bernardino County Board of Supervisors.
 - Educating the SAC and the Regional Council on Aging SAC Members regarding potential legislation and disseminates to any interested person, or organization, legislation that affect older individuals.
 - Working with the elected California Senior legislature (CSL) PSA 20 representatives to draft proposals that would be beneficial to order individuals.
-

Nutrition Committee

Introduction

The Nutrition Committee's primary concern is the Nutrition Program currently supported in 42 sites, as well as the home delivered programs throughout the County of San Bernardino.

It is the intention of the Committee to support and assist the Department of Aging and Adult Services (DAAS) with the Elderly Nutrition Program (ENP) and to act as an extension of the Department to ensure the Federal, State, County and DAAS requirements are being upheld and that the providers are in compliance.

Committee Chairperson

The Committee Chairperson is appointed by the Chairperson of SAC. The Chairperson is responsible for:

- Reporting the activities of the Committee to SAC.
 - Coordinating meetings.
 - Ensuring that all meeting materials are made available in accordance with applicable regulations/laws.
 - Ensuring the goals and responsibilities of the Committee are being met.
 - Ensuring that activities and decisions of the Committee are documented in an accurate, timely and thorough manner.
-

Committee composition

The Committee consists of members of SAC, members of the Regional Council of Aging and interested community persons. The Committee is encouraged to recruit members and make recommendations regarding new members. The composition of the Committees is as follows:

- Chair
- Members of SAC
- Members from the Regional Councils of Aging
- Interested Public.
- DAAS Secretary (agendas/minutes)
- DAAS Representative

Terms are not limited, although the Chairperson will review Committee composition on an annual basis to ensure effective fulfillment of the committee's charge.

Meeting

Members should attend the regular monthly meetings held on the 2nd Wednesday at 9:30 a.m. at the DAAS site.

Continued on next page

Nutrition Committee, Continued

Responsibilities Following is a list of the responsibilities of the members of the Nutrition Committee:

- Understand that the main role of the Committee is to assist DAAS with the ENP to ensure the quality of the program is upheld throughout all the various nutrition sites as well as the home delivery programs.
 - Become familiar with the Nutrition Committee's Handbook.
 - Agree to visit Nutrition sites to witness how the programs are being run and use the abbreviated version of the ENP Contract's Scope of Work as a guideline for program compliance.
 - Use the DAAS site visit forms after their visit and report back to DAAS at the Nutrition Committee Meetings.
 - Understand they are not to interrupt the program in anyway. The members are merely the eyes of DAAS.
 - Attend the Quarterly ENP provider meetings to keep abreast of any enhancements or changes in the ENP.
-

Ethics

Introduction

Ethics can be viewed and described as standards of conduct. In governmental organizations, ethics is an essential element in providing sound service and accountability to the public.

The amount of Information available on the subject of ethics – written or available electronically through the Internet – is extensive. However, for this section of the Handbook, the following references were utilized:

- AB 1234, Local agencies: compensation and ethics (http://www.leginfo.ca.gov/pub/05-06/bill/asm/ab_1201-1250/ab_1234_bill_20051007_chaptered.pdf), approved by the Governor on October 7, 2005.
 - The Office of Compliance and Ethics' website (<http://www.sbcounty.gov/ethics/>).
-

AB 1234

Following are applicable provisions in Article 2.4., Ethics Training, in AB1234:

- “Local agency official” is defined as:
 - Any member of a local agency legislative body or any elected local agency official who receives any type of compensation, salary, or stipend or reimbursement for actual and necessary expenses incurred in the performance of official duties.
 - Any employee designated by a local agency, legislative body to receive training under this article.
 - “Ethics laws” include, but are not limited to, the following:
 - Laws relating to personal financial gain by public servants, including but not limited to, laws prohibiting bribery and conflict-of-interest laws.
 - Laws relating to claiming prerequisites of office, including, but not limited to, gift and travel restrictions, prohibitions against the use of public resources for personal or political purposes, prohibitions against gifts of public funds, mass mailing restrictions, and prohibitions against acceptance of free or discounted transportation by transportation companies.
 - Government transparency laws, including, but not limited to, financial interest disclosure requirements and open government laws.
 - Laws relating to fair processes, including, but not limited to, common law bias prohibitions, due process requirements, incompatible offices, competitive bidding requirements for public contracts, and disqualification from participating in decisions affecting family members.
-

Continued on next page

Ethics, Continued

AB 1234 (continued)

- If a local agency provides any type of compensation, salary, or stipend to a member of a legislative body or provides reimbursement for actual and necessary expenses incurred by a member of a legislative body in the performance of official duties, then all local agency officials shall receive training in ethics pursuant to this Article 2.4.
Note: “Legislative body” is defined as the governing body of a local agency or any other local body created by state or federal statute, and includes a commission, committee, board, or other body of a local agency, whether permanent or temporary, decision making or advisory, created by charter, ordinance, resolution, or formal action of a legislative body. (Reference: Government Code Section 54952(a)&(b))
 - Each local agency official shall receive **at least two hours of training** in general ethics principles and ethics law relevant to his or her public service every two years.
 - All providers of training courses to meet the requirements of Article 2.4 shall provide participants with proof of participation and maintain records indicating both of the following:
 - Dates the local officials satisfied the requirements of Article 2.4.
 - Entity that provided the training.
 - Each agency official shall receive the training at least once every two years.
-

County Office of Compliance and Ethics

The Office of Compliance and Ethics’ website (<http://www.sbcounty.gov/ethics/>) under the Training & Education link has information on “AB 1234 Ethics Training for Elected Officials, Boards and Commissions.” In the same paragraph, there is a link to access the training, and it states that, “At the end of the training, a certification of completion must be printed.”

The proof of participation at the end of the AB 1234 course is not accessible until the training is complete. Proof of participation certificates are generated individually and track/report the time it takes to complete the training (minimum 2 hours required).

The proof of participation is submitted by liaison staff to the Clerk of the Board for issuance of the official Certificate of Completion.

Note: Attached are sample copies of: “Public Service Ethics Education Online Proof of Participation Certificate” and “Clerk of the Board of Supervisors Certificate of Completion AB1234 Ethics Training”, Exhibits A and B, respectively.

Gifts and Donations

All agents, officials, and officers of the County are responsible for directing any offers of gifts or donations to the County, by individuals or organizations, to the appropriate Department for review. (Reference: County of San Bernardino Standard Practice No. 11-08SP dated 08/21/07 “Reviewing Gifts Prior to Acceptance by the County”)

Public Service Ethics Education Online Proof of Participation Certificate

Date of Completion: Sep 02, 2010

Training Time*: 2 hr. 1 min.

This course is an overview course on all public service ethics issues necessary to satisfy the requirements of Article 2.4 of Chapter 2 of Part 1 of Division 2 of Title 5 of the Government Code, including the following:

- Laws relating to personal financial gain by public servants, including, but not limited to, laws prohibiting bribery and conflict-of-interest laws.
- Laws relating to claiming perquisites (“perks”) of office, including, but not limited to, gift and travel restrictions, prohibitions against the use of public resources for personal or political purposes, prohibitions against gifts of public funds, mass mailing restrictions, and prohibitions against acceptance of free or discounted transportation by transportation companies.
- Government transparency laws, including, but not limited to, financial interest disclosure requirements and open government laws.
- Laws relating to fair processes, including, but not limited to, common law bias prohibitions, due process requirements, incompatible offices, competitive bidding requirements for public contracts, and disqualification from participating in decisions affecting family members; and
- General ethical principles relating to public service.

The Fair Political Practices Commission and Attorney General have reviewed this course for course sufficiency and accuracy.



By signing below, I certify that I fully reviewed the content of the entire online AB 1234 course approved by the Attorney General and Fair Political Practices Commission and am entitled to claim two hours of public service ethics law and principles credit.

Participant Signature

Participant Name

County of San Bernardino

Agency Name

*NOTE TO PARTICIPANT: Please provide a copy of this proof of participation to the custodian for such records at your agency. In addition, we recommend you make a copy of this proof of participation for your own records to retain for at least five years. To preserve the integrity of the online certification process; **these certificates are only available upon completing the online session.** * To satisfy AB 1234 requirements, this certificate must reflect that the public official spent two hours or more reviewing the materials presented in the online course. If the certificate reflects less than two hours, the participant should have on file additional certificates demonstrating that the official has satisfied the entire two hour requirement.*



Clerk of the Board of Supervisors Certificate of Completion

is hereby granted to

Jane Doe

to certify completion of

AB1234 Ethics Training

on September 7, 2010

Certification expires September 7, 2012

A handwritten signature in black ink that reads "Rebekah R. Griffin". The signature is written in a cursive style and is positioned above a horizontal line.

Rebekah R. Griffin, Board Services Supervisor
Deputy Clerk of the Board of Supervisors

Travel by Senior Affairs Commissioners

Policy

County Policy Manual No. 12-08, "County Travel" provides the following:

- Policy Statement – "It is the policy of the Board of Supervisors that management employees traveling on County business use separate modes of common carrier transportation to ensure the ongoing management of County government."
- Policy Amplification – Under this section of the policy it states that, "The number of individuals of any Board or Commission traveling together shall not constitute a quorum."

Both the County Ordinance No. 1827, as amended, Section 12.3307, and the Senior Affairs Commission Bylaws provide the following:

Commissioners serve without compensation but may be permitted reimbursement for necessary mileage or other expenses incurred when travel is for the conduct of business, and:

- Approved by the Board of Supervisors, the Senior Affairs Commission (SAC) Budget Sub-Committee, and the Director of Aging and Adult Services (hereafter referred to as "the Director"), and
- Upon submission of required reimbursement claims and verification of travel by the SAC Budget Sub-Committee.

Human Services Policy and Standard Practice Manual, Private Vehicle Insurance Policy, Section 4-1 provides that it is the policy of the County and HS Departments that the following rules will govern the use of private vehicles used to conduct County business:

- Must possess a valid California Driver's License.
- Must carry the minimum vehicle liability insurance required under the California Vehicle Code.

Note: A Commissioner's private insurance company has primary responsibility for liability insurance coverage if the Commissioner is involved in an accident while operating their own personal vehicle.

References: County Ordinance No. 1827, as amended, Section 12.3307; SAC Bylaws, Article XIII, County Policy Manual No. 12-08, "County Travel;" and Human Services Policy and Standard Practice Manual, Section 3-2, Authorization for Travel and Travel Expense Reimbursement.

Travel Reimbursement

Policy

To be reimbursed for approved mileage and travel expenses, Commissioners must:

- Obtain necessary prior travel approval from the Board of Supervisors, the SAC Budget Sub-Committee, and the Director, and
- Submit a completed "Travel Expenditures and Claim for Payment" form (hereafter referred to as "Travel Claim"), together with any required **original itemized receipts**, to (1) the SAC Budget Sub-Committee Chair for review and verification and (2) Executive Secretary for approval by the Deputy Director. [See **Exhibit C** for sample Travel Claim.]

Items that **are not allowed** and **will not be reimbursed** include but are not limited to the following:

- Alcoholic beverages.
- Personal telephone calls.
- In-room snack services provided (coffee, tea, etc.)
- Snacks, gum, etc.
- Spousal charges.
- Books, magazines, etc.
- Movie charges.
- Taxi service when transportation is provided at no charge.
- Room upgrades.
- Any other personal charges; e.g., meals when already included in business meeting/conference fees.

Submission of travel claims

Following are procedures for the submission of travel claims:

- Travel claims should be submitted on a monthly basis, except if the amount claimed does not exceed \$25.00.
- When possible, travel claims are to be submitted at the time of the regularly scheduled SAC monthly meeting or as soon as possible thereafter **by mail**, Attention: SAC Budget Sub-Committee at DAAS, 686 E. Mill St., San Bernardino, CA 92415-0640.
- Claims for less than \$25.00 can be submitted only if a fiscal year-end cutoff date has been announced by DAAS. (The County's fiscal year begins July 1st and ends on June 30th of the following year.)
- Agenda/Minutes for each meeting attended must be attached to the claim form.

Note: Do not combine expenses incurred before June 30 with those incurred on or after July 1. **Separate Travel Claim forms must be used.**

Continued on next page

Travel Reimbursement, Continued

Completion of travel claim

The travel claim is a two-sided form. The form may be typed or hand-written with a black ink pen. If hand-written, print or write legibly so that entries are understandable and copies are readable.

Complete the following items on the front side of the form, "Employee Reimbursement Form":

- Last name, first name, travel begin date, and travel end date.

Complete the following items on the reverse side of the form, "Detail Support for Employee Reimbursement":

- Phone No.
- For the Month of (Month(s) and year of claim period)
- Occup. Unit ("Senior Affairs Commission")
- Assigned Hdqtrs. (City of Residence)
- Principal place of residence (City of Residence)
- In the table blocks for each travel occurrence:
 - When: date, time from, and time to
 - Private Mileage: (Number of miles claimed for date of travel)
 - Where: City of Destination
 - Why: Purpose (Examples: SAC meeting, MDT conference, or Senior Health Fair)
 - Meals, lodging and other expenses: If applicable, include amount and expense item.
Note: Administrative expenses (printing, postage) may be included here.
- **Total Miles This Claim**: Add travel mileage for claim period, multiply by the current County allowable rate and extend total to "\$_____".
- **Sub Total**: Insert Mileage Amount and Expenses
- **Less Advance**: If applicable, insert advance amount.
- **Total**: Bring down and insert Mileage Amount and Expenses, after deducting advance, if applicable, and insert totals of both in "Total Claim."

Sign travel claim where indicated (Claimant) and insert date of signature.

Note: Attach meeting Agendas or Minutes when applicable to the claim form.

Continued on next page

Travel Reimbursement, Continued

Direct Deposit Program

Commissioners may request that their travel claim reimbursement be deposited directly to their checking account via electronic funds transfer (EFT). Following is a list of rules regarding direct deposit:

- Commissioners requesting direct deposit must have an e-mail address; **an e-mail address is mandatory.**
 - The same information as is currently printed on the check stub will be e-mailed to the Internet address designated by the Commissioner.
Note: E-mailed payment information will be sent out separately from the electronic payment, and, in most instances, will arrive from 1-3 days ahead of the direct deposit.
 - Payments should never be marked RUSH or PRIORITY.
 - Commissioners may complete the “FAS Vendor Direct Deposit Agreement” (See **Exhibit D** for copy of form.), sign it, and return it to the Auditor/Controller at the address indicated on the form.
 - Initial setup may not be immediate; some payments may still be sent by check.
 - Commissioners whose banking information changes must notify the Auditor/Controller immediately or payments will be sent to the wrong account.
 - Submit a revised “FAS Vendor Direct Deposit Agreement” for amendments to or cancellation of an existing agreement.
-



County of San Bernardino FAS VENDOR DIRECT DEPOSIT AGREEMENT

CHECK ONE: New Amended Cancel

E-mail Address(es) (MANDATORY)

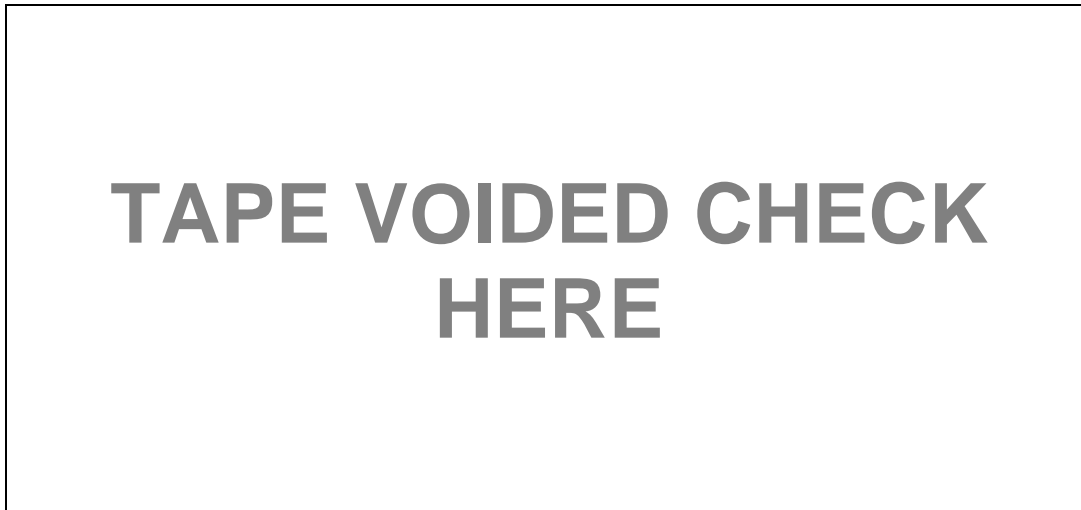
REMITTANCE ADDRESS

| | | |
|-----------------------------------|-------|-----|
| Name | | |
| Address Line 1 | | |
| Address Line 2 | | |
| City | State | Zip |
| Federal Tax ID/ Social Security # | | |

CHECKING ACCOUNT INFORMATION

| | | |
|-----------------|------------------------|-----|
| Bank Name | Acct Name (as on stmt) | |
| Bank Address1 | | |
| Bank Address2 | | |
| City | State | Zip |
| ABA (Routing #) | Account Number | |

| | |
|--------------|------------------|
| Contact Name | Telephone () |
|--------------|------------------|



I am authorized by the organization listed above to approve deposits (credits) to the organization's account listed above. I hereby authorize the County of San Bernardino to initiate deposits (credits) to the financial institution indicated herein. The financial institution is authorized to credit amounts to this organization's account. This authority will remain in full force and effect until the County has received written notification from our organization in the form of a new Agreement, canceling this Agreement in such time and such manner as to afford the County and the depositor a reasonable opportunity to act on it. **(No mark outs or alterations to this paragraph will be accepted. Signed original must be forwarded)**

| | | |
|--------------|---------|------------------|
| Name (Print) | Title | Telephone () |
| Signature | Company | Date |

Vendor Code

Mail to: Auditor/Controller-Recorder
Accounts Payable Section
222 West Hospitality Lane 4th floor
San Bernardino, CA 92415-0018

Office Use Only

| Reviewed By | Date | Keyed By | Date |
|-------------|------|----------|------|
| | | | |

Out-of-State Travel

Policy

Listed below is the policy regarding out-of-state travel:

- Out-of-state travel for the purpose of conducting business related to a Commissioner's role as a member of SAC requires prior approval by the Board of Supervisors and the Director of DAAS.
 - Board of Supervisors approval is not required when the trip outside California is within 20 miles of the California border or travel through a location anywhere in the adjacent state as a means of arriving at a location within California.
 - Out-of-state travel shall be at the least expensive cost available.
-

Procedure

Listed below are the procedures regarding out-of-state travel:

- All requests for out-of-state travel must:
 - Be submitted through appropriate approval channels – SAC Budget Sub-Committee, the Director, and the Board of Supervisors – at least 12 weeks prior to the date of travel to attend training, conferences, or seminars.
- Include the following documentation:
 - "County of San Bernardino Travel Request [See **Exhibit E** for sample Travel Request.]
- Commissioner provides the Executive Secretary for the Director with travel details, including travel dates, destination, purpose, costs, and any extraordinary expenses; e.g., travel site is an unusually high-cost area.
- Executive Secretary completes the Travel Request for the Director's signature and approval of the Assistant County Administrator, Human Services.
- Department of Aging and Adult Services (DAAS) staff assists in the completion of the Board Agenda Item, submits through appropriate approval channels, and coordinates placement on the Board of Supervisors' Agenda for final approval.
- Executive Secretary notifies Commissioner when travel has been approved by the Board, sends approved Travel Request to DAAS Administration Fiscal Unit, and finalizes travel arrangements.
- To obtain reimbursement for approved expenses upon completion of travel, Commissioners must submit the following items to (1) the Executive Secretary, or designated DAAS staff, for approval by the Director, and (2) if necessary, to the SAC Budget Sub-Committee Chair for review and verification:
 - A completed Travel Claim, and
 - **Original itemized receipts** for conference registration fees, all lodging, and any meals, which are not included in the registration fee.

Reference: Human Services Policy & Standard Practice Manual, Sections 3-1 and 3-1SP, Out-of-State Travel Policy and Out-of-State Standard Practice, respectively; and Sections 3-2 and 3-2SP, Authorization for Travel and Travel Expense Reimbursement Policy and Authorization for Travel and Travel Expense Reimbursement – Standard Practice.

COUNTY OF SAN BERNARDINO
TRAVEL REQUEST
(SUBMIT ALL OUT-OF-STATE TRAVEL TO THE CAO)

Exhibit E

RUSH (travel within 7 days of submittal)

_____ requests in accordance with the Travel Code:
Department _____

- Authorization for travel on official county business.
- Ratification of travel on official county business.
- Consent to absence of county officer from State of California for more than _____ days on private business.

PERSONS TRAVELING: List names and titles.

TRAVEL DATES, inclusive _____

DESTINATION _____

PURPOSE: (Attach any items that support this request along with a justification memo.)

EXPENSES:

Transportation: Aircraft _____ County Car _____
 Private Car _____ Rental Car _____

Meals:

| | | | |
|-------------------------------|--------------|-----------------------------|-----------------|
| Breakfast | Number _____ | Cost Per Meal _____ | Total \$ _____ |
| Lunch | Number _____ | Cost Per Meal _____ | Total \$ _____ |
| Dinner | Number _____ | Cost Per Meal _____ | Total \$ _____ |
| Total Number of Meals: | _____ | Total Cost of Meals: | \$ _____ |

Lodging: Number of Nights: _____ Cost Per Night: _____ Total Cost of Lodging: \$ _____

Registration Fee: _____

Other Costs: _____ Explain: _____

TOTAL COST OF TRAVEL \$ _____

Reason for extraordinary expenses: _____

COMMENTS:

Dated: _____ Department Head _____

Dated: _____ Group Administrator _____

The above request is: Approved Denied
Dated: _____ By: _____
County Administrative Officer
Analyst Review: _____ AAO/DAO Review: _____

ALL OUT OF COUNTRY TRAVEL MUST BE APPROVED BY THE BOARD OF SUPERVISORS. AN AGENDA ITEM MUST BE SUBMITTED TO THE BOARD FOR APPROVAL WITH A COMPLETED TRAVEL REQUEST ATTACHED.

Dated: _____ By: _____
Chair, Board of Supervisors

Revised October 2005

DISTRIBUTION:
County Administrative Office
Auditor/Controller-Recorder
Department

W-9 Request for Taxpayer Identification Number (TIN) and Certification

Policy

Following is the policy regarding Taxpayer Identification Numbers:

- Section 6109 of the Internal Revenue Code requires you to provide your correct TIN to persons who must file information returns with the IRS to report interest, dividends, and certain other income paid to you.
 - IRS uses the TIN for identification purposes and to help verify the accuracy of your tax return.
 - You must provide your TIN whether or not you are required to file a tax return. If you do not provide your TIN, payers must generally withhold 28% of taxable interest, dividend, and certain other payments; and certain penalties may also apply.
-

W-9 term explanations

W-9 terms include the following:

- TIN – For individuals, this is your social security number (SSN).
- Requester of W-9 – For Commissioners, this is the County of San Bernardino, Department of Aging and Adult Services.
- Purpose of W-9 – (1) Certify that the TIN you give is correct; (2) certify that you are not subject to backup withholding; or (3) claim exemption from backup withholding if you are a U.S. exempt payee.
- Backup Withholding – Persons, or entities, making certain payments must under certain conditions withhold and pay the IRS a percentage of such payments. Examples of payments that may be subject to backup withholding include interest, tax-exempt interest, dividends, broker and barter exchange transactions, rents, royalties, non-employee pay and certain payments from fishing boat operators..

Note: You will **not** be subject to backup withholding on payments you receive if you:

1. Give the requester your correct TIN;
 2. Make the proper certifications [**Part II Certification**” on the W-9].
 3. Report all your taxable interest and dividends on your tax return.
-

Completion of Form W-9

Commissioners are required to complete a Form W-9.

- The form may be obtained from the DAAS Director’s Executive Secretary.
 - The form is self-explanatory. (See **Exhibit F** for a copy of the form.)
 - Submit completed W-9 to the DAAS Director’s Executive Secretary. **Do not** send the form to the IRS.
-

**Request for Taxpayer
Identification Number and Certification**

**Give Form to the
requester. Do not
send to the IRS.**

Print or type
See Specific Instructions on page 2.

Name (as shown on your income tax return)

Business name/disregarded entity name, if different from above

Check appropriate box for federal tax classification (required): Individual/sole proprietor C Corporation S Corporation Partnership Trust/estate

Limited liability company. Enter the tax classification (C=C corporation, S=S corporation, P=partnership) ▶ _____ Exempt payee

Other (see instructions) ▶ _____

Address (number, street, and apt. or suite no.)

City, state, and ZIP code

List account number(s) here (optional)

Requester's name and address (optional)

Part I Taxpayer Identification Number (TIN)

Enter your TIN in the appropriate box. The TIN provided must match the name given on the "Name" line to avoid backup withholding. For individuals, this is your social security number (SSN). However, for a resident alien, sole proprietor, or disregarded entity, see the Part I instructions on page 3. For other entities, it is your employer identification number (EIN). If you do not have a number, see *How to get a TIN* on page 3.

Note. If the account is in more than one name, see the chart on page 4 for guidelines on whose number to enter.

Social security number

| | | | | | | | | | | |
|--|--|--|--|---|--|--|--|--|--|--|
| | | | | - | | | | | | |
|--|--|--|--|---|--|--|--|--|--|--|

Employer identification number

| | | | | | | | | | | | | | |
|--|--|--|--|---|--|--|--|--|--|--|--|--|--|
| | | | | - | | | | | | | | | |
|--|--|--|--|---|--|--|--|--|--|--|--|--|--|

Part II Certification

Under penalties of perjury, I certify that:

- The number shown on this form is my correct taxpayer identification number (or I am waiting for a number to be issued to me), and
- I am not subject to backup withholding because: (a) I am exempt from backup withholding, or (b) I have not been notified by the Internal Revenue Service (IRS) that I am subject to backup withholding as a result of a failure to report all interest or dividends, or (c) the IRS has notified me that I am no longer subject to backup withholding, and
- I am a U.S. citizen or other U.S. person (defined below).

Certification instructions. You must cross out item 2 above if you have been notified by the IRS that you are currently subject to backup withholding because you have failed to report all interest and dividends on your tax return. For real estate transactions, item 2 does not apply. For mortgage interest paid, acquisition or abandonment of secured property, cancellation of debt, contributions to an individual retirement arrangement (IRA), and generally, payments other than interest and dividends, you are not required to sign the certification, but you must provide your correct TIN. See the instructions on page 4.

Sign Here Signature of U.S. person ▶ _____ Date ▶ _____

General Instructions

Section references are to the Internal Revenue Code unless otherwise noted.

Purpose of Form

A person who is required to file an information return with the IRS must obtain your correct taxpayer identification number (TIN) to report, for example, income paid to you, real estate transactions, mortgage interest you paid, acquisition or abandonment of secured property, cancellation of debt, or contributions you made to an IRA.

Use Form W-9 only if you are a U.S. person (including a resident alien), to provide your correct TIN to the person requesting it (the requester) and, when applicable, to:

- Certify that the TIN you are giving is correct (or you are waiting for a number to be issued),
- Certify that you are not subject to backup withholding, or
- Claim exemption from backup withholding if you are a U.S. exempt payee. If applicable, you are also certifying that as a U.S. person, your allocable share of any partnership income from a U.S. trade or business is not subject to the withholding tax on foreign partners' share of effectively connected income.

Note. If a requester gives you a form other than Form W-9 to request your TIN, you must use the requester's form if it is substantially similar to this Form W-9.

Definition of a U.S. person. For federal tax purposes, you are considered a U.S. person if you are:

- An individual who is a U.S. citizen or U.S. resident alien,
- A partnership, corporation, company, or association created or organized in the United States or under the laws of the United States,
- An estate (other than a foreign estate), or
- A domestic trust (as defined in Regulations section 301.7701-7).

Special rules for partnerships. Partnerships that conduct a trade or business in the United States are generally required to pay a withholding tax on any foreign partners' share of income from such business. Further, in certain cases where a Form W-9 has not been received, a partnership is required to presume that a partner is a foreign person, and pay the withholding tax. Therefore, if you are a U.S. person that is a partner in a partnership conducting a trade or business in the United States, provide Form W-9 to the partnership to establish your U.S. status and avoid withholding on your share of partnership income.

The person who gives Form W-9 to the partnership for purposes of establishing its U.S. status and avoiding withholding on its allocable share of net income from the partnership conducting a trade or business in the United States is in the following cases:

- The U.S. owner of a disregarded entity and not the entity,
- The U.S. grantor or other owner of a grantor trust and not the trust, and
- The U.S. trust (other than a grantor trust) and not the beneficiaries of the trust.

Foreign person. If you are a foreign person, do not use Form W-9. Instead, use the appropriate Form W-8 (see Publication 515, *Withholding of Tax on Nonresident Aliens and Foreign Entities*).

Nonresident alien who becomes a resident alien. Generally, only a nonresident alien individual may use the terms of a tax treaty to reduce or eliminate U.S. tax on certain types of income. However, most tax treaties contain a provision known as a "saving clause." Exceptions specified in the saving clause may permit an exemption from tax to continue for certain types of income even after the payee has otherwise become a U.S. resident alien for tax purposes.

If you are a U.S. resident alien who is relying on an exception contained in the saving clause of a tax treaty to claim an exemption from U.S. tax on certain types of income, you must attach a statement to Form W-9 that specifies the following five items:

1. The treaty country. Generally, this must be the same treaty under which you claimed exemption from tax as a nonresident alien.
2. The treaty article addressing the income.
3. The article number (or location) in the tax treaty that contains the saving clause and its exceptions.
4. The type and amount of income that qualifies for the exemption from tax.
5. Sufficient facts to justify the exemption from tax under the terms of the treaty article.

Example. Article 20 of the U.S.-China income tax treaty allows an exemption from tax for scholarship income received by a Chinese student temporarily present in the United States. Under U.S. law, this student will become a resident alien for tax purposes if his or her stay in the United States exceeds 5 calendar years. However, paragraph 2 of the first Protocol to the U.S.-China treaty (dated April 30, 1984) allows the provisions of Article 20 to continue to apply even after the Chinese student becomes a resident alien of the United States. A Chinese student who qualifies for this exception (under paragraph 2 of the first protocol) and is relying on this exception to claim an exemption from tax on his or her scholarship or fellowship income would attach to Form W-9 a statement that includes the information described above to support that exemption.

If you are a nonresident alien or a foreign entity not subject to backup withholding, give the requester the appropriate completed Form W-8.

What is backup withholding? Persons making certain payments to you must under certain conditions withhold and pay to the IRS a percentage of such payments. This is called "backup withholding." Payments that may be subject to backup withholding include interest, tax-exempt interest, dividends, broker and barter exchange transactions, rents, royalties, nonemployee pay, and certain payments from fishing boat operators. Real estate transactions are not subject to backup withholding.

You will not be subject to backup withholding on payments you receive if you give the requester your correct TIN, make the proper certifications, and report all your taxable interest and dividends on your tax return.

Payments you receive will be subject to backup withholding if:

1. You do not furnish your TIN to the requester,
2. You do not certify your TIN when required (see the Part II instructions on page 3 for details),
3. The IRS tells the requester that you furnished an incorrect TIN,
4. The IRS tells you that you are subject to backup withholding because you did not report all your interest and dividends on your tax return (for reportable interest and dividends only), or
5. You do not certify to the requester that you are not subject to backup withholding under 4 above (for reportable interest and dividend accounts opened after 1983 only).

Certain payees and payments are exempt from backup withholding. See the instructions below and the separate Instructions for the Requester of Form W-9.

Also see *Special rules for partnerships* on page 1.

Updating Your Information

You must provide updated information to any person to whom you claimed to be an exempt payee if you are no longer an exempt payee and anticipate receiving reportable payments in the future from this person. For example, you may need to provide updated information if you are a C corporation that elects to be an S corporation, or if you no longer are tax exempt. In addition, you must furnish a new Form W-9 if the name or TIN changes for the account, for example, if the grantor of a grantor trust dies.

Penalties

Failure to furnish TIN. If you fail to furnish your correct TIN to a requester, you are subject to a penalty of \$50 for each such failure unless your failure is due to reasonable cause and not to willful neglect.

Civil penalty for false information with respect to withholding. If you make a false statement with no reasonable basis that results in no backup withholding, you are subject to a \$500 penalty.

Criminal penalty for falsifying information. Willfully falsifying certifications or affirmations may subject you to criminal penalties including fines and/or imprisonment.

Misuse of TINs. If the requester discloses or uses TINs in violation of federal law, the requester may be subject to civil and criminal penalties.

Specific Instructions

Name

If you are an individual, you must generally enter the name shown on your income tax return. However, if you have changed your last name, for instance, due to marriage without informing the Social Security Administration of the name change, enter your first name, the last name shown on your social security card, and your new last name.

If the account is in joint names, list first, and then circle, the name of the person or entity whose number you entered in Part I of the form.

Sole proprietor. Enter your individual name as shown on your income tax return on the "Name" line. You may enter your business, trade, or "doing business as (DBA)" name on the "Business name/disregarded entity name" line.

Partnership, C Corporation, or S Corporation. Enter the entity's name on the "Name" line and any business, trade, or "doing business as (DBA) name" on the "Business name/disregarded entity name" line.

Disregarded entity. Enter the owner's name on the "Name" line. The name of the entity entered on the "Name" line should never be a disregarded entity. The name on the "Name" line must be the name shown on the income tax return on which the income will be reported. For example, if a foreign LLC that is treated as a disregarded entity for U.S. federal tax purposes has a domestic owner, the domestic owner's name is required to be provided on the "Name" line. If the direct owner of the entity is also a disregarded entity, enter the first owner that is not disregarded for federal tax purposes. Enter the disregarded entity's name on the "Business name/disregarded entity name" line. If the owner of the disregarded entity is a foreign person, you must complete an appropriate Form W-8.

Note. Check the appropriate box for the federal tax classification of the person whose name is entered on the "Name" line (Individual/sole proprietor, Partnership, C Corporation, S Corporation, Trust/estate).

Limited Liability Company (LLC). If the person identified on the "Name" line is an LLC, check the "Limited liability company" box only and enter the appropriate code for the tax classification in the space provided. If you are an LLC that is treated as a partnership for federal tax purposes, enter "P" for partnership. If you are an LLC that has filed a Form 8832 or a Form 2553 to be taxed as a corporation, enter "C" for C corporation or "S" for S corporation. If you are an LLC that is disregarded as an entity separate from its owner under Regulation section 301.7701-3 (except for employment and excise tax), do not check the LLC box unless the owner of the LLC (required to be identified on the "Name" line) is another LLC that is not disregarded for federal tax purposes. If the LLC is disregarded as an entity separate from its owner, enter the appropriate tax classification of the owner identified on the "Name" line.

Other entities. Enter your business name as shown on required federal tax documents on the "Name" line. This name should match the name shown on the charter or other legal document creating the entity. You may enter any business, trade, or DBA name on the "Business name/disregarded entity name" line.

Exempt Payee

If you are exempt from backup withholding, enter your name as described above and check the appropriate box for your status, then check the "Exempt payee" box in the line following the "Business name/disregarded entity name," sign and date the form.

Generally, individuals (including sole proprietors) are not exempt from backup withholding. Corporations are exempt from backup withholding for certain payments, such as interest and dividends.

Note. If you are exempt from backup withholding, you should still complete this form to avoid possible erroneous backup withholding.

The following payees are exempt from backup withholding:

1. An organization exempt from tax under section 501(a), any IRA, or a custodial account under section 403(b)(7) if the account satisfies the requirements of section 401(f)(2),
 2. The United States or any of its agencies or instrumentalities,
 3. A state, the District of Columbia, a possession of the United States, or any of their political subdivisions or instrumentalities,
 4. A foreign government or any of its political subdivisions, agencies, or instrumentalities, or
 5. An international organization or any of its agencies or instrumentalities.
- Other payees that may be exempt from backup withholding include:
6. A corporation,
 7. A foreign central bank of issue,
 8. A dealer in securities or commodities required to register in the United States, the District of Columbia, or a possession of the United States,
 9. A futures commission merchant registered with the Commodity Futures Trading Commission,
 10. A real estate investment trust,
 11. An entity registered at all times during the tax year under the Investment Company Act of 1940,
 12. A common trust fund operated by a bank under section 584(a),
 13. A financial institution,
 14. A middleman known in the investment community as a nominee or custodian, or
 15. A trust exempt from tax under section 664 or described in section 4947.

The following chart shows types of payments that may be exempt from backup withholding. The chart applies to the exempt payees listed above, 1 through 15.

| IF the payment is for . . . | THEN the payment is exempt for . . . |
|--|---|
| Interest and dividend payments | All exempt payees except for 9 |
| Broker transactions | Exempt payees 1 through 5 and 7 through 13. Also, C corporations. |
| Barter exchange transactions and patronage dividends | Exempt payees 1 through 5 |
| Payments over \$600 required to be reported and direct sales over \$5,000 ¹ | Generally, exempt payees 1 through 7 ² |

¹ See Form 1099-MISC, Miscellaneous Income, and its instructions.
² However, the following payments made to a corporation and reportable on Form 1099-MISC are not exempt from backup withholding: medical and health care payments, attorneys' fees, gross proceeds paid to an attorney, and payments for services paid by a federal executive agency.

Part I. Taxpayer Identification Number (TIN)

Enter your TIN in the appropriate box. If you are a resident alien and you do not have and are not eligible to get an SSN, your TIN is your IRS individual taxpayer identification number (ITIN). Enter it in the social security number box. If you do not have an ITIN, see *How to get a TIN* below.

If you are a sole proprietor and you have an EIN, you may enter either your SSN or EIN. However, the IRS prefers that you use your SSN.

If you are a single-member LLC that is disregarded as an entity separate from its owner (see *Limited Liability Company (LLC)* on page 2), enter the owner's SSN (or EIN, if the owner has one). Do not enter the disregarded entity's EIN. If the LLC is classified as a corporation or partnership, enter the entity's EIN.

Note. See the chart on page 4 for further clarification of name and TIN combinations.

How to get a TIN. If you do not have a TIN, apply for one immediately. To apply for an SSN, get Form SS-5, Application for a Social Security Card, from your local Social Security Administration office or get this form online at www.ssa.gov. You may also get this form by calling 1-800-772-1213. Use Form W-7, Application for IRS Individual Taxpayer Identification Number, to apply for an ITIN, or Form SS-4, Application for Employer Identification Number, to apply for an EIN. You can apply for an EIN online by accessing the IRS website at www.irs.gov/businesses and clicking on Employer Identification Number (EIN) under Starting a Business. You can get Forms W-7 and SS-4 from the IRS by visiting IRS.gov or by calling 1-800-TAX-FORM (1-800-829-3676).

If you are asked to complete Form W-9 but do not have a TIN, write "Applied For" in the space for the TIN, sign and date the form, and give it to the requester. For interest and dividend payments, and certain payments made with respect to readily tradable instruments, generally you will have 60 days to get a TIN and give it to the requester before you are subject to backup withholding on payments. The 60-day rule does not apply to other types of payments. You will be subject to backup withholding on all such payments until you provide your TIN to the requester.

Note. Entering "Applied For" means that you have already applied for a TIN or that you intend to apply for one soon.

Caution: A disregarded domestic entity that has a foreign owner must use the appropriate Form W-8.

Part II. Certification

To establish to the withholding agent that you are a U.S. person, or resident alien, sign Form W-9. You may be requested to sign by the withholding agent even if item 1, below, and items 4 and 5 on page 4 indicate otherwise.

For a joint account, only the person whose TIN is shown in Part I should sign (when required). In the case of a disregarded entity, the person identified on the "Name" line must sign. Exempt payees, see *Exempt Payee* on page 3.

Signature requirements. Complete the certification as indicated in items 1 through 3, below, and items 4 and 5 on page 4.

1. **Interest, dividend, and barter exchange accounts opened before 1984 and broker accounts considered active during 1983.** You must give your correct TIN, but you do not have to sign the certification.
2. **Interest, dividend, broker, and barter exchange accounts opened after 1983 and broker accounts considered inactive during 1983.** You must sign the certification or backup withholding will apply. If you are subject to backup withholding and you are merely providing your correct TIN to the requester, you must cross out item 2 in the certification before signing the form.
3. **Real estate transactions.** You must sign the certification. You may cross out item 2 of the certification.

4. Other payments. You must give your correct TIN, but you do not have to sign the certification unless you have been notified that you have previously given an incorrect TIN. "Other payments" include payments made in the course of the requester's trade or business for rents, royalties, goods (other than bills for merchandise), medical and health care services (including payments to corporations), payments to a nonemployee for services, payments to certain fishing boat crew members and fishermen, and gross proceeds paid to attorneys (including payments to corporations).

5. Mortgage interest paid by you, acquisition or abandonment of secured property, cancellation of debt, qualified tuition program payments (under section 529), IRA, Coverdell ESA, Archer MSA or HSA contributions or distributions, and pension distributions. You must give your correct TIN, but you do not have to sign the certification.

Note. If no name is circled when more than one name is listed, the number will be considered to be that of the first name listed.

Secure Your Tax Records from Identity Theft

Identity theft occurs when someone uses your personal information such as your name, social security number (SSN), or other identifying information, without your permission, to commit fraud or other crimes. An identity thief may use your SSN to get a job or may file a tax return using your SSN to receive a refund.

To reduce your risk:

- Protect your SSN,
- Ensure your employer is protecting your SSN, and
- Be careful when choosing a tax preparer.

If your tax records are affected by identity theft and you receive a notice from the IRS, respond right away to the name and phone number printed on the IRS notice or letter.

If your tax records are not currently affected by identity theft but you think you are at risk due to a lost or stolen purse or wallet, questionable credit card activity or credit report, contact the IRS Identity Theft Hotline at 1-800-908-4490 or submit Form 14039.

For more information, see Publication 4535, Identity Theft Prevention and Victim Assistance.

Victims of identity theft who are experiencing economic harm or a system problem, or are seeking help in resolving tax problems that have not been resolved through normal channels, may be eligible for Taxpayer Advocate Service (TAS) assistance. You can reach TAS by calling the TAS toll-free case intake line at 1-877-777-4778 or TTY/TDD 1-800-829-4059.

Protect yourself from suspicious emails or phishing schemes. Phishing is the creation and use of email and websites designed to mimic legitimate business emails and websites. The most common act is sending an email to a user falsely claiming to be an established legitimate enterprise in an attempt to scam the user into surrendering private information that will be used for identity theft.

The IRS does not initiate contacts with taxpayers via emails. Also, the IRS does not request personal detailed information through email or ask taxpayers for the PIN numbers, passwords, or similar secret access information for their credit card, bank, or other financial accounts.

If you receive an unsolicited email claiming to be from the IRS, forward this message to phishing@irs.gov. You may also report misuse of the IRS name, logo, or other IRS property to the Treasury Inspector General for Tax Administration at 1-800-366-4484. You can forward suspicious emails to the Federal Trade Commission at: spam@uce.gov or contact them at www.ftc.gov/idtheft or 1-877-IDTHEFT (1-877-438-4338).

Visit IRS.gov to learn more about identity theft and how to reduce your risk.

What Name and Number To Give the Requester

| For this type of account: | Give name and SSN of: |
|---|---|
| 1. Individual | The individual |
| 2. Two or more individuals (joint account) | The actual owner of the account or, if combined funds, the first individual on the account ¹ |
| 3. Custodian account of a minor (Uniform Gift to Minors Act) | The minor ² |
| 4. a. The usual revocable savings trust (grantor is also trustee) b. So-called trust account that is not a legal or valid trust under state law | The grantor-trustee ¹ The actual owner ¹ |
| 5. Sole proprietorship or disregarded entity owned by an individual | The owner ³ |
| 6. Grantor trust filing under Optional Form 1099 Filing Method 1 (see Regulation section 1.671-4(b)(2)(i)(A)) | The grantor* |
| For this type of account: | Give name and EIN of: |
| 7. Disregarded entity not owned by an individual | The owner |
| 8. A valid trust, estate, or pension trust | Legal entity ⁴ |
| 9. Corporation or LLC electing corporate status on Form 8832 or Form 2553 | The corporation |
| 10. Association, club, religious, charitable, educational, or other tax-exempt organization | The organization |
| 11. Partnership or multi-member LLC | The partnership |
| 12. A broker or registered nominee | The broker or nominee |
| 13. Account with the Department of Agriculture in the name of a public entity (such as a state or local government, school district, or prison) that receives agricultural program payments | The public entity |
| 14. Grantor trust filing under the Form 1041 Filing Method or the Optional Form 1099 Filing Method 2 (see Regulation section 1.671-4(b)(2)(i)(B)) | The trust |

¹ List first and circle the name of the person whose number you furnish. If only one person on a joint account has an SSN, that person's number must be furnished.

² Circle the minor's name and furnish the minor's SSN.

³ You must show your individual name and you may also enter your business or "DBA" name on the "Business name/disregarded entity" name line. You may use either your SSN or EIN (if you have one), but the IRS encourages you to use your SSN.

⁴ List first and circle the name of the trust, estate, or pension trust. (Do not furnish the TIN of the personal representative or trustee unless the legal entity itself is not designated in the account title.) Also see *Special rules for partnerships* on page 1.

*Note. Grantor also must provide a Form W-9 to trustee of trust.

Privacy Act Notice

Section 6109 of the Internal Revenue Code requires you to provide your correct TIN to persons (including federal agencies) who are required to file information returns with the IRS to report interest, dividends, or certain other income paid to you; mortgage interest you paid; the acquisition or abandonment of secured property; the cancellation of debt; or contributions you made to an IRA, Archer MSA, or HSA. The person collecting this form uses the information on the form to file information returns with the IRS, reporting the above information. Routine uses of this information include giving it to the Department of Justice for civil and criminal litigation and to cities, states, the District of Columbia, and U.S. possessions for use in administering their laws. The information also may be disclosed to other countries under a treaty, to federal and state agencies to enforce civil and criminal laws, or to federal law enforcement and intelligence agencies to combat terrorism. You must provide your TIN whether or not you are required to file a tax return. Under section 3406, payers must generally withhold a percentage of taxable interest, dividend, and certain other payments to a payee who does not give a TIN to the payer. Certain penalties may also apply for providing false or fraudulent information.

SENIOR AFFAIRS COMMISSION HANDBOOK

SECTION 2

Mandates

Table of Contents

| | |
|----------------|-----|
| Overview | 2-1 |
| Federal | 2-2 |
| State | 2-3 |
| County | 2-4 |

Section 2

Mandates

Overview

Introduction This section of the Senior Affairs commission (SAC) Handbook contains information pertaining to Federal, State, and local policy mandates as they regard the SAC.

Contents This section contains the following topics.

| Topic | See Page |
|---------|----------|
| Federal | 2-2 |
| State | 2-3 |
| County | 2-4 |

Federal

Older Americans Act (OAA)

The following provides information regarding the OAA.

- Signed into law by President Lyndon B. Johnson on July 14, 1965.
- Created the Administration on Aging.
- Authorized grants to States for community planning and services programs, as well as for research, demonstration and training projects in the field of aging.
- Added grants, by amendments to the Act, to Area Agencies on Aging for local needs identification, planning, and funding of services, including but not limited to:
 - Nutrition programs in the community as well as for those who are homebound;
 - Programs which serve Native American elders;
 - Services targeted at low-income minority elders;
 - Health promotion and disease prevention activities;
 - In-home services for frail elders, and
 - Services that protect the rights of older persons such as the Long-Term Care Ombudsman Program.
- Amendments of 2000 established the National Family Caregiver Support Program.

To access the “Outline of 2006 Amendments to the Older Americans Act, visit this web address:

http://www.aoa.gov/aoaroot/aoa_programs/oa/oa.aspx

To access the full “Unofficial Compilation of the Older Americans Act of 1965 As Amended in 2006 (Public Law 109-365), to:

http://www.aoa.gov/aoaroot/aoa_programs/oa/oa_full.asp This unofficial compilation by the Texas Department of Aging may be used with the above-cited outline.

Note: The OAA is up for reauthorization in 2011.

State

Older Californians Act (OCA)

The following provides information regarding the OCA:

- The Mello-Granlund Older Californians Act reflects the policy mandates and directives of the Older Americans Act of 1965, as amended, and sets forth the state's commitment to its older population and other populations served by the programs administered by the California Department of Aging.
 - OCA and its mandates can be found in the Welfare and Institutions Code (WIC), Division 8.5, sections 9000 through 9757.5.
 - To access the OCA on the Internet, visit this web address:
<http://www.leginfo.ca.gov/calaw.html>
Click the box next to "Welfare and Institutions Code" and click on the "Search" button. This will take you to the entire Code. Scroll down to Division 8.5, Mello-Granlund Older Californians Act. Division 8.5 is listed by chapters and sections. To access any section, click on the section numbers in blue on the right.
 - WIC Section 9400 (c) specifically mentions advisory councils, stating: Each area agency on aging shall maintain a professional staff that is supplemented by volunteers, governed by a board of directors or elected officials, and whose activities are review by an advisory council consisting primarily of older individuals from the community.
 - Further, WIC Section 9402 states:
The Legislature hereby declares and recognizes each area agency on aging advisory council as a principal advocate body on behalf of older individuals within a planning and service area. Area agency on aging advisory councils shall operate in conformance with applicable federal requirements. The local advisory councils shall meet regularly and provide advice and consultation on issues affecting the provision of services provided locally to older individuals.
-

County

Policy

Policy No. 01-12, "County Boards, Commissions and Committees," of the County of San Bernardino Policy Manual sets forth the following:

- The Board of Supervisors (hereinafter referred to as the Board) establishes local advisory and regulatory boards, commissions and committees for the purpose of assisting in the effectiveness of County government and services.
- The Board will consider for appointment all persons willing to serve and whose interests, background, experience, perspective and talents may significantly contribute to the purpose of these various commissions.

Continued on next page

Policy amplification

Highlights of this policy include the following:

Scope of Policy

- Pertains to Commissions established and appointed by the Board and Board appointments made to other State and local advisory bodies.
- Conduct of all Commission affairs shall be in accordance with this policy unless otherwise prescribed by Federal or State statute, County Code or specific Board action.
- Each Commission shall have assigned a County organization to act as “Liaison Agency” for that Commission in connection with its affairs. The Liaison Agency shall, where practical, assign a specific County employee to act as “Liaison Officer” for the Commission.

Establishment of Commissions

- Unless otherwise prescribed by Federal or State statute, County Code or ordinance, the responsibilities of a Commission shall be to provide the Board advice on matters pertaining to the purpose of the Commission.
- The responsibilities of a Commission shall not be amended, changed, or redirected without specific approval of the Board.

Roles of Commissions

- Specifically Requested Advice – Responsibility to publicly review and discuss those matters they have been requested to review and comment upon by the Board or the appropriate Group or Department.
- Advice Subject to Review – All resolutions, motions or other comments made by advisory commissions are subject to substantive intervening review by the appropriate Group or Department prior to any Board action.
- Limited Advisory Function – Commissions are not authorized to sign contracts, disburse funds, implement programs, employ or consider any personnel matter or act in any other capacity that involves the direct management or operation of a program.

Terms of Appointment

- The provisions in this section pertain only to commissions established by the Board.
- Conditions of term of office for all Senior Affairs Commissioners are contained in the County Ordinance, as amended, pertaining to the Senior Affairs Commission.

Qualifications for Appointment

- Specific qualifications are available at the office of the Clerk of the Board and San Bernardino County libraries.

Standards of Ethics and Conduct

- The Liaison Agency shall inform commission members of all applicable conflict of interest statutes, ordinances and policies.
- Appointees shall not use their position as a Commissioner to speak publicly against established positions of the Board without approval of the Board.
- No Commissioner shall profit by County contracts or purchase agreements related to commission activities while a Commission member.

Continued on next page

**Policy
amplification
(continued)**

Commission Lists and Records

- The Clerk of the Board maintains listings of all commissions and provides these to the Board, appropriate Group or Department, and County libraries.
- Each commission shall keep current up-to-date minute records on file and distribute copies to the appropriate Supervisors, Liaison Agency and others as requested in accordance with the provisions of the California Public Records Act.
- Financial records, if appropriate, shall be made available to the County Auditor-Controller.

Functions of Liaison Agency

- Reviews and makes recommendations as to the continuation and/or role of the commission pursuant to Policy 01-12.
- Provides guidance to the commission as to its responsibilities and adherence to County Policy, and where practical assigns a specific County employee to act as “Liaison Officer” for the commission.
- Reports immediately to the Clerk of the Board any unscheduled vacancy.
- Determines the conflict of interest statutes, ordinances and policies applicable to its commission members (by consultation with County Counsel as necessary) and advises commission members.

Reduction of Commissions Review

- The Board and Liaison Agency will review, as an ongoing program, the commissions of each geographic area and of each community to determine the feasibility of reducing the number of commissions to fewer numbers and to fewer overlapping jurisdictions and territories of concern.

Continued on next page

**Policy
amplification**
(continued)

Insurance Coverage Provided

- A Commission appointee is considered a volunteer and, as such, is covered under the County's self-insured, self-administered Workers' Compensation program if injured while performing authorized appointee tasks.
- If the authorized action of an appointee, while serving, results in a claim against the County or a lawsuit against the County or the appointee, the County will provide a defense and pay any/all settlements or judgments provided the claim arises out of the appointee's acts within the scope of his/her official duties, the appointee requests such representation, and the appointee cooperates in the defense of the action.
- The County may not cover punitive or willful or intentional malice damages.
- Appointees authorized to drive a personal vehicle on County business must provide proof of a valid California Driver's License and the state minimum required vehicle liability insurance to the appropriate County department. [Department of Aging and Adult Services]
- If, while driving a personal vehicle on appointed tasks, a volunteer is involved in a vehicle accident, primary liability is to be provided by the appointee's personal vehicle liability insurance company.

County Ordinance, as amended, pertaining to the Senior Affairs Commission, contains information on the following topics, as well as other subject matter:

- Membership of Commission
 - Compensation of Commissioners
 - Time of Meetings
-

SENIOR AFFAIRS COMMISSION HANDBOOK

SECTION 3

Attachments

Table of Contents

| | |
|---|--------------|
| Ordinance..... | Attachment A |
| Bylaws..... | Attachment B |
| DAAS Mission and Goals and Area Plans Goals & Objectives..... | Attachment C |
| County Overview..... | Attachment D |
| Additional Information | Attachment E |

1 **12.3302 Membership of Commission.**

2 (a) APPOINTED MEMBERS. Each supervisor shall appoint two (2)
3 commissioners to represent his/her district. In addition, the Chairman of the Board of
4 Supervisors shall appoint two (2) members-at-large.

5 (b) PROFESSIONAL MEMBERS. At the recommendation of the Director of the
6 Department of Aging, the Board of Supervisors may appoint up to two (2) commissioners
7 having relevant professional experience in fields including but not limited to: gerontology,
8 social work, education, banking, or financial management.

9 (c) REPRESENTATIVE MEMBERS. The chairs of the Regional Council on
10 Aging or a designated member shall serve on the Commission. In the event one (1) or
11 more of the chairs of the Regional Council on Aging is already a member of the
12 Commission, he/she may continue to serve in the position of his/her choice. The Regional
13 Council on Aging shall designate a representative in the event the chair elects to serve on
14 the Commission in another position.

15 In no circumstances will any member occupy more than one (1) seat on the
16 Commission.

17 **12.3303 Term of Office.**

18 (a) APPOINTED MEMBERS. The term of office of appointed members shall be
19 coterminous with the office of the appointing supervisor. The term of office of the
20 appointed members-at-large shall be coterminous with the office of the appointing
21 Chairman of the Board. The initial terms of the appointed members shall be for two (2) or
22 four (4) years as determined by the Board of Supervisors at the time of appointment to
23 allow for staggered terms within each district and for the members-at large.

24 (b) PROFESSIONAL MEMBERS. The term of office for professional members
25 shall be four (4) years.

26 (c) REPRESENTATIVE MEMBERS. The term of office of the representative
27 members shall be coterminous with the term of office for the chairs of the Regional Council
28 on Aging.

1 (d) CONDITIONS OF TERM OF OFFICE.

2 (1) Consecutive Terms.

3 (A) Appointed Members. No appointed commissioner shall serve
4 more than two (2) consecutive terms unless specifically permitted by the Board of
5 Supervisors because of unusual circumstances.

6 (B) Professional Members. No professional member shall serve
7 more than two (2) consecutive terms unless specifically permitted by the Board of
8 Supervisors because of unusual circumstances.

9 (2) Vacancies and Removals. The unexpired term for vacancies on the
10 Commission, from whatever cause, except temporary vacancies as hereinafter provided,
11 shall be filled as follows:

12 (A) Appointed Members. Vacancies shall be filled by the appointing
13 supervisor. Any appointed member may be removed from the Commission prior to the
14 expiration of his/her term at the pleasure of the appointing supervisor.

15 (B) Professional Members. Vacancies may be filled by the Board of
16 Supervisors using recommendations from the Director of the Department of Aging and
17 Adult Services. Any professional member may be removed from the Commission by the
18 Board of Supervisors or by a two-thirds majority vote of the commissioners present at a
19 regularly scheduled meeting of the Commission after having announced such intent at the
20 previous meeting.

21 (C) Representative Members. Any member designated by a chair
22 of the Regional Council on Aging may be removed from the Commission prior to the
23 expiration of his/her term at the pleasure of the appropriate Council on Aging or by a two-
24 thirds vote of the Commission.

25 (3) Temporary Vacancies. A member of the Commission may be granted
26 a leave of absence by the source of the seat and a temporary vacancy shall thereupon
27 exist for a period of such leave of absence.

28 During the period of such temporary vacancy, the supervisor
concerned or the selecting authority may fill such vacancy by a temporary appointment to

1 said Commission, provided, however, that the period of such temporary appointment shall
2 not exceed the period of the regularly appointed term.

3 (4) Automatic Termination of Appointment. The appointment of any
4 member of the Commission who has been absent from three (3) consecutive regular or
5 special meetings, or fifty percent (50%) of such meetings in a twelve (12) month period,
6 and who has failed to notify the Commission, prior to or as soon thereafter as possible,
7 concerning such absence(s), shall automatically terminate as hereinafter set forth.

8 The Director of the Department of Aging and Adult Services shall
9 report the attendance record of each member of said Commission to the Clerk of the
10 Board of Supervisors at the end of each six (6) month period. The first report is to be made
11 on the first day of the sixth month following adoption of this Section. The appointment of
12 any member who was absent without notice, as defined above, as shown on said
13 attendance report, shall be terminated effective the date said report is filed with the Clerk
14 of the Board of Supervisors.

15 The Clerk of the Board of Supervisors shall notify any member whose
16 appointment has automatically terminated and report to the supervisor or the selecting
17 authority concerned that a vacancy exists on said Commission and that an appointment
18 should be made for the unexpired term.

19 **12.3304 Officers.**

20 The Commission shall elect a Chairman, Vice-Chairman, and Secretary from its
21 membership. These officers shall hold office for two (2) years or until their successors are
22 elected, unless their terms as members of the Commission expire sooner. A Nominating
23 Committee composed of three (3) members of the Commission shall be appointed as
24 follows: the Chairman shall appoint the Nominating Committee Chairman in October of
25 each odd numbered calendar year, and the Nominating Committee Chairman shall select
26 the two (2) additional members of the Nominating Committee.

27 The Chairman, Vice-Chairman, and Secretary shall be elected at the Commission's
28 last meeting in December of each odd numbered calendar year, and they shall take office
effective January 1 of each even numbered calendar year.

1 The Chairman shall preside and maintain order and be ex officio officer of all
2 committees except the Nominating Committee. The Vice-Chairman shall preside in the
3 absence of the Chairman.

4 The San Bernardino County Department of Aging and Adult Services shall serve as
5 staff for the Senior Affairs Commission.

6 **12.3305 Time of Meetings.**

7 The Commission shall establish a regular time and place for monthly meetings and
8 shall hold at least one (1) regular meeting each quarter of every year. All meetings of the
9 Commission, including without limitation, regular, adjourned regular and special meetings,
10 shall be called, noticed, held and conducted in accordance with the provisions of the Ralph
11 M. Brown Act (Gov. Code, § 54950 et seq.).

12 **12.3306 Authority to Regulate Commission Internal Business.**

13 The Commission may propose to the Board of Supervisors for their approval any
14 additions or alterations to the rules governing its organization and procedures which are
15 not inconsistent with applicable policies of the County. In the capacity of a Senior Affairs
16 Commission, no member is to speak for the supervisors or espouse policies or positions
17 contrary to those of the Board of Supervisors.

18 One more than fifty percent of the members shall constitute a quorum and the
19 affirmative vote of a simple majority of those present is required to take any action
20 except as otherwise provided herein.

21 The Commission will keep up-to-date minutes and records and see that they are
22 distributed to appropriate County departments, including the Clerk of the Board of
23 Supervisors.

24 **12.3307 Compensation of Commissioners.**

25 Commissioners shall serve without compensation but may be permitted their
26 necessary mileage to attend regular monthly meetings in accordance with the provision of
27 the County Travel Code and other such fees and expenses as may be approved by the
28 Board of Supervisors.

1 **12.3308 Duties of Commission.**

2 In coordination with the Department of Aging and Adult Services and the Human
3 Services System, the duties and powers of the Senior Affairs Commission shall be to:

4 (a) Serve as adviser to the Area Agency on Aging;

5 (b) Act as an independent advocate for older persons, taking positions on
6 matters pertaining to federal, state and local policies, programs and procedures, and any
7 legislation affecting older persons;

8 (c) Actively seek advice from community councils on aging, senior advocacy
9 organizations, local aging commissions, elected officials, and the general public for the
10 purpose of advocating for and making formal presentations on issues of concern to older
11 persons consistent with Section 12.3306;

12 (d) Inform local senior advocates and organizations on specific legislation
13 pending before local, state and federal governments;

14 (e) Disseminate information of interest and concern to older persons;

15 (f) Be actively involved in the development, implementation and monitoring of
16 the area plan;

17 (g) Hold public meetings on the area plans with no less than thirty (30) day
18 notification to the general public and the aging constituency regarding dates, time and
19 location. Such notification shall contain understandable descriptions of the Area Agency
20 on Aging and community-level plans in order to promote informed input; and

21 (h) Participate in the preparation of an annual report that gives its
22 recommendations to improve the lives of older persons, and a summary of its activities for
23 the previous year. The report shall be made available to the Area Agency on Aging, the
24 California Department on Aging, the California Commission on Aging, and, insofar as
25 resources permit, to all other interested parties that seek a copy of the report.

26 In prescribing the above duties and functions of the Commission, it is not the intent
27 of the Board of Supervisors to duplicate or overlap the functions, duties or responsibilities
28 heretofore or hereafter assigned to any other County Board or Commission or to a County
Department. As to such functions or responsibilities of another Board or Commission or of

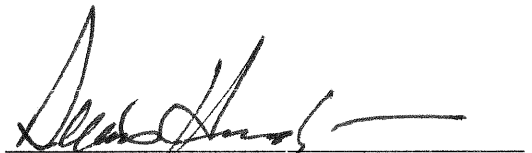
1 a Department of the County, the Senior Affairs Commission will render assistance and
2 advice to such Board, Commission or County Department as may be requested.

3 **12.3309 Standing Committees.**

4 Standing committees of the Commission shall be at least the Executive Committee,
5 the Legislative Committee, and the Nutrition Committee. Other committees of the
6 Commission shall be as required to effectively carry out the Commission duties as herein
7 provided.

8 The Executive Committee shall be composed of the Chairman, Vice-Chairman,
9 Secretary, Standing Committee Chairpersons, with the Director of the Department of
10 Aging and Adult Services or his/her designee as advisor.

11 SECTION 2. This ordinance shall take effect thirty (30) days from the date of
12 adoption.

13
14 
15 DENNIS HANSBERGER, Chairman
Board of Supervisors

16
17
18
19
20
21
22
23
24
25
26
27
28

1 SIGNED AND CERTIFIED THAT A COPY
2 OF THIS DOCUMENT HAS BEEN DELIVERED
TO THE CHAIRMAN OF THE BOARD

3 J. RENEE BASTIAN, Clerk of the
4 Board of Supervisors

5 J. Renee Bastian

6 STATE OF CALIFORNIA)
7 COUNTY OF SAN BERNARDINO) ss.

8 I, J. RENEE BASTIAN, Clerk of the Board of Supervisors of the County of
9 San Bernardino, State of California, hereby certify that at a regular meeting of the Board of
Supervisors of said County and State, held on the 12th day of August, 2003, at
10 which meeting were present Supervisors: Postmus, Biane, Hansberger, Aguiar, and
Eaves

11 _____
12 and the Clerk, the foregoing ordinance was passed and adopted by the following vote, to
wit:

13 AYES: SUPERVISORS: Postmus, Biane, Hansberger, Aguiar, Eaves

14 NOES: SUPERVISORS:

15 ABSENT: SUPERVISORS:

16 IN WITNESS WHEREOF, I have hereunto set my hand and affixed the
17 official seal of the Board of Supervisors this 12th day of August, 2003.

18 J. RENEE BASTIAN, Clerk of the
19 Board of Supervisors of the
20 County of San Bernardino,
State of California

21 _____
Deputy

22 Approved as to Form:

23 ALAN K. MARKS, County Counsel

24 Alan K. Marks
25 By: _____
26 Deputy County Counsel

27 Date: 8-1-03

28

1 BOARD OF SUPERVISORS
2 COUNTY OF SAN BERNARDINO

3 **SUMMARY OF ORDINANCE NO. 3897**

4
5 Notice is hereby given that at 10:00 a.m. on Tuesday, August 12, 2003, at its
6 regularly scheduled meeting, the San Bernardino County Board of Supervisors adopted an
7 ordinance changing the membership in and miscellaneous aspects of the operation of the
8 Senior Affairs Commission.

9 Ordinance Summary

10 The ordinance changes the membership in and miscellaneous aspects of the
11 operation of the Senior Affairs Commission.

12 A certified copy of the full text of this ordinance is posted for public review in the
13 Office of the Clerk of the Board of Supervisors at 385 North Arrowhead Avenue, 2nd Floor,
14 San Bernardino, California.

15 Voting on the ordinance was as follows:

16 AYES: Supervisors:

17 NOES: Supervisors:

18 ABSENT: Supervisors:

19
20
21 BOARD OF SUPERVISORS OF THE
22 COUNTY OF SAN BERNARDINO

23 DENNIS HANSBERGER, Chairman
24 Board of Supervisors

25 ATTEST:

26
27 J. RENÉE BASTIAN,
28 Clerk of the Board of Supervisors

1 BOARD OF SUPERVISORS
2 COUNTY OF SAN BERNARDINO

3
4 **SUMMARY OF PROPOSED ORDINANCE**
5

6 Notice is hereby given that at 10:00 a.m. on Tuesday, August 12, 2003, at its
7 regularly scheduled meeting, the San Bernardino County Board of Supervisors will
8 consider adoption of a proposed ordinance changing the membership in and
9 miscellaneous aspects of the operation of the Senior Affairs Commission.

10 Ordinance Summary

11 The proposed ordinance changes the membership in and miscellaneous aspects of
12 the operation of the Senior Affairs Commission.

13 A certified copy of the full text of this ordinance is posted for public review in the
14 Office of the Clerk of the Board of Supervisors at 385 North Arrowhead Avenue, 2nd Floor,
15 San Bernardino, California.

16
17 BOARD OF SUPERVISORS OF THE
18 COUNTY OF SAN BERNARDINO

19
20 DENNIS HANSBERGER, Chairman
21 Board of Supervisors

22
23 ATTEST:

24
25 J. RENÉE BASTIAN,
26 Clerk of the Board of Supervisors
27
28



SAN BERNARDINO COUNTY
SENIOR AFFAIRS COMMISSION
DEPARTMENT OF AGING AND ADULT SERVICES
PUBLIC SERVICE AREA – 20

SENIOR AFFAIRS COMMISSION BYLAWS

TABLE OF CONTENTS

| | |
|---------------|--------------------------------|
| ARTICLE I. | NAME |
| ARTICLE II. | MANDATE |
| ARTICLE III. | RESPONSIBILITIES |
| ARTICLE IV. | MEMBERSHIP |
| ARTICLE V. | CONFLICT OF INTEREST |
| ARTICLE VI. | OFFICERS |
| ARTICLE VII. | ELECTIONS |
| ARTICLE VIII. | MEETINGS |
| ARTICLE IX. | VOTING |
| ARTICLE X. | COMMITTEES |
| ARTICLE XI. | AMENDMENTS |
| ARTICLE XII. | REPRESENTATION |
| ARTICLE XIII. | REIMBURSEMENT TO COMMISSIONERS |
| ARTICLE XIV. | REVIEW |
| ARTICLE XV. | PARLIMENTARY AUTHORITY |

ARTICLE I.

NAME

The name of this organization shall be the Senior Affairs Commission of San Bernardino County, hereinafter referred in these Bylaws as "SAC" or "Commission."

The San Bernardino County Board of Supervisors established the SAC on July 2, 1973 under Ordinance No. 1827. The applicable provisions relating to the SAC, as amended, are contained in Chapter 33 of Division 2 of Title 1 of the San Bernardino County Code ("County Code"), Sections 12.3301 through 12.3309.

ARTICLE II.

MANDATE

The SAC, mandated as an integral part of the Area Agency on Aging, advises and provides information to the County of San Bernardino Board of Supervisors and the Area Agency on Aging, hereinafter referred to as Department of Aging and Adult Services. The term Department of Aging and Adult Services ("DAAS"), as used in these Bylaws, shall be synonymous with the definition of Area Agency on Aging as used in federal and state mandates.

ARTICLE III.

RESPONSIBILITIES

The SAC shall have the following responsibilities:

- (a) Serve as adviser to the Area Agency on Aging;

- (b) Act as an independent advocate for older persons, taking positions on matters pertaining to federal, state and local policies, programs and procedures, and any legislation affecting older persons;
- (c) Actively seek advice from community councils on aging, senior advocacy organizations, local aging commissions, elected officials, and the general public for the purpose of advocating for and making formal presentations on issues of concern to older persons consistent with Section 12.3306 of the County Code;
- (d) Inform local senior advocates and organizations on specific legislation pending before local, state and federal governments;
- (e) Disseminate information of interest and concern to older persons;
- (f) Be actively involved in the development, implementation and monitoring of the area plan;
- (g) Hold public meetings on the Area Plans with no less than thirty (30) days notification to the general public and the aging constituency regarding dates, time and location. Such notification shall contain understandable descriptions of the Area Agency on Aging and community-level plans in order to promote informed input; and
- (h) Participate in the preparation of an annual report that gives its recommendations to improve the lives of older persons, and a summary of its activities for the previous year. The report shall be made available to the Area Agency on Aging, the California Department on Aging, the California Commission on Aging, and, insofar as resources permit, to all other interested parties that seek a copy of the report.

ARTICLE IV.

MEMBERSHIP

Section 1.

Membership.

Membership in the SAC shall be in accordance with the applicable provisions of the County Code, and all members shall serve on at least one (1) committee.

- (a) Appointed Members. Each supervisor shall appoint two (2) commissioners to represent his/her district. In addition, the Chairman of the Board of Supervisors shall appoint two (2) members-at-large.
- (b) Professional Members. At the recommendation of the Director of DAAS, the Board of Supervisors may appoint up to two (2) commissioners having relevant professional experience in fields including but not limited to: gerontology, social work, education, banking, or financial management.
- (c) Representative Members. The chairs of the Regional Council on Aging or a designated member shall serve on the Commission. In the event one (1) or more of the chairs of the Regional Council on Aging is already a member of the Commission, he/she may continue to serve in the position of his/her choice. The Regional Council on Aging shall designate a representative in the event the chair elects to serve on the Commission in another position. In no circumstances will any member occupy more than one (1) seat on the Commission.

Section 2. Term of Office.

- (a) Appointed Members. The term of office of appointed members shall be coterminous with the office of the appointing supervisor. The term of office of the appointed members-at-large shall be coterminous with the office of the appointing Chairman of the Board. The initial terms of the appointed

members shall be for two (2) or four (4) years as determined by the Board of Supervisors at the time of appointment to allow for staggered terms within each district and for the members-at large.

- (b) Professional Members. The term of office for professional members shall be four (4) years.
- (c) Representative Members. The term of office for representative members shall be coterminous with the term of office for the chairs of the Regional Council on Aging.
- (d) Conditions of Term of Office

(1) Consecutive Terms

- (i) Appointed Members. No appointed commissioner shall serve more than two (2) consecutive terms unless specifically permitted by the Board of Supervisors because of unusual circumstances.
- (ii) Professional Members. No professional member shall serve more than two (2) consecutive terms unless specifically permitted by the Board of Supervisors because of unusual circumstances.

(2) Vacancies and Removals. The unexpired term for vacancies on the Commission, from whatever cause, except temporary vacancies as hereinafter provided, shall be filled as follows:

- (i) Appointed Members. Vacancies shall be filled by the appointing supervisor. Any appointed member may be removed from the Commission prior to the expiration of his/her term at the pleasure of the appointing supervisor.
- (ii) Professional Members. Vacancies shall be filled by the Board of Supervisors using recommendations from the Director of DAAS. Any professional

member may be removed from the Commission by the Board of Supervisors or by a two-thirds majority vote of the commissioners present at a regularly scheduled meeting of the Commission after having announced such intent at the previous meeting.

- (iii) Representative Members. Any member designated by a chair of the Regional Council on Aging may be removed from the Commission prior to the expiration of his/her term at the pleasure of the appropriate Council on Aging or by a two thirds vote of the Commission.
- (3) Temporary Vacancies. A member of the Commission may be granted a leave of absence by the source of the seat and a temporary vacancy shall thereupon exist for a period of such leave of absence. During the period of such temporary vacancy, the supervisor concerned or the selecting authority may fill such vacancy by a temporary appointment to said Commission, provided, however, that the period of such temporary appointment shall not exceed the period of the regularly appointed term.
 - (4) Automatic Termination of Appointment. The appointment of any member of the Commission who has been absent from three (3) consecutive regular or special meetings, or fifty percent (50%) of such meetings in a twelve (12) month period, and who has failed to notify the Commission, prior to or as soon thereafter as possible, concerning such absence(s), shall automatically terminate as hereinafter set forth. The Director of DAAS shall report the attendance record of each member of said Commission to the Clerk of the Board of Supervisors at the end of each six (6) month period. The first report is to be made on the first day of the sixth month following adoption of Section 12.3303 of the County Code. The appointment of any member who was absent without notice, as defined above, as shown on said attendance report, shall be terminated effective the date said report is filed with the Clerk of the Board of Supervisors.

5. The Clerk of the Board of Supervisors shall notify any member whose appointment has automatically terminated and report to the supervisor or the selecting authority concerned that a vacancy exists on said Commission and that an appointment should be made for the unexpired term.

ARTICLE V.

CONFLICT OF INTEREST

- (a) Any member of the Commission, who has either a real or perceived financial interest in any issue, agency or organization, shall publicly disclose such interest, and if required, disqualify himself/herself prior to discussions or voting to recommend award of financial contracts.
- (b) When the Senior Affairs Commission takes a position on an issue, no member, in the capacity of a commissioner, shall publicly support a contrary position.

ARTICLE VI.

OFFICERS

- (a) The officers of the Commission shall be a Chair, Vice- Chair, and Secretary.
- (b) Qualifications. Any voting member may be elected to serve as an officer.
- (c) Terms of Office. Each officer shall be elected to hold office for a term of two (2) years or until he/she resigns, is removed from office by action of the Commission or his/her successor is elected. No member shall serve more than two (2) consecutive terms in the same office.

- (d) Removal. Any elected officer may be removed from office either with or without cause by a two-thirds (2/3's) majority vote of Commission members at a regularly scheduled meeting after notification at a previously scheduled meeting of intent to remove.
- (e) Resignation. Any elected officer may resign at any time by giving written notice to the Commission. The resignation shall be presented at the next regularly scheduled meeting of the Commission.
- (f) Vacancies. Any vacancy of any office shall be filled by the majority vote of the Commission. In the event of a vacancy in any office other than that of the Chair, such vacancy may be filled temporarily by appointment by the Chair until such time as the Commission shall fill the vacancy.

ARTICLE VII.

ELECTIONS

- (a) The Nominating Committee Chairperson shall be appointed by the Chairperson of the Commission during the month of October of each odd numbered calendar year.
- (b) The Committee shall be composed of three (3) members. The two (2) additional members shall be selected by the Committee Chairperson.
- (c) The slate of officers shall be submitted to the Commission at its regularly scheduled November meeting.
- (d) No member of the committee may be named as a candidate on the slate of officers.
- (e) Prior to placing a Commissioner's name on the slate of officers, the nominating committee shall secure the consent of the proposed nominee.

- (f) Elections will be held in December with officers taking their respective seats effective January 1st of each even numbered calendar year.
- (g) The Chairperson of the Nominating Committee shall conduct the election.
 - (1) Nominations from the floor may be made at the Commission meeting with the consent of the Commissioner being nominated.
 - (2) Elections shall be by ballot unless there is only one (1) candidate for an office, in which case, the vote can be by acclamation with a motion from the floor and duly seconded.

ARTICLE VIII.

MEETINGS

- (a) SAC shall hold regularly scheduled monthly meetings at a time and place designated. Standing committees shall hold regularly scheduled meetings as approved by SAC. All meetings of the Commission, including without limitation, regular, adjourned regular, and special meetings, shall be called, noticed, held, and conducted in accordance with the provisions of the Ralph M. Brown Act (Gov. Code §54950 et seq.).
- (b) Special meetings of the members of SAC, or its committees, may be called by the Chairperson, SAC Executive Committee or any SAC committee for any purpose at a time and place designated by the Committee Chair or a majority of the Commission in accordance with applicable laws.

ARTICLE IX.

VOTING

- (a) Each voting member present shall be entitled to only one vote on each item requiring a vote. Cumulative voting, proxy voting or absentee ballot voting shall not be permitted.
- (b) One more than fifty percent of the members shall constitute a quorum and the affirmative vote of a simple majority of those present is required to take any action except as otherwise provided herein.
- (c) Restrictions. Commission members shall publicly disqualify themselves if there is a conflict of interest. See Article V.

ARTICLE X.

COMMITTEES

Section 1. Standing Committees.

- (a) Standing committees of SAC shall be:
 - (1) Executive
 - (2) Access
 - (3) Intergenerational
 - (4) Legislative
 - (5) Nutrition
- (b) Other committees of the Commission shall be established as required to effectively carry out the Commission's duties and responsibilities.

- (c) The Chairperson of a standing committee shall be a commissioner, appointed by the Chairperson of the Commission. The standing committees of SAC shall be composed of commissioners and other members of the public, who may be selected, invited or indicate a desire to serve as members. The Chairperson of the Commission shall appoint the Chairperson of each committee. The Chairperson of each standing committee shall, in consultation with the Chairperson of the Commission, select persons other than commissioners, to serve as committee members. The committee may select a Vice-Chairperson and any other officers as deemed necessary. The Commission Chairperson shall sit as an ex-officio member on all committees except the Nominating Committee.

Section 2. The Duties of the Standing Committees.

- (a) Standing committees shall establish a process for developing, reviewing, and advising, the Commission, DAAS and other agencies or organizations on issues within its scope or expertise.
- (b) Standing committees shall provide coordination and leadership in its program area for recommending the development of new projects, improving existing services and identifying problems for the Commission and/or DAAS to address or resolve.
- (c) The agenda for standing committee meetings shall be prepared by the Chairperson, or designee, with the assistance of staff.
- (d) Each standing committee shall give consideration to any matters presented by a member of the committee, or referred to it by the Commission Chairperson, Executive Committee, Director of DAAS or staff.
- (e) The recommendations of the standing committees may be based on a consensus where such exists, or on the presentation of majority and minority points of view. The basis for consensus shall be determined by the committee.

Section 3. Executive Committee.

- (a) The Executive Committee membership shall be as follows:
 - (1) The Chairperson of the Commission shall chair the Executive Committee.
 - (2) The Vice-Chairperson of the Commission.
 - (3) The Secretary of the Commission.
 - (4) Standing Committee Chairpersons.
 - (5) The Director of DAAS, or his/her designee.

- (b) The Duties of the Executive Committee are as follows:
 - (1) To review, revise and approve, prior to distribution the agenda for the SAC meeting;
 - (2) As appropriate, recommend the establishment of committees (ad hoc or standing), by the Commission;
 - (3) Serve as the action point (for either final action or recommendation for final action), in the matter of excused/unexcused absences and/or unacceptable behavior by a commissioner; and
 - (4) Deliberate, take action, or make recommendations to the next level of consideration regarding such matters brought before it by the Chairperson, any member of the committee, any commissioner, or the Director of DAAS.

- (c) The Duties of the Chairperson are as follows:
 - (1) Preside at meetings of the SAC and Executive Committee, fill vacancies as provided by these Bylaws, appoint committee chairs, serve as the primary communication link with the Director of DAAS and with

the Board of Supervisors, and perform other duties as may from time to time be determined by the Commission or as may be required by law;

- (2) Represent SAC at official functions;
 - (3) Attend national, state and local functions related to SAC interests;
 - (4) Serve as ex-officio member of all committees, except the Nominating Committee;
 - (5) Appoint chairs of all SAC committees and may appoint a parliamentarian;
 - (6) Review and sign all SAC outgoing correspondence; and
 - (7) Perform other tasks as necessary that are within the purview of SAC.
- (d) The Duties of the Vice-Chairperson are as follows:
- (1) In the absence or incapacity of the Chairperson, the Vice-Chairperson shall perform the duties of the Chairperson, and
 - (2) The Vice-Chairperson shall have other powers and perform such duties as may be required by law, the Chairperson or by the Commission.
- (e) The Duties of the Secretary are as follows:
- (1) Ensure that notices of SAC and SAC committee meetings are properly posted according to applicable laws;
 - (2) Monitor and maintain SAC attendance, and notify the Chairperson of those persons exceeding attendance absence limits, and

- (3) Perform all duties generally incident to the office of Secretary and such other duties as may be required by law or which may be assigned to him/her by the Chairperson or the Commission.

Section 4. The Budget Committee.

- (a) The Budget Committee shall be a sub-committee of the Executive Committee.
 - (1) The Chairperson of SAC shall appoint the members.
 - (2) The duties of the Budget Committee are as follows:
 - (i) Consult with SAC committee chairpersons in order to prepare a budget request for each fiscal year;
 - (ii) Approve or disapprove expenses as indicated by SAC policies; and
 - (iii) Verify attendance at SAC meetings as charged for on the mileage form.

Section 5. The Bylaws Committee.

- (a) The Bylaws Committee will be a composite of those commissioners expressing a desire to work on the Bylaws for revising and updating necessary articles and sections.
- (b) The Chairperson of SAC shall serve as Chairperson of the Bylaws Committee. The Director of DAAS or his/her designee will be a member of this committee as an advisor.

ARTICLE XI.

AMENDMENTS

- (a) These Bylaws may be amended at any time by a two-thirds (2/3's) affirmative vote of the members present at a regularly scheduled meeting of SAC, provided such amendments are consistent with the applicable provisions in the County Code.
- (b) Proposed amendments shall be submitted to all members prior to the meeting in accordance with applicable laws.

ARTICLE XII

REPRESENTATION

- (a) A representative of SAC may be appointed by the Chairperson, or selected by a majority of members present, to attend designated functions.
- (b) No member shall use SAC for personal gain; nor shall any member have the authority, or right to send letters, use the logo or name on personal stationery, or issue or make public statements in the name of SAC without approval.
- (c) When a representative is sent to a specific function where votes are required, the representative shall act in a manner known to be consistent with SAC positions on those issues.
- (d) If a member wishes to speak out on an issue and is not in agreement with the position of SAC, he/she may do so upon stating the opinion is strictly personal and does not reflect that of SAC.

ARTICLE XIII.

REIMBURSEMENT TO COMMISSIONERS

- (a) Commissioners shall serve without compensation but may be permitted their necessary mileage to attend regularly scheduled monthly meetings in accordance with the applicable travel provisions of the County Code and other such fees and expenses as may be approved by the Board of Supervisors, the Budget Committee and the Director of DAAS.
- (b) Request for qualifying expenses shall be provided to the Budget Committee as early as possible for prior approval.
- (c) Reimbursement requests shall be provided to the Budget Committee.
- (d) A copy of the sign-in sheet where appropriate will be provided after each scheduled meeting to the Chairperson of the Budget Committee.

ARTICLE XIV

REVIEW

- (a) Each SAC committee in coordination with assigned staff shall establish the goals and objectives. Goals and objectives once established shall be submitted to the Executive Committee on a quarterly basis.
- (b) SAC, utilizing committee reports, shall submit a report to the Director of DAAS and the Board of Supervisors reflecting the accomplishments of SAC in achieving its goals and objectives during the current year. This report shall be submitted by SAC to the Director of DAAS no later than the last business day of June.

(c) Each SAC committee chair shall report monthly on committee activities and/or achievements.

ARTICLE XV.

PARLIAMENTARY AUTHORITY

When not in conflict with these Bylaws or any other special rules SAC may adopt; the current edition of Robert's Rules of Order, Newly Revised shall govern.

APPROVED BY SAC ON 17 DECEMBER 2003, AMMENDED BY SAC ON 17 MARCH 2004

David W. Wilder
Chairman David W. Wilder

Cherie Schroeder
Secretary Cherie Schroeder

Department of Aging and Adult Services

Mission – Goals – Objectives and Area Plan Goals and Objectives

Mission

Providing services to seniors and at-risk individuals to maintain or improve choice, independence and quality of life, ensuring that seniors and adults with disabilities have the right to age in place in the least restrictive environment.

**Area Plan –
goals and
objectives**

The Department's Area Plan outlines specific goals in the following areas:

- Health Care
- Housing
- Food and Nutrition
- Community-based Services
- Intergenerational Activities
- Access/Transportation
- Ombudsman Services
- Legislative Advocacy
- Family Caregiver Support Program

These goals and objectives are updated on a quarterly basis, as projects are completed or new projects added.

The Area Plan and Update may be accessed at:

http://hss.sbcounty.gov/daas/resources/Area_Plan.aspx

Continued on next page

Mission – Goals – Objectives and Area Plan Goals and Objectives, Continued

Department goals

Following is a list of Department goals:

- Create an environment that enhances the quality of services.
 - Maximize and encourage the use of volunteer support staff.
 - Establish linkages with local colleges and universities schools of social work and human services to provide additional human resources, expertise, consultation, training, education, and technical assistance.
 - Seek alternative funding sources on behalf of older and dependent adults for the enhancement of programs and development of innovative approaches.
 - Develop mutually beneficial partnerships with other agencies and the communities.
 - Empower clients and their care providers to live a quality life-style, through promotion of client independence, self-sufficiency and self-direction.
 - Assess the needs of elder and dependent adults and predict emerging trends for strategic planning.
 - Empower staff to deliver high quality services.
 - Sponsor and support legislation that expands quality services to elder and dependent adults.
 - Remove barriers that prevent client access to DAAS or other community programs; maintain an active advocacy role on behalf of clients.
 - Promote an integrated and universal intake system for the county's numerous elder and dependent adult programs.
 - Serve through client-centered approaches, a wide range of individuals according to their functional abilities.
 - Delay the placement of the elder and dependent adults into out-of-home care by helping them obtain expeditiously the least restrictive, most cost-effective level of care.
 - Develop a community-based treatment plan to monitor client progress in community placements.
 - Develop a system for obtaining staff input on service delivery issues.
 - Place under its jurisdiction other County programs that serve elder and dependent adults.
-

Customer Service Complaints

Background

The Department of Aging and Adult Services (DAAS) has a formal complaint process that is utilized by DAAS employees to document a complaint by Department staff or a client about a vendor. The document used by employees is the on-line Vendor Complaint Form (DAAS VEND 1).

Vendor complaints are maintained in contract files and are reviewed and utilized by Department staff during the processes of procurement, award, and monitoring to determine contract compliance and recommendations for award.

Handling Customer Complaints

There may be instances when a Senior Affairs Commissioner is made aware of a service problem or issue with a vendor either through personal observation or comments made by another person. In such instances, the following table outlines the steps a Commissioner is to follow:

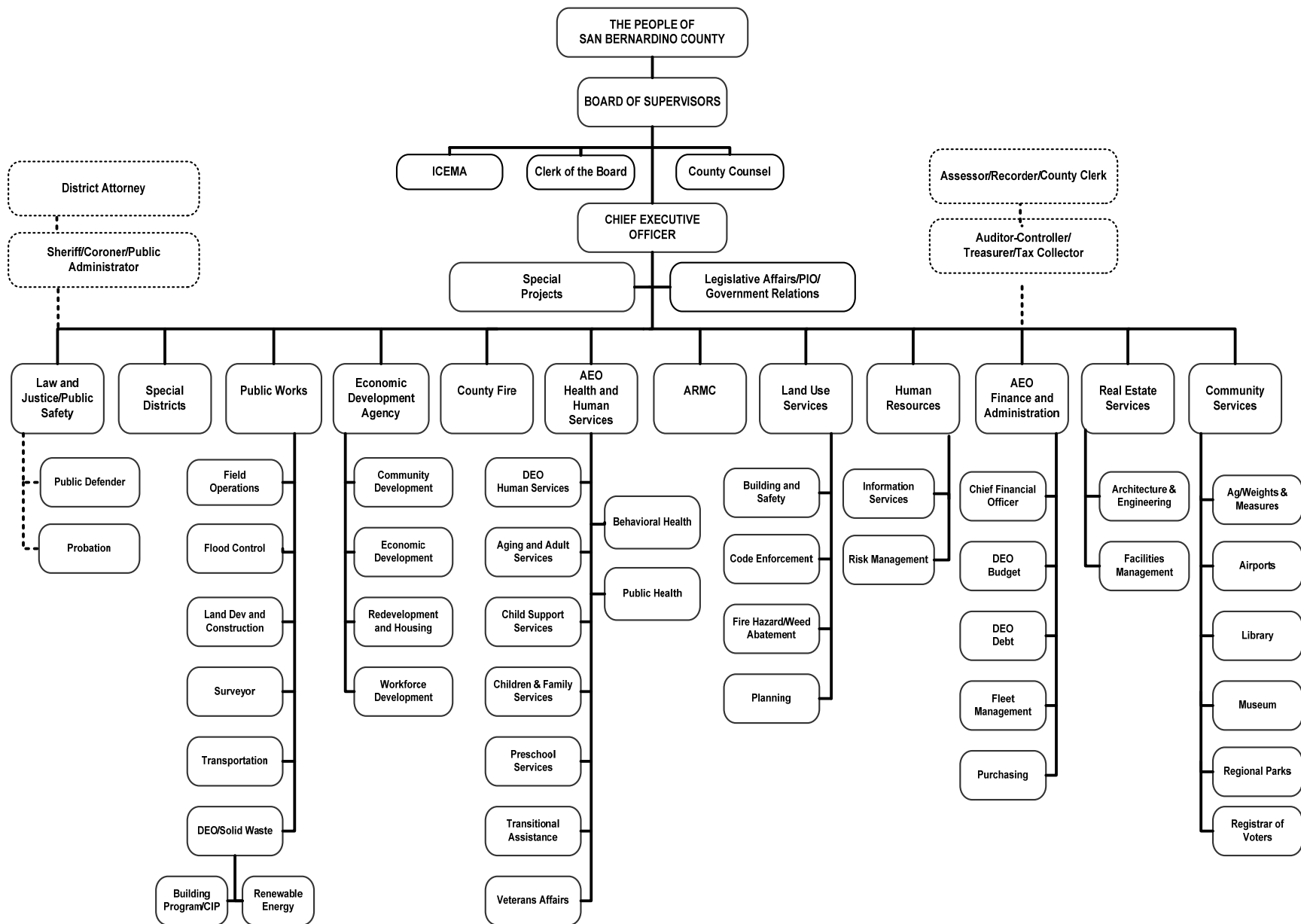
| Step | Action |
|----------|--|
| 1 | Is the person making the comments a client of DAAS? |
| | If yes, Inform the individual that vendor complaints should be brought to the attention of their case manager for handling. |
| | If not, Proceed to step two. |
| 2 | Is the situation of such seriousness that it warrants completion of a Vendor Complaint Form? For example, is the problem a health or safety issue? |
| | If not, Bring the situation to the attention of vendor staff for appropriate handling. |
| | If yes, Complete a Vendor Complaint Form, which may be obtained from the DAAS receptionist. |
| 3 | Submit the completed Vendor Complaint Form to the DAAS Administration Program Staff Analyst who will resolve the problem. If the problem is fiscal in nature, the DAAS Program Staff Analyst will coordinate with the Administrative Supervisor II for appropriate assignment and handling. |

County Overview

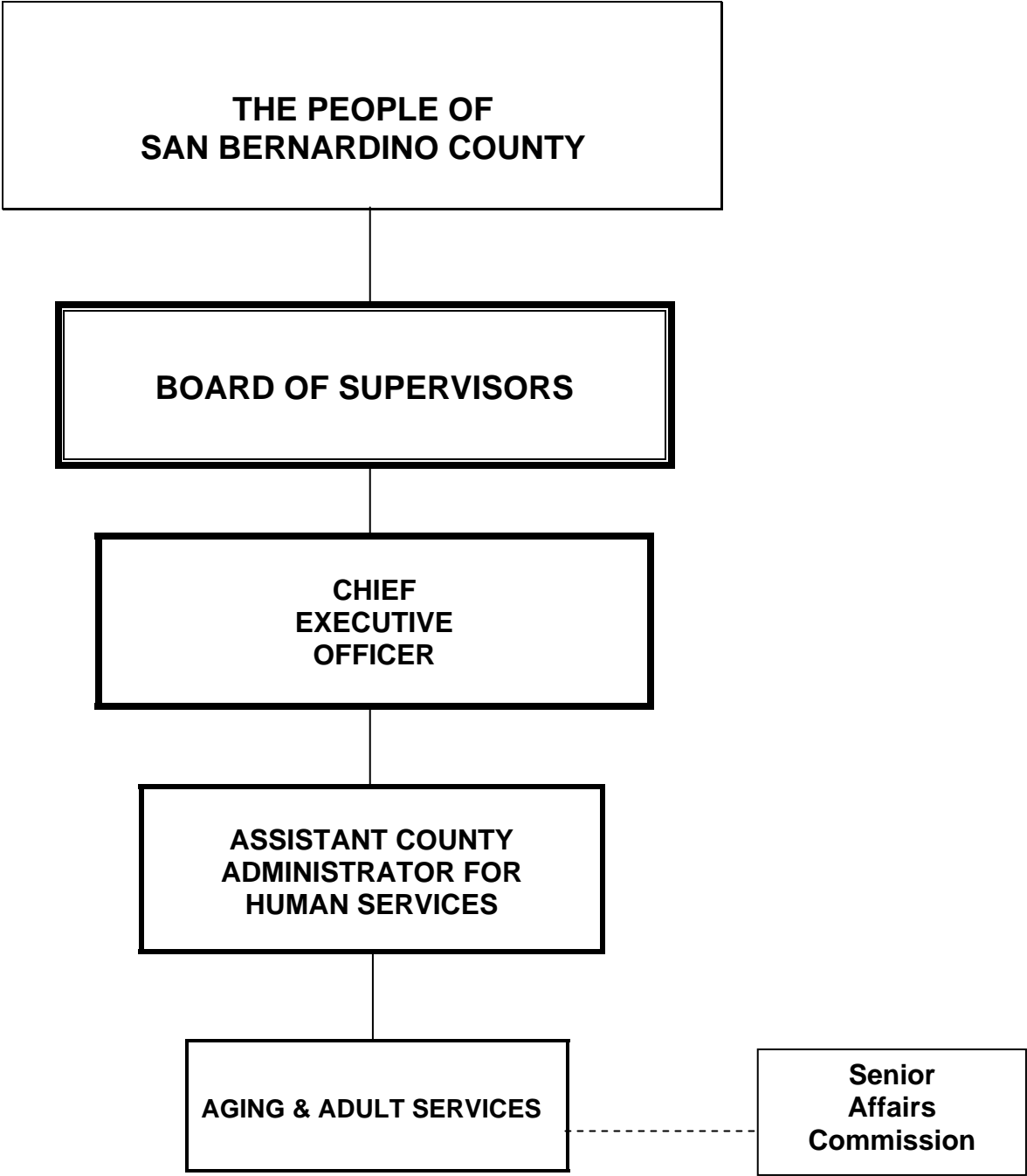
Introduction

This Attachment includes the following information:

- County Organizational Chart
 - SAC Organizational Chart
 - Supervisorial Districts and Cities
-



SAC Organizational Chart



Supervisory Districts and Cities

- District 1**
- The First District is the largest county supervisory district in the contiguous United States, encompassing approximately 18,000 square miles and most of the Mojave Desert.
 - It is bordered in the northwest by Trona, the southwest by Adelanto, Twentynine Palms in the south, and Needles in the east.
 - Other cities include Victorville, Barstow, Hesperia, Apple Valley, Lucerne Valley, and Yermo. [The redistricting prompted by the 2000 Census moved Wrightwood from the Second to First District, and moved Joshua Tree and a portion of the Twentynine Palms Marine Base from the First to the Third District.]
-

- District 2**
- The Second District makes up the northwest portion of the San Bernardino valley and mountains.
 - It is bordered by Crestline in the east, Upland in the west, Fontana in the south, and Wrightwood, which bordered the north, was moved to the First District.
 - Other cities include Rancho Cucamonga and Alta Loma.
-

- District 3**
- The Third District makes up the eastern and part of the central portion of the valley and mountain regions.
 - It is bordered in the north by Lake Arrowhead, Loma Linda in the west, Yucaipa in the south, and Yucca Valley in the east.
 - Other cities include Big Bear Lake, Highland, Joshua Tree, Redlands, Running Springs, Joshua Tree, and a portion of the Twentynine Palms Marine Base.
-

- District 4**
- The Fourth District makes up the southwest portion of the San Bernardino valley.
 - Cities include Chino, Chino Hills, Montclair, and Ontario.
-

- District 5**
- The Fifth District makes up the central portion of the San Bernardino Valley.
 - Cities include Colton, Grand Terrace, Rialto, San Bernardino, and after redistricting, part of Fontana
-

Additional Information

Introduction

This Attachment includes the following information:

- California Public Records Act
 - The Brown Act
 - Glossary of Acronyms
-

California Public Records Act

Accessing the California Public Records Act

The California Public Records Act can be found in the California Government Code, Sections 6250-6270. It can be accessed on the Internet at <http://www.leginfo.ca.gov/calaw.html>. Click the box for Government Code, scroll down and type 6250-6270 (or Public Records Act) in the blank field provided, and click search. This will take you to a list of various sections. Click the section that has 6250-6270.

When printed, Sections 6250-6270 of the Act total twenty-seven (27) pages. Therefore, the information that follows is an overview that highlights some of the more pertinent parts. To view the entire Act, follow the instructions in the previous paragraph to access it on the Internet.

Overview

Following are highlights of the California Public Records Act:

- Access to information concerning the conduct of the people's business is a fundamental and necessary right of every person in the state.
 - Local agencies include Commissions of a county.
 - Public records include any writing containing information prepared, owned, used, or retained by any state or local agency regardless of physical form or characteristics.
 - Writing covers any handwriting, typing, printing, photographing, photocopying, email or fax, and any other means of recording, including letters, words, pictures, sounds, or symbols.
 - Records are open to inspection at all times during the office hours of the state or local agency.
 - Assistance is given to a member of the public who requests a public record by the agency to which the request is made to obtain the record.
 - Information regarding persons paid by the state to provide in-home supportive services shall not be subject to public disclosure, except, upon request, to an exclusive bargaining agent or labor organization for the sole purpose of employee organizing, representation, and assistance activities of the labor organization.
 - Public records that are in an electronic format shall be made in that format when requested, and the requester shall bear the cost of producing copies of the records.
 - Section 6254, with the exception of 6254.7 (air pollution, building or housing violations, non-patented trade secrets) and 6254.13 (test questions or materials provided by the State Department of Education requested by the Legislature or Governor), lists all the records that are not subject to disclosure.
-

Ralph M. Brown Act

Accessing the Ralph M. Brown Act

The Ralph M. Brown Act (also known as the Brown Act) can be found in the California Government Code, Sections 54950-54963. It can be accessed on the Internet at <http://www.leginfo.ca.gov/calaw.html>. Click the box for the Government Code, scroll down and type 54950-54963 (or The Brown Act) in the blank field provided, and click search. This will take you to a list of various sections. Click the section that has 54950-54963.

When printed, Sections 54950-54963 of the Act total twenty-nine (29) pages. Therefore, the information that follows is an overview that highlights some of the more pertinent parts. To view the entire Act, follow the instructions in the previous paragraph to access it on the Internet.

Continued on next page

Ralph M. Brown Act, Continued

Overview

Following are highlights of the Ralph M. Brown Act:

- Actions taken and deliberations conducted by public commissions, boards and councils, and other public agencies will be done so openly.
 - “Legislative body” includes commissions of a local agency.
 - “Meeting” includes any congregation of a majority of the members of the legislative body at the same time and place to hear, discuss, or deliberate upon any item within the subject matter jurisdiction of the body or the local agency to which it pertains.
 - All such meetings shall be open and public and shall meet the protections and prohibitions of the Americans with Disabilities Act.
 - Members of the public are not required to register to attend such meetings, unless they do so voluntarily on an attendance document that clearly states that option.
 - Persons attending such meetings have the right to record the proceedings by audio or video, unless it was found to cause persistent disruption of the proceedings.
 - Agendas shall be posted at least 72 hours before a regular meeting.
 - Closed session items are to be described in the agenda.
 - If requested, copies of agendas or documents in an agenda packet shall be provided in an appropriate alternative format to persons with a disability, as required by the Americans with Disabilities Act.
 - No action or discussion shall be undertaken on any item not appearing on the posted agenda, except for responses to statements made or questions asked by a member of the public attending the meeting.
 - Notice of a special meeting shall be received at least 24 hours before the time of the meeting, specifying the time, place, and business to be discussed.
 - Unless otherwise exempted, records of public meetings are disclosable.
 - Each member of a legislative body who attends a meeting of that legislative body where action is taken in violation of any provision of the Brown Act, and where the member intends to knowingly deprive the public of information to which it is entitled is guilty of a misdemeanor (Section 54959).
 - Confidential information acquired in a closed session may not be disclosed to a person not entitled to receive it, unless the legislative body authorized disclosure of that confidential information.
-

DAAS Acronym Glossary

| Acronym | Meaning |
|----------------|--|
| AAA | Area Agency on Aging |
| AAC | Adult Advocacy Council |
| AARP | American Association of Retired Persons |
| AB | Assembly Bill |
| ACIN | All County information Notice |
| ACL | All County Letter |
| ADA | Am. W/Disabilities Act/Am. Diabetic |
| ADCRC | Alzheimer's Day Care Resource Center |
| ADHC | Adult Day Health Care |
| AIRS | Alliance of Information and Referral Systems |
| ALJ | Administration Adjudication Law Judge |
| AOA | Administration on Aging |
| APS | Adult Protective Services |
| ARF | Adult Residential Facility |
| ASD | Administrative Services Division |
| BCP | Budget Change Proposal |
| BOS | Board of Supervisors |
| BSW | Bachelor of Social Work |
| BWE | Blind Work Expenses |
| C4A | California Association of Area Agencies on Aging |
| CAIRS | California Alliance of Information & Referral Services |
| CAL-ACT | Calif. Assoc. for Coordinated Transportation |
| CalFresh | Formerly Food Stamp Program |
| CalWORKs | Calif. Work Opportunity and Responsibility to Kids |
| CAO | County Administrative Office |
| CAPI | Cash Assistance Program for Immigrants |
| CBSP | Community-Based Service Programs |
| CCA | Coalition for Coordinated Advocacy |
| CCRC | Continuing Care Retirement Communities |
| CCLD | Community Care Licensing Division |
| CCOA | California Commission on Aging |
| CDA | California Department of Aging |
| CDBG | Community Development Block Grant |
| CDSS | California Department of Social Services |
| CFAP | California Food Assistance Program |
| CFILC | California. Foundation for Independent Living Centers |
| CFL | County Fiscal Letter |
| CFR | Code of Federal Regulation |
| CFS | Children and Family Services |
| CI | Central Intake |
| CMIPS | Case Management, Information & Payrolling System |
| COLA | Cost of Living Adjustments |

Continued on next page

DAAS Acronym Glossary, Continued

| Acronym | Meaning |
|----------------|--|
| CPS | Child Protective Services |
| CSL | California Senior Legislature |
| CWD | County Welfare Department |
| CWDA | County Welfare Director's Association |
| CWS | Child Welfare Services |
| DA | District Attorney |
| DAAS | Department of Aging and Adult Services |
| DBH | Department of Behavioral Health |
| DPH | Department of Public Health |
| DD | Deputy Director |
| DHCS | Department of Health Care Services |
| DOJ | Department of Justice |
| EAP | Education Assistance Proposal |
| EBB | Electronic Bulletin Board |
| ECD | Economic and Community Development |
| EDD | Employment Development Department |
| EDS | Electronic Data Systems |
| EHaP | Employee Health and Production |
| EIC | Earned Income Credit |
| EMACS | Employee Management & Compensation System |
| ER | Emergency Response or Emergency Room |
| EW | Eligibility Worker |
| FAST | Financial Abuse Specialist Team |
| FBP | Fraud Prevention Bureau |
| FCSP | Family Caregiver Support Program |
| FTB | Franchise Tax Board |
| H/C or H/V | Home Call or Home Visit |
| HEAP | Home Energy Assistance Program |
| HHS | Health and Human Services |
| HICAP | Health Insurance Counseling & Advocacy Program |
| HMO | Health Maintenance Organization |
| HOA | Household of Another |
| HRD or HR | Human Resources Department |
| HS | Human Services |
| IAR | Interim Assistance Reimbursement |
| ICLS | Inland Counties Legal Services |
| ICMA | International City Managers Association |
| ICRC | Inland Caregiver Resource Center |
| IEVS | Income and Eligibility Verification System |
| IFB | Invitation For Bid |
| IHSS | In-Home Supportive Services |
| INS | Immigration and Naturalization Services |
| IRC | IRCA Inland Regional Center |
| IRCA | Immigration Reform and Control Act |
| IRWE | Impairment Related Work Expenses |

Continued on next page

DAAS Acronym Glossary, Continued

| Acronym | Meaning |
|----------------|---|
| ISD | Information Services Department |
| ITSD | Information Technology & Support Division |
| LCSW | Licensed Clinical Social Worker |
| LTC | Long Term Care |
| LTCOP | Long Term Care Ombudsman Program |
| MDAQMD | Mojave Desert Air Quality Management District |
| MDT | Multi-Disciplinary Team |
| MEDS | Medi-Cal Eligibility Data System |
| MFT | Marriage & Family Therapist |
| MOU | Memorandum of Understanding |
| MOW | Meals on Wheels |
| MSSP | Multipurpose Senior Services Program |
| MSW | Masters in Social Work |
| N4A | National Association of Area Agencies on Aging |
| NASW | National Association of Social Workers |
| NAT | Needles Area Transit |
| NCOA | National Council on Aging |
| NOA | Notice of Action |
| OAA | Older Americans Act |
| OED | Organization and Employee Development |
| OOA | Office on Aging |
| OR | Outreach or Operating room |
| PARE | Personal Activity Record of Expenditures |
| PC | Penal Code (PC 368 is Elder Abuse code section) |
| PCSF | Personal Care Services Program |
| PDD | Program Development Division |
| PDR | Physicians Desk Reference |
| PERC | Performance, Education and Resource Center |
| PICLTC | Public Interest Center on Long Term Care |
| PM | Program Memo |
| PS | Protective Supervision |
| PSA | Public Service Announcement or Planning Service Area |
| PSD | Preschool Services Department |
| PSE | Public Service Employee |
| Q&A | Questions and Answers |
| QMB | Qualified Medicare Beneficiary |
| RCA | Regional Council on Aging |
| RCFE | Residential Care Facility for the Elderly |
| RCSAD | Regional Councils on Seniors & Adults with Disabilities |
| RSDI | Retirement, Survivor's and Disability Insurance |
| SB | Senate Bill |
| SBCAAN | San Bernardino County Aging & Adult Network |
| SBPEA | Bernardino Public Employees Association. |
| SCAQMD | South Coast Air Quality Management District |
| SCORE | Service Core of Retired Executives |

Continued on next page

DAAS Acronym Glossary, Continued

| Acronym | Meaning |
|----------------|--|
| SCSEP | Senior Community Services Employment Program |
| SIA | Senior Information and Assistance |
| SLIAG | State Legislation Impact Assistance Grants |
| SLMD | Specified Low-income Medicare Beneficiary |
| SNF | Skilled Nursing Facility |
| SOC | Share of Cost or State of California |
| SPC | Senior Program Corporation |
| SROP | Standard Rate of Payment |
| SS | Social Security |
| SSA | Social Security Administration |
| SSBG | Social Services Block Grant |
| SSC | Senior Services Counselor |
| SSEAP | Social Services Education Assistance Proposal |
| SSI | Supplemental Security Income |
| SSP | State Supplementary Prog. or Social Service Practitioner |
| SSSP | Supervising Social Service Practitioner |
| SSW | Supervising Social Worker |
| SVP | Retired and Senior Volunteer Program |
| SAC | Senior Affairs Commission |
| SADF | Seniors and Adults with Disabilities Foundation |
| SANBAG | San Bernardino Associated Governments |
| TACC | Triple A Council of California |
| TAD | Transitional Assistance Department (Welfare Office) |
| TANF | Temporary Aid for Needy Families |
| TLR | Time and Labor Reports (was T& A's) |
| TQM | Total Quality Management |
| TRS | Temporary Resident Status |
| TSS | Tangible Support Services |
| VA or DVA | Department of Veterans Affairs |
| VNA | Visiting Nurses Association |
| VVTA | Victor Valley Transit Authority |
| RFP | Request for Proposal |
| WIC or W & I | Welfare and Institutions Code |

"What's New"

For your reference, you will find here a list of all published Handbook Letters and IIN's.

The Handbook Letter Covers and IIN are organized by **publishing** date from the newest to the oldest.

Handbook Cover Letters:

We are publishing Cover Letters that accompany every HB Letter that has become part of the handbook.

They are organized by **publishing** date from the newest to the oldest.

SAN BERNARDINO COUNTY HUMAN SERVICES

MAY 19, 2011

SENIOR AFFAIRS COMMISSION HANDBOOK LETTER #0001

Senior Affairs Commission Handbook

Overview The Senior Affairs Commission (SAC) Handbook is updated and reformatted into three sections as specified in the block below.

Specific changes Updates and reformatting are as follows:

- Section 1 – Policy includes information on:
 - SAC Committee meetings
 - Ethics
 - Travel by SAC Commissioners
 - Travel Reimbursement
 - Out-of-State Travel
 - W-9 Request for Taxpayer Identification Number and Certification
- Section 2 – Mandates includes policy mandates from:
 - Federal
 - State
 - County
- Section 3 – Attachments includes the following:
 - SAC Ordinance
 - SAC Bylaws
 - DAAS Mission, Goals, Objectives and Area Plan Goals and Objectives
 - County Overview
 - Additional Information
 - ✓ California Public Records Act
 - ✓ The Brown Act
 - ✓ Glossary of Acronyms

Filing instructions ***Remove and Replace:***
The entire SAC Handbook.

Distribution Senior Affairs Commissioners (hard copies) and DAAS (on line handbooks).

RD:CL:wsb

IIN's

We are publishing all **active** IIN's.

They are organized by **publishing** date from the newest to the oldest.