

Service Access & Equity Grantee Code of Conduct

The Department is committed to supporting services and programs that are carried out with integrity, professionalism, and respect. Grantees are expected to uphold the highest standards of conduct. All grantees must comply with the requirements of their grant agreement and responsibilities outlined in this Grantee Code of Conduct.

Communication, professionalism, and accountability are key to a successful grant partnership. primary point of contact between the Department and the grantee. They act as liaisons, provide guidance, and monitor compliance with grant agreement requirements. Grant managers are responsible and have authority to enforce compliance, implement corrective action plans, and determine whether a grantee remains eligible for future funding. Grantees are expected to understand and respect the duties and responsibilities of their assigned Grant Manager.

Valuing Diversity and Inclusion

Grantees should embrace and respect diversity that includes but is not limited to ability, race, ethnicity, language, national origin, citizenship, age, gender identity or expression, sexual orientation, and religion.

Conducting Activities with Integrity and Professionalism

Grantees shall conduct all activities with individuals, families, community organizations, regional centers, and state, local and federal agencies with professionalism, humility, fairness, dignity, and respect. Grantees are expected to listen to diverse perspectives, promote transparency, and foster clear, accessible, and productive communication.

Providing a Positive Work Environment

Grantees shall promote a positive, safe, and respectful environment for staff, partners, other grantees, and families they engage with. This includes maintaining professional relationships and addressing conflict in a constructive, and solution-oriented manner.

All communications and interactions between Grantees and their assigned Grant Managers must be conducted in a professional, respectful, and courteous manner. Behavior that is hostile, inappropriate, or otherwise unprofessional constitutes as a violation of this Code of Conduct and may result in immediate corrective action up to and including grant termination.

Communication and Responsiveness (Timely Reporting)

Grantees shall respond to communications from their Grant Manager in a timely and professional manner. Long periods of unresponsiveness may impact eligibility for future funding.

Grantees shall review all training materials provided by the Department. Repeated failure to follow reporting requirements in accordance with the training materials provided to grantees constitutes non-compliance and may result in a Corrective Action Plan.

Reports must be submitted by the deadlines noted in the grant agreement. Late submissions without prior notice to the Department, or failure to follow through on communications from grant managers will be considered non-compliance of the grant agreement.

Responsible Stewardship of Funds

Grantees shall actively manage and spend awarded funds in alignment with their approved budget and invoicing schedule. Significant underspending of funds without timely communication or justification may result in a corrective action plan and may affect eligibility for future funding.

Role of Grant Managers

Grant Managers serve as the primary point of contact between the Department and the grantee. They provide guidance, monitor compliance, and have the authority to enforce the requirements of the grant agreement, implement corrective action plans, and determine eligibility for future funding. Grantees are expected to understand the duties and responsibilities of their assigned Grant Manager.

Failure to comply with this Code of Conduct or with the terms outlined in the grant agreement may lead to corrective actions such as a formal corrective action plan, withholding of funds, ineligibility for future funding, or grant termination.”¹

¹ Termination “for cause” means the grantee fails to meet the terms, conditions, and/or responsibilities of the Grant Agreement. As defined in Exhibit A, Definition 12 of the Grant Agreement (p. 4).