



CONTRACT # MA-042-20010815

FOR

Housing and Disability Income Advocacy Program

BETWEEN

COUNTY OF ORANGE

AND

FRIENDSHIP SHELTER, INC.

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ATTACHMENTS

- Attachment A - Scope of Services
- Attachment B - Payment/Compensation
- Attachment C - Budget Schedule
- Attachment D - Staffing Plan
- Attachment E - Memorandum of Understanding between Orange County Social Service Agency and OC Community Resources/Housing & Community Development & Homeless Services
- Attachment F - All County Welfare Letter Dated July 27, 2017, and January 8, 2018

EXHIBITS

- Exhibit 2 – Drug Free Workplace Certification
- Exhibit 3 – Services Planning Areas
- Exhibit 4 - Debarment Certification
- Exhibit 5 – Federal Award Identification

Contract # MA-042-20010815
with
Friendship Shelter, Inc.
for
Housing and Disability Income Advocacy Program

This Contract # MA-042-20010815 for Housing and Disability Income Advocacy Program hereinafter referred to as “Contract”) is made and entered into as of the date fully executed by and between the County of Orange, a political subdivision of the State of California by and through OC Health Care Agency (“HCA”); hereinafter collectively referred to as “County” and Friendship Shelter, Inc., a private non-profit corporation in the State of California, with a place of business at P.O. Box 4252, Laguna Beach, CA 92652-4252, DUNS #883815375 (hereinafter referred to as “Contractor”), with the County and Contractor sometimes referred to as “Party” or collectively as “Parties”.

ATTACHMENTS

This Contract is comprised of this document and the following Attachments and Exhibits, which are attached hereto and incorporated by reference into this Contract:

- Attachment A – Scope of Services
- Attachment B – Payment/Compensation
- Attachment C – Budget Schedule
- Attachment D – Staffing Plan
- Attachment E - Memorandum of Understanding between Orange County Social Service Agency and OC Community Resources/Housing & Community Development & Homeless Services
- Attachment F - All County Welfare Letter Dated July 27, 2017, and January 8, 2018
- Exhibit 2 – Drug Free Workplace Certification
- Exhibit 3 – Service Planning Areas
- Exhibit 4 – Debarment Certification
- Exhibit 5 – Federal Award Identification

RECITALS

WHEREAS, Contractor and County are entering into this Contract for street outreach services and rental assistance using Housing and Disability Income Advocacy Program (“HDAP”) funds under a cost reimbursement Contract; and

WHEREAS, Contractor agrees to provide services pertaining to street outreach services and rental assistance under the Housing and Disability Income Advocacy Program as further set forth in the Scope of Services (“Services”), attached hereto as Attachment A; and

WHEREAS, County agrees to pay Contractor as set forth in Payment/Compensation, attached hereto as Attachment B; and

WHEREAS, Contractor agrees to manage allotted funding set forth in the Budget Schedule, attached hereto as Attachment C; and

WHEREAS, Contractor agrees to provide staff set forth in the Staffing Plan, attached hereto as Attachment D; and

WHEREAS, the County Board of Supervisors has authorized the OC Health Care Agency Director or his designee to enter into a Contract for Housing and Disability Income Advocacy Program with the Contractor to carry out certain program Services and activities for the Fiscal Years 2018-19 and 2019-20.

NOW, THEREFORE, the Parties mutually agree as follows:

DEFINITIONS

“County’s Project Manager” means the OC Health Care Agency Director or designee, coordinating the HDAP funds under its regulations, and the Services provided by the County.

“County’s Contract Administrator” means the “Contract Administrator” who shall administer this Contract as is necessary or reasonable to comply with County policies.

“DUNS Number:” A unique 9-digit identifier issued and maintained by Dun & Bradstreet (D&B) that verifies the existence of a business entity. The DUNS number is needed to coordinate with the System for Award Management (SAM) that combines federal procurement systems and the Catalog of Federal Domestic Assistance into one new system. <https://www.SAM.gov>.

Service(s): the work or labor, including tasks and duties, and training being performed, or already performed to fulfill the requirements of this Contract including all obligations and responsibilities as set forth in the Attachment A – Scope of Services.

“Subcontractor or Subcontractors” means any entity that furnishes to Contractor Services or supplies relative to this Contract.

ARTICLES

General Terms and Conditions:

- A. **Governing Law and Venue:** This Contract has been negotiated and executed in the State of California and shall be governed by and construed under the laws of the State of California. In the event of any legal action to enforce or interpret this Contract, the sole and exclusive venue shall be a court of competent jurisdiction located in Orange County, California, and the parties hereto agree to and do hereby submit to the jurisdiction of such court, notwithstanding Code of Civil Procedure Section 394. Furthermore, the parties specifically agree to waive any and all rights to request that an action be transferred for adjudication to another county.
- B. **Entire Contract:** This Contract, documents incorporated by reference Attachments A, B, C, D, E and F and Exhibits 1, 2, 3, 4, and 5 contain the entire Contract between the parties with respect to the matters herein, and there are no restrictions, promises, warranties or undertakings other than those set forth herein or referred to herein. No exceptions, alternatives, substitutes or revisions are valid or binding on County unless authorized by County in writing. Electronic acceptance of any additional terms, conditions or supplemental Contracts by any County employee or agent, including but not limited to installers of software, shall not be valid or binding on County unless accepted in writing by County's Contract Administrator.
- C. **Amendments:** No alteration or variation of the terms of this Contract shall be valid unless made in writing and signed by the parties; no oral understanding or agreement not incorporated herein shall be binding on either of the parties; and no exceptions, alternatives, substitutes or revisions are valid or binding on County unless authorized by County in writing.
- D. **Intentionally left blank.**
- E. **Delivery:** Time of delivery of Services is of the essence in this Contract. County reserves the right to refuse any Services and to cancel all or any part of the Services not conforming to applicable specifications, drawings, samples or descriptions or Services that do not conform to the prescribed Scope of Services. Acceptance of any part of the order for Services shall not bind County to accept future shipments nor deprive it of the right to return Services already accepted at Contractor's expense. Over shipments and under shipments of Services shall be only as agreed to in writing by County. Delivery shall not be deemed to be complete until all Services have actually been received and accepted in writing by County.
- F. **Acceptance Payment:** Unless otherwise agreed to in writing by County, 1) acceptance shall not be deemed complete unless in writing and until all the Services have actually been received, inspected, and tested to the satisfaction of County, and 2) payment shall be made in arrears after satisfactory acceptance.
- G. **Intentionally left blank.**
- H. **Patent/Copyright Materials/Proprietary Infringement:** Unless otherwise expressly provided in this Contract, Contractor shall be solely responsible for clearing the right to use any patented or copyrighted materials in the performance of this Contract. Contractor warrants that any software as

modified through Services provided hereunder will not infringe upon or violate any patent, proprietary right, or trade secret right of any third party. Contractor agrees that, in accordance with the more specific requirement contained in paragraph “Z” below, it shall indemnify, defend and hold County and County Indemnitees harmless from any and all such claims and be responsible for payment of all costs, damages, penalties and expenses related to or arising from such claim(s), including, costs and expenses but not including attorney’s fees.

- I. **Assignment:** The terms, covenants, and conditions contained herein shall apply to and bind the heirs, successors, executors, administrators and assigns of the parties. Furthermore, neither the performance of this Contract nor any portion thereof may be assigned by Contractor without the express written consent of County. Any attempt by Contractor to assign the performance or any portion thereof of this Contract without the express written consent of County shall be invalid and shall constitute a breach of this Contract.
- J. **Non-Discrimination:** In the performance of this Contract, (e.g., delivery of Services as identified in the Scope of Services) Contractor agrees that it will comply with the requirements of Section 1735 of the California Labor Code and not engage nor permit any Subcontractors to engage in discrimination in employment of persons because of the race, religious creed, color, national origin, ancestry, physical disability, mental disability, medical condition, marital status, or sex of such persons. Contractor acknowledges that a violation of this provision shall subject Contractor to penalties pursuant to Section 1741 of the California Labor Code. Contractor and its Subcontractors shall comply with the provisions of Fair Employment and Housing Act (Government Code Section 12990 (a – f) et seq.) and the applicable regulations promulgated thereunder (California Code of Regulations, Title 2, section 7285 et seq.). The applicable regulations of the Fair Employment and Housing Commission implementing Government Code section 12990 (a --), set forth in Chapter 5 of Division 4 of Title 2 of the California Code of Regulations, are incorporated by reference into this Contract as if set forth in full. Contractor or its subcontractors shall give written notice of their obligations under this clause to labor organizations with which they have a collective bargaining or other agreements.
- K. **Termination:** In addition to any other remedies or rights it may have by law, County has the right to immediately terminate this Contract without penalty for cause or after 30 days’ written notice without cause, unless otherwise specified. Cause shall be defined as any material breach of contract, any misrepresentation or fraud on the part of the Contractor. Exercise by County of its right to terminate the Contract shall relieve County of all further obligation.
- L. **Consent to Breach Not Waiver:** No term or provision of this Contract shall be deemed waived and no breach excused, unless such waiver or consent shall be in writing and signed by the party claimed to have waived or consented. Any consent by any party to, or waiver of, a breach by the other, whether express or implied, shall not constitute consent to, waiver of, or excuse for any other different or subsequent breach.
- M. **Independent Contractor:** Contractor shall be considered an independent contractor and neither Contractor, its employees, nor anyone working under Contractor shall be considered an agent or an employee of County. Neither Contractor, its employees nor anyone working under Contractor shall qualify for workers’ compensation or other fringe benefits of any kind through County.

N. **Performance Warranty:** Contractor shall warrant all work under this Contract, taking necessary steps and precautions to perform the work to County's satisfaction. Contractor shall be responsible for the professional quality, technical assurance, timely completion and coordination of all documentation and other Services furnished by the Contractor under this Contract. Contractor shall perform all work diligently, carefully, and in a good and workmanlike manner; shall furnish all necessary labor, supervision, machinery, equipment, materials, and supplies, shall at its sole expense obtain and maintain all permits and licenses required by public authorities, including those of County required in its governmental capacity, in connection with performance of the work. If permitted to subcontract, Contractor shall be fully responsible for all work performed by Subcontractors and shall make sure that Subcontractor(s) follow all requirements of performance under this Contract.

O. **Insurance Requirements:**

Prior to the provision of Services under this Contract, the Contractor agrees to purchase all required insurance at Contractor's expense, including all endorsements required herein, necessary to satisfy the County that the insurance provisions of this Contract have been complied with. Contractor agrees to keep such insurance coverage, Certificates of Insurance, and endorsements on deposit with the County during the entire term of this Contract. In addition, all Subcontractors performing work on behalf of Contractor pursuant to this Contract shall obtain insurance subject to the same terms and conditions as set forth herein for Contractor.

Contractor shall ensure that all Subcontractors performing work on behalf of Contractor pursuant to this Contract shall be covered under Contractor's insurance as an Additional Insured or maintain insurance subject to the same terms and conditions as set forth herein for Contractor. Contractor shall not allow Subcontractors to work if Subcontractors have less than the level of coverage required by County from Contractor under this Contract. It is the obligation of Contractor to provide notice of the insurance requirements to every Subcontractor and to receive proof of insurance prior to allowing any Subcontractor to begin work. Such proof of insurance must be maintained by Contractor through the entirety of this Contract for inspection by County representative(s) at any reasonable time.

All self-insured retentions (SIRs) shall be clearly stated on the Certificate of Insurance. Any self-insured retention (SIR) in an amount in excess of Fifty Thousand Dollars (\$50,000) shall specifically be approved by the County's Risk Manager, or designee, upon review of Contractor's current audited financial report. If Contractor's SIR is approved, Contractor, in addition to, and without limitation of, any other indemnity provision(s) in this Contract, agrees to all of the following:

- 1) In addition to the duty to indemnify and hold the County harmless against any and all liability, claim, demand or suit resulting from Contractor's, its agents, employee's or Subcontractor's performance of this Contract, Contractor shall defend the County at its sole cost and expense with counsel approved by Board of Supervisors against same; and
- 2) Contractor's duty to defend, as stated above, shall be absolute and irrespective of any duty to indemnify or hold harmless; and
- 3) The provisions of California Civil Code Section 2860 shall apply to any and all actions to which the duty to defend stated above applies, and the Contractor's SIR provision shall be interpreted as though the Contractor was an insurer and the County was the insured.

If the Contractor fails to maintain insurance acceptable to the County for the full term of this Contract, the County may terminate this Contract.

Qualified Insurer

The policy or policies of insurance must be issued by an insurer with a minimum rating of A- (Secure A.M. Best's Rating) and VIII (Financial Size Category as determined by the most current edition of the **Best's Key Rating Guide/Property-Casualty/United States or ambest.com**). It is preferred, but not mandatory, that the insurer be licensed to do business in the State of California (California Admitted Carrier).

If the insurance carrier does not have an A.M. Best Rating of A-/VIII, the CEO/Office of Risk Management retains the right to approve or reject a carrier after a review of the company's performance and financial ratings.

The policy or policies of insurance maintained by the Contractor shall provide the minimum limits and coverage as set forth below:

<u>Coverage</u>	<u>Minimum Limits</u>
Commercial General Liability	\$1,000,000 per occurrence \$2,000,000 aggregate
Automobile Liability including coverage for owned, non-owned and hired vehicles	\$1,000,000 per occurrence
Workers Compensation	Statutory
Employers Liability Insurance	\$1,000,000 per occurrence
Network Security & Privacy Liability	\$1,000,000 per claims-made
Employee Dishonesty (if applicable)	\$100,000 per occurrence (limit Commensurate with exposure)

Required Coverage Forms

The Commercial General Liability coverage shall be written on Insurance Services Office (ISO) form CG 00 01, or a substitute form providing liability coverage at least as broad.

The Business Auto Liability coverage shall be written on ISO form CA 00 01, CA 00 05, CA 0012, CA 00 20, or a substitute form providing coverage at least as broad.

Required Endorsements

The Commercial General Liability policy shall contain the following endorsements, which shall accompany the Certificate of Insurance:

- 1) An Additional Insured endorsement using ISO form CG 20 26 04 13 or a form at least as broad naming the *County of Orange its elected and appointed officials, officers, agents and employees* as Additional Insureds, or provide blanket coverage, which will state **AS REQUIRED BY WRITTEN CONTRACT**.
- 2) A primary non-contributing endorsement using ISO form CG 20 01 04 13, or a form at least as broad evidencing that the Contractor's insurance is primary and any insurance or self-insurance maintained by the County of Orange shall be excess and non-contributing.

The Network Security and Privacy Liability policy shall contain the following endorsements which shall accompany the Certificate of Insurance:

- 1) An Additional Insured endorsement naming the *County of Orange, its elected and appointed officials, officers, agents and employees* as Additional Insureds for its vicarious liability.
- 2) A primary and non-contributing endorsement evidencing that the Contractor's insurance is primary and any insurance or self-insurance maintained by the County of Orange shall be excess and non-contributing.

The Workers' Compensation policy shall contain a waiver of subrogation endorsement waiving all rights of subrogation against the *County of Orange, its elected and appointed officials, officers, agents and employees* or provide blanket coverage, which will state **AS REQUIRED BY WRITTEN CONTRACT**.

All insurance policies required by this Contract shall waive all rights of subrogation against the County of Orange, its elected and appointed officials, officers, agents and employees when acting within the scope of their appointment or employment.

Contractor shall notify County in writing within thirty (30) days of any policy cancellation and ten (10) days for non-payment of premium and provide a copy of the cancellation notice to County. Failure to provide written notice of cancellation may constitute a material breach of the Contract, upon which the County may suspend or terminate this Contract.

If Contractor's Network Security & Privacy Liability are "Claims-Made" policy(ies), Contractor shall agree to maintain coverage for two (2) years following the completion of the Contract.

The Commercial General Liability policy shall contain a severability of interests clause also known as a "separation of insureds" clause (standard in the ISO CG 0001 policy).

Insurance certificates should be forwarded to the agency/department address listed on the solicitation.

If the Contractor fails to provide the insurance certificates and endorsements within seven (7) days of notification by the Contract Administrator, award may be made to the next qualified vendor.

County expressly retains the right to require Contractor to increase or decrease insurance of any of the above insurance types throughout the term of this Contract. Any increase or decrease in insurance will be as deemed by County of Orange Risk Manager as appropriate to adequately protect County.

County shall notify Contractor in writing of changes in the insurance requirements. If Contractor does not deposit copies of acceptable Certificates of Insurance and endorsements with County incorporating such changes within thirty (30) days of receipt of such notice, this Contract may be in breach without further notice to Contractor, and County shall be entitled to all legal remedies.

The procuring of such required policy or policies of insurance shall not be construed to limit Contractor's liability hereunder nor to fulfill the indemnification provisions and requirements of this Contract, nor act in any way to reduce the policy coverage and limits available from the insurer.

- P. **Changes:** Contractor shall make no changes in the work or perform any additional work without the County's specific written approval.
- Q. **Change of Ownership/Name, Litigation Status, Conflicts with County Interests:** Contractor agrees that if there is a change or transfer in ownership of Contractor's business prior to completion of this Contract, and the County agrees to an assignment of the Contract, the new owners shall be required under terms of sale or other instruments of transfer to assume Contractor's duties and obligations contained in this Contract and complete them to the satisfaction of the County.

County reserves the right to immediately terminate the Contract in the event the County determines that the assignee is not qualified or is otherwise unacceptable to the County for the provision of Services under the Contract.

In addition, Contractor has the duty to notify the County in writing of any change in the Contractor's status with respect to name changes that do not require an assignment of the Contract. The Contractor is also obligated to notify the County in writing if the Contractor becomes a Party to any litigation against the County, or a Party to litigation that may reasonably affect the Contractor's performance under the Contract, as well as any potential conflicts of interest between Contractor and County that may arise prior to or during the period of Contract performance. While Contractor will be required to provide this information without prompting from the County any time there is a change in Contractor's name, conflict of interest or litigation status, Contractor must also provide an update to the County of its status in these areas whenever requested by the County.

The Contractor shall exercise reasonable care and diligence to prevent any actions or conditions that could result in a conflict with County interests. In addition to the Contractor, this obligation shall apply to the Contractor's employees, agents, and Subcontractors associated with the provision of Services provided under this Contract. The Contractor's efforts shall include, but not be limited to establishing rules and procedures preventing its employees, agents, and Subcontractors from providing or offering gifts, entertainment, payments, loans or other considerations which could be deemed to influence or appear to influence County staff or elected officers in the performance of their duties.

County reserves the right to immediately terminate the Contract in the event the County determines that the assignee is not qualified or is otherwise unacceptable to the County for the provision of Services under the Contract

- R. **Force Majeure:** Contractor shall not be assessed with liquidated damages or unsatisfactory performance penalties during any delay beyond the time named for the performance of this Contract caused by any act of God, war, civil disorder, employment strike or other cause beyond its reasonable control, provided Contractor gives written notice of the cause of the delay to County within 36 hours of the start of the delay and Contractor avails himself of any available remedies.
- S. **Confidentiality:** Contractor agrees to maintain the confidentiality of all County and County-related records and information pursuant to all statutory laws relating to privacy and confidentiality that currently exist or exist at any time during the term of this Contract. All such records and information shall be considered confidential and kept confidential by Contractor and Contractor's staff, agents and employees.
- T. **Compliance with Laws:** Contractor represents and warrants that services to be provided under this Contract shall fully comply, at Contractor's expense, with all standards, laws, statutes, restrictions, ordinances, requirements, and regulations (collectively "laws"), including, but not limited to those issued by County in its governmental capacity and all other laws applicable to the services at the time services are provided to and accepted by County. Contractor acknowledges that County is relying on Contractor to ensure such compliance, and pursuant to the requirements of paragraph "Z" below, Contractor agrees that it shall defend, indemnify and hold County and County Indemnitees harmless from all liability, damages, costs and expenses arising from or related to a violation of such laws.
- U. **Intentionally left blank.**
- V. **Severability:** If any term, covenant, condition or provision of this Contract is held by a court of competent jurisdiction to be invalid, void, or unenforceable, the remainder of the provisions hereof shall remain in full force and effect and shall in no way be affected, impaired or invalidated thereby.
- W. **Attorney Fees:** In any action or proceeding to enforce or interpret any provision of this Contract, each party shall bear their own attorney's fees, costs and expenses.
- X. **Interpretation:** This Contract has been negotiated at arm's length and between persons sophisticated and knowledgeable in the matters dealt with in this Contract. In addition, each party had been represented by experienced and knowledgeable independent legal counsel of their own choosing or has knowingly declined to seek such counsel despite being encouraged and given the

opportunity to do so. Each party further acknowledges that they have not been influenced to any extent whatsoever in executing this Contract by any other party hereto or by any person representing them, or both. Accordingly, any rule or law (including California Civil Code Section 1654) or legal decision that would require interpretation of any ambiguities in this Contract against the party that has drafted it is not applicable and is waived. The provisions of this Contract shall be interpreted in a reasonable manner to effect the purpose of the parties and this Contract.

- Y. Employee Eligibility Verification:** The Contractor warrants that it fully complies with all Federal and State statutes and regulations regarding the employment of aliens and others and that all its employees performing work under this Contract meet the citizenship or alien status requirement set forth in Federal statutes and regulations. The Contractor shall obtain, from all employees performing work hereunder, all verification and other documentation of employment eligibility status required by Federal or State statutes and regulations including, but not limited to, the Immigration Reform and Control Act of 1986, 8 U.S.C. §1324 et seq., as they currently exist and as they may be hereafter amended. The Contractor shall retain all such documentation for all covered employees for the period prescribed by the law. The Contractor shall indemnify, defend with counsel approved in writing by County, and hold harmless, the County and its County Indemnitees, its agents, officers, and employees from employer sanctions and any other liability which may be assessed against the Contractor or the County or County Indemnitees or its agents or any combination of the three in connection with any alleged violation of any Federal or State statutes or regulations pertaining to the eligibility for employment of any persons performing work under this Contract.
- Z. Indemnification:** Contractor agrees to indemnify, defend with counsel approved in writing by County, and hold County, its elected and appointed officials, officers, employees, agents and those special districts and agencies which County's Board of Supervisors acts as the governing Board ("County Indemnitees") harmless from any claims, demands or liability of any kind or nature, including but not limited to personal injury or property damage, arising from or related to the Services, products or other performance provided by Contractor, its agents, affiliates, employees, or any Subcontractor(s), pursuant to this Contract. If judgment is entered against Contractor and County by a court of competent jurisdiction because of the concurrent active negligence of County or County Indemnitees, Contractor and County agree that liability will be apportioned as determined by the court. Neither party shall request a jury apportionment.
- AA. Inspections and Audits:**
- A. ADMINISTRATOR, any authorized representative of COUNTY, any authorized representative of the State of California, the Secretary of the United States Department of Health and Human Services, the Comptroller General of the United States, or any other of their authorized representatives, shall to the extent permissible under applicable law have access to any books, documents, and records, including but not limited to, financial statements, general ledgers, relevant accounting systems, medical and Client records, of CONTRACTOR that are directly pertinent to this Agreement, for the purpose of responding to a beneficiary complaint or conducting an audit, review, evaluation, or examination, or making transcripts during the periods of retention set forth in the Records Management and Maintenance Paragraph of this Agreement. Such persons may at all reasonable times inspect or otherwise evaluate the services provided pursuant to this Agreement, and the premises in which they are provided.
- B. CONTRACTOR shall actively participate and cooperate with any person specified in

Subparagraph A. above in any evaluation or monitoring of the services provided pursuant to this Agreement, and shall provide the above-mentioned persons adequate office space to conduct such evaluation or monitoring.

C. AUDIT RESPONSE

1. Following an audit report, in the event of non-compliance with applicable laws and regulations governing funds provided through this Agreement, COUNTY may terminate this Agreement as provided for in the Termination Paragraph or direct CONTRACTOR to immediately implement appropriate corrective action. A CAP shall be submitted to ADMINISTRATOR in writing within thirty (30) calendar days after receiving notice from ADMINISTRATOR.

2. If the audit reveals that money is payable from one Party to the other, that is, reimbursement by CONTRACTOR to COUNTY, or payment of sums due from COUNTY to CONTRACTOR, said funds shall be due and payable from one Party to the other within sixty (60) calendar days of receipt of the audit results. If reimbursement is due from CONTRACTOR to COUNTY, and such reimbursement is not received within said sixty (60) calendar days, COUNTY may, in addition to any other remedies provided by law, reduce any amount owed CONTRACTOR by an amount not to exceed the reimbursement due COUNTY.

D. CONTRACTOR shall retain a licensed certified public accountant, who will prepare and file with ADMINISTRATOR, an annual, independent, organization-wide audit of related expenditures as may be required during the term of this Agreement.

E. CONTRACTOR shall forward to ADMINISTRATOR a copy of any audit report within fourteen (14) calendar days of receipt. Such audit shall include, but not be limited to, management, financial, programmatic or any other type of audit of CONTRACTOR's operations, whether or not the cost of such operation or audit is reimbursed in whole or in part through this Agreement.

BB. Contingency of Funds: Contractor acknowledges that funding or portions of funding for this Contract may be contingent upon receipt of funds from, and/or obligation of funds by, Federal, State of California and/or local funds to County; and inclusion of sufficient funding for the services hereunder in the Budget Schedule approved by County's Board of Supervisors for each fiscal year covered by this Contract. If such approval, funding or appropriations are delayed, not forthcoming, or are otherwise limited, County may delay reimbursement to Contractor, immediately terminate or modify this Contract without penalty.

CC. Expenditure Limit: The Contractor shall notify the County of Orange assigned Contract Administrator in writing when the expenditures against the Contract reach 75 percent of the dollar limit on the Contract. The County will not be responsible for any expenditure overruns and will not pay for services exceeding the dollar limit on the Contract unless a written and approved change order to cover those costs has been issued. Board of Supervisor approval may be required.

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Additional Terms and Conditions:

1. **Scope of Contract:** This Contract specifies the contractual terms and conditions by which the County will procure Services from Contractor as further detailed in the Scope of Services, identified and incorporated herein by this reference as "Attachment A".
2. **Term of Contract:** This Contract shall commence on May 1, 2019 and continue through June 30, 2021~~0~~, unless otherwise terminated by the County.
3. **Renewal:** This Contract may be renewed by mutual written agreement of both Parties for three (1) additional one (1) year terms. The County does not have to give reason if it elects not to renew. Renewal periods may be subject to approval by the County of Orange Board of Supervisors.

4. **Maximum Obligation:**

The total Maximum Obligation of County to the Contractor for the cost of Services provided in accordance with this Contract is ~~\$216,843~~\$852,536.36, as further detailed in the Budget Schedule, identified and incorporated herein by this reference as Attachment "C".

5. **Amendments - Changes/Extra Work:**

The Contractor shall make no changes to this Contract without the County's written consent. In the event that there are new or unforeseen requirements, the County has the discretion with the Contractor's concurrence, to make changes at any time without changing the scope or price of the Contract.

If County-initiated changes or changes in laws or government regulations affect price, the Contractor's ability to deliver Services, or the project schedule, the Contractor will give County written notice no later ten (10) days from the date the law or regulation went into effect or the date the change was proposed and Contractor was notified of the change, such changes shall be agreed to in writing and incorporated into a Contract amendment. Said amendment shall be issued by the County-assigned Contract Administrator, shall require the mutual consent of all Parties, and may be subject to approval by the County Board of supervisors. Nothing herein shall prohibit the Contractor from proceeding with the work as originally set forth or as previously amended in this Contract.

6. **Breach of Contract:** The failure of the Contractor to comply with any of the provisions, covenants or conditions of this Contract shall be a material breach of this Contract. In such event the County may, and in addition to any other remedies available at law, in equity, or otherwise specified in this Contract:
 - a) Terminate the Contract immediately, pursuant to Section K herein;
 - b) Afford the Contractor written notice of the breach and ten (10) calendar days or such shorter time that may be specified in this Contract within which to cure the breach;
 - c) Discontinue payment to the Contractor for and during the period in which the Contractor is in breach; and

Offset against any monies billed by the Contractor but yet unpaid by the County those monies disallowed pursuant to the above.

7. Conditions Affecting Work:

The Contractor shall be responsible for taking all steps reasonably necessary, to ascertain the nature and location of the work to be performed under this Contract; and to know the general conditions which can affect the work or the cost thereof. Any failure by the Contractor to do so will not relieve Contractor from responsibility for successfully performing the work without additional cost to the County. The County assumes no responsibility for any understanding or representations concerning the nature, location(s) or general conditions made by any of its officers or agents prior to the execution of this Contract, unless such understanding or representations by the County are expressly stated in the Contract.

8. Civil Rights: Contractor attests that services provided shall be in accordance with the provisions of Title VI and Title VII of the Civil Rights Act of 1964, as amended, Section 504 of the Rehabilitation Act of 1973, as amended; the Age Discrimination Act of 1975 as amended; Title II of the Americans with Disabilities Act of 1990, and other applicable State and Federal laws and regulations prohibiting discrimination on the basis of race, color, national origin, ethnic group identification, age, religion, marital status, sex or disability.

9. Conflict of Interest – Contractor’s Personnel: The Contractor shall exercise reasonable care and diligence to prevent any actions or conditions that could result in a conflict with the best interests of the County. This obligation shall apply to the Contractor; the Contractor’s employees, agents, and subcontractors associated with accomplishing work and services hereunder. The Contractor’s efforts shall include, but not be limited to establishing precautions to prevent its employees, agents, and subcontractors from providing or offering gifts, entertainment, payments, loans or other considerations which could be deemed to influence or appear to influence County staff or elected officers from acting in the best interests of the County.

10. Conflict of Interest – County Personnel: The County of Orange Board of Supervisors policy prohibits its employees from engaging in activities involving a conflict of interest. The Contractor shall not, during the period of this Contract, employ any County employee for any purpose.

11. Consulting Contract – Follow-On Work:

No person, firm, subsidiary or Subcontractor of a firm that has been awarded a consulting services contract or a contract which includes a consulting component may be awarded a Contract for the performance of Services, the purchase of Services, or the provision of any other related action which arises from or can reasonably be deemed an end-product of work performed under the initial consulting to consulting-related Contract.

12. Project Manager, County

The County shall appoint a Project Manager to act as liaison between the County and the Contractor during the term of this Contract. The County’s Project Manager shall coordinate the activities of the County staff assigned to work with the Contractor.

The County’s Project Manager, in consultation and agreement with the County, shall have the right to require the removal and replacement of the Contractor’s Project Manager and key personnel. The County’s Project Manager shall notify the Contractor in writing of such action. The Contractor shall

accomplish the removal within three (3) business days after written notice from the County's Project Manager. The County is not required to provide any additional information, reason or rationale in the event it requires the removal of Contractor's Project Manager from providing further services under the Contract.

- 13. Contractor's Project Manager and Key Personnel:** Contractor shall appoint a Project Manager to direct the Contractor's efforts in fulfilling Contractor's obligations under this Contract. This Project Manager shall be subject to approval by the County and shall not be changed without the written consent of the County's Project Manager, which consent shall not be unreasonably withheld.

The Contractor's Project Manager, in consultation and agreement with County, shall be assigned to this project for the duration of the Contract and shall diligently pursue all work and services to meet the project time lines.

- 14. Contractor Personnel – Reference Checks:** The Contractor warrants that all persons employed to provide service under this Contract have satisfactory past work records indicating their ability to adequately perform the work under this Contract.

- 15. County of Orange Child Support Enforcement:** Contractor certifies it is in full compliance with all applicable federal and state reporting requirements regarding its employees and with all lawfully served Wage and Earnings Assignment Orders and Notices of Assignments and will continue to be in compliance throughout the term of the Contract with the County of Orange. Failure to comply shall constitute a material breach of the Contract and failure to cure such breach within 60 calendar days of notice from the County shall constitute grounds for termination of the Contract.

- 16. Data – Title To:** All materials, documents, data or information obtained from the County data files or any County medium furnished to the Contractor in the performance of this Contract will at all times remain the property of the County. Such data or information may not be used or copied for direct or indirect use by the Contractor after completion or termination of this Contract without the express written consent of the County. All materials, documents, data or information, including copies, must be returned to the County at the end of this Contract.

- 17. Licenses:** At its own expense, Contractor and its Subcontractors, if any, shall, at all time during the term of this Contract, maintain in full force and effect such licenses or permits as may be required by the State of California or any other government entity. Contractor and its Subcontractors, if any, shall strictly adhere to, and obey, all governmental rules and regulations now in effect or as subsequently enacted or modified, as promulgated by any local, State, or Federal governmental entity.

18. Disputes – Contract:

- A. The parties shall deal in good faith and attempt to resolve potential disputes informally. If the dispute concerning a question of fact arising under the terms of this Contract is not disposed of in a reasonable period of time by the Contractor's Project Manager and the County's Project Manager, such matter shall be brought to the attention of the Contract Administrator by way of the following process:

1. The Contractor shall submit to the agency/department assigned Contract Administrator a written demand for a final decision regarding the disposition of any dispute between the parties arising under, related to, or involving this Contract, unless the County, on its own initiative, has already rendered such a final decision.
 2. The Contractor's written demand shall be fully supported by factual information, and, if such demand involves a cost adjustment to the Contract, the Contractor shall include with the demand a written statement signed by a senior official indicating that the demand is made in good faith, that the supporting data are accurate and complete, and that the amount requested accurately reflects the Contract adjustment for which the Contractor believes the County is liable.
- B. Pending the final resolution of any dispute arising under, related to, or involving this Contract, the Contractor agrees to diligently proceed with the performance of this Contract, including the provision of services. The Contractor's failure to diligently proceed shall be considered a material breach of this Contract.

Any final decision of the County shall be expressly identified as such, shall be in writing, and shall be signed by the Director. If the County fails to render a decision within 90 days after receipt of the Contractor's demand, it shall be deemed a final decision adverse to the Contractor's contentions. Nothing in this section shall be construed as affecting the County's right to terminate the Contract for cause or termination for convenience as stated in Section K herein.

19. **EDD Independent Contractor Reporting Requirements:** Effective January 1, 2001, the County of Orange is required to file in accordance with subdivision (a) of Section 6041A of the Internal Revenue Code for services received from a "service provider" to whom the County pays \$600 or more or with whom the County enters into a contract for \$600 or more within a single calendar year. The purpose of this reporting requirement is to increase child support collection by helping to locate parents who are delinquent in their child support obligations.

The term "service provider" is defined in California Unemployment Insurance Code Section 1088.8, Subparagraph B.2 as "an individual who is not an employee of the service recipient for California purposes and who received compensation or executes a contract for services performed for that service recipient within or without the State." The term is further defined by the California Employment Development Department to refer specifically to independent Contractors. An independent Contractor is defined as "an individual who is not an employee of the ... government entity for California purposes and who receives compensation or executes a contract for services performed for that ... government entity either in or outside of California."

The reporting requirement does not apply to corporations, general partnerships, limited liability partnerships, and limited liability companies.

Additional information on this reporting requirement can be found at the California Employment Development Department web site located at http://www.edd.ca.gov/Employer_Services.htm.

20. **Emergency/Declared Disaster Requirements:** In the event of an emergency or if Orange County is declared a disaster area by the County, State or Federal government, this Contract may be

subjected to unusual usage. The Contractor shall service the County during such an emergency or declared disaster under the same terms and conditions that apply during non-emergency/disaster conditions. The pricing quoted by the Contractor shall apply to serving the County's needs regardless of the circumstances. If the Contractor is unable to supply the Services under the terms of the Contract, then the Contractor shall provide proof of such disruption and a copy of the invoice for the Services from the Contractor's supplier(s). Additional profit margin as a result of supplying Services during an emergency or a declared disaster shall not be permitted. In the event of an emergency or declared disaster, emergency purchase order numbers will be assigned. All applicable invoices from the Contractor shall show both the emergency purchase order number and the Contract number.

21. **Errors and Omissions:** All reports, files and other documents prepared and submitted by Contractor shall be complete and shall be carefully checked by the professional(s) identified by Contractor as Project Manager and key personnel attached hereto, prior to submission to the County. Contractor agrees that County review is discretionary and Contractor shall not assume that the County will discover errors and/or omissions. If the County discovers any errors or omissions prior to approving Contractor's reports, files and other written documents, the reports, files or documents will be returned to Contractor for correction. Should the County or others discover errors or omissions in the reports, files or other written documents submitted by the Contractor after County approval thereof, County approval of Contractor's reports, files or documents shall not be used as a defense by Contractor in any action between the County and Contractor, and the reports, files or documents will be returned to Contractor for correction.

22. **Non-Supplantation of Funds:**

Contractor shall not supplant any Federal, State, or County funds intended for the purposes of this Contract with any funds made available under this Contract. Contractor shall not claim reimbursement from County for, or apply sums received from County with respect to, that portion of its obligations which have been paid by another source of revenue. Contractor agrees that it shall not use funds received pursuant to this Contract, either directly or indirectly, as a contribution or compensation for the purposes of obtaining Federal, State, or County funds under any Federal, State, or County program without prior written approval from the County.

23. **Satisfactory Work:** Services rendered hereunder are to be performed to the written satisfaction of County. County's staff will interpret all reports and determine the quality, acceptability and progress of the services rendered.

24. **Access and Records:**

- A. County, the State of California and the United States Government and/or their representatives, shall have access, for purposes of monitoring, auditing, and examining, to Contractor's activities, books, documents and papers (including computer records and emails) and to records of Contractor's Subcontractors, consultants, contracted employees, bookkeepers, accountants, employees and participants related to this Contract. Contractor shall insert this condition in each Contract between Contractor and a Subcontractor that is pursuant to this Contract shall require the subcontractor to agree to this condition. Such departments or representatives shall have the right to make excerpts, transcripts and photocopies of such records and to schedule on site monitoring at their discretion. Monitoring activities also may include, but are not limited to,

questioning employees and participants and entering any premises or onto any site in which any of the Services or activities funded hereunder are conducted or in which any of the records of Contractor are kept. Contractor shall make available its books, documents, papers, financial records, etc., within three (3) days after receipt of written demand by Director which shall be deemed received upon date of sending. In the event Contractor does not make the above referenced documents available within the County of Orange, California, Contractor agrees to pay all necessary and reasonable expenses incurred by County, or County's designee, in conducting any audit at the location where said records and books of account are maintained.

B. Records Retention.

A. CONTRACTOR, its officers, agents, employees and subcontractors shall, throughout the term of this Agreement, prepare, maintain and manage records appropriate to the services provided and in accordance with this Agreement and all applicable requirements.

B. CONTRACTOR shall ensure appropriate financial records related to cost reporting, expenditure, revenue, billings, etc., are prepared and maintained accurately and appropriately.

C. CONTRACTOR shall ensure all appropriate state and federal standards of documentation, preparation, and confidentiality of records related to Client records are met at all times.

D. CONTRACTOR shall retain all financial records for a minimum of ten (10) years from the commencement of the contract, unless a longer period is required due to legal proceedings such as litigations and/or settlement of claims.

E. CONTRACTOR shall make records pertaining to the costs of services, Client fees, charges, billings, and revenues available at one (1) location within the limits of the County of Orange.

F. If CONTRACTOR is unable to meet the record location criteria above, ADMINISTRATOR may provide written approval to CONTRACTOR to maintain records in a single location, identified by CONTRACTOR.

G. CONTRACTOR may be required to retain all records involving litigation proceedings and settlement of claims for a longer term as directed by ADMINISTRATOR.

H. CONTRACTOR shall notify ADMINISTRATOR of any PRA requests related to, or arising out of, this Agreement, within forty-eight (48) hours. CONTRACTOR shall provide ADMINISTRATOR all information that is requested by the PRA request.

C. Liability. Contractor shall pay to County the full amount of County's liability to the State or Federal government or any department thereof resulting from any disallowance or other audit exceptions to the extent that such liability is attributable to Contractor's failure to perform under this Contract.

25. **Signature in Counterparts:** The Parties agree that separate copies of this Contract and/or electronic signatures and handwritten signatures may be signed by each of the Parties, and this Contract will have the same force and effect as if the Original had been signed by all the Parties.
26. **Reports/Meetings:** The Contractor shall develop reports and any other relevant documents necessary to complete the services and requirements as set forth in this contract. The County's Project Manager and the Contractor's Project Manager will meet on reasonable notice to discuss the Contractor's performance and progress under this contract. If requested, the Contractor's Project Manager and other project personnel shall attend all meetings. The Contractor shall provide such information that is requested by the County for the purpose of monitoring progress under this contract.
27. **Subcontracting:** No performance of this Contract or any portion thereof may be subcontracted by the Contractor without the express written consent of the County. Any attempt by the Contractor to subcontract any performance of this Contract without the express written consent of the County shall be invalid and shall constitute a breach of this Contract.

In the event that the Contractor is authorized by the County to subcontract, this Contract shall take precedence over the terms of the Contract between Contractor and Subcontractor, and shall incorporate by reference the terms of this Contract. The County shall look to the Contractor for performance and indemnification and not deal directly with any Subcontractor. All work performed by a subcontractor must meet the approval of the County of Orange. Contractor shall procure Subcontractors pursuant to applicable state, federal, and local procurement statutes, laws, regulations and requirements.

28. **Equal Employment Opportunity:** The Contractor shall comply with U.S. Executive Order 11246 entitled, "Equal Employment Opportunity" as amended by Executive Order 11375 and as supplemented in Department of Labor regulations (41 CFR, Part 60) and applicable State of California regulations as may now exist or be amended in the future. The Contractor shall not discriminate against any employee or applicant for employment on the basis of race, color, national origin, ancestry, religion, sex, marital status, political affiliation or physical or mental condition.

Regarding handicapped persons, the Contractor will not discriminate against any employee or applicant for employment because of physical or mental handicap in regard to any position for which the employee or applicant for employment is qualified. The Contractor agrees to provide equal opportunity to handicapped persons in employment or in advancement in employment or otherwise treat qualified handicapped individuals without discrimination based upon their physical or mental handicaps in all employment practices such as the following: employment, upgrading, promotions, transfers, recruitments, advertising, layoffs, terminations, rate of pay or other forms of compensation, and selection for training, including apprenticeship. The Contractor agrees to comply with the provisions of Sections 503 and 504 of the Rehabilitation Act of 1973, as amended, pertaining to prohibition of discrimination against qualified handicapped persons in all programs and/or activities as detailed in regulations signed by the Secretary of the Department of Health and Human Services effective June 3, 1977, and found in the Federal Register, Volume 42, No. 68 dated May 4, 1977, as may now exist or be amended in the future.

Regarding Americans with disabilities, Contractor agrees to comply with applicable provisions of Title 1 of the Americans with Disabilities Act enacted in 1990 as may now exist or be amended in the future.

29. **Gratuities:** The Contractor warrants that no gratuities, in the form of entertainment, gifts or otherwise, were offered or given by the Contractor or any agent or representative of the Contractor to any officer or employee of the County with a view toward securing the Contract or securing favorable treatment with respect to any determinations concerning the performance of the Contract. For breach or violation of this warranty, the County shall have the right to terminate the Contract, either in whole or in part, and any loss or damage sustained by the County in procuring on the open market any Services which the Contractor agreed to supply shall be borne and paid for by the Contractor. The rights and remedies of the County provided in the clause shall not be exclusive and are in addition to any other rights and remedies provided by law or under the Contract.
30. **News/Information Release:** The Contractor agrees that it will not issue any news releases in connection with either the award of this Contract or any subsequent amendment of or effort under this Contract without first obtaining review and written approval of said news releases from the County.
31. **Notices:** Any and all notices, requests, demands and other communications contemplated, called for, permitted, or required to be given hereunder shall be in writing, except through the course of the Parties routine exchange of information and cooperation during the terms of the work and services. Any written communications shall be deemed to have been duly given upon actual in-person delivery, if delivery is by direct hand, or upon delivery on the actual day of receipt or no greater than four calendar days after being mailed by US certified or registered mail, return receipt requested, postage prepaid, whichever occurs first. The date of mailing shall count as the first day. All communications shall be addressed to the appropriate party at the address stated herein or such other address as the parties hereto may designate by written notice from time to time in the manner aforesaid.

For County:

OC Health Care Agency
Procurement & Contract Services
Contract Administrator
405 W 5th St, Ste 600
Santa Ana, CA 92701

For Contractor:

Friendship Shelter, Inc.
P.O. Box
Laguna Beach, CA 92652-4252
Attn: Executive Director

32. **Ownership of Documents:** The County has permanent ownership of all directly connected and derivative materials produced under this Contract by the Contractor. All documents, reports and other incidental or derivative work or materials furnished hereunder shall become and remains the

sole property of the County and may be used by the County as it may require without additional cost to the County. None of the documents, reports and other incidental or derivative work or furnished materials shall be used by the Contractor without the express written consent of the County.

33. **Precedence:** The Contract documents consist of this Contract and its attachments and exhibits. In the event of a conflict between or among the Contract documents, the order of precedence shall be the provisions of the main body of this Contract, i.e., those provisions set forth in the recitals and articles of this Contract, and then the attachments and exhibits.
34. **Termination – Orderly:** After receipt of a termination notice from the County of Orange, the Contractor may submit to the County a termination claim, if applicable. Such claim shall be submitted promptly, but in no event later than 60 days from the effective date of the termination, unless one or more extensions in writing are granted by the County upon written request of the Contractor. Upon termination County agrees to pay the Contractor for all services performed prior to termination which meet the requirements of the Contract, provided, however, that such compensation combined with previously paid compensation shall not exceed the total compensation set forth in the Contract. Upon termination or other expiration of this Contract, each party shall promptly return to the other party all papers, materials, and other properties of the other held by each for purposes of performance of the Contract.
35. **Non-Exclusivity:** As long as the Contractor's or its licensor's confidential information are not infringed, nothing herein shall prevent the County from providing for itself or obtaining from any third party, at any time during the term of this Contract or thereafter, Services, or any type of products or services in any way analogous, similar, or comparable to the Services herein, as applicable, or any other products or services. Nor shall anything in this Contract be construed or interpreted as limiting the County's right or ability during the term of this Contract to increase or decrease its demand for Services hereunder.

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Program Specific Terms and Conditions:

36. **Debarment:** Contractor certifies that it is not debarred or suspended or otherwise excluded from or ineligible for participation in Federal/State assistance programs in accordance with 2 CFR Part 98.
37. **Fraud:** Contractor shall immediately report all suspected or known instances and facts concerning possible fraud, abuse or criminal activity under this contract. Contractor shall inform staff and the general public of how to report fraud, waste or abuse through appropriate postings of incident reporting notice. The County's Anti-Fraud Program can be accessed through: <http://ocgov.com/gov/risk/programs/antifraud>.
38. **Fiscal Accountability:**
- A. **Financial Management System:** Contractor shall establish and maintain a sound financial management system, based upon generally accepted accounting principles. Contractor's system shall provide fiscal control and accounting procedures that will include the following:
 - i. Information pertaining to tuition rates, payments, and educational assistance payments; and
 - ii. Source documentation to support accounting records; and
 - iii. Proper charging of costs and cost allocation.
 - B. **Contractor's Record:** Contractor's records shall be sufficient to:
 - iv. Permit preparation of required reports; and
 - v. Permit tracking of funds to a level of expenditure adequate to establish that funds have not been used in violation of the applicable restrictions on the use of such funds; and
 - vi. Permit the tracking of program income, or profits earned, and any costs incurred (such as stand-in costs) that are otherwise allowable except for;
 - vii. Permit tracking and reporting of leveraging as required.
 - C. **Costs Charged:** Cost shall be charged to this contract only in accordance with the County and other requirements as required by funding source(s).
39. **Performance Standards:** Contractor shall comply with and adhere to the performance accountability standards as described in this Contract and applicable regulations and the activity levels to be utilized by County for program evaluation and monitoring.
40. **Budget Schedule:** Contractor agrees that the expenditures of any and all funds under this Contract will be in accordance with the Budget Schedule, a copy of which is attached hereto as Attachment C, and which by this reference is incorporated herein and made a part hereof as if fully set forth.
41. **Payment Requirements:**
If funding levels are significantly affected by local, state or federal budget and funds are not allocated and available for the continuance of the function performed by Contractor, the Contract may be terminated by the County at the end of the period for which funds are available. The County shall notify Contractor at the earliest possible time of any service, which will or may be affected by a shortage of funds. No penalty shall accrue to the County in the event this provision is exercised

and the County shall not be obligated nor liable for any damages as a result of termination under this provision of this Contract, and nothing herein shall be construed as obligating the County to expend or as involving the County in any Contract or other obligation for future payment of money in excess of appropriations authorized by law.

- A. Contract Amount: It is expressly agreed and understood that the total amount to be paid by County under this Contract shall not exceed the total County funding as set forth in Attachment B-Payment/Compensation to Contractor attached hereto and incorporated herein by reference.
- B. County will reclaim any unused balance of funds for reallocation to other County approved projects.
- C. Payment of Project Activities:
 - 1. Payment of Project Activities: County will reimburse Contractor for eligible project-related costs only. In addition, Contractor will provide a progress performance report (“GPR Information Form”) for the time period covered, as prescribed by County. Failure to provide any of the required documentation and reporting will cause County to withhold all or a portion of a request for reimbursement, or return the entire reimbursement package to Contractor, until such documentation and reporting has been received and approved by County.
 - 2. If Contractor has no request for reimbursement during any quarter during the term of this Contract, a GPR Information Form, including and explanation as to why no invoices were being processed, shall be required in lieu of a request for reimbursement.
 - 3. Contractor will have forty-five (45) days following the expiration of the Contract to submit outstanding invoices for reimbursement of eligible costs incurred during the Contract period. After the forty-five (45) day period for submitting invoices has expired, County shall reallocate the remaining balance under this Contract for other program purposes and Contractor shall be ineligible for any further reimbursement.
- D. Funds shall not be disbursed for any costs incurred prior to the certification by County and/or HUD of Certificate(s) of Insurance as further defined in Paragraph O “Insurance Requirements” of this Contract.
- E. Eligible costs related to services provided by Contractor must be incurred during the period beginning July 1, 2019. The Project shall be completed and all funds provided through this Contract shall be expended on eligible Project activities through and including June 30, 2020.
- F. If any portion of HDAP funds transferred from or paid by the County to the Contractor are deemed ineligible for a particular use or purpose, Contractor shall return said funds to County within 90 days of County’s written request for reimbursement.
- G. ADVANCE - Notwithstanding Paragraph 41.C above, upon written request and justification of an immediate need based upon cash forecasting from Contractor, County may advance to Contractor a sum not to exceed one-sixth (1/6th) of County’s maximum obligation hereunder, a total of \$36,140 (Thirty-Six Thousand One Hundred Forty Dollars). Project Manager shall reduce the amount of monthly payments in the seventh, eighth, ninth, tenth, and eleventh months by twenty percent (20%) of any advance payment, under Paragraph 41.C above, to recover any outstanding advance or part thereof. Such recovery may not exceed the total of all outstanding advances. No monthly payment shall be made to Contractor which would result in less money remaining unpaid to Contractor than the total of advances made to Contractor.

42. **Modification of Budget:** Upon written approval of County, Contractor shall have the authority to transfer allocated program funds from one category of the overall program Budget to another category of the overall Budget. No such transfer may be made without the express prior written approval of County. A modification of the Budget may include the addition of any new Budget category.

43. **Performance:**

Contractor shall provide the oversight, administration, and project management necessary to accomplish all contracted activities in a timely manner. Contractor also agrees to comply with all applicable Federal, State, and local laws and regulations governing the funds provided under this Contract. The performance of work and Services pursuant to this Contract by Contractor and its Subcontractor(s), if any, shall conform to accepted professional standards associated with all Services provided under this Contract. Contractor shall resolve all issues regarding the performance of Contractor and its Subcontractors, if any, under this Contract using good administrative practices and sound judgment. Contractor shall be accountable to County for the proper use of funds provided to Contractor pursuant to this Contract and for the performance of all work (e.g., Services as identified in the Scope of Services) pursuant to this Contract.

44. **Drug-Free Workplace:**

The Contractor hereby certifies compliance with Government Code Section 8355 in matters relating to providing a drug-free workplace as set forth in Exhibit 2, attached hereto and incorporated herein by reference.

45. **Publicity, Literature, Advertisements, and Social Media:**

- A. County owns all rights to the name, logos, seal and symbols of County. The use and/or reproduction of County's name, logos, or symbols for any purpose, including commercial advertisement, promotional purposes, announcements, displays, or press releases, without County's prior written consent is expressly prohibited.
- B. Contractor may develop and publish information related to this Contract where all of the following conditions are satisfied:
 1. County provides its written approval of the content and publication of the information at least 30 days prior to Contractor publishing the information, unless a difference timeframe for approval is agreed upon by the County;
 2. Unless directed otherwise by County, the information includes a statement that the program, wholly or in part, is funded through County, State and Federal government funds [funds identified as applicable];
 3. The information does not give the appearance that the County, its officers, employees, or agencies endorse:
 - a. any commercial product or service; and,
 - b. any product or service provided by Contractor, unless approved in writing by County; and,

4. If Contractor uses social media (such as Facebook, Twitter, YouTube or other publicly available social media sites) to publish information related to this Contract, Contractor shall develop social media policies and procedures and have them available to County. Contractor shall comply with County Social Media Use Policy and Procedures as they pertain to any social media developed in support of the services described within this Contract. The policy is available on the Internet at <http://www.ocgov.com/gov/ceo/cio/govpolicies>.

46. DUNS Number and Related Information:

DUNS Number: A unique, non-indicative 9-digit identifier issued and maintained by the Dun & Bradstreet (D&B) that verifies the existence of a business entity. The DUNS number is needed to coordinate with the System for Award Management (SAM) that combines federal procurement systems and the Catalog of Federal Domestic Assistance into one new system. <https://www.SAM.gov>

The DUNS Number must be provided to County prior to the execution of this Contract. Contractor shall ensure all DUNS information is up to date and the DUNS number status is “active,” prior to execution of this Contract. If County cannot access the Contractor’s DUNS information related to this federal sub award on the Federal Funding Accountability and Transparency Act Sub Award Reporting System (SAM.GOV) due to errors in the Subrecipient’s data entry for its DUNS number, the Contractor/Subrecipient must immediately update the information as required.

The County reserves the right to verify and validate any information prior to contract award and during the entire term of the Contract.

47. Compliance with the Law:

Contractor hereby acknowledges that in addition to Article X of this Contract, in particular, Contractor warrants that the Services rendered complies with applicable requirements issued by the California State from time to time regarding HDAP, the state and federal law and regulation, including but not limited to Welfare and Institutions Code Section 18999 et. seq., core components of Housing First enumerated in Welfare and Institutions Code Section 8255. If permitted to subcontract, the Contractor shall comply with all applicable procurement requirements. Contractor hereby warrants that the funds received under this Contract shall not be used for costs associated with activities in violation of any law or for any activity not consistent with the intent of the federal/state fund granted. Contractor shall also be responsible for obtaining any and all permits, licenses, and approvals required for performing any activities under this Contract. Contractor hereby agrees, warrants, represents that all Services provided shall comply with all applicable requirements as set forth in the Attachment F, All County Welfare Directors Letter dated July 28 2017, titled Housing and Disability Advocacy Program, and All County Welfare Directors Letter January 8, 2018, titled Implementation of Housing and Disability Advocacy Program Aggregate Monthly Status Report HDAP 18, incorporated herein by reference as though those requirements are set forth herein. Contractor hereby agrees, warrants, represents that in providing the Services Contractor will comply with all applicable requirements as set forth in the Attachment E, Memorandum of Understanding between The County of Orange Social Services Agency and OC Community Resources/OC Homeless, Housing & Community Development for the provision of Housing and Disability Advocacy Program services dated February 20, 2019, incorporated herein by reference as though those requirements are set forth herein.

48. **Confidentiality:** In addition to confidentiality provision of Article S, Contractor shall ensure the confidentiality, protection and preservation of (1) the County’s Confidential Information (defined below) and (2) any information of a confidential, sensitive, and/or proprietary nature, which may be disclosed or made available to Contractor, its Subcontractors for their performance of Services under this Contract, and all related subordinate agreements (collectively, the “Purpose”).
- a. “Confidential Information” means all non-public information, material, or documents, of any kind, obtained from any participant of the Services, obtained from County or on behalf of the County, and any information obtained in performance of this Contract, through any medium that is:
 - i. Designated in writing as “confidential” or “private” at the time of its disclosure; or
 - ii. Exploitable data, information protected by privacy law, or other information that is treated as confidential by the County, including all personally identifiable information or protected health information or data that is prohibited from being disclosed for any reason pursuant to law, statute, regulation, ordinance, or contract; or
 - iii. Any information that a reasonable person would consider confidential whether or not it is designated as such.

 - b. **Obligations of Confidence:** Except as expressly permitted or further restricted by this provision, Contractor agrees as recipient of the Confidential Information that it will: (a) not disclose such Confidential Information to any third parties, and (b) exercise the same degree of care to protect such Confidential Information from any possession, use or disclosure not expressly permitted by this Contract, that Contractor generally uses to protect its own information of similar nature, but in any event no less than a reasonable standard of care.

 - c. **Limited Permitted Use and Disclosure:** Contractor may possess, use, and disclose Confidential Information obtained through this Contract only as follows:
 - i. **Possession and Use:** Contractor may possess, use and reproduce Confidential Information solely for the Purpose. Contractor shall not use the Confidential Information for any other purpose.

 - ii. **Disclosure:** Contractor may, with the express written consent of the County, disclose Confidential Information to its Affiliates (defined below) and employees on a strict "need to know" basis and solely for the Purpose and in the course of providing the Services, provided that each such entity/person to whom such disclosure is made is notified of the confidential nature of the disclosure and is under an obligation to hold the Confidential Information in confidence under terms and conditions at least as restrictive as the terms and conditions of this Contract. “Affiliate” means Contractor’s parent or subsidiary company or a corporate affiliate that controls, is controlled by or under common control with Contractor.

 - iii. **Legally Required Disclosure:** Disclosure of any Confidential Information by Contractor shall not be precluded if such disclosure is required of Contractor

pursuant to court or administrative order, but only to the extent required and provided that Contractor in each instance before making such disclosure first (i) promptly upon receipt of such order notifies County of such order in writing; and (ii) reasonably cooperates with County in making, if available under applicable law, a good faith effort to obtain a protective order or other appropriate determination against or limiting disclosure or use of the Confidential Information, at no cost to County.

- iv. Exceptions to Confidentiality: Notwithstanding any other provisions of this Contract, each Party acknowledges that Confidential Information shall not include any information which:
 - 1. is now or becomes part of the public domain through no fault or omission of the Contractor;
 - 2. is already known by the Contractor prior to the disclosure without restriction on disclosure;
 - 3. is lawfully received, without obligation of confidentiality, by the Contractor from others; or
 - 4. is independently developed by or for the Contractor without use of or reference to the County's Confidential Information.
- v. Return or Secure Destruction of Confidential Information: Upon the earlier of: the expiration of this Contract or the request (at any time) of County, the Contractor shall, at the County's option and pursuant to the County's written authorization, either: (a) promptly securely destroy all copies of the Confidential Information obtained from the County or furnished to the Contractor, or Contractor's approved Affiliates and employees, and confirm such destruction to the County in writing, or (b) return to the County all Confidential Information obtained from the County or furnished to the Contractor and Contractor's approved Affiliates and employees, and confirm such return to the County in writing.
- d. Responsibility for Others: Contractor shall be fully responsible for the acts, omissions, breaches, violations of law, and unauthorized uses or disclosures of the County's Confidential Information by its employees and duly approved Affiliates, agents, and subcontractors (all, as relevant and if any).
- e. Survival of Confidentiality Obligations: Contractor's confidentiality obligations in this Contract and the obligations of this provision shall survive the termination or expiration of the Contract and all related subordinate contracts. Contractor shall keep the County's Confidential Information confidential indefinitely

1.49. COMPLIANCE

A. COMPLIANCE PROGRAM - ADMINISTRATOR has established a Compliance Program for the purpose of ensuring adherence to all rules and regulations related to federal and state health care programs.

1. ADMINISTRATOR shall provide CONTRACTOR with a copy of the policies and procedures relating to ADMINISTRATOR's Compliance Program, Code of Conduct and access to General Compliance and Annual Provider Trainings.

2. CONTRACTOR has the option to provide ADMINISTRATOR with proof of its own compliance program, code of conduct and any compliance related policies and procedures. CONTRACTOR's compliance program, code of conduct and any related policies and procedures shall be verified by ADMINISTRATOR's Compliance Department to ensure they include all required elements by ADMINISTRATOR's Compliance Officer as described in this Compliance Paragraph to this Agreement. These elements include:

- a. Designation of a Compliance Officer and/or compliance staff.
- b. Written standards, policies and/or procedures.
- c. Compliance related training and/or education program and proof of completion.
- d. Communication methods for reporting concerns to the Compliance Officer.
- e. Methodology for conducting internal monitoring and auditing.
- f. Methodology for detecting and correcting offenses.
- g. Methodology/Procedure for enforcing disciplinary standards.

3. If CONTRACTOR does not provide proof of its own compliance program to ADMINISTRATOR, CONTRACTOR shall internally comply with ADMINISTRATOR's Compliance Program and Code of Conduct, the CONTRACTOR shall submit to the ADMINISTRATOR within thirty (30) calendar days of execution of this Agreement a signed acknowledgement that CONTRACTOR will internally comply with ADMINISTRATOR's Compliance Program and Code of Conduct. CONTRACTOR shall have as many Covered Individuals it determines necessary complete ADMINISTRATOR's annual compliance training to ensure proper compliance.

4. If CONTRACTOR elects to have its own compliance program, code of conduct and any Compliance related policies and procedures reviewed by ADMINISTRATOR, then CONTRACTOR shall submit a copy of its compliance program, code of conduct and all relevant policies and procedures to ADMINISTRATOR within thirty (30) calendar days of execution of this Agreement. ADMINISTRATOR's Compliance Officer, or designee, shall review said documents within a reasonable time, which shall not exceed forty-five (45) calendar days, and determine if contractor's proposed compliance program and code of conduct contain all required elements to the ADMINISTRATOR's satisfaction as consistent with the HCA's Compliance Program and Code of Conduct. ADMINISTRATOR shall inform CONTRACTOR of any missing required elements and CONTRACTOR shall revise its compliance program and code of conduct to meet ADMINISTRATOR's required elements within thirty (30) calendar days after ADMINISTRATOR's Compliance Officer's determination and resubmit the same for review by the ADMINISTRATOR.

5. Upon written confirmation from ADMINISTRATOR's compliance officer that the CONTRACTOR's compliance program, code of conduct and any compliance related policies and procedures contain all required elements, CONTRACTOR shall ensure that all Covered Individuals relative to this Agreement are made aware of CONTRACTOR's compliance program, code of conduct, related policies and procedures and contact information for the ADMINISTRATOR's Compliance Program.

B. SANCTION SCREENING – CONTRACTOR shall screen all Covered Individuals employed or retained to provide services related to this Agreement semi-annually to ensure that they are not designated as Ineligible Persons, as pursuant to this Agreement. Screening shall be conducted against the General Services Administration's Excluded Parties List System or System for Award Management, the Health and Human Services/Office of Inspector General List of Excluded Individuals/Entities, and the California Medi-Cal Suspended and Ineligible Provider List, the Social Security Administration's Death Master File at date of employment, and/or any other list or system as identified by ADMINISTRATOR.

1. For purposes of this Compliance Paragraph, Covered Individuals includes all employees, interns, volunteers, contractors, subcontractors, agents, and other persons who provide health care items or services or who perform billing or coding functions on behalf of ADMINISTRATOR. CONTRACTOR shall ensure that all Covered Individuals relative to this Agreement are made aware of ADMINISTRATOR's Compliance Program, Code of Conduct and related policies and procedures (or CONTRACTOR's own compliance program, code of conduct and related policies and procedures if CONTRACTOR has elected to use its own).

2. An Ineligible Person shall be any individual or entity who:

a. is currently excluded, suspended, debarred or otherwise ineligible to participate in federal and state health care programs; or

b. has been convicted of a criminal offense related to the provision of health care items or services and has not been reinstated in the federal and state health care programs after a period of exclusion, suspension, debarment, or ineligibility.

3. CONTRACTOR shall screen prospective Covered Individuals prior to hire or engagement. CONTRACTOR shall not hire or engage any Ineligible Person to provide services relative to this Agreement.

4. CONTRACTOR shall screen all current Covered Individuals and subcontractors semi-annually to ensure that they have not become Ineligible Persons. CONTRACTOR shall also request that its subcontractors use their best efforts to verify that they are eligible to participate in all federal and State of California health programs and have not been excluded or debarred from participation in any federal or state health care programs, and to further represent to CONTRACTOR that they do not have any Ineligible Person in their employ or under contract.

5. Covered Individuals shall be required to disclose to CONTRACTOR immediately any debarment, exclusion or other event that makes the Covered Individual an Ineligible Person. CONTRACTOR shall notify ADMINISTRATOR immediately if a Covered Individual providing services directly relative to this Agreement becomes debarred, excluded or otherwise becomes an Ineligible Person.

6. CONTRACTOR acknowledges that Ineligible Persons are precluded from providing federal and state funded health care services by contract with COUNTY in the event that they are currently sanctioned or excluded by a federal or state law enforcement regulatory or licensing agency. If CONTRACTOR becomes aware that a Covered Individual has become an Ineligible Person, CONTRACTOR shall remove such individual from responsibility for, or involvement with, COUNTY business operations related to this Agreement.

7. CONTRACTOR shall notify ADMINISTRATOR immediately if a Covered Individual or entity is currently excluded, suspended or debarred, or is identified as such after being sanction screened. Such individual or entity shall be immediately removed from participating in any activity associated with this Agreement. ADMINISTRATOR will determine appropriate repayment from, or sanction(s) to CONTRACTOR for services provided by ineligible person or individual. CONTRACTOR shall promptly return any overpayments within forty-five (45) business days after the overpayment is verified by ADMINISTRATOR.

C. GENERAL COMPLIANCE TRAINING - ADMINISTRATOR shall make General Compliance Training available to Covered Individuals.

1. CONTRACTORS that have acknowledged to comply with ADMINISTRATOR's Compliance Program shall use its best efforts to encourage completion by all Covered Individuals; provided, however, that at a minimum CONTRACTOR shall assign at least one (1) designated representative to complete the General Compliance Training when offered.

2. Such training will be made available to Covered Individuals within thirty (30) calendar days of employment or engagement.

3. Such training will be made available to each Covered Individual annually.

4. ADMINISTRATOR will track training completion while CONTRACTOR shall provide copies of training certification upon request.

5. Each Covered Individual attending a group training shall certify, in writing, attendance at compliance training. ADMINISTRATOR shall provide instruction on group training completion while CONTRACTOR shall retain the training certifications. Upon written request by ADMINISTRATOR, CONTRACTOR shall provide copies of the certifications.

D. SPECIALIZED PROVIDER TRAINING – ADMINISTRATOR shall make Specialized Provider Training, where appropriate, available to Covered Individuals.

1. CONTRACTOR shall ensure completion of Specialized Provider Training by all Covered Individuals relative to this Agreement. This includes compliance with federal and state healthcare program regulations and procedures or instructions otherwise communicated by regulatory agencies; including the Centers for Medicare and Medicaid Services or their agents.

2. Such training will be made available to Covered Individuals within thirty (30) calendar days of employment or engagement.

3. Such training will be made available to each Covered Individual annually.

4. ADMINISTRATOR will track online completion of training while CONTRACTOR shall provide copies of the certifications upon request.

5. Each Covered Individual attending a group training shall certify, in writing, attendance at compliance training. ADMINISTRATOR shall provide instructions on completing the training in a group setting while CONTRACTOR shall retain the certifications. Upon written request by ADMINISTRATOR, CONTRACTOR shall provide copies of the certifications.

E. MEDI-CAL BILLING, CODING, AND DOCUMENTATION COMPLIANCE STANDARDS

1. CONTRACTOR shall take reasonable precaution to ensure that the coding of health care claims, billings and/or invoices for same are prepared and submitted in an accurate and timely manner and are consistent with federal, state and county laws and regulations. This includes compliance with federal and state health care program regulations and procedures or instructions otherwise communicated by regulatory agencies including the Centers for Medicare and Medicaid Services or their agents.

2. CONTRACTOR shall not submit any false, fraudulent, inaccurate and/or fictitious claims for payment or reimbursement of any kind.

3. CONTRACTOR shall bill only for those eligible services actually rendered which are also fully documented. When such services are coded, CONTRACTOR shall use proper billing codes which accurately describes the services provided and must ensure compliance with all billing and documentation requirements.

4. CONTRACTOR shall act promptly to investigate and correct any problems or errors in coding of claims and billing, if and when, any such problems or errors are identified.

5. CONTRACTOR shall promptly return any overpayments within forty-five (45) business days after the overpayment is verified by the ADMINISTRATOR.

6. CONTRACTOR shall meet the HCA MHP Quality Management Program Standards and participate in the quality improvement activities developed in the implementation of the Quality Management Program.

7. CONTRACTOR shall comply with the provisions of the ADMINISTRATOR's Cultural Competency Plan submitted and approved by the state. ADMINISTRATOR shall update the Cultural Competency Plan and submit the updates to the State for review and approval annually. (CCR, Title 9, §1810.410.subds.(c)-(d).

F. Failure to comply with the obligations stated in this Compliance Paragraph shall constitute a breach of the Agreement on the part of CONTRACTOR and grounds for COUNTY to terminate the Agreement. Unless the circumstances require a sooner period of cure, CONTRACTOR shall have thirty (30) calendar days from the date of the written notice of default to cure any defaults grounded on this Compliance Paragraph prior to ADMINISTRATOR's right to terminate this Agreement on the basis of such default

SIGNATURE PAGE

IN WITNESS WHEREOF, the Parties have executed this Amendment No. 3. If the company is a corporation, Contractor shall provide two signatures as follows: 1) the first signature must be either the Chairman of the Board, President, or any Vice President; 2) the second signature must be that of the Secretary, an Assistant Secretary, the Chief Financial Officer, or any Assistant Treasurer. In the alternative, a single corporate signature is acceptable when accompanied by a corporate resolution or by-laws demonstrating the legal authority of the signature to bind the company.

Contractor: FRIENDSHIP SHELTER, INC.

Print Name Title

Signature Date

Print Name Title

Signature Date

County of Orange, a political subdivision of the State of California

Purchasing Agent/Designee Authorized Signature:

Print Name Deputy Purchasing Agent
Title

Signature Date

APPROVED AS TO FORM
Office of the County Counsel
Orange County, California

Print Name Deputy County Counsel
Title

Signature Date



ATTACHMENT A-1

SCOPE OF SERVICES

1. ~~Scope of Services Summary~~

1. ~~Activities:~~

~~FRIENDSHIP SHELTER, INC. ("CONTRACTOR") shall perform all services set forth herein; and is responsible for administering the program funded with Housing and Disability Income Advocacy Program ("HDAP") funds, as described as follows, in a manner satisfactory to the County of Orange ("COUNTY") and consistent with any standards required as a condition of providing the HDAP funds, including but not limited to Welfare and Institutions Code § 18999 et seq.~~

~~HDAP is a County-administered program that assists individuals, with disabilities who are experiencing homelessness apply for disability benefit programs while also providing housing assistance. HDAP requires that street outreach, case management, disability benefit advocacy and housing assistance be offered to all program participants. An integral part of HDAP is Supplementary Security Income/Social Security Disability Income (SSI/SSDI) Outreach, Access, and Recovery (SOAR). SOAR is a national program designed to increase access to the disability income benefit programs administered by the Social Security Administration for eligible adults and children who are experiencing or at risk of homelessness and have a serious mental illness, medical impairment, and/or a co-occurring substance use disorders. SOAR seeks to address homelessness through increased access to SSI/SSDI income supports and encourages employment as a means to increase an individual's income and promote recovery.~~

2. ~~Program Description:~~

~~CONTRACTOR pursuant to requirements set forth in this Scope of Services and consistent with HDAP requirements, shall provide street outreach, case management, disability benefits advocacy and housing assistance, including case management and financial assistance, to individuals with a disability who are experiencing homelessness and connect them to appropriate services in the South Service Planning Area identified in Exhibit "2" ("PROGRAM").~~

3. ~~Eligible Participants:~~

~~HDAP was established by Assembly Bill 1603 (Chapter 25, Statutes of 2016) to assist individuals, including those in a family household, who are disabled or likely disabled and experiencing homelessness, giving highest priority to chronically homeless and those who rely most heavily on State and County funded services.~~

~~For the purposes of the PROGRAM, a person/household is considered to be experiencing homelessness only when he/she/they lack(s) a fixed, regular and adequate nighttime residence and reside(s) in a place not meant for human habitation, such as cars, parks, sidewalks, abandoned buildings, motels, or other shelters, or for reference as further defined in 24 CFR Section 91.5.~~

~~Individuals with disabilities who are experiencing homelessness, as defined by 42 U.S. Code § 11360 (including those that appear to be or are likely eligible for disability benefit programs) are eligible to receive HDAP services.~~

~~The highest priority shall be given to individuals, including those in a family household, who are experiencing chronic homelessness or who rely the most heavily on State and County funded services. Other populations to be targeted by the PROGRAM include, but are not limited to, the following:~~

- ~~1. General assistance or general relief applicants or recipients who are experiencing homelessness or at risk of homelessness.~~
- ~~2. Low-income individuals with disabilities who can be diverted from, or who are being discharged from, jails or prisons and who are experiencing homelessness or at risk of homelessness.~~
- ~~3. Low-income veterans with disabilities who are experiencing homelessness or at risk of homelessness.~~
- ~~4. Low-income individuals with disabilities who are being discharged from hospitals, long-term care facilities, or rehabilitation facilities and who were experiencing homelessness prior to entry or at risk of homelessness upon discharge.~~

~~For the purposes of the PROGRAM, in addition to definition of an individual with a disability experiencing homelessness as set forth in 24 CFR section 91.5, for reference a person/household with a disability is considered to be experiencing chronic homelessness only when/s/he/they:~~

- ~~1. Have a disability such as diagnosable substance use disorder, serious mental illness, developmental disability or chronic physical illness or disability as defined in section 401(9) of the McKinney-Vento Homeless Assistance Act (42 U.S.C. 11360(9)) and~~
- ~~2. Live in a place not meant for human habitation, a safe haven, or in an emergency shelter; and~~
- ~~3. Have been homeless and continuously living in a place not meant for human habitation, a safe haven, or in an emergency shelter for at least 12 months or on at least four separate occasions in the last three (3) years. As long as the combined occasions equal at least 12 months and each break in homelessness separating the occasions included at least seven (7) consecutive nights of not living in homeless conditions as set forth in section ii. Stays in institutional care facilities for fewer than 90 days will not constitute as a break in homelessness, but rather such stays are included in the 12-month total, as long as the individual was living or residing in a place not meant for human habitation, a safe haven, or an emergency shelter immediately before entering the institutional care facility;~~
- ~~4. An individual who has been residing in an institutional care facility, including a jail, substance abuse or mental health treatment facility, hospital, or other similar facility, for fewer than 90 days and met all of the criteria in paragraph (1) of this definition, before entering that facility; or~~
- ~~5. A family with an adult head of household (or if there is no adult in the family, a minor head of household) who meets all of the criteria in paragraph (1) or (2) of this definition, including a family whose composition has fluctuated while the head of household has been homeless.~~

~~4. Use of Funds:~~

~~Pursuant to Senate Bill (SB) 80 (Chapter 27, Statutes of 2019) and State of California, Department of Social Services All County Letter No. 19-104, HDAP funds shall be used to provide street outreach, case management, disability benefit advocacy, and housing-related case management to all eligible program participants. Services and operations shall be low-barrier and promote an engagement-rich environment in which people experiencing homelessness make connections to increased benefits, supportive services, health care, and stable housing.~~

~~Funds received under this PROGRAM shall be used to:~~

- ~~— Establish or expand programs that provide disability advocacy, including obtaining relevant documentation for filing benefits applications and coordinating with federal and state offices; and~~
- ~~— Provide housing assistance, including interim housing, recuperative care, rental subsidies, or, only when necessary, shelters, for participants receiving services under Section 18999.2 during the participant's application periods for disability benefits programs described in that section. The CONTRACTOR shall place a participant who receives subsidies in housing that the participant can sustain without an on-going subsidy upon approval of disability benefits. If the participant is not approved for disability benefits, CONTRACTOR shall assist in developing a transition plan for housing support through other available resources within the local community to avoid a return to homelessness. A participant's participation in housing assistance programs or services is voluntary.~~

~~5. Reporting:~~

~~CONTRACTOR is required to submit monthly written reports as indicated below in Section 3.C.2.~~

~~CONTRACTOR shall enter the data in the Homeless Management Information System (HMIS) as coordinated with the COUNTY and the HMIS administrator.~~

~~CONTRACTOR shall collaborate with the COUNTY on the Coordinated Entry System (CES) and other Orange County Continuum of Care (CoC) services and efforts to address homelessness.~~

~~2. Description of Program~~

~~The CONTRACTOR shall provide the following:~~

- ~~1. Outreach Engagement — Establish and follow the process for referrals and referring HDAP eligible individuals to appropriate services and housing opportunities, planned outreach, and coordination with existing systems and integrating services with~~

~~COUNTY agencies as necessary. Outreach efforts shall include, but not be limited to, the following:~~

- ~~A. Receiving referrals~~
- ~~B. Conducting outreach~~
- ~~C. Providing assessment and screening~~
- ~~D. Coordinating record retrieval and other necessary means of documenting disability~~
- ~~E. Coordinating the provision of health care, including behavioral health care, for participants, as appropriate~~

~~2. Case Management — Supportive services that will support HDAP eligible individuals throughout the application and housing search processes, and will actively integrate services, ensuring that the various components of HDAP are provided to each participant from the point of outreach and program intake through program exit. Care coordination case management is a separate function from housing assistance activities. Care coordination case management activities include, but are not limited to:~~

- ~~A. General adult daily living skill development.~~
- ~~B. Care coordination case management and linkage to:

 - ~~a. Disability advocacy services~~
 - ~~b. Social Services Agency benefits~~
 - ~~c. Behavioral health services~~
 - ~~d. Medical care~~
 - ~~e. Housing assistance, including housing navigation and housing-specific case management~~~~

~~3. Disability Benefits Advocacy — Process for conducting screenings, assessments, preparing and filing disability applications, gathering required documentation, timely submission of benefits claims, and timeframe needed for reconsideration documents. This includes a specific program design, oversight and quality assurance processes for benefit applications, follow-up, and approval rates. Benefit programs include:~~

- ~~A. Supplemental Security Income/State Supplementary Program for the Aged, Blind, and Disabled (SSI/SSP)~~
- ~~B. Federal Social Security Disability Insurance Program (SSDI)~~
- ~~C. Cash Assistance Program for Immigrants (CAPI)~~
- ~~D. Veteran benefits provided under federal law, including but not limited to, disability compensation and veteran pension~~
- ~~E. Any other available disability benefits programs not identified above that an individual may be eligible to receive, such as retirement and/or survivors' benefits.~~

~~CONTRACTOR shall seek out any and all entitlement benefits the participant may be eligible to receive, even if that results in ineligibility for disability benefits.~~

~~4. Housing Assistance — Contractor shall provide HDAP eligible participants with housing assistance, including but not limited to: interim housing, recuperative care, congregate care, landlord incentives, navigation services, individual housing support payments, rental subsidies, housing identification processes and support. The three components of housing assistance as defined by the HDAP are:~~

- ~~— *Housing assistance* — financial assistance related to housing that is provided in coordination with both housing navigation and housing specific case management services and shall be provided to participants concurrently~~

throughout the disability application process.

~~— *Housing navigation* — targeted assistance to support participants in finding safe and decent housing that is affordable and sustainable to participants, either based on the participant's income or through support of rental subsidies and/or connections to affordable housing vouchers.~~

~~— *Housing specific case management* — provides support to HDAP participants to help them stabilize in housing and maintain the obligations of tenancy to remain stably housed.~~

~~CONTRACTOR shall use PROGRAM funds to provide a variety of temporary and interim housing options based on the needs and preferences of eligible participants.~~

~~Housing options include:~~

~~A. Interim shelter options, including shelters, motels, bridge housing, or any other temporary shelter placements not intended or considered to be permanent housing~~

~~B. Recuperative care and recuperative care services~~

~~C. Move in costs and housing stabilization costs including security, utility, and pet deposits, storage fees, moving costs, and costs associated with making a home habitable~~

~~D. Modifications to units in order to accommodate accessibility needs, i.e. making units compliant under the Americans with Disabilities Act (ADA)~~

~~E. Independent Living Facilities, recovery residences, and board and care facility placements, as long as placements are compliant with Housing First~~

~~F. Reunification with family or friends or other shared housing opportunities~~

~~3. Description of Services/Contractor Responsibilities~~

~~— The PROGRAM shall meet the COUNTY'S need to provide HDAP services, including street outreach and connection to SSI/SSDI disability benefits and other available entitlement benefits, to those experiencing homelessness in collaboration with current shelter, outreach, and housing placement efforts.~~

~~i. Essential Requirements~~

~~CONTRACTOR shall:~~

~~1. Ensure that the PROGRAM will be in operation Monday – Friday (8 hours a day).~~

~~2. Have a 24 hour contact available to PROGRAM staff for emergency purposes and communication policies and procedures in place to notify the COUNTY as appropriate.~~

~~3. Have a 24 hour contact available to COUNTY for emergency purposes and to coordinate response as appropriate.~~

~~4. Engage in street outreach, including face-to-face, phone contact, and email contact as appropriate.~~

~~5. Engage and follow up with eligible participants to connect the eligible participants to the appropriate benefit program, including but not limited to SSI/SSP, SSDI, CAPI, Veterans benefits, and any other entitlement benefits available to the participant.~~

~~6. Provide coordination of regional navigation support for the South Service Planning Area.~~

~~• Provide service navigation to region.~~

~~• Assist COUNTY in responding to eligible populations in shelters.~~

ii. ~~Administrative Management Tasks~~

~~CONTRACTOR shall:~~

- ~~1. Work in partnership with the COUNTY to be a Good Neighbor to the surrounding community. This includes informing the public about the positive aspects of the PROGRAM, being responsive to community concerns, and working closely with city and COUNTY government to minimize the impact of the PROGRAM on the surrounding neighborhood.~~
- ~~2. Take appropriate action for medical and behavioral health emergencies.~~
- ~~3. Operate, maintain, coordinate and staff the resources of the PROGRAM.~~
- ~~4. Coordinate with all COUNTY agencies providing supportive services to program participants, including but not limited to Health Care Agency, Social Services Agency, and OC Community Resources.~~
- ~~5. Provide supplies and equipment for the ongoing operations of the PROGRAM as needed.~~
- ~~6. Track PROGRAM costs and ensure they are eligible for payment within the HDAP grant.~~
- ~~7. Review all billing and assure PROGRAM payments are timely, if applicable.~~
- ~~8. Provide training on PROGRAM services, as needed.~~
- ~~9. Complete reports on activities, unduplicated individuals served and costs of operation, as requested by COUNTY.~~
- ~~10. Coordinate with COUNTY agencies and community-based organizations, on administrative functions such as PROGRAM operations meetings, site monitoring and requested documentation, as necessary and appropriate.~~
- ~~11. Contractor will enter the data in HMIS and adhere to all implementation guidelines developed under the Orange County CoC and per HMIS standards or amended HMIS standards, as applicable.~~
- ~~12. **Contractor will utilize the Street Outreach module in HMIS or comparable outreach tool and database to track and report on outreach contacts.**~~

iii. ~~Performance Metrics~~

- ~~1. For the life of the Contract, CONTRACTOR shall serve:

 - ~~• 275 individuals to be screened.~~
 - ~~• 36 individuals to be provided case management services.~~
 - ~~• 36 individuals to be provided disability benefits advocacy services.~~
 - ~~• 36 individuals to be provided housing assistance.~~~~
- ~~2. CONTRACTOR shall submit written reports on a monthly basis. Monthly reports will include:

 - ~~1. The number of participants served in each of the following targeted populations:

 - ~~• Individuals who are chronically homeless or who rely the most heavily on State and County-funded services;~~
 - ~~• General assistance or general relief applicants or recipients who are homeless or at risk of homelessness;~~
 - ~~• Low-income individuals with disabilities who are being diverted from, or who are being discharged from, jails or prisons and who are homeless or at risk of homelessness;~~
 - ~~• Low-income veterans with disabilities who are homeless or at risk of homelessness;~~~~~~

- ~~Low-income individuals with disabilities who are being discharged from hospitals, long-term care facilities, or rehabilitation facilities and who are homeless or at risk of homelessness;~~
 - ~~Any other populations the COUNTY chooses to target.~~
- ~~2. Number of outreach contacts, including referrals, assessments, and screening.~~
 - ~~3. Number of health care coordination provisions, including behavioral health care, for participants, as appropriate.~~
 - ~~4. The demographics of the participants served, including race, ethnicity, age, and gender.~~
 - ~~5. The number of applicants for benefits, and type of benefits, filed with the assistance of the COUNTY.~~
 - ~~6. The number of disability benefit program applications approved initially, after consideration, and after appeal, including the time it took to establish benefits.~~
 - ~~7. The number of disability benefit program applicants denied, including the reason for denial.~~
 - ~~8. The number of participants who received subsidized housing during the period that their applications were pending and a description of how that impacted the rates of completed applications or approvals.~~
 - ~~9. The number of participants who received subsidized housing who maintained that housing during the SSI applicant period.~~
 - ~~10. The percentage of individuals approved for SSI who retain permanent housing six (6), twelve (12), and twenty-four (24) months after benefits approval.~~
 - ~~11. The amount and percentage of rental subsidy costs and of General Assistance/General Relief (GA/GR) costs recovered through Interim Assistance Reimbursement for individuals approved for benefits.~~
 - ~~12. The number of individuals eligible to be served by this program but who have not yet received services.~~
 - ~~13. And other data points as agreed upon with the COUNTY.~~
 - ~~14. Data and due dates for the monthly reports will be items mutually agreed upon with the COUNTY and data collected through HMIS and/or comparable outreach tool and database.~~

~~4. Contractor's Additional Responsibilities/Contractor's Program Design~~

- ~~5. Outreach Services — The CONTRACTOR will prioritize eligible individuals in the South Service Planning Area. The outreach and case management services required by this subdivision shall include, but not be limited to, working with homeless shelter providers and community organizations providing homeless services, as well as providing direct outreach in areas where persons experiencing homelessness congregate. CONTRACTOR shall actively conduct outreach to populations who are likely eligible for HDAP services (see Section 1. C. of this Scope of Services). Vulnerability Index-Service Prioritization Decision Assistance Tool (VI-SPDAT) assessments will be performed by the CONTRACTOR for:

 - ~~1. All participants who enter CONTRACTOR'S shelter and navigation sites.~~
 - ~~2. Individuals attending CONTRACTOR'S Alternative Sleeping Location's new day program, if they wish to work on a housing plan.~~~~

- ~~3. Individuals encountered by CONTRACTOR'S Street Outreach team, if they wish to work on a housing plan.~~
- ~~4. HDAP services will be delivered at CONTRACTOR'S shelters, navigation centers, and interim and permanent housing sites by CONTRACTOR'S staff.~~
- ~~6. Case management — As the South Service Planning Area lead agency, the CONTRACTOR shall provide eligible participants with care coordination case management services that includes assessment and participation in the CES. Activities include, but are not limited to:~~
- ~~A. Participants who are HDAP eligible, as determined during the VI-SPDAT assessment process and defined as homeless with a disabling condition, will receive care coordination case management through the PROGRAM.~~
- ~~B. Assist in the development of a transition plan for housing support upon approval or denial of disability benefits, including ongoing case management for participants who need ongoing services in order to stabilize in housing.~~
- ~~C. Collaborate with local health care and behavioral health programs to provide ongoing case management for participants who exit the PROGRAM into permanent housing and for those who need support on an ongoing basis after exiting the PROGRAM.~~
- ~~7. Disability Benefits Advocacy — CONTRACTOR shall provide disability benefits advocacy services to complete the entire application process for disability income benefit programs, including individuals who need assistance with monitoring progress of a submitted benefits application. These services shall be provided at no cost to participants and shall include but not be limited to screening, assessing, developing and filing competently prepared benefit applications, appeals, reconsiderations, reinstatements, and recertifications; coordinating with Federal and State offices regarding pending benefit applications, appeals, reconsiderations, reinstatements, and recertifications and advocating on behalf of the participant; gather required documentation, provide timely submission of benefits claims, and document the timeframe needed for reconsideration documents. CONTRACTOR shall also provide the following:~~
- ~~• CONTRACTOR shall designate SOAR-certified staff as Benefits Specialists to assist HDAP eligible participants in the South Service Planning Area with the entire disability benefits application process using the SOAR method.~~
 - ~~• CONTRACTOR'S designated SOAR-certified Benefits Specialists shall assist PROGRAM participants with gathering documentation, preparing and filing, and provide follow-up services until approval or final denial.~~
 - ~~• CONTRACTOR shall seek legal advocacy at no expense to the participant for highly intensive advocacy services, such as an appeals process, when appropriate.~~
 - ~~• CONTRACTOR'S SOAR-certified Benefits Specialists will participate in the COUNTY'S SOAR system.~~
 - ~~• CONTRACTOR'S SOAR-certified Benefits Specialist shall provide oversight to all benefits applications, as well as serve as liaison between CONTRACTOR and COUNTY staff for PROGRAM related updates, as needed.~~
 - ~~• CONTRACTOR shall track outcomes using HMIS and SOAR's Online Application Tracking System.~~
- ~~8. Housing Assistance — CONTRACTOR shall provide three components of housing~~

~~assistance which shall include connection to Continuum of Care components including prevention, street outreach, CES, emergency shelter, transitional housing and permanent housing placement through rapid rehousing and permanent supportive housing, and housing retention services. CONTRACTOR shall provide housing financial assistance, housing navigation services, and housing case management services. Activities include, but are not limited to:~~

- ~~1. CONTRACTOR shall designate Housing Navigators and Housing Case Managers to determine the most appropriate housing option to participants and the appropriate dollar amounts. All housing options including rapid rehousing or non-shelter interim housing will be considered.~~
 - ~~2. All participants seeking housing shall be entered in to the COUNTY Coordinated Entry System.~~
 - ~~3. CONTRACTOR'S Housing Navigators shall work with participants in identifying housing locations and applying for housing options.~~
 - ~~4. CONTRACTOR'S Program Manager shall oversee housing navigation activities, including housing location, landlord recruitment and negotiation, risk mitigation, and be a contact liaison between participant and landlord.~~
 - ~~5. CONTRACTOR'S Associate Director of Programs shall oversee housing financial assistance budget and distribution of PROGRAM funds.~~
 - ~~6. CONTRACTOR'S Housing Case Managers shall provide support to participants specific to their housing need from outreach and engagement and through program exit. Services must be offered in a manner consistent with Housing First and actively employ evidence-based practices for participant engagement.~~
 - ~~7. CONTRACTOR'S Housing Case Managers shall provide continued case management to participants placed in interim housing with HDAP funds to ensure transition to permanent housing options and completion of securing all identified income sources.~~
- ~~9. CONTRACTOR acknowledges that they are required to collaborate with Orange County Continuum of Care, Coordinated Entry System and other homeless services agencies.~~
- ~~10. CONTRACTOR shall comply with all State of California and local regulations including all requirements, and regulations of Housing and Disability Income Advocacy Program, as applicable.~~
- ~~11. CONTRACTOR shall partner with medical or law enforcement in the event of an emergency. With the nature of the population being served on the streets, there is a need to take precautions, should a medical need or emergency arise. The first reaction for any emergency situation would be to call 9-1-1. Staff and volunteers will be provided with additional emergency contact numbers. All staff and volunteers of the PROGRAM shall be trained on the appropriate emergency procedures in order to handle crisis situations in the most effective manner possible.~~

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ATTACHMENT A-2

SCOPE OF SERVICES

1. Scope of Services Summary

A. Activities:

FRIENDSHIP SHELTER, INC. ("CONTRACTOR") shall perform all services set forth herein; and is responsible for administering the program funded with Housing and Disability Advocacy Program ("HDAP") funds, as described as follows, in a manner satisfactory to the County of Orange ("COUNTY") and consistent with any standards required as a condition of providing the HDAP funds, including but not limited to Welfare and Institutions Code § 18999 et seq.

HDAP is a county-administered program that assists individuals with disabilities who are experiencing homelessness apply for disability benefit programs while also providing housing assistance. HDAP requires that street outreach, case management, disability benefit advocacy and housing assistance be offered to all program participants. An integral part of HDAP is Supplementary Security Income/Social Security Disability Income (SSI/SSDI) Outreach, Access, and Recovery (SOAR). SOAR is a national program designed to increase access to the disability income benefit programs administered by the Social Security Administration for eligible adults and children who are experiencing or at risk of homelessness and have a serious mental illness, medical impairment, and/or a co-occurring substance use disorders. SOAR seeks to address homelessness through increased access to SSI/SSDI income supports and encourages employment as a means to increase an individual's income and promote recovery.

B. Program Description:

CONTRACTOR pursuant to requirements set forth in this Scope of Services and consistent with HDAP requirements, shall provide street outreach, case management, disability benefits advocacy and housing assistance, including case management and financial assistance, to individuals with a disability who are experiencing homelessness and connect them to appropriate services in the South Service Planning Area identified in Exhibit "2" ("PROGRAM"). PROGRAM shall be administered in an equitable manner by providing culturally responsive services and have multicultural staffing and case managers to engage and guide underserved participants throughout their participation and enrollment in the PROGRAM.

C. Eligible Participants:

HDAP was established by Assembly Bill 1603 (Chapter 25, Statutes of 2016) to assist individuals, including those in a family household, who are disabled or likely disabled and experiencing homelessness, giving highest priority to chronically homeless and those who rely most heavily on State and County funded services.

For the purposes of the PROGRAM, a person/household is considered to be experiencing homelessness only when he/she/they lack(s) a fixed, regular and adequate nighttime residence and reside(s) in a place not meant for human habitation, such as cars, parks, sidewalks, abandoned buildings, motels, or other shelters, or for reference as further defined in 24 CFR Section 91.5.

Individuals with disabilities who are experiencing homelessness, as defined by 42 U.S. Code § 11360 (including those that appear to be or are likely eligible for disability benefit programs) are eligible to receive HDAP services.

The highest priority shall be given to individuals, including those in a family household, who are experiencing chronic homelessness or who rely the most heavily on State and County funded services. Other populations to be targeted by the PROGRAM include, but are not limited to, the following:

1. General assistance or general relief applicants or recipients who are experiencing homelessness or at risk of homelessness.
2. Low-income individuals with disabilities who can be diverted from, or who are being discharged from, jails or prisons and who are experiencing homelessness or at risk of homelessness.
3. Low-income veterans with disabilities who are experiencing homelessness or at risk of homelessness.
4. Low-income individuals with disabilities who are being discharged from hospitals, long-term care facilities, or rehabilitation facilities and who were experiencing homelessness prior to entry or at risk of homelessness upon discharge.

For the purposes of the PROGRAM, in addition to definition of an individual with a disability experiencing homelessness as set forth in 24 CFR section 91.5, for reference a person/household with a disability is considered to be experiencing chronic homelessness only when/s/he/they:

- i. Have a disability such as diagnosable substance use disorder, serious mental illness, developmental disability or chronic physical illness or disability as defined in section 401(9) of the McKinney-Vento Homeless Assistance Act (42 U.S.C. 11360(9)) and
- ii. Live in a place not meant for human habitation, a safe haven, or in an emergency shelter; and
- iii. Have been homeless and continuously living in a place not meant for human habitation, a safe haven, or in an emergency shelter for at least 12 months or on at least four separate occasions in the last three (3) years. As long as the combined occasions equal at least 12 months and each break in homelessness separating the occasions included at least seven (7) consecutive nights of not living in homeless conditions as set forth in section ii. Stays in institutional care facilities for fewer than 90 days will not constitute as a break in homelessness, but rather such stays are included in the 12-month total, as long as the individual was living or residing in a place not meant for human habitation, a safe haven, or an emergency shelter immediately before entering the institutional care facility;
- iv. An individual who has been residing in an institutional care facility, including a jail, substance abuse or mental health treatment facility, hospital, or other similar facility, for fewer than 90 days and met all of the criteria in paragraph (1) of this definition, before entering that facility; or
- v. A family with an adult head of household (or if there is no adult in the family, a minor head of household) who meets all of the criteria in paragraph (1) or (2) of this definition, including a family whose composition has fluctuated while the head of household has been homeless.

D. Use of Funds:

Pursuant to Senate Bill (SB) 80 (Chapter 27, Statutes of 2019) and State of California, Department of Social Services All County Letter No. 19-104, HDAP funds shall be used to provide street outreach, case management, disability benefit advocacy, and housing-related case management to all eligible program participants. Services and operations shall be low-barrier and promote connections to increased benefits, supportive services, health care, and stable housing. Funds received under this PROGRAM shall be used to:

1. Establish or expand programs that provide disability advocacy, including obtaining relevant documentation for filing benefits applications and coordinating with federal and state offices; and
2. Provide housing assistance, including interim housing, recuperative care, rental subsidies, or, only when necessary, shelters, for participants receiving services under Section 18999.2 during the participant's application periods for disability benefits programs described in that section. The CONTRACTOR shall place a participant who receives subsidies in housing that the participant can sustain without an on-going subsidy upon approval of disability benefits. If the participant is not approved for disability benefits, CONTRACTOR shall assist in developing a transition plan for housing support through other available resources within the local community to avoid a return to homelessness. A participant's participation in housing assistance programs or services is voluntary.

E. Reporting:

1. CONTRACTOR is required to submit reports as indicated below in Section 3.C.
2. CONTRACTOR shall enter program data into the Homeless Management Information System (HMIS), adhere to all implementation guidelines developed under the Orange County Continuum of Care (CoC) and follow HMIS requirements and standards.
3. CONTRACTOR shall collaborate with the COUNTY and utilize the Coordinated Entry System (CES) and coordinate Program services with other Orange County CoC services and efforts to address homelessness.

2. Description of Program

CONTRACTOR shall provide the following:

- A. Outreach Engagement – Establish and follow the process for referrals and referring HDAP eligible individuals to appropriate services and housing opportunities, planned outreach, and coordination with existing systems and integrating services with COUNTY agencies as necessary. Outreach efforts shall include, but not be limited to, the following:
 1. Receiving referrals.
 2. Conducting outreach.
 3. Providing assessment and screening.
 4. Coordinating record retrieval and other necessary means of documenting disability, and
 5. Coordinating the provision of health care, including behavioral health care, for

participants, as appropriate.

B. Case Management – Supportive services that will support HDAP eligible individuals throughout the benefits application and housing search processes and will actively integrate services, ensuring that the various components of HDAP are provided to each participant from the point of outreach and program intake through program exit. Care coordination case management is a separate function from housing assistance activities. Care coordination case management activities include, but are not limited to:

1. General adult daily living skill development.
2. Care coordination case management and linkage to:
 - a. Disability advocacy services.
 - b. Social Services Agency benefits services.
 - c. Behavioral health care services.
 - d. Medical health care services, and
 - e. Housing assistance, including housing navigation and housing-specific case management services.

C. Disability Benefits Advocacy – Process for conducting screenings, assessments, preparing and filing disability applications, gathering required documentation, timely submission of benefits claims, and timeframe needed for reconsideration documents. This includes a specific program design, oversight and quality assurance processes for benefit applications, follow-up, and approval rates. Benefit programs include:

1. Supplemental Security Income/State Supplementary Program for the Aged, Blind, and Disabled (SSI/SSP)
2. Federal Social Security Disability Insurance Program (SSDI)
3. Cash Assistance Program for Immigrants (CAPI)
4. Veteran benefits provided under federal law, including but not limited to, disability compensation and veteran pension
5. Any other available disability benefits programs not identified above that an individual may be eligible to receive, such as retirement and/or survivors' benefits.
6. CONTRACTOR shall seek out any and all entitlement benefits the participant may be eligible to receive, even if that results in ineligibility for disability benefits.

D. Housing Assistance – Contractor shall provide HDAP eligible participants with housing assistance, including but not limited to interim housing, recuperative care, congregate care, landlord incentives, navigation services, individual housing support payments, rental subsidies, housing identification processes and support. The three components of housing assistance as defined by the HDAP are:

1. *Housing assistance* – financial assistance related to housing that is provided in coordination with both housing navigation and housing specific case management services and shall be provided to participants concurrently throughout the disability application process.
2. *Housing navigation* – targeted assistance to support participants in finding safe and decent housing that is affordable and sustainable to participants, either based on the participant's income or through support of rental subsidies and/or connections to affordable housing vouchers.
3. *Housing specific case management* – provides support to HDAP participants to help them stabilize in housing and maintain the obligations of tenancy to remain stably housed.

CONTRACTOR shall use PROGRAM funds to provide a variety of temporary and interim housing options based on the needs and preferences of eligible participants. Housing options include:

1. Interim shelter options, including shelters, motels, bridge housing, or any other temporary shelter placements not intended or considered to be permanent housing.
2. Recuperative care and recuperative care services.
3. Move in costs and housing stabilization costs including security, utility, and pet deposits, storage fees, moving costs, and costs associated with making a home habitable.
4. Modifications to units in order to accommodate accessibility needs, i.e. making units compliant under the Americans with Disabilities Act (ADA).
5. Independent living facilities, recovery residences, and board and care facility placements, as long as placements are compliant with Housing First principles.
6. Reunification with family or friends or other shared housing opportunities.

3. Description of Services/Contractor Responsibilities

The PROGRAM shall meet the COUNTY'S need to provide HDAP services, including street outreach and connection to SSI/SSDI disability benefits and other available entitlement benefits, to those experiencing homelessness in collaboration with current shelter, outreach, and housing placement efforts.

A. Program Essential Requirements

CONTRACTOR shall:

1. Ensure that the PROGRAM will be in operation Monday - Friday (8 hours a day).
2. Have a 24 hour contact available to COUNTY for emergency communication purposes and to coordinate responses as appropriate.
3. Engage in street outreach, including face-to-face, phone contact, and email contact as appropriate.
4. Engage and follow up with eligible participants to connect the eligible participants to the appropriate benefit program, including but not limited to SSI/SSP, SSDI, CAPI, Veterans benefits, and any other entitlement benefits available to the participant.
5. Provide coordination of regional navigation support for the South Service Planning Area.
 - a. Provide service navigation to region.
 - b. Assist COUNTY in responding to eligible populations in shelters.
6. Provide referrals and confirmed linkages to address the eligible participants' physical behavioral, and other health needs and assist the eligible participant in obtaining the necessary services.
7. Provide case management services to eligible participants and assist them with accessing and transitioning to available housing opportunities.
8. Maintain a case management ratio of one Case Manager to 25 participants (1:25) for Program quality of services, positive outcomes, and program efficacy.
9. Operate the Program in accordance with non-discrimination policies and attend annual trainings that focus on understanding implicit biases and cultural sensitivities to promote diversity and equity within the Program.

10. Coordinate with County agencies engaged with individuals experiencing homelessness, including but not limited to the Health Care Agency, Social Services Agency, and OC Community Resources; and engage local agencies, social services programs and volunteers to assist with Program services.

Pursuant to the requirements of the PROGRAM, CONTRACTOR shall provide the following to all eligible participants:

1. Outreach Services – The CONTRACTOR will prioritize eligible individuals in the South Service Planning Area. The outreach and case management services required by this subdivision shall include, but not be limited to, working with homeless shelter providers and community organizations providing homeless services, as well as providing direct outreach in areas where persons experiencing homelessness congregate. CONTRACTOR shall actively conduct outreach to populations who are likely eligible for HDAP services (see Section 1. C. of this Scope of Services). CES assessments and enrollment in CES will be performed by the CONTRACTOR for:
 - a. All participants who enter CONTRACTOR'S shelter and navigation sites.
 - b. Individuals attending CONTRACTOR'S Alternative Sleeping Location's new day program, if the Participant wishes to work on a housing plan.
 - c. Individuals encountered by CONTRACTOR'S Street Outreach team, if the Participant wishes to work on a housing plan.
 - d. HDAP services will be delivered at CONTRACTOR'S shelters, navigation centers, and interim and permanent housing sites by CONTRACTOR'S staff.

2. Case management – As the South Service Planning Area lead agency, the CONTRACTOR shall provide eligible participants with care coordination case management services that includes assessment and participation in the CES. Activities include, but are not limited to:
 - a. Participants who are HDAP eligible, as determined during the VI-SPDAT assessment process and defined as homeless with a disabling condition, will receive care coordination case management through the PROGRAM.
 - b. Assist in the development of a transition plan for housing support upon approval or denial of disability benefits, including ongoing case management for participants who need ongoing services in order to stabilize in housing.
 - c. Collaborate with local health care and behavioral health programs to provide ongoing case management for participants who exit the PROGRAM into permanent housing and for those who need support on an ongoing basis after exiting the PROGRAM.

3. Disability Benefits Advocacy – CONTRACTOR shall provide disability benefits advocacy services to complete the entire application process for disability income benefit programs, including individuals who need assistance with monitoring progress of a submitted benefits application. These services shall be provided at no cost to participants and shall include but not be limited to screening, assessing, developing and filing competently prepared benefit applications, appeals, reconsiderations, reinstatements, and recertifications; coordinating with Federal and State offices regarding pending benefit applications, appeals, reconsiderations, reinstatements, and recertifications and advocating on behalf of the participant; gather required documentation, provide timely submission of benefits claims, and document the timeframe needed for reconsideration documents. CONTRACTOR shall also provide the following:

- a. CONTRACTOR shall designate SOAR-certified staff as Benefits Specialists to assist HDAP eligible participants in the South Service Planning Area with the entire disability benefits application process using the SOAR method.
 - b. CONTRACTOR'S designated SOAR-certified Benefits Specialists shall assist PROGRAM participants with gathering documentation, preparing and filing, and provide follow-up services until approval or final denial.
 - c. CONTRACTOR shall seek legal advocacy at no expense to the participant for highly intensive advocacy services, such as an appeals process, when appropriate.
 - d. CONTRACTOR'S SOAR-certified Benefits Specialists will participate in the COUNTY'S SOAR system.
 - e. CONTRACTOR'S SOAR-certified Benefits Specialist shall provide oversight to all benefits applications, as well as serve as liaison between CONTRACTOR and COUNTY staff for PROGRAM related updates, as needed.
 - f. CONTRACTOR shall track outcomes using HMIS and SOAR's Online Application Tracking (OAT) System.
4. Housing Assistance – CONTRACTOR shall provide three components of housing assistance which shall include connection to Continuum of Care components including prevention, street outreach, CES, emergency shelter, transitional housing and permanent housing placement through rapid rehousing and permanent supportive housing, and housing retention services. CONTRACTOR shall provide housing financial assistance, housing navigation services, and housing case management services. Activities include, but are not limited to:
- a. Designate Housing Navigators and Housing Case Managers to determine the most appropriate housing option to participants and the appropriate dollar amounts. All housing options including rapid rehousing or non-shelter interim housing will be considered.
 - b. All participants seeking housing shall be entered into the COUNTY Coordinated Entry System.
 - c. CONTRACTOR'S Housing Navigators shall work with participants in identifying housing locations and applying for housing options.
 - d. CONTRACTOR'S Program Manager shall oversee housing navigation activities, including housing location, landlord recruitment and negotiation, risk mitigation, and be a contact liaison between participant and landlord.
 - e. CONTRACTOR'S Director of Program Development and Compliance shall oversee housing financial assistance budget and distribution of PROGRAM funds.
 - f. CONTRACTOR'S Housing Case Managers shall provide support to participants specific to their housing need from outreach and engagement and through program exit. Services must be offered in a manner consistent with Housing First and actively employ evidence-based practices for participant engagement.
 - g. CONTRACTOR'S Housing Case Managers shall provide continued case management to participants placed in interim housing with HDAP funds to ensure transition to permanent housing options and completion of securing all identified income sources.

B. Administrative Management Tasks

CONTRACTOR shall:

1. Work in partnership with the COUNTY to be a Good Neighbor to the surrounding community. This includes informing the public about the positive aspects of the

PROGRAM, being responsive to community concerns, and working closely with city and COUNTY government to minimize the impact of the PROGRAM on the surrounding neighborhood.

2. Take appropriate action for behavioral and medical health emergencies.
3. Operate, maintain, coordinate and staff the resources of the PROGRAM.
4. Provide supplies and equipment for the ongoing operations of the PROGRAM as needed.
5. Track PROGRAM costs and ensure they are eligible for payment within the HDAP grant.
6. Review all billing and assure PROGRAM payments are timely, if applicable.
7. Provide training on PROGRAM services to staff, engaged community groups and volunteers, as needed.
8. Complete reports on PROGRAM activities, including unduplicated individuals served and costs of operation, as requested by COUNTY.
9. Coordinate with COUNTY agencies and community-based organizations, on administrative functions such as PROGRAM operations meetings, site monitoring and requested documentation, as necessary and appropriate.

C. Performance Metrics

1. For the life of the Contract, CONTRACTOR shall serve:
 - a. 385 individuals to be screened.
 - b. 100 individuals to be provided case management services.
 - c. 84 individuals to be provided disability benefits advocacy services.
 - d. 89 individuals to be provided housing assistance.
2. CONTRACTOR shall submit reports on a monthly and quarterly basis. Data format and due dates for the monthly reports will be mutually agreed upon with the COUNTY, including data collected through HMIS. Reports shall include but are not limited to:
 - a. The number of participants served in each of the following targeted populations:
 1. Individuals who are chronically homeless or who rely the most heavily on State- and County-funded services;
 2. General assistance or general relief applicants or recipients who are homeless or at risk of homelessness;
 3. Low-income individuals with disabilities who are being diverted from, or who are being discharged from, jails or prisons and who are homeless or at risk of homelessness;
 4. Low-income veterans with disabilities who are homeless or at risk of homelessness;
 5. Low-income individuals with disabilities who are being discharged from hospitals, long-term care facilities, or rehabilitation facilities and who are homeless or at risk of homelessness;
 6. Any other populations the COUNTY chooses to target.
 - b. Number of outreach contacts, including referrals, assessments, and screening.
 - c. Number of health care coordination provisions, including behavioral health care, for participants, as appropriate.
 - d. The demographics of the participants served, including race, ethnicity, age, and gender.
 - e. The number of applicants for benefits, and type of benefits, filed with the

assistance of the COUNTY.

- f. The number of disability benefit program applications approved initially, after consideration, and after appeal, including the time it took to establish benefits.
- g. The number of disability benefit program applicants denied, including the reason for denial.
- h. The number of participants who received subsidized housing during the period that their applications were pending and a description of how that impacted the rates of completed applications or approvals.
- i. The number of participants who received subsidized housing who maintained that housing during the SSI applicant period.
- j. The percentage of individuals approved for SSI who retain permanent housing six (6), twelve (12), and twenty-four (24) months after benefits approval.
- k. The amount and percentage of rental subsidy costs and of General Assistance/General Relief (GA/GR) costs recovered through Interim Assistance Reimbursement for individuals approved for benefits.
- l. The number of individuals eligible to be served by this program but who have not yet received services.
- m. And other data points as agreed upon with the COUNTY.
- n. Data and due dates for the monthly reports will be items mutually agreed upon with the COUNTY and data collected through HMIS and/or comparable outreach tool and database.

4. CONTRACTOR'S ADDITIONAL RESPONSIBILITIES

- A. CONTRACTOR acknowledges that they are required to collaborate with Orange County Continuum of Care, CES and other homeless services agencies.
- B. CONTRACTOR shall comply with all federal, state and local laws and regulations including all requirements and regulations of the HDAP.
- C. CONTRACTOR shall partner with medical or law enforcement in the event of an emergency. With the nature of the population being served on the streets, there is a need to take precautions, should a medical need or emergency arise. Staff and volunteers will be provided with additional emergency contact numbers. All staff and volunteers of the PROGRAM shall be trained on the appropriate emergency procedures in order to handle crisis situations in the most effective manner possible.

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Exhibit B-2 Payment/Compensation

1. COMPENSATION:

This is a cost reimbursement Contract between the County and the Contractor as set forth in Attachment A. Scope of Services attached hereto and incorporated herein by reference. The Contractor agrees to accept the specified compensation as set forth in this Contract as full remuneration for performing all services and furnishing all staffing and materials required, for any reasonably unforeseen difficulties which may arise or be encountered in the execution of the services until acceptance, for risks connected with the services, and for performance by the Contractor of all its duties and obligations hereunder. The County shall have no obligation to pay any sum in excess of the total Contract amount specified unless authorized by an amendment in accordance with paragraphs C and P of the County's General Terms and Conditions.

2. FIRM DISCOUNT AND PRICING STRUCTURE:

Contractor guarantees that prices quoted are equal to or less than prices quoted to any other local, State or Federal government entity for services of equal or lesser scope. Contractor agrees that no price increases shall be passed along to the County during the term of this Contract not otherwise specified and provided for within this Contract.

3. PAYMENT TERMS:

An invoice for activities/services shall be submitted to the address specified below upon the completion of the activities/services and approval of the County Project Manager. Contractor shall reference Contract number on invoice. Payment will be net 30 days after receipt of an invoice, in a format acceptable to the County of Orange and verified and approved HCA subject to routine processing requirements of the County. The responsibility for providing an acceptable invoice rests with the Contractor. Billing shall cover services not previously invoiced. The Contractor shall reimburse the County of Orange for any monies paid to the Contractor for services not provided or when services do not meet the Contract requirements.

Payments made by the County shall not preclude the right of the County from thereafter disputing any items or services involved or billed under this Contract and shall not be construed as acceptance of any part of the services. Invoice(s) are to be sent to:

Orange County Health Care Agency
405 W. 5th St. Suite 600
Santa Ana, CA 92701
csinvoices@ochca.com

4. INVOICING INSTRUCTIONS:

The Contractor will provide a monthly invoice on Contractor's letterhead for services rendered. Each invoice will include the following information:

1. A unique invoice number without spaces or dashes
2. A description of services provided
3. Total amount claimed
4. The invoice is for services provided within the contract period
5. The invoice is billing the County of Orange or Health Care Agency or both
6. Contractor's name
7. Contractor remittance address
8. Contractor letterhead
9. Date

10. Expenditure and Revenue (E&R) Report .



ATTACHMENT C-1
BUDGET SCHEDULE

Budget Schedule

Anticipated Administration and Program Cost Budget For Additional Funds

Project Costs	Total
Project Activity: Staffing Labor, Benefits, and Contract Labor	\$195,930
Project Activity: Housing Financial Assistance	\$104,390
Project Activity: Administration: Program Management and Data Tracking	\$28,964
Total	\$329,284

ATTACHMENT C-2

BUDGET SCHEDULE

Anticipated Administration and Program Cost Budget for Additional Funds

	<u>Total</u>
<u>ADMINISTRATION COSTS</u>	
<u>Salaries</u>	<u>\$4,126.86</u>
<u>Benefits</u>	<u>\$949.18</u>
<u>Services and Supplies</u>	<u>\$9,129.32</u>
<u>Indirect/HMIS</u>	<u>\$45,002.00</u>
<u>ADMINISTRATION SUBTOTAL COSTS</u>	<u>\$59,207.36</u>
<u>PROGRAM COSTS</u>	
<u>Salaries and Benefits</u>	<u>\$377,892.00</u>
<u>Services and Supplies</u>	<u>\$397,437.00</u>
<u>Subcontractor Costs</u>	<u>\$18,000.00</u>
<u>PROGRAM SUBTOTAL COSTS</u>	<u>\$793,329.00</u>
<u>TOTAL COSTS</u>	<u>\$852,536.36</u>



ATTACHMENT D-1
STAFFING PLAN

Staffing Plan

Project Title: HDAP Program

Title	FTE
SOAR Specialist	3.00
Case Manager	1.00
Contracted PNP	0.075
Total	4.08

*FTE = Full-Time Equivalent

The substitution or addition of other key individuals in any given category or classification shall be allowed only with prior approval of the County Project Manager.

The County may reserve the right to involve other personnel, as their services are required. The specific individuals will be assigned based on the need and time of the service/class required. Assignment of any key personnel shall be subject to County approval.

ATTACHMENT D-2
STAFFING PLAN

Project Title: HDAP Program

<u>Title</u>	<u>FTE</u>
<u>DIRECT ADMINISTRATION</u>	
<u>Executive Director</u>	<u>0.03</u>
<u>Chief of Operations</u>	<u>0.03</u>
<u>Director of Finance</u>	<u>0.03</u>
<u>Contract Manager</u>	<u>0.05</u>
<u>Accounting & Payroll Administrator</u>	<u>0.03</u>
<u>SUBTOTAL DIRECT ADMINISTRATION</u>	<u>0.16</u>
<u>SUBTOTAL</u>	
<u>PROGRAM</u>	
<u>Outreach Specialist</u>	<u>0.40</u>
<u>SOAR Specialist</u>	<u>0.50</u>
<u>SOAR Specialist</u>	<u>0.50</u>
<u>Lead SOAR Specialist</u>	<u>0.75</u>

<u>SOAR Specialist</u>	<u>0.50</u>
<u>SOAR Specialist</u>	<u>0.50</u>
<u>SOAR Specialist</u>	<u>0.50</u>
<u>Lead CM Outreach Housing Coordinator</u>	<u>1.00</u>
<u>CM Outreach Housing Coordinator</u>	<u>1.00</u>
<u>CM Housing Coordinator</u>	<u>0.50</u>
<u>Director of Services</u>	<u>0.26</u>
<u>Director of PD/Compliance</u>	<u>0.10</u>
<u>Data Associate</u>	<u>0.13</u>
<u>SUBTOTAL PROGRAM FTE</u>	<u>6.63</u>
<u>TOTAL FTE</u>	<u>6.85</u>

*FTE = Full-Time Equivalent

The substitution or addition of other key individuals in any given category or classification shall be allowed only with prior approval of the County Project Manager.

The COUNTY may reserve the right to involve other personnel, as their services are required. The specific individuals will be assigned based on the need and time of the service/class required. Assignment of any key personnel shall be subject to County approval.