

AMENDMENT TWO TO AGREEMENT  
BETWEEN  
COUNTY OF ORANGE  
AND  
ACCESS CALIFORNIA SERVICES  
FOR THE PROVISION OF REFUGEE SOCIAL SERVICES

THIS AMENDMENT TWO, made and entered into upon execution of all necessary signatures, is to that certain AGREEMENT Number WGM0719 between the parties hereto, hereinafter referred to as the “Agreement” and is by and between the COUNTY OF ORANGE, hereinafter referred to as “COUNTY,” and Access California Services, a California non-profit corporation, hereinafter referred to as “CONTRACTOR.” This Amendment shall be administered by the County of Orange Social Services Agency, hereinafter referred to as “ADMINISTRATOR.”

W I T N E S S E T H

WHEREAS, on October 1, 2020, COUNTY and CONTRACTOR entered into an Agreement for the provision of Refugee Social Services (RSS), for the term of October 1, 2020, through September 30, 2023;

WHEREAS, COUNTY desires to renew the Agreement for an additional two (2) years from October 1, 2023 to September 30, 2025; increase funding for the provision of additional Refugee Social Services to clients referred to CONTRACTOR by COUNTY; amend Paragraph 1 and Subparagraphs 2.1, 4.1, 20.1, 25.2.2, 26.1, and 26.6 of the Agreement; and delete Exhibit A of the Agreement in its entirety and replace with Attachment A, Scope of Work;

WHEREAS, CONTRACTOR agrees to such extension and to continue to provide such services under the terms and conditions set forth in this Agreement; and

ACCORDINGLY, THE PARTIES AGREED AS FOLLOWS:

1. Paragraph 1 of the Agreement is hereby amended to read as follows:

1. TERM

- The term of this Agreement shall commence on October 1, 2020, and terminate on September 30, 2025, unless earlier terminated pursuant to the provisions of Paragraph 40 of this Agreement; however, CONTRACTOR shall be obligated to perform such duties as would normally extend beyond this term, including, but not limited to, obligations with respect to indemnification, audits, reporting and accounting.

2. Subparagraph 2.1 of the Agreement is hereby amended to read as follows:

- 2.1 This Agreement, including any Attachment(s) attached hereto and incorporated by reference, fully expresses all understandings of the Parties and is the total Agreement between the Parties as to the subject matter of this Agreement. No addition to, or alteration of, the terms of this Agreement, whether written or verbal, are valid or binding unless made in the form of a written amendment to this Agreement which is formally approved and executed by both Parties.

3. Subparagraph 4.1 of the Agreement is hereby amended to read as follows:

- 4.1 CONTRACTOR agrees to provide those services, facilities, equipment, and supplies, as described in Attachment A to the Agreement between County of Orange and Access California Services, for the Provision of Refugee Social Services, attached hereto and incorporated herein by reference. CONTRACTOR shall operate continuously throughout the term of this Agreement with the number and type of staff described and as required for provision of services hereunder.

4. Subparagraph 20.1 of the Agreement is hereby amended to read as follows:

- 20.1 Maximum Contractual Funding Obligation

- The maximum obligation of COUNTY under this Agreement shall not exceed the amount of \$3,428,738, or actual allowable costs, whichever is less. The estimated annual amount for each twelve (12) month period is as follows:

- 20.1.1 \$492,913 for October 1, 2020 through September 30, 2021;

- 20.1.2 \$535,825 for October 1, 2021 through September 30, 2022;

- 20.1.3 \$450,000 for October 1, 2022 through September 30, 2023;

- 20.1.4 \$1,450,000 for October 1, 2023 through September 30, 2024; and

- 20.1.5 \$500,000 for October 1, 2024 through September 30, 2025.

5. Subparagraph 25.2.2 of the Agreement is hereby amended to read as follows:  
25.2.2 CONTRACTOR shall keep all COUNTY data provided to CONTRACTOR during the term(s) of this Agreement for a minimum of five (5) years from the date of final payment under this Agreement, or until all pending COUNTY, State, and federal audits are completed, whichever is later. These records shall be stored in Orange County, unless CONTRACTOR requests and COUNTY provides written approval for the right to store the records in another county. Notwithstanding anything to the contrary, upon termination of this Agreement, CONTRACTOR shall relinquish control with respect to COUNTY data to COUNTY in accordance with Subparagraph 40.2 of this Agreement.
6. Subparagraph 26.1 of the Agreement is hereby amended to read as follows:  
26.1 This Paragraph 26 applies to all of CONTRACTOR's personnel providing services through this Agreement, paid and unpaid, including those identified in Paragraph 12 of Attachment A (hereinafter referred to as "Personnel").
7. Subparagraph 26.6 of the Agreement is hereby amended to read as follows:  
26.6 CONTRACTOR shall ensure that clearances and background checks described above in Subparagraphs 26.4 and 26.5 are completed prior to CONTRACTOR's Personnel providing services under this Agreement.
8. Exhibit A of the Agreement is deleted in its entirety and hereby replaced with Attachment A, Scope of Services.
9. The Parties agree that separate copies of this Amendment may be signed by each of the Parties, and this Amendment will have the same force and effect as if the original had been signed by all Parties.
10. All other terms and conditions of the Agreement shall remain the same and in full force and in effect.

IN WITNESS WHEREOF, the Parties hereto have executed this Amendment Two to Agreement dated October 1, 2020, in the County of Orange, California.

**Contractor:**

NAHLA KAYALI

Founder and Executive Director

Print Name

Title

DocuSigned by:

*NAHLA KAYALI*

8/15/2023 | 12:51:49 PM PDT

Signature

Date

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

Deputized Designee Signature:

Deputy Purchasing Agent

Print Name

Title

Signature

Date

**APPROVED AS TO FORM**  
COUNTY COUNSEL  
COUNTY OF ORANGE, CALIFORNIA

Carolyn S. Frost

Deputy County Counsel

Print Name

Title

DocuSigned by:

*Carolyn S. Frost*

8/15/2023 | 12:17:41 PM PDT

Signature

Date

**ATTACHMENT A**  
**SCOPE OF WORK**  
FOR THE PROVISION OF  
REFUGEE SOCIAL SERVICES

1. POPULATION TO BE SERVED

- 1.1 CONTRACTOR shall provide services to refugees referred by Social Services Agency (SSA). Refugees include any person who is outside his/her/their country of nationality or habitual residence and is unable or unwilling to return or seek protection of that country due to a well-founded fear of persecution based on race, religion, nationality, membership in a particular social group, or political opinion, as defined in Title 8 United States Code (USC) § 1101(a)(42).
- 1.2 CONTRACTOR shall also serve victims of human trafficking and victims of other serious crimes as defined under the U.S. Department of Health and Human Services (HHS), Trafficking and Crime Victims Assistance Program.
- 1.3 If there are openings after all CLIENTS referred by SSA have been served, CONTRACTOR shall service non-aided refugees, defined as CLIENTS who have been granted refugee or refugee-related status by the U.S. Citizenship and Immigration Services (USCIS) for less than sixty (60) months, but do not meet the eligibility requirements to receive Refugee Cash Assistance (RCA), referred from public and private agencies, and self-referrals.
- 1.4 The population to be served as defined in this Paragraph 1 shall hereinafter be referred to as "CLIENT(S)." An individual is considered a CLIENT once CONTRACTOR receives a referral from SSA, community organizations or through self-referrals.

2. DEFINITIONS

- 2.1 Area Agencies on Aging (AAA): A public or private non-profit agency, designated by the state to address the needs and concerns of older persons at the regional and local levels. AAAs coordinate and offer services that help older adults remain in

their homes, aided by services such as Meals-on-Wheels, homemaker assistance, and other services to make independent living a viable option.

- 2.2 Basic English Skills Test (BEST): A criterion-referenced test of elementary level listening comprehension, speaking, reading, and writing skills for use with limited English-speaking adults who have studied English as a Second Language in a competency-based program.
- 2.3 California Department of Social Services (CDSS): A California state agency for many of the programs defined as part of the social safety net in the United States, and is within the auspices of the California Health and Human Services Agency.
- 2.4 California Work Opportunity and Responsibility to Kids (CalWORKs): A program administered by County Welfare Departments and provides cash assistance, case management, job services, job training, and supportive services to assist CalWORKs recipients in overcoming barriers to obtaining and/or maintaining stable employment, with the goal of achieving economic self-sufficiency.
- 2.5 Case Manager: A direct service provider that develops and maintains a supportive relationship with CLIENTS. A Case Manager assesses client needs, works with client on action plans, monitors the effectiveness of the individualized case plan, and provides care coordination and support services.
- 2.6 Cash-aided: Refers to clients who are receiving Refugee Cash Assistance (RCA) financial assistance benefits or Trafficking and Crime Victims Assistance Program clients who receive state-funded financial assistance benefits administered under the RCA program.
- 2.7 CDSS County Refugee Program Guidelines: Guidelines developed by CDSS to better assist counties that receive Refugee Social Services and other federal Office of Refugee Resettlement (ORR) funds to operate refugee programs.
- 2.8 Date of Entry: The date established by U.S. Citizenship and Immigration Services (USCIS) as the date an alien was admitted into the United States.
- 2.9 Employment Preparedness Workshops (EPW): An employment activity that prepares refugees for attaining the knowledge and resources needed to begin a

career in their new community. Workshops focus on activities such as assistance in creating personalized career development plans, classroom and work-based learning opportunities, career coaching and mentoring, connections with educational opportunities, on-the-job training, and other support services.

- 2.10 Employment Support Services (ESS): Referrals and services provided to reduce barriers to becoming self-sufficient, facilitate family stability, and community integration.
- 2.11 English Language Training (ELT): Programs that enroll students who want to pursue an English language training course of study. English language training students must maintain their status by enrolling in a full course of study and following the rules associated with their benefits outside of the classroom.
- 2.12 Family Self-Sufficiency Plan (FSSP): A strengths-based plan that addresses the employment-related service needs of the employable members in a family for the purpose of enabling the family to become self-supporting through the employment of one or more family members. This includes assessing and identifying needs for all members of the employable refugee's household, including children, and providing services to address those needs.
- 2.13 Full-Time (FT): An employee employed thirty-two (32) hours or more of service per week.
- 2.14 Housing Assistance for Ukrainians (HAU): A program to support the transition of Ukrainian refugees to long-term housing through the provision of direct housing and utility assistance and housing support services to eligible households.
- 2.15 Job Ready: A client who has acceptable employment authorization documentation, immigrant status and pertinent skills related to finding and retaining lawful employment in the United States.
- 2.16 Limited English Proficiency (LEP): Individuals who do not speak English as their primary language and have a limited ability to read, speak, write, or understand English are defined as LEP. These individuals may be entitled to language assistance with respect to a particular type or service, benefit, or encounter.

- 2.17 Mandatory Work Registration: A requirement at initial application for each non-exempt household member aged sixteen (16) through fifty-nine (59) to be registered for employment.
- 2.18 Non-cash aided: Refugees who are not receiving cash aid benefits. These include previous clients with no remaining RCA time on aid or do not qualify due to income thresholds. Non-cash aided refugees can self-refer through walk-in or be connected to CONTRACTOR through community agencies.
- 2.19 Office of Refugee Resettlement (ORR): An office within the United States Department of Health and Human Services (HHS) that offers relocation and support services for refugees seeking safe haven within the United States, including victims of human trafficking, those seeking asylum from persecution, survivors of torture and war, and unaccompanied alien children.
- 2.20 Older Refugees: Refugees who are sixty (60) years of age and over.
- 2.21 Orange County Refugee Plan (OCRCP): A multi-year plan developed in accordance with CDSS guidelines that outlines the goals, objectives, financial resources and general program description of the RSS Program.
- 2.22 Part-Time (PT): An employee who performs tasks on a reduced schedule compared to FT employees.
- 2.23 Personal Identifiable Information (PII): Any representation of client information that permits the identity of an individual to whom the information applies to be reasonably inferred by either direct or indirect means.
- 2.24 Refugee Cash Assistance (RCA): Cash assistance provided to individuals with refugee, asylee, or trafficking victim status who have been determined to be ineligible for CalWORKs or Supplemental Security Income/State Supplementary Payment and who have resided in the United States for no longer than twelve (12) months from the Date of Entry.
- 2.25 Short-Term Skills Training (ST): Training programs, such as educational or vocational programs, with a term lasting one (1) year or less to assist refugees in obtaining jobs and economic self-sufficiency in an expedited time frame.



- 2.26 Student Performance Level (SPL): A categorical descriptor to measure the English-language proficiency levels of adult non-native speakers of English. SPL describes general language ability as well as listening comprehension, oral communication, reading and writing skills.
- 2.27 Title 8 United States Code (USC): United States Code of Federal Regulations (CFR) title containing the principal set of rules and regulations issued by federal agencies regarding aliens and nationality.
- 2.28 Trafficking and Crime Victims Assistance Program: A cash assistance program for non-citizen victims of crime who require immediate services and are obtaining a legal humanitarian status or assisting in the prosecution of a crime. This includes victims of human trafficking who have not yet been certified by the ORR, victims of domestic violence, and other serious crimes.
- 2.29 U.S. Citizenship and Immigration Services (USCIS): An agency of the United States Department of Homeland Security that administers the country's naturalization and immigration system.
- 2.30 U.S. Customs and Border Protection (CBP): The largest federal law enforcement agency of the United States Department of Homeland Security, and is the country's primary border control organization
- 2.31 U.S. Department of Homeland Security (DHS): The U.S. federal executive department responsible for public security. The Department's work includes customs, border, and immigration enforcement, emergency response to natural and manmade disasters, antiterrorism work, and cybersecurity.
- 2.32 Vocational English as a Second Language (VESL): A program designed to assist refugees and immigrants finding employment in the United States by developing and improving English and technical skills for better job opportunities.
3. OUTCOME OBJECTIVES
- 3.1 CONTRACTOR shall meet the following annual outcomes during the term of this Agreement:
- 3.1.1 A minimum of fifty percent (50%) of all unduplicated CLIENTS (aided

- and non-cash aided) identified in Paragraph 1 of this Attachment A shall be placed in either FT/PT employment.
- 3.1.2 A minimum of seventy percent (70%) of all unduplicated Job Ready CLIENTS (aided and non-cash aided) identified in Paragraph 1 of this Attachment A shall be placed in either FT/PT employment.
- 3.1.3 A minimum of eighty-five percent (85%) of the unduplicated CLIENTS identified in Paragraph 1 of this Attachment A, shall retain employment for ninety (90) days.
- 3.1.4 A minimum of twenty percent (20%) of the total unduplicated CLIENTS identified in Paragraph 1 of this Attachment A, shall obtain employment that pays an average wage of at least eighteen percent (18%) above the prevailing California minimum wage.
- 3.1.5 A minimum of twenty percent (20%) of the RSS caseloads shall be composed of non-cash aided participants.
- 3.2 ADMINISTRATOR, at its sole discretion, may require changes to the outcome objectives stated above to comply with changes in law, state or federal regulations, or agency need.
4. HOURS OF OPERATION
- 4.1 CONTRACTOR shall provide services during hours that are responsive to the needs of the population(s) to be served as determined by ADMINISTRATOR. At a minimum, CONTRACTOR shall provide services Monday through Friday, from 8:00 a.m. to 5:00 p.m., except COUNTY holidays as established by the Orange County Board of Supervisors. However, CONTRACTOR is encouraged to provide the contracted services on holidays, whenever possible.
- 4.2 CONTRACTOR shall provide designated staff available to deliver support for employment assistance outside of regular business hours as needed.
- 4.3 CONTRACTOR's holiday schedule shall not exceed COUNTY's holiday schedule which is as follows: New Year's Day, Martin Luther King Jr. Day, President Lincoln's Birthday, Presidents' Day, Memorial Day, Independence Day, Labor Day, Columbus Day, Veterans Day, Thanksgiving Day, Friday after Thanksgiving

Day and Christmas Day. CONTRACTOR shall obtain prior written approval from ADMINISTRATOR for any closure outside of COUNTY's holiday schedule and the hours listed in Subparagraph 4.1 of this Attachment A. Any unauthorized closure shall be deemed a material breach of this Agreement, pursuant to Paragraph 19 of the Agreement and shall not be reimbursed.

5. GENERAL REQUIREMENTS

5.1 Program Objectives

5.1.1 RSS is the process by which a Case Manager works directly with the CLIENT to assess the CLIENT's education, work experience and vocational skills, and subsequently determines the appropriate means for the CLIENT to obtain employment as quickly as possible.

5.1.2 Case Manager provides social work and employment related services to CLIENTS consistent with best practices to assist CLIENTS in obtaining employment, and address any barriers that may prevent CLIENTS from achieving or maintaining economic self-sufficiency.

5.2 Program Principles

CONTRACTOR shall:

5.2.1 Accept all referrals for RSS from SSA.

5.2.2 Engage by telephone or in person to initiate RSS with one hundred percent (100%) of CLIENTS referred by SSA within thirty (30) days of receipt of the referral.

5.2.3 Identify CLIENT strengths utilizing motivational and strength-based interviewing techniques.

5.2.4 Ensure services are conducted in a manner responsive to literacy, language and sociocultural issues that may impact CLIENTS.

5.2.5 Identify and address barriers related to domestic violence, mental health, and/or substance use issues, and provide services or make appropriate referrals to services to address these barriers.

5.2.6 Ensure service opportunities are maximized by providing integrated, coordinated and easily accessible resources for CLIENTS.

- 5.2.7 Ensure CLIENTS are actively referred to needed services and follow-up activities to ensure the referral(s) is/are successful.
- 5.2.8 Ensure services are community-based and integrate federal, state, and community funding opportunities.
- 5.2.9 Ensure services are outcome-driven and identify indicators that accurately reflect progress towards outcomes identified in Paragraph 3 of this Attachment A.
- 5.2.10 Provide a disposition to ADMINISTRATOR regarding each referral received from SSA, based on criteria established by COUNTY, within thirty (30) days from the date the referral is received, or sooner at the request of ADMINISTRATOR.
- 5.2.11 Employ staff that will meet the language and cultural needs of CLIENTS served under this Agreement.
- 5.2.12 Train staff in cultural differences and cultural responsiveness to ensure the ability to recognize and assist CLIENTS demonstrating language and/or cultural barriers to obtaining employment, including resistance to pursuing employment in occupations that may be perceived as nontraditional.

## 6. SERVICE REQUIREMENTS

- 6.1 CONTRACTOR shall prioritize the provision of RSS, pursuant to 45 CFR Part 400.147 and CDSS regulations, in the following order:
  - 6.1.1 All newly arriving refugees during their first year in the U.S. who apply for services.
  - 6.1.2 Refugees who are receiving cash assistance.
  - 6.1.3 Unemployed refugees who are not receiving cash assistance.
  - 6.1.4 Employed refugees in need of services to retain employment or to attain economic independence.
- 6.2 CONTRACTOR shall provide home visits by appointment, using in-person or virtual methods, for CLIENTS who are unable to visit the office.
- 6.3 CONTRACTOR shall provide onsite counseling services to respond to mental

health challenges displayed by CLIENTS that prevent CLIENTS from fully engaging in RSS.

#### 6.4 Employment Services

##### 6.4.1 Intake and Assessment

CONTRACTOR shall:

6.4.1.1 Accept and provide Employment Services to all CLIENTS referred to CONTRACTOR by ADMINISTRATOR.

6.4.1.2 Serve non-cash aided CLIENTS referred from public and private agencies and self-referrals, if there are openings available after all CLIENTS referred to CONTRACTOR by ADMINISTRATOR have been served.

6.4.1.3 Verify eligibility of CLIENTS for services by reviewing and photocopying, as appropriate:

6.4.1.3.1 Resident alien cards

6.4.1.3.2 USCIS I-94 forms

6.4.1.3.3 Asylum approval letters

6.4.1.3.4 I-551 Permanent Resident cards

6.4.1.3.5 I-766 Employment Authorization document

6.4.1.3.6 Immigrant visas

6.4.1.3.7 Systematic Alien Verification for Entitlements (SAVE) reports

6.4.1.3.8 Foreign passport with USCIS/DHS/CBP admission stamp

6.4.1.3.9 Class of admission codes

6.4.1.3.10 Date of entry

6.4.1.3.11 Trafficking victim federal certification letters

6.4.1.3.12 T-1 or T-2 visas

6.4.1.3.13 Drivers' licenses

6.4.1.3.14 Proof of residence in Orange County

6.4.1.4 Document the following information in each CLIENT case file:

- 6.4.1.4.1 Last, First, Middle Name
- 6.4.1.4.2 Date of Birth (mm/dd/yyyy)
- 6.4.1.4.3 Gender
- 6.4.1.4.4 Nationality (Country Name)
- 6.4.1.4.5 Name, Address and Phone Number of organization providing support (Resettlement Agency)
- 6.4.1.4.6 Date eligible for benefits (mm/dd/yyyy)
- 6.4.1.5 Enroll all eligible CLIENTS into Employment Services as detailed in Subparagraph 6.4 of this Attachment A.
- 6.4.1.6 Provide registration verification, certification and complete the necessary forms as required by ADMINISTRATOR.
- 6.4.1.7 Assign a Case Manager to each CLIENT to assess CLIENT's potential to obtain employment and develop a FSSP for the client and each individual member of the family in the household, including children, as required. To the degree possible, CONTRACTOR shall assign all members of a family to one (1) Case Manager.
- 6.4.1.8 Conduct an orientation of the program requirements for all CLIENTS in their native languages or in languages that CLIENTS understand. The orientation shall detail public assistance (to cash-aided CLIENTS), the established grievance procedures, the purpose of the refugee programs, available training, employment services available, and the employment focus and goals of these programs.
- 6.4.1.9 Obtain information including, but not limited to, personal data, health status, work history, educational background, language proficiency, job skills, previous training received, length of time in the U.S., and barriers, if any, to training and employment.
- 6.4.1.10 Assess Employment Support Services needs including, but not limited to, acculturation, household budgeting, housing, and nutritional concerns.

- 6.4.1.11 Explain the Mandatory Work Registration and sanctioning process to cash-aided CLIENTS.
- 6.4.1.12 Encourage non-cash aided CLIENTS to follow the same sequence of services, where possible. However, since non-cash aided CLIENTS participate voluntarily, CLIENTS may opt to attend EPW prior to job placement.
- 6.4.1.13 Administer to CLIENTS, in a version approved by ADMINISTRATOR, the BEST to determine the individual's SPL.
- 6.4.1.14 Ensure that a cash-aided CLIENT with a SPL lower than four (4) is enrolled in VESL classes and is also assigned to EPW and Job Counseling and Job Search Assistance, as described in Subparagraphs 6.4.3 and 6.4.4 below, in accordance with the FSSP.
- 6.4.1.14.1 CLIENTS with a SPL of four (4) shall be referred, as determined appropriate by CONTRACTOR, to VESL or the full range of Employment Services as described in Paragraph 6 of this Attachment A.
- 6.4.1.14.2 CLIENTS with a SPL level of five (5) or higher shall be referred for the full range of Employment Services, excluding VESL.
- 6.4.1.14.3 CLIENTS with a SPL level of five (5) or higher shall immediately start Job Search while attending EPW.
- 6.4.2 FSSP
- CONTRACTOR shall:
- 6.4.2.1 Provide an inclusive assessment of the CLIENT and each member of the family in the household, including children, that can benefit from RSS in order to facilitate economic self-sufficiency, family stability, and community integration for the household. The assessment strategy will form the basis of the FSSP that addresses the CLIENT's needs and each individual

member of the family in the household from the time of arrival until the attainment of economic independence.

6.4.2.2 The FSSP shall address the CLIENT's need for employment-related services as well as the need for other social services.

6.4.2.3 The FSSP shall identify and recommend services to reduce barriers to the family becoming self-sufficient through employment of one (1) or more family members.

6.4.2.3.1 The FSSP shall address short-term and long-term goals, including at least one (1) primary goal for each family member in the household.

6.4.2.3.2 The FSSP shall include a follow-up conducted at six (6) and twelve (12) months post enrollment to assess the family's progress toward individual goals identified in the initial FSSP, and refer family to any additional services, if needed.

6.4.2.3.3 The FSSP shall include internal and external referrals and outcomes for each referral for services including, but not limited to, ORR funded programs, state and/or federally funded programs, and community programs.

6.4.2.4 Design a comprehensive service strategy that focuses on tangible barriers to employment, and incorporates other areas of potential need such as cultural, emotional, mental or physical barriers.

6.4.2.5 Develop a family budget that itemizes expenses and source(s) of income and earnings that contribute to a family's ability to achieve economic self-sufficiency.

6.4.2.6 Include the self-reported English language ability and education level for individuals sixteen (16) years of age and older.

6.4.2.7 Include employment status for individuals sixteen (16) years of age and older, for individuals employed at any time during the first twelve (12) months from the date of enrollment.

6.4.2.8 CONTRACTOR shall ensure that the FSSP is translated, and



maintain documentation on file that an interpreter was provided for CLIENTS with limited English proficiency.

6.4.2.9 Develop an Individual Employability Plan for each CLIENT and employable adult(s).

6.4.2.10 Determine services outlined in Paragraph 6 of this Attachment A and/or other available services to support the CLIENT in achieving outcomes, and include these services in the FSSP.

6.4.3 EPW, Resources, and Transportation

CONTRACTOR shall:

6.4.3.1 Provide multi-leveled EPWs a minimum of once per week to CLIENTS. Workshop topics shall have prior approval by ADMINISTRATOR.

6.4.3.2 Include additional workshop sessions to address employment related social adjustment topics such as different cultures in American society, cultural conflicts in the workplace, housing, healthcare, legal services, vocational training, work safety, and employee rights. To promote self-sufficiency, CONTRACTOR shall utilize guest speakers during the workshops to present best practices and experiences in the employment services process. Guest speakers shall be from Community-Based Organizations (CBOs) and former CLIENTS.

6.4.3.3 Establish and provide access to a Resource Center, located at the facility as described in Paragraph 7 of this Attachment A, for CLIENTS to practice skills learned in EPWs. Resources shall include, but not be limited to, telephones, directories, newspapers, DVDs, videotapes, personal computers, internet access, recorders, and other tools to facilitate activities in practicing skills learned in EPWs.

6.4.3.4 Assist with transportation to interviews and job fairs, accompany CLIENTS to oversee completion of employment applications, and assist with translation during interviews as needed.

CONTRACTOR shall also provide transportation for individuals at the request of SSA management or authorized staff.

6.4.4 Job Counseling and Job Search Assistance

CONTRACTOR shall:

- 6.4.4.1 Provide Job Counseling and Job Search Assistance concurrently to CLIENTS working Part-Time (PT). CLIENTS receiving Job Counseling and Job Search Assistance may also be enrolled in vocational training.
- 6.4.4.2 Ensure CLIENTS employed less than thirty-two (32) hours per week are participating in additional Employment Services activities, in accordance with Subparagraph 6.4 of this Attachment A, provided that such services do not interfere with the CLIENT's job.
- 6.4.4.3 Develop a collaborative Job Search Assistance plan that requires CLIENTS to file a minimum of five (5) job applications per week with potential employers, and conduct a minimum of one (1) contact with CONTRACTOR per week. CLIENTS enrolled in VESL are exempt from the requirement of filing a minimum of five (5) job applications per week until they begin their fifth (5<sup>th</sup>) month of residency in the U.S. VESL CLIENTS can be provided job leads per Subparagraph 6.4.4.9 if their job and language skills meet the minimum requirements for the required job duties.
- 6.4.4.4 Maintain weekly contacts with CLIENTS to monitor job search efforts and outcomes. All weekly CLIENT contacts and contact attempts must be documented in the case file.
- 6.4.4.5 Identify and address barriers to employment and monitor progress on a weekly basis. Progress resolving barriers must be documented in the case file.
- 6.4.4.6 Conduct weekly individualized support sessions to build CLIENT's confidence in applying and interviewing for jobs, discuss job search activities and experiences, and provide new

tips and strategies for approaching potential employers.

6.4.4.7 Provide personalized job search assistance and job retention services consistent with the local job market.

6.4.4.8 Provide job counseling to assist PT or temporarily employed CLIENTS to upgrade to FT employment.

6.4.4.9 Provide job leads that increase CLIENT skills and/or earnings.

6.4.5 Short-Term Skills Training (ST)

CONTRACTOR shall:

6.4.5.1 Evaluate and refer CLIENTS for ST such as adult education centers, regional occupational programs, and community colleges that are offered by providers. Document reasons for the referral, activities the CLIENT was assigned, if CLIENT is unable to participate in ST, and the outcome of the referral in the case file.

6.4.5.2 Monitor CLIENTS attendance in training programs not provided by CONTRACTOR by obtaining attendance records on a weekly or monthly basis, as applicable, and identify and address barriers to program completion.

6.4.5.3 Document attendance and ensure ST programs do not exceed four (4) months in duration.

6.4.6 Job Development and Placement

CONTRACTOR shall:

6.4.6.1 Provide CLIENTS with job leads and information regarding potential employers. Prepare CLIENTS for job application completion and job interviews, including providing CLIENTS with clear expectations of potential job duties and hours of employment to enhance successful job placement.

6.4.6.2 Provide individualized services to CLIENTS at the Resource Center described in Subparagraph 6.4.3.3 of this Attachment A.

6.4.6.3 Secure and/or provide any necessary transportation to potential employment sites and interviews, identify employer-sponsored

carpools, consider placing family members in staggered shifts to reduce transportation issues, and identify jobs accessible by public transportation. CONTRACTOR shall also provide transportation for individuals at the request of SSA management or authorized staff.

6.4.6.4 Serve as a liaison and provide support between CLIENTS, employers, educational, and training providers.

6.4.6.5 Monitor CLIENTS during probationary period of employment, assess compatibility with employer, and assist CLIENTS with problem solving as needed.

6.4.7 Employment Support, Job Retention Services and Other Employability Services

CONTRACTOR shall:

6.4.7.1 Provide Employment Support, Job Retention, and Other Employability Services for a period of up to twelve (12) months from employment date or until the termination of CONTRACTOR's agreement with ADMINISTRATOR, whichever occurs first.

6.4.7.2 Provide individualized and/or group vocational counseling offered during regular business and non-business hours onsite at CONTRACTOR's facility to meet the needs of employed CLIENTS, assist them in retaining employment, and increase earning capacity by identifying opportunities for advancement, learning new skills, upgrading present skills, finding better paying jobs, replacing lost jobs, and helping PT employed CLIENTS to secure FT positions.

6.4.7.3 Provide services that address issues and barriers to attaining self-sufficiency that may include, but are not limited to, referrals to address behavioral health issues, facilitation of emergency services such as housing, transportation or food resources, citizen and immigration preparation assistance, and access to available

community resources.

6.4.7.4 Provide translation services and ongoing support to CLIENT and employer to resolve conflicts with co-workers of different ethnic groups, maximize the effectiveness of the job placement, and help the CLIENT maintain a positive image within the local labor market.

6.4.7.5 Contact all CLIENTS after job placement to determine job stability and retention and assess the CLIENT's progress toward the goal of self-sufficiency with the following:

6.4.7.5.1 Contact all employed CLIENTS after their first week of employment to determine job satisfaction, identify and help solve problems, and provide additional employment counseling.

6.4.7.5.2 Contact all CLIENTS thirty (30) calendar days after placement to assess CLIENT's progress toward self-sufficiency.

6.4.7.5.3 Contact employers and/or CLIENTS ninety (90) calendar days after placement to determine job stability and retention and assess CLIENT's progress toward self-sufficiency.

6.4.7.5.4 After six (6) months of employment, CONTRACTOR shall contact CLIENT to ensure CLIENT is making satisfactory progress in the job. CONTRACTOR shall then document and complete progress and statistical reports, complete a follow-up assessment, update the FSSP, and report the outcome to ADMINISTRATOR.

- 6.4.7.5.5 Provide supportive counseling to prevent CLIENT from experiencing a sense of failure and encourage efforts to seek employment again, should CLIENT lose his/her/their job. Promptly re-engage CLIENT in job search activities as necessary and inform the County worker assigned.
- 6.4.7.5.6 CONTRACTOR may use available data from a previously conducted exit interview or case file documentation to determine CLIENT's status if a family cannot be reached or has out-migrated at the six (6) month mark.
- 6.4.7.5.7 CLIENT's employment services file may be closed if CLIENT continues to remain successfully employed for six (6) months.
- 6.4.7.5.8 CLIENTS are eligible for RSS services for sixty (60) months upon entering the U.S.
- 6.4.7.6 Retain an active CLIENT file for a period of twelve (12) months from date of employment or until the termination of this Agreement, whichever comes first.
- 6.4.7.7 Refer CLIENTS to English Language Training (ELT) for CLIENTS who cannot participate in onsite VESL and/or ST classes conducted by local educational providers or CBOs, to promote continued education and assist CLIENTS in learning new skills and/or enhance present job skills to increase earning potential.
- 6.4.8 VESL
  - CONTRACTOR shall:
  - 6.4.8.1 Enroll CLIENTS in VESL for a maximum of three (3) months.
  - 6.4.8.2 Document VESL attendance in accordance with Subparagraph 8.8 of this Attachment A.
  - 6.4.8.3 Provide classroom training of the English language as it relates

to finding, obtaining, and maintaining employment. CLIENTS may be temporarily excused from classes for job interviews if appropriate job openings are identified.

- 6.4.8.4 Utilize a curriculum that is ELT correlated, with emphasis on job-related terminology.
- 6.4.8.5 Provide different levels of VESL, as appropriate, to meet CLIENT's needs.
- 6.4.8.6 Provide class instruction for a minimum of fifteen (15) hours per week. Class instruction will be offered Monday through Friday, 8:00 a.m. to 5:00 p.m., with instructional offerings to meet the needs of the population to be served.
- 6.4.8.7 Integrate monthly workshops, preferably employment-related workshops, with VESL classes. Workshops and materials must be pre-approved by ADMINISTRATOR.
- 6.4.8.8 Work with school districts and community colleges to secure in-kind contributions of classroom space and/or teachers. If community colleges and school district teachers contribute to less than fifteen (15) hours of instruction per week, CONTRACTOR shall mobilize community and CONTRACTOR staff supports to supplement teachers during uncovered hours.
- 6.4.8.9 Conduct post-testing using the BEST on all enrollees tested per Subparagraph 6.4.1.13 of this Attachment A, to document individual progress as well as success of the instruction, and record test results in the CLIENT's case file per Subparagraph 8.8 of this Attachment A.

## 6.5 Outreach and Referrals to Low Income Programs

CLIENTS served shall be both cash aided and non-cash aided CLIENTS, who are not Employment Services participants.

### 6.5.1 Intake and Assessment

CONTRACTOR shall:

- 6.5.1.1 Accept all referrals from SSA, public and private agencies, and

self-referrals for CLIENTS.

- 6.5.1.2 Accept cash-aided and non-cash aided CLIENTS.
- 6.5.1.3 Solicit eligible CLIENTS on a voluntary basis.
- 6.5.1.4 Verify eligibility for services by reviewing and photocopying, as appropriate:
  - 6.5.1.4.1 Resident alien cards
  - 6.5.1.4.2 USCIS I-94 forms
  - 6.5.1.4.3 I-551 Permanent Resident cards
  - 6.5.1.4.4 I-766 Employment Authorization Document
  - 6.5.1.4.5 Asylum approval letters
  - 6.5.1.4.6 Immigrant visas
  - 6.5.1.4.7 SAVE reports
  - 6.5.1.4.8 Foreign passport with ISCIS/DHS/CBP admission stamp
  - 6.5.1.4.9 Class of admission codes
  - 6.5.1.4.10 Date of entry
  - 6.5.1.4.11 Trafficking victim federal certification letters
  - 6.5.1.4.12 T-1 or T-2 visas
  - 6.5.1.4.13 Drivers' licenses
  - 6.5.1.4.14 Proof of residence in Orange County
- 6.5.1.5 Provide registration verification, and complete the necessary forms as required by ADMINISTRATOR.
- 6.5.1.6 Assign a Case Manager to each CLIENT, who shall act as an advisor to assess CLIENT needs and provide CLIENTS with information for community resources, make appropriate referrals, and follow up on resources and referrals.
- 6.5.1.7 Conduct an orientation with CLIENTS on the purpose and goals of the RSS program objectives as described in Subparagraph 5.1 of this Attachment A, the available services as described in Paragraph 6 of this Attachment A, and the Formal Grievance Process as described in Subparagraph 14.5 of this Attachment A



for all CLIENTS in their native language whenever possible, or in a language that the CLIENT understands when the native language translation is not available.

- 6.5.1.8 Conduct a service needs assessment, documenting on a form approved by ADMINISTRATOR, that at minimum addresses the issues and barriers to attaining and maintaining stability, community integration and self-sufficiency, and assesses the services required to address CLIENT needs and improve CLIENT's quality of life. For CLIENTS participating in Employment Services, this strategy shall be included as part of the FSSP.
- 6.5.1.9 Refer CLIENTS to programs and services, as described in Subparagraph 6.5.3 of this Attachment A and any additional referrals for services as needed. Follow up to confirm and document outcome of referral.

#### 6.5.2 Outreach

CONTRACTOR shall:

- 6.5.2.1 Secure prior written approval from ADMINISTRATOR for all outreach activities.
- 6.5.2.2 Provide a minimum of ten (10) community outreach activities per year in order to identify and notify new CLIENTS of available services, service location, and how to access the services provided under this Agreement.
- 6.5.2.3 Provide a written report to ADMINISTRATOR at the six (6) and twelve (12) month mark of each fiscal year summarizing each outreach activity including, but not limited to, the number of participants, services provided, and the resulting number of new RSS CLIENTS.

#### 6.5.3 Referrals

CONTRACTOR shall:

- 6.5.3.1 Provide CLIENTS with community resource materials.

- 6.5.3.2 Provide CLIENTS assistance with enrolling in low-income programs by making application forms available and with completion of application forms.
- 6.5.3.3 Refer CLIENTS for other appropriate services or community resources including, but not limited to: Head Start; Women, Infants and Children's Services Program; CalFresh Program; Covered California; Medi-Cal; Low Income Home Energy Assistance Program; utility company reduced rate programs; consumer education programs; childcare services and payment programs; low-income housing assistance and housing subsidy programs, including first-time buyer programs; food assistance programs such as food banks; Family Resource Centers; and other local community agencies providing services, as appropriate, to remove barriers and/or improve CLIENT's quality of life by increasing access to services.
- 6.5.3.4 Refer non-cash aided CLIENTS to SSA, the Social Security Administration, or other agencies providing financial assistance as appropriate.
- 6.5.3.5 Follow up with CLIENTS to ensure referrals to services outside CONTRACTOR's agency are successful. All referrals must be documented and must demonstrate purpose and progress from initiation to completion.

## 6.6 Interpretation/Translation Services

CONTRACTOR shall:

- 6.6.1 Provide CLIENTS with interpretation/translation services as needed to assist with enrollment in RSS program services, or make the appropriate referral.
- 6.6.2 Provide CLIENTS with legal or medical interpretation/translation services or make the appropriate referral.
- 6.6.3 Follow up with CLIENTS referred to interpretation/translation services outside the CONTRACTOR's agency to ensure that CLIENT received

services.

## 6.7 Mentoring Services

6.7.1 CLIENTS are eligible to receive Mentoring Services if eligible to receive RSS pursuant to this Agreement, and if CLIENTS have been residing in the U.S. for less than one (1) year.

CONTRACTOR shall:

6.7.2 Develop a plan that addresses the CLIENT's concerns including, but not limited to, the need for acculturation, specialized needs, the need for other social services, and referrals for Medi-Cal and CalFresh benefits. For CLIENTS participating in Employment Services, this strategy should be included as part of the FSSP.

6.7.3 Refer CLIENTS as needed to CBOs, other service agencies, or other COUNTY contracted service providers, as appropriate, to assist CLIENTS with addressing barriers including, but not limited to, personal health, family conflict, housing, and transportation issues.

## 6.8 Older Refugee Services

CONTRACTOR shall provide the following services to facilitate self-sufficiency for Older Refugees:

### 6.8.1 Outreach, Education and Translation

6.8.1.1 Conduct outreach and provide education on available services and how to obtain these services.

6.8.1.2 Provide interpretation and translation services.

6.8.1.3 Ensure access and eligibility to applicable services for the aging to receive, or be referred to, citizen and naturalization preparation services.

### 6.8.2 Linkages

6.8.2.1 Establish linkages with local Area AAAs, to enhance awareness in order to make mainstream senior programs more linguistically and culturally appropriate to Older Refugees.

### 6.8.3 ELT

6.8.3.1 Provide or refer Older Refugees to ELT specifically designed for

Older Refugees preparing for naturalization.

- 6.8.3.2 Provide ELT in a concurrent, rather than sequential, time period with employment or other employment-related services.
- 6.8.4 Citizenship Training
  - 6.8.4.1 Provide or refer Older Refugees to citizenship classes with a curriculum consisting of integrated instruction in American History and Civics. Lessons will include preparation for the USCIS interview.
  - 6.8.4.2 Provide training for Older Refugees with an understanding of their basic rights and responsibilities as U.S. citizens.
- 6.8.5 Naturalization Application Assistance
  - 6.8.5.1 Provide application assistance to facilitate Older Refugees in completing the application process, including appointments to take the written American History and Civics exams.
- 6.8.6 Transportation
  - 6.8.6.1 Assist Older Refugees with securing transportation, as needed, to classes and USCIS. CONTRACTOR shall also provide transportation for individuals at the request of SSA management or authorized staff.
- 6.8.7 Maintain a list of CLIENTS that receive USCIS citizen and naturalization services per Subparagraph 8.5 of this Attachment A.
- 6.9 Housing Assistance for Ukrainians Services
  - 6.9.1 CONTRACTOR shall provide direct housing and utility assistance and housing support services to eligible Ukrainian populations and other non-Ukrainian individuals displaced from Ukraine who are eligible to receive ORR housing subsidy benefits, in accordance with the terms and conditions of CDSS Housing Assistance for Ukrainians (HAU) Program.
  - 6.9.2 CONTRACTOR shall provide payment assistance for supportive services related to housing, including, but not limited to, rental assistance and utility payments in conjunction with case management. HAU payments shall be up to 50 percent (50%) of the monthly household rent, and

payment assistance shall not exceed a household maximum cost of \$10,000.

Contractor shall:

- 6.9.2.1 Utilize an application form, and if needed, additional screening tools, developed in partnership with COUNTY, to ensure all conditions have been met in determining eligibility for HAU assistance.
- 6.9.2.2 Provide full or partial payments up to a maximum of six (6) months to either a vendor/third-party or CLIENT.
- 6.9.2.3 Provide HAU payments to one (1) adult or primary applicant per household on behalf of the entire household.
- 6.9.2.4 Verify and collect documentation of financial need (i.e., lease agreements and utility bills, etc.) showing the amount owed by the applicant or household.
- 6.9.2.5 Issue payment directly to the vendor/third-party or to the CLIENT.
- 6.9.2.6 Provide up to six (6) months of payment assistance based on relevant household attributes at the time of application, including, but not limited to, family size, disability, medical conditions, pregnancy, employment skills, English proficiency, and available social support such as a United States relative.
- 6.9.2.7 Provide full or partial payments based on need for utility assistance. Partial payments refer to assistance for paying a portion of a bill (i.e., the CLIENT may pay up to a certain amount and may require support for the remaining portion).
- 6.9.2.8 Verify that applicants are not residing with their financial supporters at the time of application.
- 6.9.2.9 Provide monthly case notes and verification or documentation of financial need to COUNTY, including, but not limited to, lease agreements and utility bills showing the amount owed by the applicant or household, and other information as requested by

## COUNTY.

## 6.10 Additional Responsibilities

CONTRACTOR shall:

- 6.10.1 Follow current procedures set forth by ADMINISTRATOR and CDSS concerning any CLIENT's failure to participate or cooperate. ADMINISTRATOR will forward such procedures to CONTRACTOR.
- 6.10.2 Utilize the FSSP to monitor the CLIENT's progress through the RSS program and through other service providers for the CLIENT and/or any other member of the family in the household that can benefit from RSS.
  - 6.10.2.1 Monitoring includes, but is not limited to, job placement, attendance reports, employment retention, status of referrals to service providers, and changes to an individual's personal data. This will also include completing all mandatory referral forms as well as coordinating with and providing information, as determined necessary by ADMINISTRATOR, to the referring agencies.
- 6.10.3 Document progress, attendance, and participation hours in accordance with Subparagraph 8.8 of this Attachment A.
- 6.10.4 Document cash-aided CLIENT failure to participate and/or cooperate, utilizing forms provided by ADMINISTRATOR.
- 6.10.5 Participate in the overall non-compliance process.
- 6.10.6 Forward to ADMINISTRATOR within two (2) business days the appropriate documentation of CLIENT non-compliance and non-participation, for CLIENTS required to participate. CONTRACTOR will make recommendations for good cause determinations, sanction implementations, or conciliation plans.
- 6.10.7 Participate in non-compliance actions and processes, including Fair Hearings, as required. Fair Hearings is an administrative process available to CLIENTS if they disagree with an action taken by COUNTY.
- 6.10.8 Employ or subcontract with staff as described in Subparagraph 12.1 et seq. of this Attachment A that speak the native languages of CLIENTS and are

- culturally responsive to the populations served.
- 6.10.9 Encourage all CLIENTS who meet qualifications to apply for CONTRACTOR staff positions to assist in reaching the goal of self-sufficiency.
- 6.10.10 Ensure CLIENT PII is kept confidential and secure in accordance with SSA Administrative Policies and Procedures Manual Number I6, Information Technology Security and Usage and Number F21, Privacy and Security Incidents of Personally Identifiable Information and Confidential Information, incorporated herein by reference as Attachments 1 and 2, respectively.
- 6.10.11 CONTRACTOR shall comply with confidentiality requirements as stated in Paragraph 30 of this Agreement when accessing COUNTY Data System.
- 6.10.12 Provide training related to protecting sensitive and confidential information of CLIENT PII to staff that uses the designated COUNTY Data System.
- 6.11 CONTRACTOR shall communicate with ADMINISTRATOR, CLIENTS and service providers as needed. All such communication shall be documented per Subparagraph 8.8 of this Attachment A.
- 6.11.1 Frequency of communication shall depend on the individual CLIENT and specific service issue(s).
- 6.11.2 CONTRACTOR shall use the format of communication that best meets the needs of CLIENTS.
- 6.11.3 CONTRACTOR shall communicate with the CLIENT as a follow up within seven (7) to ten (10) business days after initial referral to a service provider to ensure linkage to the referred service was successful.
- 6.11.4 CONTRACTOR shall maintain weekly contact with all CLIENTS to ensure consistent frequency of service and to support self-sufficiency.
- 6.11.5 CONTRACTOR shall communicate with CLIENTS through various methods including, but not limited to, face-to-face communication at CONTRACTOR's office location, in-home or virtual visits, work site

visits, email correspondence, and telephone.

6.11.6 All contacts should help to motivate and counsel CLIENTS in the benefits of economic self-sufficiency.

7. FACILITIES

Administrative services under this Agreement shall be provided at:

Access California Services  
300 W. Carl Karcher Way  
Anaheim, CA 92801

- 7.1 CONTRACTOR shall provide facility(ies) for administering RSS. CONTRACTOR's facility(ies) shall be safe, clean, and maintained in compliance with all applicable laws, rules, regulations, building codes, statutes, and orders, as they now exist or may be subsequently amended.
- 7.2 CONTRACTOR and ADMINISTRATOR may mutually agree in writing as to the facility(ies) and location(s) where services shall be provided without changing the COUNTY's maximum obligation of this Agreement. COUNTY has the right to approve or disapprove of CONTRACTOR's facility(ies) and location(s).
- 7.3 CONTRACTOR shall provide its own facility(s) for administrative and programmatic functions for administering services pursuant to this Agreement.
- 7.4 CONTRACTOR shall ensure the facility location(s) is/are accessible to public transportation for CLIENTS throughout Orange County.
- 7.5 CONTRACTOR shall provide its own facility that is compliant with the Americans with Disabilities Act (ADA) and follows the CDSS County Refugee Program Guidelines (2006).
- 7.6 CONTRACTOR shall maintain an accessibility plan policy that describes how CLIENTS located throughout Orange County can easily get to the facility(ies).
- 7.7 CONTRACTOR shall provide parking spaces for CLIENTS free and exclusive use.
- 7.8 CONTRACTOR shall provide parking for CLIENTS with disabilities in



accordance with the ADA, and any other rules or statutes relating to parking for persons with disabilities.

- 7.9 CONTRACTOR shall not require CLIENTS to travel more than two (2) hours round trip to obtain services.
- 7.10 CONTRACTOR shall provide a secure work area to maintain confidentiality of CLIENT information.
- 7.11 CONTRACTOR shall provide all repair, maintenance, and janitorial services to all premises on a five (5) day per week basis, subject to the satisfaction of COUNTY. If CONTRACTOR fails to provide satisfactory repair, maintenance and janitorial services to the premises, ADMINISTRATOR may notify CONTRACTOR in writing. Failure to comply may result in termination of this Agreement.

8. REPORTING REQUIREMENTS

CONTRACTOR shall:

- 8.1 Submit various reports by the required due dates, including but not limited to, financial reports, monthly progress reports, and a year-end final report. The year-end report will include a summarized narrative of efforts made to achieve the outcome objectives as noted in Paragraph 3 of this Attachment A, and will reflect successes and barriers experienced in the provision of services.
- 8.2 Complete reports as required by ADMINISTRATOR, including Quarterly Performance, Quarterly Progress and Semi-Annual Progress Reports.
- 8.3 Comply with data gathering methodology as prescribed by ADMINISTRATOR.
- 8.4 Maintain and submit Employment Services and demographic statistics on CLIENTS served and services provided as required by ADMINISTRATOR.
- 8.5 Maintain records, collect data, and provide reports as required by ADMINISTRATOR to track progress, and monitor outcome objectives identified in Paragraph 3 of this Attachment A. Data elements shall include, but are not limited to, the following:
- 8.5.1 Number of CLIENTS and breakdown of number of CLIENTS by age group, type of services and time elapsed from date of entry in the U.S.;

- 8.5.2 Number of unduplicated CLIENTS placed into Employment Services as described in Subparagraph 6.4 of this Attachment A;
  - 8.5.3 Number of unduplicated CLIENTS placed into Employment Support, Job Retention Services, and Other Employability Services as described in Subparagraph 6.4.7 of this Attachment A;
  - 8.5.4 Number of unduplicated CLIENTS placed into Mentoring Services as described in Subparagraph 6.7 of this Attachment A;
  - 8.5.5 Number of unduplicated CLIENTS placed into USCIS citizen and naturalization services as described in Subparagraph 6.8 of this Attachment A;
  - 8.5.6 Percentage of unduplicated CLIENTS placed in either FT or PT employment;
  - 8.5.7 Percentage of job placements with an average starting wage of at least eighteen percent (18%) above the prevailing California minimum wage;
  - 8.5.8 Percentage of CLIENTS who retain employment for at least ninety (90) days;
  - 8.5.9 Referrals made and referral outcomes;
  - 8.5.10 Length of time that CLIENTS are placed in Employment Services;
  - 8.5.11 Pay rate and length of time of employment retention;
  - 8.5.12 Statistics measuring and reporting categorical variables of the refugee population. Categories include, but are not limited to, demographic information, household size, and immigrant status;
  - 8.5.13 Summary of complaints received;
  - 8.5.14 Outcomes of supervisory case reviews; and
  - 8.5.15 Training activities and list of attendees.
- 8.6 Program narratives in reporting shall include activities undertaken to accomplish annual outcomes and interim goals achieved within the reporting period, including new program initiatives undertaken, plans developed and/or implemented for program improvement and services enhancement.
- 8.7 CONTRACTOR shall utilize appropriate forms for RSS program activities and reporting.

- 8.7.1 ADMINISTRATOR will provide CONTRACTOR with copies of all mandatory federal, state and COUNTY forms, as applicable.
- 8.7.2 CONTRACTOR shall be responsible for duplication and distribution of all forms to staff and any subcontractors.
- 8.7.3 CONTRACTOR may develop internal RSS program forms that are not mandated by COUNTY or by program requirements. Internal forms shall be reviewed and approved by ADMINISTRATOR prior to implementation.
- 8.8 CONTRACTOR shall accurately maintain and update CLIENT case narratives.
  - 8.8.1 Case narratives shall be completed any time there is a case-related action taken by any staff person associated with the CLIENT case file.
  - 8.8.2 All case narrative entries by CONTRACTOR shall be signed, dated, legible and in a format approved by ADMINISTRATOR.
  - 8.8.3 Case narratives shall include, but not be limited to, the following items:
    - 8.8.3.1 Date the case/referral is received;
    - 8.8.3.2 Current status of the case, including assessment of service needs, actions taken and status of referrals;
    - 8.8.3.3 Scheduled dates and reasons for all contacts;
    - 8.8.3.4 Overall case plan of CLIENT contact, outcomes and follow-up dates arranged during contact;
    - 8.8.3.5 Dates of attendance and participation hours for all RSS activities;
    - 8.8.3.6 Complete and accurate descriptions of all case activities;
    - 8.8.3.7 Issues identified related to the CLIENT's progress toward the goal established in the FSSP;
    - 8.8.3.8 Identification of and plan to secure any missing information in the CLIENT's file; and
    - 8.8.3.9 Summary of written and verbal communication with CLIENT.
  - 8.8.4 The closing case narrative shall include the date and reason for the case being closed, any incomplete actions pending and rationale for incomplete actions.
- 8.9 Any additional information regarding RSS program progress shall be prepared in a

format approved by ADMINISTRATOR.

8.10 ADMINISTRATOR may add, delete, waive or otherwise modify individual reporting requirements as stated in Paragraph 8 of this Attachment A.

9. MEETINGS

9.1 ADMINISTRATOR and Family Self-Sufficiency – Adult Services (FSS-AS) staff representative(s) shall meet monthly, or as determined by ADMINISTRATOR, with CONTRACTOR to provide consultation and assistance in monitoring, and determining the programmatic services provided under this Agreement.

10. UTILIZATION REVIEW

10.1 CONTRACTOR and ADMINISTRATOR's designee shall meet at least semi-annually to review and evaluate a random selection of CLIENT case records. The review may include, but is not limited to, an evaluation of the necessity and appropriateness of services provided and length of services. CLIENT cases to be reviewed shall be randomly selected by ADMINISTRATOR and may include both open and closed cases.

10.2 ADMINISTRATOR may conduct a Utilization Review (UR) at CONTRACTOR's facility referenced in Paragraph 7 of this Attachment A, with date and time determined at ADMINISTRATOR's discretion. ADMINISTRATOR may provide oral and/or written feedback regarding the UR findings. CONTRACTOR shall comply with the findings of the UR and take corrective action accordingly.

10.3 In the event CONTRACTOR, ADMINISTRATOR and COUNTY's FSS-AS staff representatives and/or ADMINISTRATOR's designee are unable to resolve differences of opinion regarding the necessity and appropriateness of services and length of services, the dispute shall be submitted to COUNTY's Director of FSS-AS for final resolution. Nothing in this Subparagraph shall affect COUNTY's termination rights under Paragraph 40 of this Agreement.

11. BUDGET

11.1 The annual budget for services provided pursuant to Attachment A of this Agreement is set forth as follows:

Budget for Period of October 1, 2020 to September 30, 2021

<u>RSS Services</u>	ANNUAL
Direct Service Costs <sup>(1)</sup>	\$397,129
Indirect Costs <sup>(5)</sup>	\$95,784
TOTAL ANNUAL MAXIMUM OBLIGATION:	\$492,913

Budget for Period of October 1, 2021 to September 30, 2022

<u>RSS Services</u>	ANNUAL
Direct Service Costs <sup>(1)</sup>	\$426,513
Indirect Costs <sup>(5)</sup>	\$109,312
TOTAL ANNUAL MAXIMUM OBLIGATION:	\$535,825

Budget for Period of October 1, 2022 to September 30, 2023

<u>RSS Services</u>	ANNUAL
Direct Service Costs <sup>(1)</sup>	\$367,744
Indirect Costs <sup>(5)</sup>	\$82,256
TOTAL ANNUAL MAXIMUM OBLIGATION:	\$450,000

Budget period for October 1, 2023, through September 30, 2024RSS Services

<u>STAFFING</u>	<u>Position Type <sup>(1)</sup></u>	<u>Maximum Hourly Rate <sup>(3)</sup></u>	<u>FTE <sup>(2)</sup></u>	<u>Amount</u>
Program Director I	D	40.00	0.25	
Program Director II	D	36.05	0.25	
Program Manager	D	26.00	0.40	
Outreach and Educator	D	24.00	0.40	
Case Manager/Driver	D	22.00	4.00	
Intake Clerk	D	21.00	0.40	
Executive Director	A	76.00	0.18	
Bookkeeper	A	24.00	0.20	
Staffing Subtotal				\$320,095
Employee Benefits <sup>(4)</sup>				\$40,000

TOTAL RSS STAFFING & EMPLOYEE BENEFITS	\$360,095
TOTAL RSS SERVICES AND SUPPLIES AND OPERATING EXPENSES <sup>(6)(7)</sup>	\$89,905
TOTAL RSS STAFFING AND BENEFITS, SERVICES AND SUPPLIES AND OPERATING EXPENSES	\$450,000
INDIRECT COSTS (10%) <sup>(5)</sup>	\$50,000
TOTAL RSS BUDGET	\$500,000

HAU Services

<u>STAFFING</u>	<u>Position Type</u> <sup>(1)</sup>	<u>Maximum Hourly Rate</u> <sup>(3)</sup>	<u>FTE</u> <sup>(2)</sup>	<u>Amount</u>
Program Director	D	42.00	0.25	
Program Manager	D	30.00	0.25	
Program Supervisor	D	25.00	0.25	
Outreach and Educator	D	26.00	0.30	
Case Manager	D	22.00	2.00	
Executive Director	A	76.00	0.25	
Bookkeeper	A	25.00	0.35	
Staffing Subtotal				\$215,680
Employee Benefits <sup>(4)</sup>				\$43,136
TOTAL HAU STAFFING & EMPLOYEE BENEFITS				\$258,816
TOTAL HAU HOUSING AND UTILITIES EXPENSES <sup>(8)</sup>				\$615,000
TOTAL HAU SERVICES AND SUPPLIES AND OPERATING EXPENSES <sup>(6)(7)</sup>				\$76,184
TOTAL HAU BUDGET				\$950,000
<b>TOTAL ANNUAL MAXIMUM OBLIGATION</b>				<b>\$1,450,000</b>

Budget period for October 1, 2024, through September 30, 2025

<u>STAFFING</u>	<u>Position Type</u> <sup>(1)</sup>	<u>Maximum Hourly Rate</u> <sup>(3)</sup>	<u>FTE</u> <sup>(2)</sup>	<u>Amount</u>
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Program Director I	D	42.00	0.23
Program Director II	D	37.00	0.25
Program Manager	D	27.00	0.40
Outreach and Educator	D	24.00	0.35
Case Manager/Driver	D	23.00	3.85
Intake Clerk	D	21.00	0.40
Executive Director	A	76.92	0.18
Bookkeeper	A	24.00	0.20
Staffing Subtotal			\$319,707
Employee Benefits <sup>(4)</sup>			<u>\$40,000</u>
<b>TOTAL STAFFING &amp; EMPLOYEE BENEFITS</b>			<b>\$359,707</b>
<b>TOTAL SERVICES AND SUPPLIES AND OPERATING EXPENSES</b> <sup>(6)(7)</sup>			<u>\$90,293</u>
<b>TOTAL STAFFING AND BENEFITS, SERVICES AND SUPPLIES AND OPERATING EXPENSES</b>			<b>\$450,000</b>
<b>INDIRECT COSTS (10%)<sup>(5)</sup></b>			<u>\$50,000</u>
<b>TOTAL ANNUAL MAXIMUM OBLIGATION</b>			<b>\$500,000</b>

- (1) Position Types are classified as “D” for Direct or “A” for Administrative. Direct services positions include staff who are integral to service delivery and may include staff who provide direct face-to-face service to clients and/or staff who supervise/manage direct service personnel. Administrative positions include staff that support service delivery and whose activities and functions can be directly allocated to the program.
- (2) For hourly employees, Full-Time Equivalent (FTE) is defined as the amount of time (stated as a percentage) the position will be providing services under the terms of this Agreement. This percentage is based upon a 40-hour work week. For salaried employees, FTE is defined as the amount of time (stated as a percentage) the position will be paid for under the terms of this Agreement, regardless of the number of hours actually worked.

- (3) Maximum hourly rate which will be permitted during the term of this Agreement; employees may be paid at less than maximum hourly rate. Total salary is based on estimated cost, not maximum hourly rate.
  - (4) Employee Benefits include contributions to 401k or retirement plans; health insurance; dental insurance; life insurance; long-term disability insurance; payroll taxes such as FICA, Federal Unemployment Tax, State Unemployment Tax, and Workers' Compensation Tax, based on the currently prevailing rates; and expense for accrued vacation time payout, for a separated employee, limited to the actual vacation time accrued during the fiscal year in which the expense is claimed, minus the actual vacation time used by the employee during said fiscal year. The overall benefit rate shall not exceed twelve and a half percent (12.5%) of the actual salary expense claimed.
  - (5) Indirect costs include administrative costs not directly charged to the program including overhead, human resources, information technology. Indirect costs are based on ten percent (10%) of salaries, benefits, services and supplies, and operating costs. In the event the indirect cost rate is reduced, the reduction shall be afforded to ADMINISTRATOR and the budget amended accordingly. CONTRACTOR shall provide notification to ADMINISTRATOR of any changes in the rate.
  - (6) Services and supplies shall include office expenses, program expenses, telephone and internet usage expenses, and independent audit expenses.
  - (7) Operating expenses shall include facility lease/rental, equipment lease/rental, insurance, and transportation.
  - (8) Housing and utilities expenses shall include housing financial assistance for eligible Ukrainians including, but not limited to, rental assistance and utility payments.
- 11.2 Expenses for extra pay, including but not limited to, overtime, stipends, bonuses, staff incentives, severance pay, etc. shall not be eligible for reimbursement under this Agreement unless authorized in writing by ADMINISTRATOR. Such authorization shall be considered as an exception and may be approved, on a case-by-case basis, at the sole discretion of ADMINISTRATOR.

11.3 For the purpose of meeting specific RSS Program needs, CONTRACTOR may



request to reallocate funds between budgeted line items by utilizing a Budget Modification Request form provided by ADMINISTRATOR, which shall include a justification narrative specifying the purpose of the request, the amount of said funds to be reallocated and the sustaining annual impact as applicable to the current and subsequent fiscal years. CONTRACTOR shall obtain advance written approval from ADMINISTRATOR for any Budget Modification Requests prior to implementation. Failure to obtain advance written approval for any proposed Budget Modification Request may result in disallowance of reimbursement for those costs.

- 11.4 CONTRACTOR and ADMINISTRATOR may agree, subject to advance written notice, to add, delete or modify line items and/or amounts and/or the number and type of FTE positions without changing COUNTY's maximum funding obligation as stated in Subparagraph 20.1 of this Agreement or reducing the level of service to be provided by CONTRACTOR. Further, in accordance with Subparagraph 40.4 of this Agreement, in the event ADMINISTRATOR reduces the maximum funding obligation as stated in Subparagraph 20.1 of this Agreement, CONTRACTOR and ADMINISTRATOR may mutually agree in writing to proportionately reduce the service goals as set forth in this Attachment A.
- 11.5 In the event CONTRACTOR identifies savings within their budget, CONTRACTOR shall prioritize and utilize funding to meet the service requirements identified in Paragraph 6 of this Attachment A prior to adding new services and/or programming.
- 11.6 In the event the budget shown in Paragraph 11 of this Attachment A is modified, the modified budget shall remain in effect for the remainder of the agreement term, unless superseded by subsequent budget modification(s) that have been approved in writing by ADMINISTRATOR. For example, if Budget Modification #1 is approved on August 15, 2023, the modified budget will remain in effect until Budget Modification #2 is requested and approved in writing.

## 12. STAFFING REQUIREMENTS

- 12.1 CONTRACTOR shall be responsible for providing training and maintaining a

competent, stable, and experienced workforce to fulfill service requirements.

- 12.1.1 CONTRACTOR's staff shall be able to read, write, speak, and understand English.
  - 12.1.2 CONTRACTOR shall employ or subcontract staff with experience in placing CLIENTS with a limited English vocabulary into an environment that facilitates the development of the English language.
  - 12.1.3 CONTRACTOR shall provide bilingual staff to serve CLIENTS in the language they speak. The ratio of bilingual staff shall be consistent with and proportional to the population to be served, as determined by ADMINISTRATOR.
  - 12.1.4 CONTRACTOR shall be required to provide translation services for languages needed to ensure that all CLIENTS are provided services in their primary language.
  - 12.1.5 CONTRACTOR shall comply with all COUNTY, state and federal regulations regarding Limited English Proficiency (LEP). LEP regulations affect anyone who participates in a federally funded program, who has English as his/her/their second language, and is limited in English language proficiency.
- 12.2 CONTRACTOR shall use a formal recruitment plan which complies with federal and State employment and labor regulations.
- 12.2.1 CONTRACTOR shall recruit and maintain trained personnel who are responsive to, and who understand, the diversity of cultures which can be found among the client population identified in this Attachment A.
  - 12.2.2 CONTRACTOR shall give priority consideration to qualified job-ready RSS CLIENTS when filling vacant positions funded by this Agreement.
- 12.3 CONTRACTOR shall provide the following described staff positions:
- 12.3.1 RSS Program Director I/II
    - Duties
    - 12.3.1.1 Oversees all segments of the RSS Program.
    - 12.3.1.2 Supervises Program Manager and provides necessary coverage in his/her/their absence.

- 12.3.1.3 Oversees and assists Program Manager with completion of required reporting.
- 12.3.1.4 Attends all COUNTY meetings and trainings.
- 12.3.1.5 Validates monthly and annual statistical data and reports; completes RS-50 monthly and quarterly reports and delivers/submits to ADMINISTRATOR by the identified due dates.
- 12.3.1.6 Ensures the RSS program is implemented according to this Agreement.
- 12.3.1.7 Oversees the Quality Control Plan.
- 12.3.1.8 Completes internal evaluations for quality assurance and for improvement of program deliverables.
- 12.3.1.9 Presents the EPW as required.
- 12.3.1.10 Reports to Executive Director.
- 12.3.1.11 Collaborates with Executive Director to hire RSS Program staff.
- 12.3.1.12 Collaborates with other CBOs to strengthen and expand the RSS Program.
- 12.3.1.13 Ensures compliance with CONTRACTOR's policies and procedures, and local, State and Federal requirements.
- 12.3.1.14 Develops and maintains effective working relationships with necessary support services for the program. Utilizes referral resources as necessary.
- 12.3.1.15 Provides and reviews necessary communication and documentation for families, agencies, courts, and interested parties to discuss CLIENT progress in meeting goals.
- 12.3.1.16 Develops and installs effective data collection systems, provides appropriate data, supervises data gathering by others and analyzes data from a variety of sources.

Qualifications

- 12.3.1.17 Bachelor's degree from an accredited college or university, preferably in a Human Services field. Two (2) years of

coursework in an accredited college or university plus two (2) years of employment experience, preferably in a Human Services field, may substitute for the bachelor's degree.

12.3.1.18 A minimum of two (2) years of experience in a Human Services related field. Experience working with the refugee community is preferred.

## 12.3.2 RSS Program Manager

### Duties

12.3.2.1 Supervises Intake Clerk, Outreach and Educator and Case Managers and provides necessary coverage in their absence.

12.3.2.2 Completes monthly statistical data and reports, and regularly review CLIENT files.

12.3.2.3 Attends all COUNTY meetings and trainings.

12.3.2.4 Regularly meets with agency staff to relay new regulations, data collection changes and new reporting procedures.

12.3.2.5 Ensures the implementation of the program Quality Control Plan.

12.3.2.6 Completes CLIENT home visits upon acceptance, identifies and attempts to mitigate household barriers and addresses CLIENT needs to improve his/her/their quality of life.

12.3.2.7 Presents EPW as required.

12.3.2.8 Interacts with CLIENTS in the County of Orange Refugee Social Services Client Complaint/Grievance Process Level III to mitigate CLIENT complaints, as needed.

12.3.2.9 Reports to Program Director.

### Qualifications

12.3.2.10 Bachelor's degree from an accredited college or university, preferably in a Human Services related field. Two (2) years of coursework in an accredited college or university plus two (2) years of employment experience, preferably in a Human Services field, may substitute for the bachelor's degree.

12.3.2.11 A minimum of one (1) year of experience in a Human Services

related field. Experience working with the refugee community is preferred.

12.3.2.12 Possesses excellent organizational, interpersonal, verbal and written communication skills; ability to perform comfortably in a fast-paced, deadline-oriented work environment; and ability to successfully execute multiple complex tasks simultaneously.

12.3.2.13 Bilingual capabilities in one (1) or more of the languages spoken by the refugee CLIENTS served pursuant to this Agreement.

12.3.2.14 Competent in using computers, office equipment and Microsoft Office.

### 12.3.3 RSS Outreach and Educator

#### Duties

12.3.3.1 Conducts outreach to non-aided populations.

12.3.3.2 Assists with class instruction for CLIENTS, including when a VESL provider is not available.

12.3.3.3 Reports to Program Manager.

#### Qualifications

12.3.3.4 Bachelor's degree from an accredited college or university, preferably in a Human Services related field.

12.3.3.5 A minimum of one (1) year experience working in an outreach position. Experience with the refugee community is preferred.

12.3.3.6 Bilingual capabilities in one (1) or more of the languages spoken by the refugee CLIENTS served pursuant to this Agreement.

12.3.3.7 Possesses strong verbal and written communication skills.

### 12.3.4 RSS Case Manager/Driver

#### Duties

12.3.4.1 Serves as the primary contact for CLIENTS.

12.3.4.2 Reviews and collects all CLIENT documents.

12.3.4.3 Verifies CLIENT eligibility into the RSS Program through review of CalWIN, RS3 and I-94 documents.

12.3.4.4 Conducts CLIENT Orientations and Intake and Assessment

interviews.

12.3.4.5 Works directly with CLIENTS to develop and implement FSSP, conducts home visits to assess CLIENTS, monitors progress and provides follow-up actions to ensure services are received and goals are achieved.

12.3.4.6 Documents all actions taken in case files per Subparagraph 8.8.

12.3.4.7 Completes CLIENT orientations, identifies employment barriers, administers Pre- and Post-BEST testing to determine CLIENT SPL scores and qualify them into either the VESL or EPW track.

12.3.4.8 Completes FSSP and refers CLIENT to additional resources and low-income programs, as appropriate.

12.3.4.9 Coordinates delivery of VESL, EPW and citizenship instruction classes.

12.3.4.10 Provides post-employment follow-up actions to monitor CLIENT adjustment to employment and job satisfaction.

12.3.4.11 Interact with CLIENTS in the County of Orange Refugee Social Services Client Complaint/Grievance Process Level I to mitigate CLIENT complaints.

12.3.4.12 Provides transportation services for CLIENTS when needed.

12.3.4.13 Reports to Program Manager.

#### Qualifications

12.3.4.14 Bachelor's degree from an accredited college or university, preferably in a Human Services related field. Four (4) years of experience in employment services or Human Services may substitute for the bachelor's degree.

12.3.4.15 Experience working in an outreach position. Experience with the refugee community is preferred.

12.3.4.16 Possesses strong organizational, interpersonal, verbal and written communication skills; ability to perform comfortably in a fast-paced, deadline-oriented work environment; ability to successfully execute multiple complex tasks simultaneously; and

ability to work independently and as a team member.

12.3.5 RSS Intake Clerk

Duties

12.3.5.1 Accepts all referrals from SSA, public or private agencies and self-referred aided or non-aided CLIENT.

12.3.5.2 Verifies initial CLIENT eligibility through review of RS3 and/or I-94 documents.

12.3.5.3 Assigns a Case Manager to each CLIENT based on an internal rotation system, language compatibility or other internal processes.

12.3.5.4 Reports to Program Manager.

Qualifications

12.3.5.5 High School diploma and/or General Education Diploma (GED), or a minimum of three (3) months of related experience, preferably in a Human Services related field and/or training in an office setting.

12.3.5.6 Possesses strong verbal and written communication skills.

12.3.5.7 Possesses knowledge in using computers, office equipment and Microsoft Office.

12.3.6 RSS Bookkeeper

Duties

12.3.6.1 Works with Executive Director to ensure compliance with and adherence to the budget maximum obligation and budget line items detailed in Paragraph 11 of this Attachment A.

12.3.6.2 Records and maintains financial transactions for this Agreement, including program expenses and salaries.

12.3.6.3 Prepares financial documents for this Agreement, including invoices and supporting documentation.

12.3.6.4 Prepares and responds to requests for COUNTY financial audits.

12.3.6.5 Reports to Program Manager.

Qualifications

12.3.6.6 Bachelor's degree from an accredited college or university, preferably in a Human Services and/or Business Management or Accounting field.

12.3.6.7 A minimum of five (5) years working as a bookkeeper.

12.3.6.8 A minimum of five (5) years of experience using QuickBooks or comparable accounting software.

12.3.6.9 Possesses strong administrative, organizational, verbal and written communication skills.

#### 12.3.7 HAU Program Director

##### Duties

12.3.7.1 Provides oversight for HAU program services.

12.3.7.2 Supervises HAU staff and provides necessary coverage.

12.3.7.3 Ensures HAU services are in compliance with program requirements and implemented according to Subparagraph 6.9 of this Attachment A.

12.3.7.4 Serves as primary contact with ADMINISTRATOR and attends all COUNTY meetings and trainings.

12.3.7.5 Responsible for reporting HAU deliverables.

12.3.7.6 Ensures HAU expenditures are in accordance with the budget as listed in Subparagraph 11.1 of this Attachment A.

12.3.7.7 Reports to Executive Director.

##### Qualifications

12.3.7.8 Associate's or Bachelor's degree from an accredited college or university, preferably in a Human Services related field.

12.3.7.9 A minimum of three (3) years of experience in Human Services related field is preferred. Experience working with the refugee community is preferred.

12.3.7.10 Experience working in case management.

12.3.7.11 Bilingual capabilities in one (1) or more of the languages spoken by the refugee CLIENTS served pursuant to this Agreement.

12.3.7.12 Possesses excellent organizational, interpersonal, verbal and



written communication skills; ability to perform comfortably in a fast-paced, deadline-oriented work environment; and ability to successfully execute multiple complex tasks simultaneously.

#### 12.3.8 HAU Program Manager

##### Duties

12.3.8.1 Supervises the HAU Program Supervisor and HAU Outreach and Educator and provides necessary coverage in their absence.

12.3.8.2 Responsible for completing required HAU reports and submits to ADMINISTRATOR as requested.

12.3.8.3 Reports to HAU Program Director.

##### Qualifications

12.3.8.4 Associate's or Bachelor's degree from an accredited college or university, preferably in a Human Services related field.

12.3.8.5 A minimum of two (2) years of experience in a Human Services related field. Experience working with the refugee community is preferred.

12.3.8.6 Experience working in case management.

12.3.8.7 Bilingual capabilities in one (1) or more of the languages spoken by the refugee CLIENTS served pursuant to this Agreement.

#### 12.3.9 HAU Program Supervisor

##### Duties

12.3.9.1 Provides HAU direct services to CLIENTS.

12.3.9.2 Conducts screenings to determine eligibility for HAU services.

12.3.9.3 Provides case management and financial assistance to CLIENTS, as appropriate.

12.3.9.4 Ensures data collection is properly documented in CLIENT files for accurate reporting to ADMINISTRATOR.

##### Qualifications

12.3.9.5 Associate's or Bachelor's degree from an accredited college or university, preferably in a Human Services related field.

12.3.9.6 A minimum of one (1) year of experience in a Human Services

related field. Experience working with the refugee community is preferred.

12.3.9.7 Experience working in case management.

12.3.9.8 Bilingual capabilities in one (1) or more of the languages spoken by the refugee CLIENTS served pursuant to this Agreement.

12.3.10 HAU Outreach and Educator

Duties

12.3.10.1 Creates and implements outreach strategies for the availability of HAU services to eligible individuals.

12.3.10.2 Connects with local cultural groups and service providers to inform the availability of HAU services to eligible Ukrainians.

12.3.10.3 Provides HAU education and information to eligible CLIENTS.

Qualifications

12.3.10.4 A minimum of one (1) year of experience working in an outreach setting. Experience working with the refugee community is preferred.

12.3.10.5 Bilingual capabilities in one (1) or more of the languages spoken by the refugee CLIENTS served pursuant to this Agreement.

12.3.11 HAU Case Manager

Duties

12.3.11.1 Provides HAU direct services to CLIENTS.

12.3.11.2 Conducts screenings to determine eligibility for HAU services.

12.3.11.3 Provides case management and financial services to CLIENTS, as appropriate.

12.3.11.4 Requests and coordinates payments for financial assistance with HAU Bookkeeper.

12.3.11.5 Provides linkages and referrals to CLIENTS for community services.

12.3.11.6 Inputs data into data management systems and maintains files.

Qualifications

12.3.11.7 Experience working in case management. Experience working

with the refugee community is preferred.

12.3.11.8 Bilingual capabilities in one (1) or more of the languages spoken by the refugee CLIENTS served pursuant to this Agreement.

12.3.12 HAU Bookkeeper

Duties

12.3.12.1 Works with Executive Director to ensure compliance with and adherence to the budget maximum obligation and budget line items detailed in Paragraph 11 of this Attachment A.

12.3.12.2 Prepares HAU payments on behalf of eligible CLIENTS.

12.3.12.3 Prepares and submits invoices and supporting documentation to COUNTY, in a form approved by ADMINISTRATOR.

12.3.12.4 Prepares and responds to requests for COUNTY financial audits.

Qualifications

12.3.12.5 Associate's degree or Bachelor's degree in Accounting from an accredited college or university.

12.3.12.6 A minimum of five (5) years of experience working as a bookkeeper.

12.3.12.7 A minimum of five (5) years of experience using QuickBooks or comparable accounting software.

12.3.12.8 Possesses strong administrative, organizational, verbal and written communication skills.

12.3.13 Executive Director

Duties

12.3.13.1 Provides overall leadership and administrative support for agency, including program oversight, financial management, community relations and networking.

12.3.13.2 Supervises Program Director, including review and approval of required reporting completed by Program Director and providing necessary coverage in Program Director's absence.

12.3.13.3 Reports RSS program information and activities to the agency Board of Directors.

Qualifications

12.3.13.4 A minimum of two (2) years of experience in a Human Services related field. Experience working with the refugee community is preferred.

13. TRAINING

- 13.1 CONTRACTOR's staff shall attend trainings, conferences, and meetings as required by COUNTY and submit acknowledgement of compliance.
- 13.2 CONTRACTOR shall provide CONTRACTOR's staff with ongoing training and assistance to ensure that service deliverables are met. All training materials developed by CONTRACTOR shall be approved by ADMINISTRATOR in advance of staff training.
- 13.3 CONTRACTOR shall ensure that CONTRACTOR's staff receives cultural awareness and responsiveness training to ensure the understanding of cultural differences among CLIENT groups, and to recognize and effectively reduce language and/or cultural barriers to employment.
- 13.4 CONTRACTOR's staff directly serving CLIENTS, or supervising staff directly serving CLIENTS, shall be knowledgeable in, and adhere to, RSS rules and regulations set forth in the current Orange County Refugee Plan (OCRFP), COUNTY and SSA policies and related instructions, welfare fraud and child abuse/elder abuse reporting requirements, State Hearing processes, and Civil Rights compliance requirements.
- 13.5 ADMINISTRATOR will provide instructions, guidelines and RSS rules and regulations to CONTRACTOR during the RSS Program start-up phase, and subsequently as materials are revised and/or new policies are developed.
- 13.6 ADMINISTRATOR will provide initial training to select CONTRACTOR's staff for instructions, guidelines, and RSS rules and regulations. CONTRACTOR shall conduct trainings on these instructions, guidelines, and RSS rules and regulations for staff thereafter.
- 13.7 CONTRACTOR shall maintain a log of in-house training activities and attendance

for CONTRACTOR's staff. This log shall be made available to ADMINISTRATOR upon request.

14. QUALITY ASSURANCE/QUALITY CONTROL

14.1 CONTRACTOR shall establish and utilize a comprehensive Quality Control Plan, in a format approved by ADMINISTRATOR, to monitor the level of program services and quality. The Quality Control Plan shall be effective upon Agreement start date and be updated and resubmitted for ADMINISTRATOR approval when changes occur and before updates are implemented. The Quality Control Plan will include, but not be limited to, the following:

- 14.1.1 The method for ensuring the services, deliverables, and requirements defined in the Agreement are being provided at or above the level of quality per this Agreement;
- 14.1.2 The method for assuring that all professional staff rendering services under this Agreement have the necessary qualifications;
- 14.1.3 The method of identifying and preventing deficiencies in the quality of service as defined by COUNTY policy;
- 14.1.4 The method for providing ADMINISTRATOR with a copy of CONTRACTOR case reviews, and a clear description of corrective actions taken to resolve identified problems;
- 14.1.5 Inspection of items and areas to be inspected on either a scheduled or unscheduled basis, how often inspections will be accomplished, and the title of individual(s) who will perform inspections;
- 14.1.6 File maintenance of all inspections conducted by CONTRACTOR and, where applicable, the corrective action(s) taken to resolve issues;
- 14.1.7 Specific methods for identifying and preventing deficiencies in the quality of services performed to ensure quality performance; and
- 14.1.8 Method for continuing services in the event of an emergency, such as a strike by CONTRACTOR's employees or a natural disaster.

14.2 CONTRACTOR shall conduct supervisor reviews for Quality Assurance. CONTRACTOR's supervisors shall review a minimum of two (2) active cases per

case carrying staff each month in a format approved by ADMINISTRATOR. Cases shall be randomly selected using a method determined by ADMINISTRATOR. Supervisor reviews shall include, but not be limited to:

- 14.2.1 Overall case management and application of RSS program rules and regulations.
  - 14.2.2 CLIENT's participation hours, case discrepancies and any other identified corrective actions required.
  - 14.2.3 Case narratives in the CLIENT's case record including, but not limited to:
    - 14.2.3.1 Summary of the case review findings;
    - 14.2.3.2 Confirmation that case discrepancies and other corrective actions required have been resolved; and
    - 14.2.3.3 Strategy recommendations to assist the CLIENT in achieving positive FSSP outcomes.
- 14.3 CONTRACTOR shall establish policies and procedures for handling complaints and provide a copy of policies and procedures to ADMINISTRATOR. Complaints include, but are not limited to, complaints from CLIENTS, other COUNTY contracted service providers, community organizations and the public. In reference to handling complaints, CONTRACTOR shall:
- 14.3.1 Develop, operate and maintain procedures for receiving, investigating and responding to provider and CLIENT complaints, including Civil Rights complaints, requests for reviews by ADMINISTRATOR, negative comments and other complaints relating to services provided under this Agreement.
  - 14.3.2 Maintain a log documenting identification and response to CLIENT complaints. When complaints cannot be resolved informally, a system of follow-through which adheres to formal plans for specific actions shall be instituted. Responses to complaints should occur within two (2) business days, unless otherwise authorized by ADMINISTRATOR.
  - 14.3.3 Forward any complaint believed to have legal implications for CONTRACTOR or COUNTY immediately to ADMINISTRATOR prior to responding to the complaint. In the event such complaint pertains to

- injury or property damage, CONTRACTOR shall follow the provisions as set forth in Subparagraph 14.2 of this Agreement.
- 14.3.4 Provide information pertaining to complaints and CONTRACTOR's subsequent response to complaints as described in Subparagraph 14.3 of this Attachment A within ten (10) business days of the complaint, except as provided in Subparagraph 14.3.3 above, to ADMINISTRATOR, in a form approved by ADMINISTRATOR.
- 14.3.5 Provide a summary of all complaints and/or negative comments as prescribed to ADMINISTRATOR, in a format approved by ADMINISTRATOR.
- 14.4 CONTRACTOR shall conduct Fraud Investigation Referrals when RCA eligibility fraud is suspected. CONTRACTOR shall inform ADMINISTRATOR within two (2) business days of awareness of any suspected fraud.
- 14.5 CONTRACTOR shall establish policies and procedures for Formal Grievance Process and State Hearing and provide a copy of policies and procedures to ADMINISTRATOR. In reference to Formal Grievance Process and State Hearing, CONTRACTOR shall:
- 14.5.1 Inform each CLIENT of his/her/their grievance, State Hearing and Civil Rights, and right to request a grievance review by a COUNTY worker should the CLIENT disagree with an action made by CONTRACTOR.
- 14.5.2 Post Grievance Rights and Civil Rights notices in multiple languages in RSS office(s) where all CLIENTS can easily see them, in accordance with Subparagraph 9.4 of this Agreement.
- 14.5.3 Attend COUNTY Formal Grievance Hearings and State Hearings when requested, and comply with the decisions of Hearing Officers.
- 14.5.4 Document in detail all actions involving the Formal Grievance Process and State Hearings.