

**AMENDMENT NO. 2
TO
CONTRACT NO. MA-042-22011475
FOR
COLLABORATIVE COURT FULL SERVICE PARTNERSHIP SERVICES**

This Amendment ("Amendment No. 2") to Contract No. MA-042-22011475 for Collaborative Court Full Service Partnership Services is made and entered into on July 1, 2025 ("Effective Date") between Telecare Corporation ("Contractor"), with a place of business at 1080 Marina Village Parkway, Suite 100, Alameda, CA 94501, and the County of Orange, a political subdivision of the State of California ("County"), through its Health Care Agency, with a place of business at 405 W. 5th Street, Santa Ana, CA 92701. Contractor and County may sometimes be referred to individually as "Party" or collectively as "Parties".

RECITALS

WHEREAS, the Parties executed Contract No. MA-042-22011475 for Collaborative Court Full Service Partnership Services, effective July 1, 2022, through June 30, 2025, in an amount not to exceed \$13,134,120, renewable for one additional two-year term ("Contract"); and

WHEREAS, the Parties executed Amendment No. 1, effective July 1, 2024, to amend Exhibit A of the Contract; and

WHEREAS, the Parties now desire to enter into this Amendment No. 2 to renew the Contract for one year for County to continue receiving and Contractor to continue providing the services set forth in the Contract, to amend specific terms and conditions of the Contract, to amend Exhibit A of the Contract, and to add Exhibit D to the Contract.

NOW THEREFORE, Contractor and County agree to amend the Contract as follows:

1. The Contract is renewed for a period of one (1) year, effective July 1, 2025 through June 30, 2026, in an amount not to exceed \$3,447,656, for this renewal period, for a revised cumulative total amount not to exceed \$16,581,776, renewable for one (1) additional one-year term.
2. Referenced Contract Provisions, Term provision and Amount Not to Exceed provision, of the Contract are deleted in their entirety and replaced with the following:

"Term: July 1, 2022 through June 30, 2026

Period One means the period from July 1, 2022 through June 30, 2023

Period Two means the period from July 1, 2023 through June 30, 2024

Period Three means the period from July 1, 2024 through June 30, 2025

Period Four means the period from July 1, 2025 through June 30, 2026

Amount Not to Exceed:

Period One Amount Not to Exceed: \$ 4,378,040

Period Two Amount Not to Exceed: 4,378,040

Period Three Amount Not to Exceed:	4,378,040
Period Four Amount Not to Exceed:	<u>3,447,656</u>
Total Amount Not to Exceed:	\$16,581,776"

3. Paragraph II. Alteration of Terms, Subparagraph A, of the Contract is deleted in its entirety and replaced with the following:

"A. This Contract, together with Exhibits A, B, C and D attached hereto and incorporated herein, fully expresses the complete understanding of COUNTY and CONTRACTOR with respect to the subject matter of this Contract."

4. Paragraph VI. Conflict of Interest of the Contract is deleted in its entirety and replaced with the following:

"VI. CONFLICT OF INTEREST"

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 CONTRACTOR, this obligation shall apply to CONTRACTOR, CONTRACTOR's officers, directors, employees, agents, and subcontractors associated with the provision of goods and services provided under this Contract. 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. CONTRACTOR shall notify COUNTY, in writing, of any potential or actual conflicts of interest between CONTRACTOR and COUNTY that may arise prior to, or during the period of, Contract performance, including, but not limited to, whether any known county public officer's child is an officer or director, or has an ownership interest of ten (10) percent or more in, CONTRACTOR. While CONTRACTOR must provide this information without prompting from COUNTY any time there is a change regarding conflict of interest, CONTRACTOR must also provide an update to COUNTY upon request by COUNTY. County of Orange Board of Supervisors policy prohibits its employees from engaging in activities involving a conflict of interest. CONTRACTOR shall not, during the period of this Contract, employ any County employee for any purpose."

5. Paragraph VII. Cost Report of the Contract is deleted in its entirety and replaced with the following:

"VII. COST RECONCILIATION REPORT"

A. CONTRACTOR shall submit Cost Reconciliation Report to COUNTY no later than sixty (60) calendar days following termination of this Contract.

1. As indicated in Exhibit A, Section III. Payments, Medi-Cal Reimbursement Rates, the Cost Reconciliation Report shall be for approved units of service. Costs of Medi-Cal services shall not exceed the negotiated rate as specified in this Contract. CONTRACTOR shall prepare the Cost Reconciliation Report in accordance with all applicable federal, state and COUNTY requirements, and the Special Provisions Paragraph of this Contract.
2. If CONTRACTOR fails to submit an accurate and complete Cost Reconciliation Report within the time period specified above, ADMINISTRATOR shall have sole discretion to impose one or both of the following:

- a. CONTRACTOR may be assessed a late penalty of five-hundred dollars (\$500) for each business day after the above specified due date that the accurate and complete Cost Reconciliation Report is not submitted. Imposition of the late penalty shall be at the sole discretion of ADMINISTRATOR. The late penalty shall be assessed separately on each outstanding Cost Reconciliation Report due COUNTY by CONTRACTOR.
 - b. ADMINISTRATOR may withhold or delay any or all payments due CONTRACTOR pursuant to any or all contracts between COUNTY and CONTRACTOR until such time that the accurate and complete Cost Reconciliation Report is delivered to ADMINISTRATOR.
3. CONTRACTOR may request, in advance and in writing, an extension of the due date of the Cost Reconciliation Report setting forth good cause for justification of the request. Approval of such requests shall be at the sole discretion of ADMINISTRATOR and shall not be unreasonably denied.
4. In the event that CONTRACTOR does not submit an accurate and complete Cost Reconciliation Report within one hundred and eighty (180) calendar days following the termination of this Contract, and CONTRACTOR has not entered into a subsequent or new contract for any other services with COUNTY, then all amounts paid to CONTRACTOR by COUNTY during the term of the Contract shall be immediately reimbursed to COUNTY.
- B. The Cost Reconciliation Report shall be the final financial and statistical report submitted by CONTRACTOR to COUNTY, and shall serve as the basis for final settlement to CONTRACTOR. The Cost Reconciliation Report shall be the final financial record for subsequent audits, if any.
- C. Final settlement shall be based upon the approved units of service, as detailed in Exhibit A, Section III. Payments, less applicable revenues and any late penalty, not to exceed COUNTY's Total Amount Not to Exceed as set forth in the Referenced Contract Provisions of this Contract. CONTRACTOR shall not claim units of service to COUNTY which are not reimbursable pursuant to applicable federal, state and COUNTY laws, regulations and requirements. Any payment made by COUNTY to CONTRACTOR, which is subsequently determined to have been for an unreimbursable unit of service, shall be repaid by CONTRACTOR to COUNTY in cash, or other authorized form of payment, within thirty (30) calendar days of submission of the Cost Reconciliation Report or COUNTY may elect to reduce any amount owed CONTRACTOR by an amount not to exceed the reimbursement due COUNTY.
- D. If the Cost Reconciliation Report indicates the approved units of service provided pursuant to this Contract, less applicable revenues and late penalty, are lower than the aggregate of interim monthly payments to CONTRACTOR, CONTRACTOR shall remit the difference to COUNTY. Such reimbursement shall be made, in cash, or other authorized form of payment, with the submission of the Cost Reconciliation Report. If such reimbursement is not made by CONTRACTOR within thirty (30) calendar days after submission of the Cost Reconciliation Report, COUNTY may, in addition to any other remedies, reduce any amount owed CONTRACTOR by an amount not to exceed the reimbursement due COUNTY.
- E. If the Cost Reconciliation Report indicates the approved units of service provided pursuant to this Contract, less applicable revenues and late penalty, are higher than the aggregate of interim monthly payments to CONTRACTOR, COUNTY shall pay CONTRACTOR the difference, provided such payment does not exceed the Total Amount Not to Exceed of COUNTY.

F. All Cost Reconciliation Reports shall contain the following attestation, which may be typed directly on or attached to the Cost Reconciliation Report:

"I HEREBY CERTIFY that I have executed the accompanying Cost Reconciliation Report and supporting documentation prepared by for the cost reconciliation report period beginning and ending and that, to the best of my knowledge and belief, costs reimbursed through this Contract are reasonable and allowable and directly or indirectly related to the services provided and that this Cost Reconciliation Report is a true, correct, and complete statement from the books and records of (provider name) in accordance with applicable instructions, except as noted. I also hereby certify that I have the authority to execute the accompanying Cost Reconciliation Report.

Signed _____
 Name _____
 Title _____
 Date _____"

6. Paragraph IX. Delegation, Assignment, and Subcontracts, Subparagraph A, of the Contract is deleted in its entirety and replaced with the following:

"A. No performance of this Contract or any portion thereof may be subcontracted or otherwise delegated by CONTRACTOR, in whole or in part, without first obtaining the prior express written consent of COUNTY. Any attempt by CONTRACTOR to subcontract or delegate any performance of this Contract without the prior express written consent of COUNTY shall be invalid and shall constitute a material breach of this Contract, and any attempted assignment or delegation in derogation of this paragraph shall be void. In the event that CONTRACTOR is authorized by COUNTY to subcontract, this Contract shall take precedence over the terms of the agreement between CONTRACTOR and subcontractor, and any agreement between CONTRACTOR and a subcontractor shall incorporate by reference the terms of this Contract. CONTRACTOR shall remain responsible for the performance of this Contract and indemnification of COUNTY notwithstanding COUNTY's consent to CONTRACTOR's request for approval of a subcontractor. Under no circumstances shall COUNTY be required to directly monitor the performance of any subcontractor. All work performed by a subcontractor must be monitored by CONTRACTOR and must meet the approval of the County of Orange pursuant to the terms of this Contract."

7. Paragraph XVI. Licenses and Laws, Subparagraph E, is added to the Contract as follows:

"E. CONTRACTOR shall remain in compliance and in good standing, maintaining current and active business entity and/or nonprofit registration status, with all applicable federal, state and local registration requirements at the time of execution of the Contract through the duration of the term of the Contract, and shall provide annual confirmation of current and active status to COUNTY through the term of the Contract."

8. Exhibit A, Paragraph II. Budget, Subparagraphs A and B, of the Contract are deleted in their entirety and replaced with the following:

"A. COUNTY shall pay CONTRACTOR in accordance with the Payments Paragraph in this Exhibit A to the Contract and the following budgets, which are set forth for

informational purposes only and may be adjusted by mutual agreement, in writing, by ADMINISTRATOR and CONTRACTOR.

	<u>PERIOD ONE</u>	<u>PERIOD TWO</u>	<u>PERIOD THREE</u>	<u>PERIOD FOUR*</u>
ADMINISTRATIVE COST				
Indirect Costs	\$ 571,049	\$ 571,049	\$ 571,049	N/A
SUBTOTAL ADMINISTRATIVE COST	\$ 571,049	\$ 571,049	\$ 571,049	N/A
PROGRAM COST				
Salaries	\$ 1,951,707	\$ 1,951,707	\$ 1,951,707	N/A
Benefits	556,295	556,295	556,295	N/A
Services and Supplies	509,209	509,209	509,209	N/A
Flexible Funds	616,956	616,956	616,956	\$545,291
Subcontracts	<u>172,824</u>	<u>172,824</u>	<u>172,824</u>	N/A
SUBTOTAL PROGRAM COST	\$ 3,806,991	\$ 3,806,991	\$ 3,806,991	N/A
GROSS COST	\$ 4,378,040	\$ 4,378,040	\$ 4,378,040	N/A
REVENUE				
FFP Medi-Cal	\$ 1,000,000	\$ 1,000,000	\$ 1,000,000	\$2,902,365
MHSA Medi-Cal	1,000,000	1,000,000	1,000,000	N/A
MHSA	<u>2,378,040</u>	<u>2,378,040</u>	<u>2,378,040</u>	<u>545,291</u>
TOTAL REVENUE	\$ 4,378,040	\$ 4,378,040	\$ 4,378,040	\$3,447,656
TOTAL AMOUNT NOT TO EXCEED*	\$ 4,378,040	\$ 4,378,040	\$ 4,378,040	\$3,447,656

*Period Four is paid through a Fee For Service Structure, as outlined in the Payments Paragraph of this Exhibit A to the Contract. The Total Amount Not to Exceed is listed for reference.

B. For Periods One through Three, CONTRACTOR and ADMINISTRATOR mutually agree that the Total Budget identified in Subparagraph II.A. of this Exhibit A to the Contract includes Indirect Costs not to exceed fifteen percent (15%) of Direct Costs, and which may include operating income estimated at two percent (2%). For the aforementioned periods, final settlement paid to CONTRACTOR shall include Indirect Costs and such Indirect Costs may include operating income."

9. Exhibit A, Paragraph III. Payments, of the Contract is deleted in its entirety and replaced with the following:

"III. PAYMENTS

A. BASIS FOR REIMBURSEMENT – As compensation to CONTRACTOR for services provided pursuant to the Contract, COUNTY shall pay CONTRACTOR monthly in arrears at the following rates of reimbursement; provided, however, the total of all such payments to CONTRACTOR shall not exceed COUNTY's Total Amount Not to Exceed as set forth in the Referenced Contract Provisions of the Contract; and provided further, that CONTRACTOR's costs are allowable pursuant to applicable COUNTY, federal, and state regulations. Furthermore, if CONTRACTOR is ineligible to provide services due to non-compliance with licensure and/or certification standards of the state or COUNTY,

ADMINISTRATOR may elect to reduce COUNTY's Total Amount Not to Exceed proportionate to the length of time that CONTRACTOR is ineligible to provide services. CONTRACTOR shall ensure compliance with all Medi-Cal billing and documentation requirements when entering Units of Service into COUNTY IRIS system. ADMINISTRATOR may reduce, withhold or delay any payment associated with non-compliant billing practices. If Corrective Action Plans (CAP) are not completed within timeframes as determined by ADMINISTRATOR, payments may be reduced accordingly.

1. For Medi-Cal services provided pursuant to the Contract, COUNTY shall claim reimbursement to the State Medi-Cal unit on behalf of CONTRACTOR to the extent these services are eligible.

2. CONTRACTOR shall submit appropriate Medi-Cal billing to ADMINISTRATOR on a monthly basis. The monthly invoice(s) shall match what CONTRACTOR has entered into IRIS at the time of submission. Supplemental Invoice(s) can be submitted if provider has services not yet entered into IRIS at time of original submission. It is CONTRACTOR's responsibility to ensure invoice UOS match what was transmitted to the State. ADMINISTRATOR shall review billing and remit to Accounting for submission to the State Medi-Cal unit. If, at any time, CONTRACTOR's IRIS UOS, do not agree with UOS billed on monthly invoices, ADMINISTRATOR, will review with CONTRACTOR, and may hold invoice for processing until a corrected invoice is received with approved UOS.

3. CONTRACTOR shall assume responsibility for any audit disallowances or penalties imposed on COUNTY by the State related to amounts or services claimed by COUNTY on behalf of CONTRACTOR. CONTRACTOR shall reimburse COUNTY for any such disallowances or penalties within thirty (30) calendar days of written notification by COUNTY.

Reimbursement Rates

Provider Type	Contractor Baseline Rate per billable minute
Licensed Physician	\$8.33
Clinical Nurse Specialist	\$6.67
Nurse Practitioner	\$6.67
Registered Pharmacist	\$6.67
Physician Assistant	\$5.83
Registered Nurse	\$5.58
Psychologist (Licensed or Waivered)	\$5.42
Occupational Therapist	\$5.00
LCSW (Licensed, Waivered or Registered)	\$4.75
MFT/LPCC (Licensed, Waivered or Registered)	\$4.75
Certified AOD Counselor	\$3.92
Licensed Vocational Nurse	\$3.83
Peer Support Specialists	\$3.67
Mental Health Rehabilitation Specialist	\$3.33
Other Qualified Practitioner	\$3.33
Licensed Psychiatric Technician	\$3.33
Medical Assistant	\$2.50
Other	
Flex Funds	Actual Cost

B. PAYMENT METHOD

1. Reimbursement Rates: COUNTY shall pay CONTRACTOR monthly in arrears, however, the total of such payments shall not exceed COUNTY's Total Amount Not to Exceed. CONTRACTOR's invoices shall be on a form approved by ADMINISTRATOR and shall provide such information as is required by ADMINISTRATOR. Invoices are due by the tenth (10th) calendar day of each month, and payments to CONTRACTOR should be released by COUNTY no later than thirty (30) calendar days after receipt of the correctly completed invoice form.

a. Quarterly, ADMINISTRATOR will review the approved Units of Service report from the State Medi-Cal unit.

1). If total amounts of approved Units of Service indicate more units were approved than billed, COUNTY may reimburse CONTRACTOR for additional approved Units of Service; however, the total of all such payments to CONTRACTOR shall not exceed COUNTY's Total Amount Not to Exceed as set forth in the Referenced Contract Provisions of the Contract

2). If total amounts of approved units indicate less units were approved than billed, COUNTY shall reduce the invoice amount.

b. In conjunction with Subparagraph II.A above, CONTRACTOR shall not enter Units of Service into the COUNTY IRIS system for services not rendered. If such information has been entered, CONTRACTOR shall make corrections within ten (10) calendar days from notification by ADMINISTRATOR. Additionally, to assist in the protection of data integrity, CONTRACTOR shall create a procedure to ensure separation of duties between the individual performing direct services (LPHA, clinicians, counselors, etc.), and the clerical staff who enter information into the IRIS system. Clerical staff shall enter data into IRIS using the chart information provided by the direct service staff.

c. CONTRACTOR shall ensure compliance with all Medi-Cal billing and documentation requirements when entering Units of Service into COUNTY IRIS system. ADMINISTRATOR shall withhold payment for non-compliant Units of Service, and may reduce, withhold or delay any payment associated with non-compliant billing practices.

2. Actual Costs: COUNTY shall pay CONTRACTOR monthly in arrears the actual cost of the services, less revenues that are actually received by CONTRACTOR provided, however, that the total of such payments shall not exceed the COUNTY's Total Amount Not to Exceed.

a. In support of the monthly invoice, CONTRACTOR shall submit an Expenditure and Revenue Report as specified in the Reports Paragraph of this Exhibit A to the Contract. ADMINISTRATOR shall use the Expenditure and Revenue Report to determine payment to CONTRACTOR.

C. Monthly payments are interim payments only, and subject to Final Settlement in accordance with the Cost Report Paragraph of this Contract. For Periods One through Three, invoices received after the due date may not be paid in accordance with Subparagraph II.B of this Exhibit A to the Contract.

D. All invoices to COUNTY shall be supported, at CONTRACTOR's facility, by source documentation including, but not limited to, ledgers, books, vouchers, journals, time sheets, payrolls, appointment schedules, schedules for allocating costs, invoices, bank statements, canceled checks, receipts, receiving records, and records of services provided.

E. ADMINISTRATOR may withhold or delay any payment if CONTRACTOR fails to comply with any provision of this Contract.

F. COUNTY shall not reimburse CONTRACTOR for services provided beyond the expiration and/or termination of this Contract.

G. CONTRACTOR may be required to have an audit conducted in accordance with federal OMB Circular A-133. CONTRACTOR shall be responsible for complying with any federal audit requirements within the reporting period specified by OMB Circular A-133.

H. CONTRACTOR and ADMINISTRATOR may mutually agree, in writing, to modify the Payments Paragraph of this Exhibit A to the Contract."

10. Exhibit A, Paragraph V. Services, Subparagraph Z, of the Contract is deleted in its entirety and replaced with the following:

"Z. CONTRACTOR shall perform the services set forth in this Contract and will be responsible for administering federal, state and local funds in a manner satisfactory to COUNTY and consistent with any required funding standards. All work shall be performed in compliance with all latest applicable codes, standards, and regulations and in compliance with Exhibit D - Homeless Service System Pillars Attestation and County of Orange Standards of Care for Emergency Shelter Providers. CONTRACTOR shall include the requirement to comply with the County of Orange Standards of Care for Emergency Shelter Providers in all subcontracts.

AA. CONTRACTOR and ADMINISTRATOR may mutually agree, in writing, to modify the Services Paragraph of this Exhibit A to the Contract."

11. Exhibit A, Paragraph VI. Staffing, Subparagraphs M and N, of the Contract are deleted in their entirety and replaced with the following:

"M. CONTRACTOR shall, at a minimum, provide the following staffing pattern expressed in FTEs continuously throughout the term of the Contract. One (1) FTE will be equal to an average of forty (40) hours of work per week.

DIRECT PROGRAM	FTEs	PROVIDER TYPE
Team Lead – Unlicensed/Licensed	1.00	LCSW (Licensed, Waivered or Registered)
Licensed Vocational Nurse	1.00	Licensed Psychiatric Technician
Case Manager II	1.00	Other Qualified Provider
Case Manager II - Housing Specialist	1.00	Other Qualified Provider
Case Manager II - Education/Employment Specialist	1.00	Other Qualified Provider
Mental Health Rehabilitation Specialist	4.00	Mental Health Rehabilitation Specialist
Clinician – Unlicensed/Licensed	1.00	LCSW (Licensed, Waivered or Registered)
Peer Recovery Coach	1.00	Peer Support Specialists
Psychiatrist	<u>0.40</u>	Licensed Physician
TOTAL DIRECT PROGRAM FTEs	11.40	

N. WORKLOAD STANDARDS - CONTRACTOR shall maintain an active and ongoing caseload of eighty (80) Clients throughout the term of the Contract."

12. Exhibit D – Homeless Service System Pillars Attestation and County of Orange Standards of Care for Emergency Shelter Providers attached hereto is added to the Contract as Exhibit D.

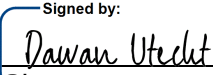
This Amendment No. 2 modifies the Contract, including all previous amendments, only as expressly set forth herein. Wherever there is a conflict in the terms or conditions between this Amendment No. 2 and the Contract, including all previous amendments, the terms and conditions of this Amendment No. 2 prevail. In all other respects, the terms and conditions of the Contract not specifically changed by this Amendment No. 2 remain in full force and effect.

SIGNATURE PAGE FOLLOWS

SIGNATURE PAGE

IN WITNESS WHEREOF, the Parties have executed this Amendment No. 2. If Contractor is a corporation, Contractor shall provide two signatures as follows: 1) the first signature must be either the Chairman of the Board, the President, or any Vice President; 2) the second signature must be either 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: TELECARE CORPORATION

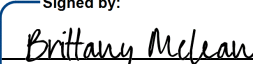
Dawan Utecht	SVP & Chief Dev Officer
Print Name	Title
Signed by: 	4/3/2025
Signature	Date

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

Purchasing Agent/Designee Authorized Signature:

Print Name	Title
Signature	Date

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

Brittany McLean	Deputy County Counsel
Print Name	Title
Signed by: 	4/3/2025
Signature	Date

Background:

The Commission to End Homelessness developed the Homeless Service System Pillars Report, which includes four pillars – Prevention, Outreach & Supportive Services, Shelter and Housing – that provide key interventions to assist individuals and families at risk of homelessness or experiencing homelessness. The Homeless Service System Pillars Report provides a definition and goal for each pillar thus establishing a collective understanding of the interventions, programming and outcomes expected for each pillar. Additionally, the Homeless Service System Pillars Report identifies the best practices, principles, and commitments to be followed by each Pillar.



On October 18, 2022, the Orange County Board of Supervisors received the Commission to End Homelessness' Homeless Service System Pillars Report and also directed the Homeless Service System Pillars Report be utilized as a framework in the design and development of programs that address the needs of individuals and families at risk of homelessness or experiencing homelessness across the County of Orange.

The Homeless Service System Pillars Report can be found here:

- Full Report - <https://ceo.ocgov.com/sites/ceo/files/2022-11/CEO-DCEO22-000856%20Attachment%20A.pdf>
- Summary Document - <https://ceo.ocgov.com/sites/ceo/files/2023-02/Pillars.pdf>

Providers shall Complete, Sign and Submit Exhibit D with Contract Renewal.

Please select which of the Homeless Service System Pillar(s) that applies to the services being renewed.

- ☐ **PREVENTION**
- ☒ **OUTREACH & SUPPORTIVE SERVICES**
- ☒ **SHELTER**
- ☐ **HOUSING**

Please provide a brief description to outline how your contract renewal meets the best practices and guiding principles of the selected Homeless Service System Pillar(s). If additional space is needed, please attach separate pages to this Exhibit D.

Telecare Whatever It Takes (WIT) provides outreach and supportive services as well as shelter for residents of Orange County who are experiencing homelessness, involved in the criminal justice system and diagnosed with a Severe Mental Illness. Upon enrollment, all clients are placed in transitional housing at congregate sober living facilities in the community. Services are provided by case managers and mental health rehab specialists to support independent living skills, maintenance of placement, support towards financial independence and linkage to permanent placement in supportive housing through HMIS. Services are provided in the clinic, at the housing location and in the field when necessary. WIT maintains a relationship with the housing providers to support continued placement and education for working with this population. Should a client be removed from housing, WIT immediately places the client in other housing.

1. Provider recognizes the Commission to End Homelessness as an advisory body to the Orange County Board of Supervisors, was created to advise on policy and direction related to addressing homelessness in Orange County.

Initial AS

2. Provider acknowledges that the Commission to End Homelessness created the Homeless Service System Pillars Report with the assistance of local and national industry experts and people with lived experience to establish a collective understanding of the interventions, programming and outcomes expected for each pillar. Additionally, the Homeless Service System Pillars Report also identifies the best practices, principles, and commitments to be followed by each Pillar.

Initial AS

3. Provider acknowledges that the Homeless Service System Pillar Report was received and filed by the Orange County Board of Supervisors during the October 16, 2022, meeting. The Orange County Board of Supervisors directed the use of the Homeless Service System Pillars Report be utilized as a framework in the design and development of programs that address the needs of individuals and families at risk of homelessness or experiencing homelessness across the County of Orange.

Initial AS

4. Provider recognizes that through the solicitation process for the proposed project, services must clearly demonstrate and meet the definition, goal, best practices, and guiding principles of the above checked Homeless Service System Pillar(s), based on the Commission to End Homelessness' Homeless Service System Pillars Report.

Initial AS

5. Provider attests the contract renewal submitted meets the standards of identified best practices and guiding principles defined in the Commission to End Homelessness' Homeless Service System Pillar Report. Provider also acknowledges that they may be asked to report and/or demonstrate their adherence to the above stated at any point during the duration of the Contract.

Amanda Steele

(Signature Required)

10/21/2024

(Date)