

1 ~~EXHIBIT A~~

2 ~~TO~~

3 ~~AGREEMENT~~

BETWEEN

COUNTY OF ORANGE

AND

ACCESS CALIFORNIA SERVICES

FOR THE PROVISION OF REFUGEE SOCIAL SERVICES

THIS ~~SECOND~~ 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 ~~10~~ 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.”

WITNESSETH

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 term of the Agreement for an additional two (2) years from October 1, 2023 to September 30, 2025;

WHEREAS, COUNTY desires to increase funding for the provision of additional Refugee Social Services to clients referred to CONTRACTOR by COUNTY;

WHEREAS, COUNTY desires to amend Paragraph 1 and Subparagraphs 2.1, 4.1., Subparagraph 20.1, Subparagraph 25.2.2, 26.1, and Subparagraph 26.6 of the Agreement; and

WHEREAS, COUNTY desires to 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

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 \$32,428,738, 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 \$1,450,500,000 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..”

ATTACHMENT B

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 Partiesparties agree that separate copies of this Amendment may be signed by each of the Partiesparties, and this Amendment will have the same force and effect as if the original had been signed by all Partiesparties.

10. All other terms and conditions of the Agreement shall remain the same and in full force and in effect.

Contractor:

Print Name Title

Signature Date

Print Name Title

Signature Date

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

Deputized Designee Signature:

Print Name Title Deputy Purchasing Agent

Signature Date

APPROVED AS TO FORM
COUNTY COUNSEL
COUNTY OF ORANGE, CALIFORNIA

-

Print Name Title Deputy County Counsel

Signature Date

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~~ ~~Agency (SSA).~~ ~~Refugees include any person who is outside his/ or her/their country of nationality~~
~~or~~

~~1.3~~ ~~habitual residence and is unable or unwilling to return to or seek protection of that country due to~~

~~1.4~~ ~~a well-founded fear of persecution based on race, religion, nationality, membership in a particular~~

~~1.5~~ ~~social group, or political opinion, as defined in Title 8 United States Code (USC) § 1101 (a)(42).~~

~~1.6~~ 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.

~~1.7~~ ~~Trafficking and Crime Victims~~ ~~Victim Assistance Program (TCVAP).~~

~~1.8~~ If there are openings after all ~~SSA referred~~ CLIENTS referred by SSA have been served,

~~1.9~~ CONTRACTOR shall ~~serviceservicealso serve~~ non-aided refugees, defined as CLIENTS who have been granted

~~1.10~~ refugee or refugee-related status by the U.S. ~~US~~ Citizenship and Immigration Services (USCIS) for less

~~1.11~~ than sixty (60) months, but do not meet the eligibility requirements to receive Refugee Cash

~~1.12~~ 1.1 Assistance (RCA), referred from public and private agencies, and self-referrals.

~~1.13~~ The population to be served as defined in this Paragraph 1 shall hereinafter be

~~1.14~~ 1.2 referred to as "CLIENT(S)." An individual is considered a CLIENT once CONTRACTOR receives

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.

1.15—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-
STANDARDS

1.162.4sufficiency.

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 and asylum seekers who have been granted asylum 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 (OCRP): 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: ~~(TCVAP)~~: 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 ATTACHMENT B 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.
- ~~1.16-13.1.4~~ 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/comprised 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

- ~~1.174.1~~ 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.

~~1.184.2~~ CONTRACTOR shall provide designated staff available to deliver support for employment assistance outside of regular business hours as needed. ATTACHMENT B

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

~~1.195.1~~ Program Objectives

~~1.19.15.1.1~~ 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.

~~1.19.2~~ The Case Manager provides social work and employment related services

~~1.19.3~~ to CLIENTS consistent with best practices ~~to that will~~ assist CLIENTS in obtaining employment, and

~~1.19.45.1.2~~ address any barriers that may prevent ~~CLIENTS~~ CLIENTS ~~them~~ from achieving or maintaining economic self-sufficiency.

~~1.205.2~~ Program Principles

CONTRACTOR shall:

~~1.20.1~~ CONTRACTOR shall:

~~1.20.25.2.1~~ Accept all referrals for RSS from SSA.

~~1.20.3~~ Engage by telephone or in person to initiate ~~initiate~~ Initiate RSS with one hundred percent (100%) of CLIENTS referred by

~~1.20.45.2.2~~ SSA within thirty (30) days of receipt of the referral.

~~1.20.55.2.3~~ 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~~ **ATTACHMENT B** these barriers.
- ~~1.20.6~~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.
- ~~1.20.7~~5.2.10 Provide a disposition to ~~ADMINISTRATOR~~ADMINISTRATOR ~~SSA~~ regarding each referral received from SSA, based on criteria established by ~~COUNTY~~the COUNTY ~~County~~, within thirty (30) days from the date the referral is received, or sooner at the request of ADMINISTRATOR.
- ~~1.20.8~~ Ensure services are conducted in a manner responsive to literacy, language,
- ~~1.20.9~~ and socio-cultural issues that may impact CLIENTS.
- ~~1.20.10~~5.2.11 Employ staff that will meet the language and cultural needs of ~~the~~ CLIENTS served under this Agreement.
- ~~1.20.11~~ served under this Agreement.
- ~~1.20.12~~ Train staff in cultural differences and cultural responsiveness to ensure ~~the~~their 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.
- ~~1.20.13~~ help CLIENTS demonstrating ~~who demonstrate language and/or cultural barriers to obtaining employment, including~~
- ~~1.20.14~~ resistance to pursuing employment in occupations that may be perceived as nontraditional.

~~1— Ensure services are outcome driven and identify indicators that accurately
2— reflect progress towards outcomes identified in Paragraph 5 of this Exhibit.~~

~~3— HOURS OF OPERATION~~

~~4— CONTRACTOR shall provide the following services during hours that are responsive to the
5— needs of the target population(s) as determined by ADMINISTRATOR. At a minimum,~~

~~6—~~

~~7—~~

~~8— CONTRACTOR shall provide a designated staff available to provide support for~~

~~9— CONTRACTOR’s holiday schedule shall not exceed COUNTY’s holiday schedule
which is as follows: New Year’s Day, Martin Luther King Jr.~~

~~1.21—~~

~~1.22— Thanksgiving Day, Friday after Thanksgiving Day, and Christmas Day.~~

~~1.23—~~

~~1.24— holiday schedule and the hours listed in Subparagraph 3.1 of this Exhibit. Any unauthorized~~

~~1.25— closure shall be deemed a material breach of this Agreement, pursuant to Paragraph 19 of this~~

~~1.26— Agreement, and shall not be reimbursed.~~

~~1.27— SERVICES~~

~~1.28— CONTRACTOR shall prioritize the provision of RSS, pursuant to 45 CFR Part~~

~~1.29~~6.1400.147 and CDSS regulations, in the following order:

~~1.29.1~~6.1.1 All newly arriving refugees during their first year in the U.S. who apply for services.

~~1.29.2—~~

~~1.29.3~~6.1.2 Refugees who are receiving cash assistance.

~~1.29.4~~6.1.3 Unemployed refugees who are not receiving cash assistance.

~~1.29.5—~~ Employed refugees in need of services to retain employment or to attain economic independence.

~~1.29.6— economic independence.~~

~~1.30—~~ CONTRACTOR shall provide home visits by appointment, using via in- person or virtual methods, by appointment for CLIENTS who are

~~1.31~~6.2 unable to visit the office.

~~1.32~~ CONTRACTOR shall provide onsite counseling services to respond to mental health challenges displayed by CLIENTS that prevent CLIENTS from fully engaging in RSS. ATTACHMENT B

~~1.33~~ health challenges displayed by CLIENTS that prevent CLIENTS are preventing them from fully engaging in RSS.

~~1.34~~ 6.3 Employment Services

~~1.34.1~~ 6.3.1 Intake and Assessment

CONTRACTOR shall:

~~1~~ CONTRACTOR shall:

~~1.34.1~~ 6.3.1.1 Accept and provide Employment Services to all CLIENTS referred to CONTRACTOR by ADMINISTRATOR.

~~2~~ referred by ADMINISTRATOR.

~~3~~ Serve non-cash aided CLIENTS referred from public and private

~~1.34.1~~ 26.3.1.2 agencies, and self-referrals, if there are openings available after all CLIENTS referred to CONTRACTOR by ADMINISTRATOR have been served.

~~4~~ ADMINISTRATOR have been served.

~~5~~ Verify eligibility of CLIENTS for services by ~~reviewing~~ reviewing ~~viewing~~ and 6.3.1.3 photocopying, as appropriate:

6.3.1.3.1 Resident, ~~resident~~ alien cards

6.3.1.3.2 USCIS I-94 forms

~~1.34.1.2~~ 6.3.1.3.3 Asylum, ~~asylum~~ approval letters,

6.3.1.3.4 I-551 Permanent Resident cards

6.3.1.3.5 I-766 Employment Authorization document

6.3.1.3.6 Immigrant visas

6.3.1.3.7 Systematic Alien Verification for Entitlements (SAVE) reports

6.3.1.3.8 Foreign passport with USCIS/DHS/CBP admission stamp

6.3.1.3.9 Class of admission codes

6.3.1.3.10 Date of entry

6.3.1.3.11 Trafficking ~~Trafficking~~ ~~trafficking~~ victim federal certification letters

6.3.1.3.12 T-1(i) or T-2(ii) visas

~~1.34.1.2~~ 26.3.1.3.13 Drivers', ~~drivers'~~ licenses, and proof of

~~1.34.1.2~~ 36.3.1.3.14 Proof of residence in Orange County.

6.3.1.4 Document the following information in each CLIENT case file:

6.3.1.4.1 Last, First, Middle Name

6.3.1.4.2 Date of Birth (mm/dd/yyyy)

ATTACHMENT B

6.3.1.4.3 Gender

6.3.1.4.4 Nationality (Country Name)

6.3.1.4.5 Name, Address and Phone Number of organization providing support
(Resettlement Agency)

6.3.1.4.6 Date eligible for benefits (mm/dd/yyyy)

~~1.34.1.3~~6.3.1.5 Enroll all eligible CLIENTS into Employment Services as detailed in Subparagraph 6.3 of this Attachment A.

~~1.34.1.4~~6.3.1.6 Provide registration verification, certification and complete the necessary forms as required by ADMINISTRATOR.

~~6~~ Assign a Case Manager to each CLIENT to assess CLIENT's his/her

~~7~~ potential to obtain employment and develop a Family Self Sufficiency Plan (FSSP) for the client and each individual member of the family in the household, including children, as required.). To the degree

~~1.34.1.5~~6.3.1.7 possible, CONTRACTOR shall assign all members of a family to one
(1) Case Manager.

~~1.34.1.6~~ Conduct an orientation of the program requirements for all CLIENTS in their native languages or in languages that CLIENTS understand. ~~or whenever possible and if not, 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.

- ~~1 understand.~~ The orientation shall detail, ~~explaining public assistance (to cash-aided CLIENTS), the established grievance~~
~~1.34.1.7~~ procedures, the purpose of the refugee programs, available training, ~~and~~
employment services available, and the employment focus and goals of these
programs. ~~the training and Employment Services available,~~
- ~~2~~ Obtain information including, but not limited to, personal data, health status, work history, educational background, language proficiency, job skills, previous
~~1.34.1.8~~ 1.34.1.8 training received, length of time in the U.S., and barriers, if any, to
training and employment.
~~1.34.1.9~~ 1.34.1.9 Assess Employment Support Services needs including, but not limited
to, acculturation, household budgeting, housing, and nutritional concerns.
~~1.34.1.10~~ Explain the Mandatory Work Registration and sanctioning process to cash-aided
Sanctioning CLIENTS.
~~1.34.1.11~~ Encourage non-process to cash-aided CLIENTS to:
- ~~3~~ ~~Encourage non-cash-aided CLIENTS to~~ follow the same
~~4~~ sequence of services, wherewhereif possible. However, since non-cash aided CLIENTS participate
voluntarily,
~~1.34.1.12~~ 1.34.1.10 CLIENTS may opt to attend Employment Preparedness Workshops
(EPW) prior to job placementplacement ~~Job Placement.~~
- ~~5~~ ~~Assess Employment Support Services needs such as, but not~~
~~6~~ Administer to CLIENTS, in a version an ~~ADMINISTRATOR~~ approved by ADMINISTRATOR, ~~version~~
of the
- ~~7~~ Basic English Skills Test (BEST to), ~~an assessment that tests for reading and writing skills, to~~
~~1.34.1.13~~ 1.34.1.11 determine the individual's Student Performance Level (SPL).
- ~~8~~ Ensure that a cash-aided CLIENT with a SPL lower than four (4)
~~9~~ is enrolled in Vocational English as a Second Language (VESL) classes and is also assigned to EPW
~~1.34.1.14~~ 1.34.1.12 and Job Counseling and Job Search Assistance, as described in
Subparagraphs 1.1.1 and ~~6.3.56.3.5~~ 4.4.2 and 4.4.3 below, in accordance with the
FSSP.
- ~~10~~ CLIENTSCLIENTSFSSP.
- ~~11~~ ~~4.4.1.13.1~~ A CLIENT with a SPL of four (4) shall be referred,

~~1.34.1.14.16.3.1.12.1~~ as determined appropriate by CONTRACTOR, to

VESL or the full range of Employment Services ~~as described in~~
Paragraph 6 of this Attachment A.

~~12~~ ~~CLIENTS~~ as described in ~~Subparagraph of this Exhibit.~~

~~13~~ ~~4.4.1.13.2 A CLIENT~~ with a SPL level of five (5) or higher
~~1.34.1.14.26.3.1.12.2~~ shall be referred for the full range of Employment
Services, excluding VESL.

~~14~~ ~~4.4.1.13.3 All~~ CLIENTS with a SPL level of five (5) or higher shall
~~1.34.1.14.36.3.1.12.3~~ immediately start Job Search while attending EPW.

6.3.2 FSSP

6.3.3 Family Self Sufficiency Plan (FSSP)

CONTRACTOR shall:

~~15~~ 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 ~~Provide an inclusive assessment of the CLIENT to design a~~

~~1.34.1.15~~6.3.3.1 independence.

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

6.3.3.3 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.

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

6.3.3.3.2 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.

6.3.3.3.3 The FSSP shall include internal and external referrals and outcomes for each referral for services including, but not limited to, ~~ORR~~Office of Refugee Resettlement (ORR) funded programs, state and/or federally funded programs, and community programs.

~~1~~—Design a comprehensive service strategy that ~~not only~~ focuses on tangible barriers to employment, ~~and but~~ also

~~1.34.1.16~~6.3.3.4 incorporates other areas of potential need such as cultural, emotional, mental or physical barriers.

~~2~~—~~4.4.1.14.1 This strategy will form the basis of the FSSP that~~

~~3~~—~~addresses the CLIENT's needs from the time of arrival until the attainment of economic~~

6.3.3.5 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.

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

6.3.3.7 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.

6.3.3.8 CONTRACTOR shall ensure that the FSSP is translated, and maintain documentation on file that an interpreter was provided for CLIENTSclients with limited English proficiency.

~~4~~ 4.4.1.14.2 The FSSP should address the CLIENT's need for
~~5~~ employment-related services as well as the need for other social services.
~~6~~ Develop an individual employability plan for each CLIENT.

1.34.1.176.3.3.10 Determine ~~which of the~~ 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.~~4 of this~~

~~1.34.2~~ Employment Preparedness Workshops (EPWs), ~~Exhibit, or other available services the CLIENT needs that support the FSSP, and include these~~

~~1.34.3~~ services in the FSSP.

~~1.34.4~~6.3.4 EPW, Resources, and Transportation

CONTRACTOR shall:

1.34.4.16.3.4.1 Provide multi-leveled EPWs~~EPWs~~EPW, a minimum of once per~~per~~per week to CLIENTS. Workshop topics shall have prior approval by ADMINISTRATOR.~~for~~

~~7~~ ~~CLIENTS. Topics of workshops shall have prior approval by ADMINISTRATOR.~~

~~1.34.4.2~~ Include additional workshop sessions to address employment related social adjustment topics such as different cultures in American society, cultural conflicts in the ~~workplace~~workplace~~work place,~~ housing, ~~healthcare~~healthcare~~health care,~~ 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.

~~8~~ ~~employee's rights.~~ To promote self-sufficiency, CONTRACTOR shall utilize guest speakers

~~9~~ ~~during the workshops to present best practices and experiences in the employment services~~

~~1.34.4.3~~ process. ~~Guest speakers shall be from Community Based Organizations (CBOs)~~CBO), and former CLIENTS.

~~10~~ ~~CLIENTS.~~

~~11~~ Establish and provide access to a Resource Center, located at the facility as

~~12~~ described in Paragraph 7~~Subparagraph 7.1~~ of this Attachment AA~~Exhibit,~~ for CLIENTS to practice skills learned in EPWs. ~~EPW.~~

~~13~~ Resources shall include, but not be limited to, telephones, directories, newspapers, DVDs,

1.34.4.46.3.4.2 videotapes, personal computers, internet access, recorders, and other

tools to facilitate activities in practicing skills learned in EPW ATTACHMENT B

~~14—practicing skills learned in EPW.~~

~~15—Assist with transportation to interviews and job fairs, accompany_~~

~~1~~ CLIENTS to oversee completion of employment applications, and assist with translation during ~~1.34.4.56.3.4.3~~ interviews as needed. CONTRACTOR shall also to provide transportation for individuals at the request of SSA management or authorized staff.

~~1.34.56.3.5~~ Job Counseling and Job Search Assistance

CONTRACTOR shall:

~~2~~ Provide Job Counseling and Job Search Assistance concurrently.

~~3~~ to CLIENTS working Part-Time (PT). CLIENTS receiving Job Counseling and Job Search Assistance ~~1.34.5.16.3.5.1~~ ~~7~~ may also be enrolled in vocational training.

~~1.34.5.2~~ Ensure CLIENTS employed less than thirty-two (32) hours per week are participating in additional Employment Services activities, in accordance with Subparagraph 6.3 of this Attachment A, provided that such services do not interfere with the CLIENT's job.

~~8~~ ~~week are participating in additional Employment Services activities, in accordance with~~

~~9~~ ~~Subparagraph 6.3.4.4 of this Attachment A Exhibit, provided that such services do not interfere with the CLIENT's~~
~~1.34.5.3~~ ~~job.~~

~~10~~ Develop a collaborative Job Search Assistance plan that requires

~~11~~ CLIENTS to file a minimum of five (5) job applications per week with potential employers, and

~~12~~ conduct a minimum of one (1) contact with CONTRACTOR per week. CLIENTS enrolled in

~~13~~ VESL are exempt from the requirement of filing a minimum of five (5) job applications per week

~~14~~ until they begin their fifth (5th) month of residency in the U.S. VESL CLIENTS can be provided

~~15~~ job leads per Subparagraph 6.3.5.74.4.3.9 if their job and language skills meet the minimum requirements ~~1.34.5.46.3.5.2~~ for the required job duties.

~~16~~ Maintain weekly contacts with CLIENTS ~~in order~~ to monitor ~~job search~~ ~~search~~ Job

~~1.34.5.56.3.5.3~~ ~~Search~~ efforts and /outcomes. All weekly CLIENT contacts and contact attempts must be documented in the case file.

~~17~~ Identify and address barriers to employment and monitor

~~1.34.5.66.3.5.4~~ progress on a weekly basis. Progress resolving barriers must be documented in the case file.

~~18~~ Conduct ~~weekly~~ ~~individualized~~ ~~support~~ ~~sessions~~ ~~to~~ ~~build~~

~~19~~—CLIENT's confidence in applying and interviewing for jobs, discuss job search activities and 1.34.5.76.3.5.5 experiences, and ~~to~~ provide new tips and strategies for approaching potential employers. ATTACHMENT B

~~1.34.5.8~~ Provide personalized job search assistance and job retention services consistent with the local job market.~~Job Search Assistance and Job Retention~~

~~1.34.5.9~~ Services with awareness of the local job market and direction in locating job opportunities.

~~20~~—Provide job counseling~~counseling~~Job Counseling to assist ~~Part Time (PT)~~ or temporarily.

~~1.34.5.106.3.5.6~~ employed CLIENTS to upgrade to ~~Full-Time (FT)~~ employment.

~~1.34.5.116.3.5.7~~ Provide job leads ~~thatthatto~~ increase CLIENT skills and/or earnings.

~~1.34.66.3.6~~ Short-Term Skills Training (ST)

CONTRACTOR shall:

- ~~1~~ Evaluate and refer CLIENTS for ST ~~offered by providers~~ such as ~~1.34.6.16.3.6.1~~ 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. Include information on the activities the CLIENT was assigned to if CLIENT is unable to participate in ST.
- ~~2~~ Monitor CLIENTS attendance in training programs not provided
- ~~3~~ by CONTRACTOR ~~by, including~~ obtaining attendance records on a weekly or monthly basis, as applicable,; and identify and address barriers to ~~1.34.6.26.3.6.2~~ program completion.
- ~~4~~ Document attendance and ensure ST programs do not exceed four ~~1.34.6.36.3.6.3~~ (4) months in duration.

~~1.34.76.3.7~~ Job Development and Placement

CONTRACTOR shall:

- ~~5~~ Provide CLIENTS with job leads and information regarding potential employers. ~~Prepare and prepare~~ CLIENTS for job application completion and job interviews, ~~1.34.7.16.3.7.1~~
- ~~6~~ including providing CLIENTS with clear expectations of potential job duties, and hours of ~~1.34.7.16.3.7.1~~ employment to enhance successful job placement.
- ~~1.34.7.2~~ Provide individualized services to CLIENTS at the Resource Center described in Subparagraph 1 of this Attachment A.
- ~~1.34.7.3~~ ~~Center as described in Subparagraph 14.4.2.3 of this Attachment A~~ Exhibit.
- ~~7~~ Secure and/or provide any necessary transportation to potential
- ~~8~~ employment sites and interviews, ~~identifyexploring~~ Identify employer-sponsored carpools, considerconsiderrear ~~poools,~~ placing family
- ~~9~~ members in staggered shifts to ~~reducereducealleviate~~ transportation issues, and ~~identifyidentifying~~ jobs accessible by ~~1.34.7.46.3.7.2~~ public transportation. CONTRACTOR shall also provide transportation for individuals at the request of SSA management or authorized

staff.

~~1.34.7.56.3.7.3~~ 1.34.7.66.3.7.3 Serve as a liaison and provide support between ~~CLIENTS~~ ATTACHEMENTS and employers, educational, and training providers.

~~10~~ Monitor CLIENTS during probationary period of employment, _

~~1.34.7.66.3.7.4~~ 1.34.7.66.3.7.4 assess compatibility with employer, and assist CLIENTS with problem solving as needed.

~~1.34.86.3.8~~ 1.34.86.3.8 Employment Support, Job Retention Services, and Other Employability Services

~~11~~

CONTRACTOR shall:

- ~~1~~ Provide ~~the~~ Employment Support, Job Retention, and Other
- ~~2~~ Employability Services for a period of up to twelve (12) months from employment date or until 1.34.8.16.3.8.1 the termination of CONTRACTOR's agreement with ADMINISTRATOR, whichever occurs first.
- ~~3~~ Provide individualized and/or group vocational counseling offered
- ~~4~~ during regular business and non-business hours onsite at CONTRACTOR's facility to meet the needs of employed CLIENTS, ~~and to~~
- ~~5~~ assist them in retaining~~retaining to retain~~ employment, and~~and/or to~~ increase earning capacity by identifying opportunities for
- ~~6~~ advancement, learning new skills, upgrading present skills, finding better paying jobs, replacing 1.34.8.26.3.8.2 lost jobs, and helping PT employed CLIENTS to secure FT positions.
- ~~1.34.8.3~~ 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.
- ~~7~~ sufficiency that may include, but are not limited to, referrals to address ~~referral for resolution of behavioral health~~ 1.34.8.4 ~~issues, facilitation of emergency services such as housing, transportation or food resources, and access to available community resources.~~
- ~~8~~ Provide ~~ongoing support and~~ translation services and ongoing support to CLIENT and
- ~~9~~ employer to resolve ~~problems CLIENTS may face at the work place such as~~ conflicts with co-
- ~~10~~ workers of different ethnic groups, maximize the effectiveness of the job placement, and help the 1.34.8.56.3.8.3 CLIENT ~~to~~ maintain a positive image within the local labor market.
- ~~6.3.8.4~~ 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:
- ~~1.34.8.5.1~~ Contact all employed CLIENTS after their first week of employment to determine job satisfaction, identify and help solve problems, and provide additional employment counseling.
- ~~11~~ employment to determine their job satisfaction, to identify and help solve problems, and to provide additional

~~12 — Contact all CLIENTS after job placement to determine retention~~

~~13 — and assess the CLIENT's progress towards the goal of self-sufficiency within the following:~~

~~14 — 4.4.6.6.1 — Contact all CLIENTS the CLIENT(s) thirty (30) and sixty (60)~~

~~1.34.8.5.36.3.8.4.1~~ calendar days after placement to assess

~~CLIENT's CLIENT's the CLIENT's~~ progress toward self-sufficiency.

~~6.3.8.4.2 Contact employers and/or CLIENTS ninety (90) calendar days after placement to determine job stability and retention and assess the CLIENT's progress toward self-sufficiency.~~

~~6.3.8.4.3 After six (6) months of employment, CONTRACTOR shall contact the 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 the ADMINISTRATOR.~~

~~15 — Provide 4.4.6.6.2 — Should a CLIENT lose his/her job, provide~~

~~16 — supportive counseling to prevent the CLIENT from experiencing a sense of failure and to~~

~~17 — encourage efforts to seek employment again, should:~~

~~18 — 4.4.6.6.3 — Contact the employers and/or CLIENT lose his/her/their job. Promptly re-engage CLIENT(s) ninety (90)~~

~~19 — calendar days after placement to determine retention and assess the CLIENT's progress toward~~

~~1~~ self sufficiency.

~~3~~ ~~4.4.6.6.4~~ After six (6) months of employment, CONTRACTOR shall contact both the employer and the CLIENT to ensure the CLIENT(s) is

~~1.34.8.5~~ 6.3.8.4.4 making satisfactory progress in job search activities as the job. CONTRACTOR shall then complete the necessary and inform the County worker assigned.

6.3.8.4.5 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.

6.3.8.4.6 CLIENT's employment services file may be closed if CLIENT continues to remain successfully employed for six (6) months.

~~4~~ ~~CLIENTS~~ ~~CLIENTS~~ paperwork, close the CLIENT's file, and report the outcome to the ADMINISTRATOR.

6.3.8.4.7 ~~4.4.6.6.5~~ Clients are eligible for RSS services for sixty (60) months upon entering the U.S. country.

~~5~~ Retain an active CLIENT ~~CLIENT~~ CLIENT's file for a period of twelve (12)

~~6~~ months from date of employment or until the termination of this Agreement, whichever ~~comes occurs~~ 1.34.8.6 6.3.8.5 first.

~~7~~ Refer CLIENTS ~~to~~ ~~for~~ English Language Training (ELT) for CLIENTS who cannot participate in onsite VESL and/or ST

~~8~~ classes conducted by local educational providers or CBOs, to promote continued education, and ~~to~~

~~9~~ assist CLIENTS ~~CLIENTS~~ the CLIENT in learning new skills and/or enhance present job skills to increase earning their earnings ~~1.34.8.7~~ 6.3.8.6 potential.

~~1.34.9~~ VESL

6.3.9 Vocational English as a Second Language (VESL)

CONTRACTOR shall:

~~1.34.9.1~~ 6.3.9.1 Enroll CLIENTS in VESL for a maximum of three (3) months.

~~1.34.9.2~~ Document VESL attendance in accordance with Subparagraph 8.7 of this Attachment A. ~~8.5~~ of

- ~~10~~ Provide classroom training of the English language as it relates
- ~~11~~ to finding, obtaining, and maintaining employment. CLIENTS may be temporarily excused from ~~1.34.9.46.3.9.2~~ classes for job interviews if appropriate job openings are identified.
- ~~12~~ Utilize a curriculum that is ELT correlated, with emphasis on job-
~~1.34.9.56.3.9.3~~ related terminology.
- 6.3.9.4 Provide different levels of VESL, as appropriate, to meet CLIENT's needs.
- ~~1.34.9.6~~ 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.
- ~~13~~ ~~week. Class instruction will be offered Monday through Friday, 8:00 a.m. to 5:00 p.m., with~~
~~1.34.9.7 instructional offerings after hours to meet the needs of the target population.;~~
- ~~14~~ Provide different levels of VESL, as appropriate, to meet
- ~~15~~ CLIENT's needs.
- ~~16~~ Integrate monthly workshops, preferably employment-related workshops,

~~1.34.9.8~~~~6.3.9.5~~ with VESL classes. ~~Workshops; workshops~~ and materials must be pre-approved by ADMINISTRATOR.

~~1.34.9.9~~ 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 ~~the~~ teachers during ~~the~~ uncovered hours.

~~1.34.9.10~~ ~~uncovered hours~~. Conduct

~~1~~ — Conduct ~~Using the BEST, conduct~~ post-testing using the BEST on all enrollees tested per

~~2~~ — Subparagraph ~~14.4.1.10~~ of this Attachment AA Exhibit, to document individual progress as well as success of the

~~1.34.9.11~~~~6.3.9.6~~ instruction, and record test results in the CLIENT's case file per Subparagraph ~~8.7.8.5~~ of this Attachment AA Exhibit.

~~1.35.6.4~~ Outreach and ~~Referrals~~~~Referrals~~Referral to Low Income Programs

~~3~~ — CLIENTS ~~to be~~ served shall be both cash aided and non-cash aided CLIENTS, who are not Employment Services participants.

~~1.35.16.4.1~~ Intake and Assessment

CONTRACTOR shall:

~~1.35.1.1~~ Accept all referrals from SSA, public and private agencies, and self-referrals for CLIENTS.

~~1.35.1.2~~ ~~self-referrals for CLIENTS~~.

~~1.35.1.3~~~~6.4.1.1~~ Accept cash-aided and non-cash aided CLIENTS.

~~1.35.1.4~~~~6.4.1.2~~ Solicit eligible CLIENTS on a voluntary basis.

~~1.35.1.5~~ Verify eligibility for services by ~~reviewing~~~~reviewing~~viewing and photocopying, as appropriate:

~~6.4.1.3~~ appropriate:

~~6.4.1.3.1~~ Resident, ~~resident~~ alien cards

~~6.4.1.3.2~~ USCIS, ~~USCIS'~~ I-94 forms

~~6.4.1.3.3~~ I-551 Permanent Resident cards

~~6.4.1.3.4~~ I-766 Employment Authorization Document

~~6.4.1.3.5~~ Asylum, ~~asylum~~ approval letters

6.4.1.3.6 Immigrant visas

6.4.1.3.7 SAVE reports

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6.4.1.3.8 Foreign passport with ISCIS/DHS/CBP admission stamp

6.4.1.3.9 Class of admission codes

6.4.1.3.10 Date of entry

~~4~~ ~~Trafficking, trafficking~~ victim

6.4.1.3.11 federal certification letters

6.4.1.3.12 ~~T-1(i)~~ or ~~T-2(ii)~~ visas

6.4.1.3.13 ~~Drivers', driver's~~ licenses

~~5~~ ~~Proof, and proof~~ of residence in Orange

~~1.35.1.5.16.4.1.3.14~~ County:

~~6~~ Provide registration verification, and complete the necessary

~~1.35.1.6.4.1.4~~ forms as required by ADMINISTRATOR.

~~7~~ Assign a Case Manager to each CLIENT, who shall act as an

~~8~~ advisor to assess ~~CLIENT~~ ~~CLIENT~~ the ~~CLIENT's~~ needs, and provide CLIENTS with information for for who
will inform them of community resources, make

~~1.35.1.7.6.4.1.5~~ appropriate referrals, and follow up on resources and referrals.

~~9~~ Refer ~~CLIENTS~~ to ~~Low Income Programs, as described in~~

~~1 Subparagraph 4.5.3.1 of this Exhibit, and follow up to confirm outcome of referral. Make any~~

~~2~~

~~3~~ Conduct an orientation with CLIENTS on the purpose and goals

~~4~~ of the RSS program objectives as described in ~~Subparagraph~~ Paragraph 5.1 ~~Subparagraph 2.1~~ of this Attachment AA ~~Exhibit~~, the available services as described in Paragraph 64 of this Attachment AA ~~Exhibit~~, and the Formal Grievance Process as described in Subparagraph 14.4 ~~9-6~~ of this Attachment AA ~~Exhibit~~ for all CLIENTS in their native language whenever possible, or 1.35.1.86.4.1.6 and if not, in a language that the CLIENT understands when the native language translation is not available.

~~5~~ Conduct a service needs assessment, documenting on a form

~~6~~ approved by ADMINISTRATOR, that at a minimum addresses, the issues and barriers to attaining and

~~7~~ maintaining stability, community integration and self-sufficiency, and assesses the services required to

~~8~~ address CLIENT CLIENT the CLIENT's needs and which will improve the CLIENT's quality of life.

For CLIENTS

1.35.1.96.4.1.7 participating in Employment Services, this strategy shall be included as part of the FSSP.

6.4.1.8 Refer CLIENTS to programs and services, as described in Subparagraph 6.4.3 of this Attachment A and any additional referrals for services as needed. Follow up to confirm and document outcome of referral.

1.35.26.4.2 Outreach

CONTRACTOR shall:

6.4.2.1 Secure prior written approval from ADMINISTRATOR for all outreach activities.

~~9~~ Provide provide a minimum of ten (10) community

~~10~~ outreach activities per year in order to identify and notify new CLIENTS of available services,

1.35.2.16.4.2.2 service location location locations, and how to access the services provided under this Agreement.

~~11~~ Provide aa CONTRACTOR shall secure prior written report to approval from

~~12~~ ADMINISTRATOR at the six (6) and twelve (12) month mark of each fiscal year for all outreach activities.

~~13~~ CONTRACTOR shall provide a written report to

~~14~~ ADMINISTRATOR summarizing each outreach activity including including to include, but not be limited to, the

1.35.2.26.4.2.3 number of participants, services provided, and the resulting number of

~~1.35.3 Referral to Low Income Programs~~

~~6.4.3 Referrals~~

~~CONTRACTOR shall:~~

~~6.4.3.1 Provide CLIENTS with community resource materials.~~

~~6.4.3.2 Provide CLIENTS assistance with enrolling in low-income programs by making application forms available and with completion of application forms.~~

~~15~~—Refer CLIENTS for other appropriate services or community

~~16~~—resources including, but not limited to:; Head Start; Women, Infants; and Children’s Services

~~17~~—Program; ~~CalFresh Program~~~~Program~~~~Cal Fresh~~; Covered California; Medi-Cal; Low Income Home Energy Assistance

~~18~~—Program; ~~utility company reduced rate programs~~~~program~~~~the Utility Company’s Reduced Rate Programs~~; consumer education programs; childcare

~~19~~—services and payment programs; low-income housing assistance and housing subsidy programs,

- ~~1~~ including first-time buyer programs; food assistance programs such as food banks; Family ~~2~~ Resource Centers; and other local community agencies providing services, as appropriate, to ~~1.35.3.16.4.3.3~~ remove barriers and/or improve the CLIENT's quality of life by increasing access to services.
- ~~3~~ Refer non-cash aided CLIENTS to SSA, the Social Security ~~1.35.3.26.4.3.4~~ Administration, or other agencies providing financial assistance as appropriate.
- ~~4~~ Provide CLIENTS with community resource materials.
- ~~5~~ Provide CLIENTS assistance in enrolling in low income ~~6~~ programs by making application forms available and assisting in completion of the forms.
- ~~7~~ Follow up with CLIENTS to ensure referrals to services outside ~~1.35.3.36.4.3.5~~ CONTRACTOR's agency ~~are~~ were successful. All referrals must be documented and must demonstrate purpose and progress from initiation to completion.

~~1.36.5~~ Interpretation/Translation Services

CONTRACTOR shall:

- ~~1.36.1~~ Provide CLIENTS with interpretation/translation services as needed, to assist ~~1.36.26.5.1~~ with enrollment in RSS program services ~~services~~ low income programs, or make the appropriate referral.
- ~~1.36.3~~ Provide CLIENTS with legal or medical interpretation/translation services or, or make the appropriate referral.
- ~~1.36.4~~ ~~make the appropriate referral.~~
- ~~1.36.5~~ Follow up with CLIENTS referred to interpretation/translation services outside the ~~1.36.66.5.2~~ CONTRACTOR's agency to ensure that CLIENT received services.

~~1.37.6~~ Mentoring Services

- ~~1.37.1~~ CLIENTS are eligible to receive Mentoring Services if ~~they are~~ eligible to ~~1.37.2~~ receive RSS pursuant to this Agreement, and if CLIENTS ~~CLIENTS~~ they have been residing in the U.S. for less than ~~1.37.36.6.1~~ one (1) year.

~~8 CONTRACTOR shall:~~

~~9 Develop a plan that addresses the CLIENT's concerns including, but not~~ ATTACHMENT B

~~10 limited to, the need for acculturation, specialized needs, the need for other social services, and~~

~~11 referrals for Medi-Cal and CalFresh benefits. For CLIENTS participating in Employment
1.37.41.1.1 Services, this strategy should be included as part of the FSSP.~~

~~12 Refer CLIENTS as needed to CBOs, other service agencies, or other~~

~~1 COUNTY contracted service providers, as appropriate, to assist CLIENTS to address barriers
2 including, but not limited to, personal health, family conflict, housing, and transportation issues.~~

~~3 Older Refugee Services~~

~~4 Older Refugees are defined as Refugees sixty (60) years of age and over
5 and include Asylees, Special Immigrant Visas, and Cuban and Haitian Entrants, are eligible to
6 receive or be referred to Citizenship and Naturalization Services (CNS).~~

~~7 CONTRACTOR shall provide the following services in order to facilitate self-
8 sufficiency:~~

~~9 Outreach, Education, and Translation~~

~~10 Conduct outreach and provide education on available services
11.37.4.11.1.1.1 and how to obtain these services.~~

~~11 Provide translation and interpretation services.~~

~~12 Linkages~~

~~13 CONTRACTOR shall establish linkages with local Area
14 Agencies on Aging, to enhance awareness in order to make mainstream senior programs more
15.37.4.21.1.1.1 linguistically and culturally appropriate to Older Refugees.~~

~~16.37.51.1.1 ELT~~

~~15 CONTRACTOR shall provide or refer Older Refugees to ELT
16 specifically designed for Older Refugees who are preparing for naturalization.~~

~~17 Citizenship Training~~

~~18 Provide or refer Older Refugees to citizenship classes with a
19 curriculum consisting of integrated instruction in American history and civics. Lessons will
20 include preparation for the USCIS interview.~~

~~21 Provide training for Older Refugees with an understanding of
22.37.5.11.1.1.1 their basic rights and responsibilities as U.S. citizens.~~

~~22 Naturalization Application Assistance~~

~~1 CONTRACTOR shall:~~

~~2 Provide application assistance to facilitate Older Refugees in
3 completing the application process, including appointments to take the written civics and history
4.37.5.21.1.1.1 exams.~~

~~4 Transportation~~

~~5 Assist Older Refugees with securing transportation, as needed, to
6 classes and CNS.~~

~~7 Maintain a log of the CLIENTS that receive CNS per Subparagraph 8.5 of
8 this Exhibit.~~

~~9 PERFORMANCE REQUIREMENTS~~

~~10 CONTRACTOR shall meet the following annual outcomes during the term of this
11 Agreement:~~

~~12 A minimum of fifty percent (50%) of all unduplicated CLIENTS (aided and
13 non cash aided) identified in Paragraph 1 of this Exhibit shall be placed in either FT/PT
14 employment.~~

~~15 A minimum of seventy percent (70%) of all unduplicated Job Ready
16 CLIENTS (aided and non cash aided) identified in Paragraph 1 of this Exhibit shall be placed in
17 either FT/PT employment.~~

~~18 A minimum of eighty five percent (85%) of the unduplicated CLIENTS
19 identified in Paragraph 1 of this Exhibit, shall retain employment for ninety (90) days.~~

~~20 A minimum of twenty percent (20%) of the total unduplicated CLIENTS
21 identified in Paragraph 1 of this Exhibit, shall obtain employment that pays an average wage of at~~

~~22 A minimum of twenty percent (20%) of the RSS caseloads shall be
23 comprised of non-aided participants.~~

~~24 ADMINISTRATOR, in its sole discretion, may require changes to the outcome
25 objectives stated above, to comply with any changes in law, or S_tate or federal regulations.~~

~~1~~ ADDITIONAL CONTRACTOR RESPONSIBILITIES

- ~~2~~ In addition to providing the services described in Paragraph 4 of this Exhibit
- ~~3~~ CONTRACTOR agrees to:
- ~~4~~ Follow ADMINISTRATOR's and CDSS' current procedures concerning any
- ~~5~~ CLIENT's failure to participate or cooperate. ~~ADMINISTRATOR will forward such procedures~~
- ~~6~~ to CONTRACTOR.
- ~~7~~ Utilize the FSSP to monitor the CLIENT's progress through the RSS program and
- ~~8~~ through other service providers.
- ~~9~~ Monitoring includes, but is not limited to, Job Placement, employment
- ~~10~~ retention, status of referrals to service providers, and changes to an individual's personal data.
- ~~11~~ This will also include completing all Mandatory Referral forms as well as coordinating with and
~~1.37.5.31.1.1.1~~ providing information, as determined necessary by
~~ADMINISTRATOR, to the referring agencies.~~
- ~~12~~ Document progress, attendance and participation hours in accordance with
- ~~13~~ Subparagraph 8.5 of this Exhibit A.
- ~~14~~ Document failure by a cash aided CLIENT to participate/cooperate utilizing forms
- ~~15~~ provided by ADMINISTRATOR.
- ~~16~~ Forward to ADMINISTRATOR appropriate documentation of noncompliance and
- ~~17~~ nonparticipation regarding a CLIENT who is required to participate for a good cause
- ~~18~~ determination, sanction implementation or conciliation plans.
- ~~19~~ Employ or subcontract with staff as described in Subparagraph 12.3.1 of this
- ~~20~~ Exhibit A that speak the CLIENTs' native languages and are culturally responsive to the
~~1.37.61.1.1~~ populations served.
- ~~21~~ Encourage all CLIENTS, who meet the qualifications, to apply for
~~1.37.71.1.1~~ CONTRACTOR staff positions to assist in reaching the goal of self sufficiency.
- ~~22~~ Participate in Fair Hearings as necessary. Fair Hearings is a process available to
- ~~23~~ CLIENTs if they disagree with an action taken by COUNTY.
- ~~24~~ Ensure CLIENT's Personally Personal Identifiable Information (PII) is kept
- ~~25~~ confidential and secure in accordance with the County of Orange Social Services Agency (SSA)

~~1 Administrative Policies and Procedures Manual Number I6, Information Technology Security and
2 Usage and Number I7F21, Loss of Personally Identifiable Information Privacy and Security Incident of
3 reference as Attachments 1 and 2 respectively. CONTRACTOR acknowledges receipt of a copy
4 1.37.81.1.1 of said policies.~~

~~4 CONTRACTOR shall comply with confidentiality requirements as stated in
5 Paragraph 30 of this Agreement when accessing COUNTY Data System.
6 Provide training to staff that uses COUNTY Data System related to the sensitivity
7 of CLIENT PII.~~

~~8 FACILITIES~~

~~9 CONTRACTOR shall:~~

~~10 Provide administrative services under this Agreement at:~~

~~11 Access California Services~~

~~12 631 S Brookhurst Street, Suite 107~~

~~Anaheim, CA 92804~~

~~13 CONTRACTOR and ADMINISTRATOR may mutually agree in writing as to the
14 facility(ies) and location(s) where services shall be provided without changing COUNTY's
15 maximum obligation.~~

~~16 Provide its own facility for CONTRACTOR's administrative functions and
17 programmatic functions of administering services pursuant to this Agreement. COUNTY has the
18 right to approve or disapprove of CONTRACTOR's facility and location.~~

~~19 Ensure that proposed facility location(s) is/are accessible to public transportation
20 for CLIENTS from throughout Orange County.~~

~~21 Maintain an Accessibility Plan that describes how CLIENTS located throughout
22 Orange County can easily get to the site(s).~~

~~23 Provide parking spaces for CLIENTS free and exclusive use.~~

~~24 Provide their own facility that is compliant with the Americans with Disabilities
25 1.381.1 Act (ADA) and follows the CDSS County Refugee Program Guidelines (2006).~~

~~25 Not require CLIENTS to travel more than two (2) hours round trip to obtain~~

~~28~~

~~1.38.1.11.1.1.1~~ s

~~e~~ ~~1.38.21.1.1~~

~~Provide parking for disabled CLIENTS in accordance with the ADA, and any other~~

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~~2~~

~~3 rules or statutes relating to parking for disabled persons.~~

~~4 Provide a secure work area to maintain confidentiality of client information.~~

~~5 Provide facilities that are safe, clean, and maintained in compliance with all~~

~~6 applicable laws, rules, regulations, building codes, statutes, and orders, as they now exist or may~~

~~7 be subsequently amended. CONTRACTOR shall provide all repair, maintenance, and janitorial~~

~~8 services to all premises on a five day per week basis, subject to the satisfaction of COUNTY. If~~

~~9 CONTRACTOR fails to provide satisfactory repair, maintenance, and janitorial services to the~~

~~10 premises, ADMINISTRATOR may notify CONTRACTOR in writing. Failure to comply may~~

~~1.391.1 result in termination of this Agreement.~~

~~11~~ REPORTS

CONTRACTOR shall:

~~6.6.2~~ 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.

~~6.6.3~~ 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.

6.7 Older Refugee Services

6.7.1 Outreach, Education and Translation

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

6.7.1.2 Provide interpretation and translation services.

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

6.7.2 Linkages

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

6.7.3 ~~English Language Training (ELT)~~

ELT

6.7.3.1 Provide or refer Older Refugees to ELT specifically designed for Older Refugees preparing for naturalization.

6.7.3.2 Provide ELT in a concurrent, rather than sequential, time period with employment or other employment-related services.

6.7.4 Citizenship Training

6.7.4.1 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.

6.7.4.2 Provide training for Older Refugees with an understanding of their basic rights and responsibilities as U.S. citizens.

6.7.5 Naturalization Application Assistance

6.7.5.1 Provide application assistance to facilitate Older Refugees in completing the application process, including appointments to take the written American History and Civics exams.

6.7.6 Transportation

6.7.6.1 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.

6.7.7 Maintain a list of CLIENTS that receive USCIS citizen and naturalization services per Subparagraph 1.1 of this Attachment A.

6.8.1 CONTRACTOR shall provide direct housing and utility assistance and 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.

6.8.2 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:

6.8.2.1 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.

6.8.2.2 Provide full or partial payments up to a maximum of six (6) months to either a vendor/third-party or CLIENT.

6.8.2.3 Provide HAU payments to one (1) adult or primary applicant per household on behalf of the entire household.

6.8.2.4 Verify and collect documentation of financial need (i.e., lease agreements and utility bills, etc.) showing the amount owed by the applicant or household.

6.8.2.5 Issue payment directly to the vendor/third-party or to the CLIENT.

6.8.2.6 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.

6.8.2.7 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).

6.8.2.8 Verify that applicants are not residing with their financial supporters at the time of application.

6.8.2.9 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.

CONTRACTOR shall:

ATTACHMENT B

- 6.9.1 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.
- 6.9.2 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.
 - 6.9.2.1 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.
- 6.9.3 Document progress, attendance, and participation hours in accordance with Subparagraph 8.7 of this Attachment A.
- 6.9.4 Document cash-aided CLIENT failure to participate and/or cooperate, utilizing forms provided by ADMINISTRATOR.
- 6.9.5 Participate in the overall non-compliance process.
- 6.9.6 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.
- 6.9.7 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.
- 6.9.8 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.
- 6.9.9 Encourage all CLIENTS who meet qualifications to apply for CONTRACTOR staff positions to assist in reaching the goal of self-sufficiency.
- 6.9.10 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. CONTRACTOR acknowledges receipt of a copy of said policies.

6.9.11 CONTRACTOR shall comply with confidentiality requirements as set forth in Paragraph 30 of this Agreement when accessing COUNTY Data System.

6.9.12 Provide training related to protecting sensitive and confidential information of CLIENT PII to staff that uses the designated COUNTY Data System.

6.10 CONTRACTOR shall communicate with ADMINISTRATOR, CLIENTS and service providers as needed. All such communication shall be documented per Subparagraph 8.7 of this Attachment A.

6.10.1 Frequency of communication shall depend on the individual CLIENT and specific service issue(s).

6.10.2 CONTRACTOR shall use the format of communication that best meets the needs of CLIENTS.

6.10.3 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.

6.10.4 CONTRACTOR shall maintain weekly contact with all CLIENTS to ensure consistent frequency of service and to support self-sufficiency.

6.10.5 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.

6.10.6 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 COUNTY maximum

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/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:

1.40—Submit various reports by the required due dates, including but not limited to, financial reports, monthly

1.41—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 summarize the results of successes and barriers experienced in the provision of services.

1.42—efforts made to achieve the outcome objectives outcomes as noted in Paragraph 35 of this Attachment A Exhibit, and will reflect

~~1.43 — successes and barriers experienced in the provision of services.~~

~~1.44 — Complete reports as required by ADMINISTRATOR, including Quarterly~~ ATTACHMENT B

~~1.45~~ 8.1 Performance, Quarterly Progress, and Semi-Annual Progress ~~Reports~~ Reports ~~reports~~.

~~1.46~~ 8.2 Comply with data gathering methodology as prescribed by ADMINISTRATOR.

~~1.47~~ 1.1 ADMINISTRATOR

~~1.48~~ 8.3 Maintain and submit Employment Services and demographic statistics on CLIENTS served and services provided as required by ADMINISTRATOR.

~~1.49 — CLIENTS served and services provided as required by ADMINISTRATOR.~~

~~1.50 — Maintain records, collect data, and provide reports as required by~~

~~1.51 — ADMINISTRATOR in order to track progress, and monitor outcome objectives identified in~~

~~1.52~~ 8.4 Paragraph 35 of this Attachment A. Exhibit. Data elements shall include, but are not limited to, the following:

~~1.52.1 — Number of CLIENTS and breakdown of number of CLIENTS by~~

~~1.52.2 — age group, type of servicesservicesservice and time elapsed from date of entry in the U.S.;US;~~

- ~~1.52.3~~
- ~~1.52.4~~ 8.4.1 Number of unduplicated CLIENTS placed into Employment Services as described in Subparagraph 6.3 of this Attachment A;
- ~~1.52.5~~ Services as described in Subparagraph 4.4 of this Exhibit;
- ~~1.52.6~~ Number of unduplicated CLIENTS placed into Employment
- ~~1.52.7~~ 8.4.2 Support, Job Retention Services, and Other Employability Services as described in Subparagraph 6.3.8 of this Attachment A;
- ~~1.52.8~~ 4.4.6 of this Exhibit;
- ~~1.52.9~~ Number of unduplicated CLIENTS placed into Mentoring Services
- ~~1.52.10~~ Services as described in Subparagraph 4.7 of this Exhibit;
- ~~1.52.11~~ 8.4.3 ~~Number of unduplicated CLIENTS placed into CNS~~ as described in Subparagraph 6.6 of this Attachment A;
- 8.4.4 Number of unduplicated CLIENTS placed into USCIS citizen and naturalization services as described in Subparagraph 6.7 of this Attachment A;
- ~~1.52.12~~ Subparagraph 4.8.1 of this Exhibit;
- ~~1.52.13~~ 8.4.5 Percentage ~~of unduplicated CLIENTS placed in either FT or PT~~ employment;
- ~~1.52.14~~ employment;
- ~~1.52.15~~ Percentage of job placements ~~placements~~ Job Placements with an average starting wage of at least
- ~~1.52.16~~ 8.4.6 eighteen percent (18%) above the prevailing California minimum wage;
- ~~1.52.17~~ 8.4.7 Percentage of CLIENTS who retain employment for at least ninety (90) days;
- ~~1.52.18~~ days;
- ~~1.52.19~~ 8.4.8 Referrals made and referral outcomes;
- ~~1.52.20~~ 8.4.9 Length of time that CLIENTS are placed in Employment Services;
- ~~1.52.21~~ 8.4.10 Pay rate and length of time of employment retention;
- ~~1.52.22~~ Statistics measuring and reporting categorical variables ~~variables regarding characteristics of identified segments~~ of the refugee
- ~~1.52.23~~ 8.4.11 population. Categories include, but are not limited to, demographic information, household size, and immigrant status;
- ~~1.52.24~~ 8.4.12 Summary of complaints received;
- 8.4.13 Outcomes of supervisory case reviews; and
- 8.4.14 Training activities and list of attendees.

~~1.53~~ Program narratives in reporting shall ~~Narrative to~~ include activities undertaken to accomplish ~~the~~

annual_

~~1.54~~—outcomes ~~and, as well as~~ interim goals achieved within the reporting period, including new program

~~1.55~~—initiatives undertaken, plans developed and/or implemented for program improvement, and services
service

~~1.56~~1.58.5enhancement..;

~~1.57~~—Outcomes of supervisory case reviews; and

~~1.58~~—Training activities and list of attendees.

~~1.59~~—1 1.62.6CONTRACTOR shall utilize appropriate forms for RSS

~~1.60~~—providers as needed. program activities and reporting, communicate with

~~ADMINISTRATOR and service~~

~~1.61~~—3

~~1.62.1~~—

~~1.62.2~~—

~~1.62.3~~—Frequency of communication shall depend on the

~~individual CLIENT and~~

~~1.62.4 —specific service issue(s).~~

~~1.62.5 —CONTRACTOR shall use the format of communication best suited to~~

~~1.62.6 —meeting the needs of the CLIENTS.~~

~~1.62.7 —After initial referral to a service provider, follow up communication shall~~

~~1.62.8 —be made with the CLIENT within seven (7) to ten (10) business days to ensure linkage to the~~

~~1.62.9 1.1.1 —referred service was successful.~~

~~1.62.10 —All such communication shall be documented per Subparagraph 8.5 below.~~

~~1.62.11 —CONTRACTOR shall maintain weekly contact with all CLIENTS in order~~

~~1.62.12 —to better serve them as they move toward self-sufficiency.~~

~~1.62.13 —Types of expected contacts include, but are not limited to, face-to-face at~~

~~1.62.14 —CONTRACTOR’s office location, in-home or virtual visits, site visits with CLIENTS, letter/correspondence,~~

~~1.62.15 —and telephone contact.~~

~~1.62.16 —All contacts should help to motivate and counsel CLIENTS in the benefits~~

~~1.62.17 1.1.1 —of economic self-sufficiency.~~

~~1.62.18 —Forms~~

~~1.62.19 —ADMINISTRATOR will provide CONTRACTOR with copies~~copies~~ a ~~copy~~ of all~~

~~1.62.20 8.6.1 —mandatory federal, state~~state~~ state and COUNTY forms, as applicable.~~

~~1.62.21 —CONTRACTOR shall be responsible for duplication and distribution of all forms to staff and any subcontractors.~~

~~1.62.22 —forms to its staff and any subcontractors.~~

~~1.62.23 —CONTRACTOR may develop ~~their own~~ internal RSS program forms that are not~~

~~1.62.24 —mandated by COUNTY, or by program requirements. Internal~~Internal~~ However, internal forms shall be reviewed~~

~~1.62.25 8.6.2 —and approved by ADMINISTRATOR prior to implementation.~~

~~1.63 —Case Narratives~~

~~1.64 8.7 —CONTRACTOR shall accurately maintain and update CLIENT~~CLIENT~~ the case narratives~~narratives~~ narrative.~~

~~1.64.1 —Case narratives shall be completed any time there is a case-related~~

~~1.64.2 8.7.1 —action taken by any staff person associated with the CLIENT case file.~~

~~1.64.3 —All case narrative entries by CONTRACTOR ~~shall~~~~are to~~ be signed, dated, legible and in a format approved by ADMINISTRATOR.;~~

~~1.64.4~~ and in a format approved by ADMINISTRATOR.

~~1.64.58.7.2~~ Case narratives shall include, but ~~are~~ not be limited to, the following:

~~1.64.5.18.7.2.1~~ Date the case/referral is received;

~~1.64.5.28.7.2.2~~ Current status of the case, including assessment of service needs, actions taken and status of referrals;

~~1~~ actions taken, and status of referrals;

~~1.64.5.38.7.2.3~~ Scheduled dates and reasons for all contacts;

~~2~~ Overall case plan of CLIENT contact, outcomes, and follow-up dates

~~1.64.5.48.7.2.4~~ arranged during contact;

~~1.64.5.58.7.2.5~~ Dates of attendance and participation hours for all RSS activities;

~~1.64.5.68.7.2.6~~ Complete and accurate descriptions~~descriptions~~description of all case activities~~activities~~activity;

~~3~~ Issues identified related to the CLIENT's progress toward the goal

~~1.64.5.78.7.2.7~~ goals established in the FSSP;

~~4~~ Identification of and plan to secure any missing information in

~~1.64.5.88.7.2.8~~ the CLIENT's file; and

~~1.64.5.98.7.2.9~~ Summary of ~~all~~ written and verbal communication with CLIENT.

~~1.64.6~~ The closing case narrative shall include the date and reason for the case being

~~1.64.78.7.3~~ closed, ~~and~~ any incomplete actions pending and rationale for incomplete actions.

~~1.65~~ Any additional information regarding ~~the~~ RSS program~~program~~Program's progress shall be

~~1.668.8~~ prepared in a format approved by ADMINISTRATOR.

~~1.678.9~~ ADMINISTRATOR may add, delete, waive or otherwise modify individual reporting requirements as stated in Paragraph 8 of this Attachment A.

9. MEETINGS

~~1.68~~ ADMINISTRATOR and Family Self-Sufficiency – Adult Services (FSS-AS) staff representative(s) shall meet monthly, or as determined by ADMINISTRATOR, with reporting requirements as stated in this Paragraph.

~~1.69~~ PERFORMANCE MONITORING

9.1 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 4046 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>	<u>ANNUAL</u>
<u>Direct Service Costs ⁽¹⁾</u>	<u>\$397,129</u>
<u>Indirect Costs ⁽⁵⁾</u>	<u>\$95,784</u>
<u>TOTAL ANNUAL MAXIMUM OBLIGATION:</u>	<u>\$492,913</u>

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

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

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

<u>RSS Services</u>	<u>ANNUAL</u>
---------------------	---------------

Direct Service Costs ⁽¹⁾

\$367,744

Indirect Costs ⁽⁵⁾

\$82,256

ATTACHMENT B

TOTAL ANNUAL MAXIMUM OBLIGATION:

\$450,000

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

RSS Services

<u>STAFFING</u>	<u>Position Type</u> ⁽¹⁾	<u>Maximum Hourly Rate</u> ⁽³⁾	<u>FTE</u> ⁽²⁾	<u>Amount</u>
<u>Program Director I</u>	<u>D</u>	<u>40.00</u>	<u>0.25</u>	
<u>Program Director II</u>	<u>D</u>	<u>36.05</u>	<u>0.25</u>	
<u>Program Manager</u>	<u>D</u>	<u>26.00</u>	<u>0.40</u>	
<u>Outreach and Educator</u>	<u>D</u>	<u>24.00</u>	<u>0.40</u>	
<u>Case Manager/Driver</u>	<u>D</u>	<u>22.00</u>	<u>4.00</u>	
<u>Intake Clerk</u>	<u>D</u>	<u>21.00</u>	<u>0.40</u>	
<u>Executive Director</u>	<u>A</u>	<u>76.00</u>	<u>0.18</u>	
<u>Bookkeeper</u>	<u>A</u>	<u>24.00</u>	<u>0.20</u>	

Staffing Subtotal \$320,095

Employee Benefits ⁽⁴⁾ \$40,000

TOTAL RSS STAFFING & EMPLOYEE BENEFITS \$360,095

TOTAL RSS SERVICES AND SUPPLIES AND OPERATING EXPENSES ⁽⁶⁾⁽⁷⁾ \$89,905

TOTAL RSS STAFFING AND BENEFITS, SERVICES AND SUPPLIES AND OPERATING EXPENSES \$450,000

INDIRECT COSTS (10%) ⁽⁵⁾ \$50,000

TOTAL RSS BUDGET ANNUAL MAXIMUM OBLIGATION \$500,000

HAU Services

<u>STAFFING</u>	<u>Position Type</u> ⁽¹⁾	<u>Maximum Hourly Rate</u> ⁽³⁾	<u>FTE</u> ⁽²⁾	<u>Amount</u>
<u>Program Director</u>	<u>D</u>	<u>42.00</u>	<u>0.25</u>	
<u>Program Manager</u>	<u>D</u>	<u>30.00</u>	<u>0.25</u>	
<u>Program Supervisor</u>	<u>D</u>	<u>25.00</u>	<u>0.25</u>	
<u>Outreach and Educator</u>	<u>D</u>	<u>26.00</u>	<u>0.30</u>	
<u>Case Manager</u>	<u>D</u>	<u>22.00</u>	<u>2.00</u>	

<u>Executive Director</u>	<u>A</u>	<u>76.00</u>	<u>0.25</u>
<u>Bookkeeper</u>	<u>A</u>	<u>25.00</u>	<u>0.35</u>

ATTACHMENT B

<u>Staffing Subtotal</u>	<u>\$215,680</u>
<u>Employee Benefits⁽⁴⁾</u>	<u>\$43,136</u>
<u>TOTAL HAU STAFFING & EMPLOYEE BENEFITS</u>	<u>\$258,816</u>
<u>TOTAL HAU HOUSING AND UTILITIES EXPENSES⁽⁸⁾</u>	<u>\$615,000</u>
<u>TOTAL HAU SERVICES AND SUPPLIES AND OPERATING EXPENSES⁽⁶⁾⁽⁷⁾</u>	<u>\$76,184</u>
<u>TOTAL HAU BUDGET</u>	<u>\$950,000</u>
<u>TOTAL ANNUAL MAXIMUM OBLIGATION</u>	<u>\$1,450,000</u>

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

<u>STAFFING</u>	<u>Position Type⁽¹⁾</u>	<u>Maximum Hourly Rate⁽³⁾</u>	<u>FTE⁽²⁾</u>	<u>Amount</u>
<u>Program Director I</u>	<u>D</u>	<u>42.00</u>	<u>0.23</u>	
<u>Program Director II</u>	<u>D</u>	<u>37.0005</u>	<u>0.25</u>	
<u>Program Manager</u>	<u>D</u>	<u>27.00</u>	<u>0.40</u>	
<u>Outreach and Educator</u>	<u>D</u>	<u>24.00</u>	<u>0.35</u>	
<u>Case Manager/Driver</u>	<u>D</u>	<u>2321.00</u>	<u>3.85</u>	
<u>Intake Clerk</u>	<u>D</u>	<u>21.00</u>	<u>0.40</u>	
<u>Executive Director</u>	<u>A</u>	<u>76.92</u>	<u>0.18</u>	
<u>Bookkeeper</u>	<u>A</u>	<u>24.00</u>	<u>0.20</u>	
<u>Staffing Subtotal</u>				<u>\$319,707</u>
<u>Employee Benefits⁽⁴⁾</u>				<u>\$40,000</u>
<u>TOTAL STAFFING & EMPLOYEE BENEFITS</u>				<u>\$359,707</u>
<u>TOTAL SERVICES AND SUPPLIES AND OPERATING EXPENSES⁽⁶⁾⁽⁷⁾</u>				<u>\$90,293</u>
<u>TOTAL STAFFING AND BENEFITS, SERVICES AND SUPPLIES AND OPERATING EXPENSES</u>				<u>\$450,000</u>
<u>INDIRECT COSTS (10%)⁽⁵⁾</u>				<u>\$50,000</u>
<u>TOTAL ANNUAL MAXIMUM OBLIGATION</u>				<u>\$500,000</u>
<u>TOTAL MAXIMUM OBLIGATION for the period of October 1, 2020 through September 30, 2025</u>				<u>\$2,428,738</u>

- (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)~~ Mileage is limited to the amount allowed by the Internal Revenue Service.
- (56) 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.
- (667) Services and supplies shall include office expenses, program expenses, telephone and internet usage expenses, and independent audit expenses.
- (778) 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 ~~ATTACHMENT B~~ 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 Paragraph Subparagraph 20.1 of the Agreement is hereby amended to read as follows:2 of this AgreementAmendment Two, 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 ParagraphSubparagraph 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, 20232022, the modified budget will remain in effect until Budget Modification #2 is requested and approved in writing. The annual budget beginning on July 1st of each Agreement year shall be identical to the most recently modified annual budget.

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. ATTACHMENT B

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 servedtarget populations, 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.

1.69.1.1+12.3.1.7 Oversees the Quality Control Plan.

12.3.1.8 Completes internal evaluations for quality assurance and implementation 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 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 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/CLIENT Complaint/ and 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/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.

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 8.7.

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/CLIENT Complaint/ and 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 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.

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.

HAU Program Director

Duties

12.3.6.10 Provides oversight for HAU program services.

12.3.6.11 Supervises HAU staff and provides necessary coverage.

12.3.6.12 Ensures HAU services are in compliance with program requirements and implemented according to Subparagraph 6.8 of this Attachment A.

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

12.3.6.14 Responsible for reporting HAU deliverables.

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

~~Reports to Executive Director.~~

Qualifications

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

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

12.3.6.18 Experience working in case management.

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

12.3.6.20 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.

12.3.7 HAU Program Manager

Duties

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

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

~~Reports to HAU Program Director.~~

Qualifications

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

~~A minimum of two (2) years of experience in a Human Services related field.~~

Experience working with the refugee community is preferred.

12.3.7.4 Experience working in case management.

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

12.3.8 HAU Program Supervisor

Duties

12.3.8.1 Provides HAU direct services to CLIENTS.

12.3.8.2 Conducts screenings to determine eligibility for HAU services.

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

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

Qualifications

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

12.3.8.6 A minimum of one (1) year of experience in a Human Services related field. Experience working with the refugee community is preferred.

12.3.8.7 Experience working in case management.

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

HAU Outreach and Educator

Duties

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

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

Provides HAU education and information to eligible CLIENTS.

Qualifications

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

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

12.3.9 HAU Case Manager

Duties

12.3.9.1 Provides HAU direct services to CLIENTS.

Conducts screenings to determine eligibility for HAU services.

12.3.9.2 Provides case management and financial services to CLIENTS.

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

12.3.9.4 Provides linkages and referrals to CLIENTS for community services.

Inputs data into data management systems and maintains files.

Qualifications

12.3.9.5 Experience working in case management. Experience working with the refugee community is preferred.

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

HAU Bookkeeper

Duties

12.3.9.6 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.

12.3.9.7 Prepares HAU payments on behalf of eligible CLIENTS.

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

12.3.9.9 Prepares and responds to requests for COUNTY financial audits.

Qualifications

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

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

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

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

12.3.10 Executive Director

Duties

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

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

Qualifications

12.3.10.4 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 CONTRACTOR 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

14.70 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.

- ~~1.71~~—The Quality Control Plan shall be effective ~~upon in effect throughout the term of this~~
- ~~1.72~~—Agreement start date and ~~shall~~ be updated ~~as needed~~ and resubmitted for ~~submitted to~~ ADMINISTRATOR ~~for approval~~ when changes occur and
- ~~1.73~~—before updates are implemented.
- ~~1.74~~14.1 The Quality Control Plan ~~will~~shall include, but not be limited to, the following:
- ~~1.74.1~~—The ~~method for ensuring the services, deliverables, and~~
- ~~1.74.2~~14.1.1 requirements defined in the Agreement are being provided at or above the level of ~~quality per~~as defined in this Agreement;
- ~~1.74.3~~14.1.2 The method for assuring that all professional~~professional~~ the staff rendering services under this Agreement have the necessary qualifications;
- ~~1.74.4~~—~~this Agreement have the necessary qualifications;~~
- ~~1.74.5~~—The method of ~~for assuring all staff receives initial and ongoing~~
- ~~1.74.6~~—~~training for implementation of Paragraph 4 of this Exhibit;~~
- ~~1.74.7~~14.1.3 ~~The method for~~ identifying and preventing deficiencies in the quality of service as ~~defined by COUNTY policy;~~
- ~~1.74.8~~—~~quality of service;~~
- ~~1.74.9~~—The method for providing ADMINISTRATOR with a copy of
- ~~1.74.10~~—CONTRACTOR case reviews, and a clear description of ~~any~~ corrective actions~~actions~~action taken to resolve
- ~~1.74.11~~14.1.4 identified problems;
- ~~1.74.12~~—Inspection of items and Items/areas to be inspected on either a scheduled or unscheduled
- ~~1.74.13~~—basis, how often inspections will be accomplished, and the title of ~~the~~ individual(s) who will
- ~~1.74.14~~14.1.5 perform ~~the~~ inspections;
- ~~14.1.6~~ File maintenance of all inspections conducted by CONTRACTOR and, where applicable, the corrective action(s) taken to resolve issues;
- ~~1.74.15~~—Specific methods for identifying and preventing deficiencies in the quality of services performed to ensure quality performance; and
- ~~1.74.16~~—~~the quality of service~~service performed to ensure quality, ~~before the level of performance;~~ and becomes unacceptable;
- ~~1.74.17~~ Maintenance of a file of all inspections conducted by

~~1.74.18 CONTRACTOR and, if necessary, the corrective action taken; and~~

~~1.74.19~~ Method for continuing services in the event of an emergency, ATTACHMENT B

~~1.74.20~~14.1.7 such as a strike by CONTRACTOR's employees or a natural disaster.

~~1.75~~ CONTRACTOR shall conduct supervisor reviews for Quality Assurance. Supervisor Reviews

~~1.76~~ CONTRACTOR's supervisors shall review a minimum of two (2) active_

~~1.77~~

~~1.78~~14.2 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:

~~1.78.1~~ be randomly selected per a method determined by ADMINISTRATOR.

~~1.78.2~~ Supervisor reviews shall include, but not be limited to:

~~1.78.3~~14.2.1 Overall case management and application of RSS program rules and regulations.

~~1.78.4~~14.2.2 CLIENT's participation hours, case discrepancies, and any other identified corrective actions required.

~~1.78.5~~ Case narrativesnarrativescorrective actions required.

~~1.78.6~~14.2.3 Narration (s) in the CLIENT's case record, including, but not limited to:

~~1.78.6.1~~14.2.3.1 Summary of the case review findings,; and

14.2.3.2 Confirmation that case discrepancies and other corrective actions required have been resolved; and

~~1.78.6.2~~ Strategy recommendations to assist the CLIENT in achieving positive FSSP outcomes.

~~1.78.6.3~~ FSSP positive FSSP outcomes.

~~1.79~~ Utilization Review (UR)

~~1.80~~ CONTRACTOR and ADMINISTRATOR's designee shall establish policies and procedures for handling complaintscomplaintsmeet at least

~~1.81~~ once a year to review and provide a copycopyevaluate a random selection of policies and procedures to ADMINISTRATOR. ComplaintsComplaintsCLIENT case records.

~~1.82~~ The UR may include, but areareis not limited to, complaints from CLIENTS, other COUNTY contracted service providers, community organizations and the public. In reference to handling complaints, CONTRACTOR shall:andan evaluation of the necessity

~~1.83~~ and appropriateness of services provided and length of services.

~~1.84~~ CLIENT cases reviewed during the UR shall be randomly selected by

~~1.85~~1.1 ADMINISTRATOR and may include both open and closed cases.

~~1.86~~ ADMINISTRATOR may conduct a UR at CONTRACTOR'S facility

~~1.87~~ referenced in Subparagraph 7.1 of this Exhibit, with date and time determined at

~~1.88 ADMINISTRATOR'S discretion. ADMINISTRATOR may provide oral and/or written feedback public. In reference to handling complaints,~~ ATTACHMENT B

~~1.89 regarding the UR findings. CONTRACTOR shall; comply with the findings of the UR and take~~

~~1.89.1 corrective action accordingly.~~

~~1.89.2 In the event CONTRACTOR, ADMINISTRATOR and COUNTY's~~

~~1.89.3 Family Self-Sufficiency Adult Services (FSS AS) staff
representatives and/or~~

~~1.89.4 ADMINISTRATOR's designee are unable to resolve differences of opinion regarding the~~

~~1.89.5 necessity and appropriateness of services and length of services, the dispute shall be
submitted to~~

~~1.89.6 COUNTY's Director of FSS AS for final resolution. Nothing in this Subparagraph shall
affect~~

~~1.89.7 COUNTY's termination rights under Paragraph 40 of this Agreement.~~

~~1.89.8~~

~~1.89.9 Handling Complaints~~

~~1.89.10 1.1 CONTRACTOR shall:~~

~~1.89.11~~ Develop, operate, and maintain procedures for receiving, investigating, and

~~1.89.12~~ responding to provider and CLIENT complaints, including Civil Rights complaints, requests for

~~1.89.13 14.2.4~~ reviews by ADMINISTRATOR, negative comments, and other complaints relating to services provided under this Agreement.

~~1.89.14~~ Maintain a log ~~documenting~~ ~~documenting~~ for identification and response to ~~CLIENT~~ ~~CLIENTS'~~ complaints.

~~1.89.15~~ When complaints cannot be resolved informally, a system of follow-through ~~shall be instituted~~

~~1.89.16~~ which adheres to formal plans for specific actions ~~shall be instituted.~~ Responses to complaints should occur within

~~1.89.17 14.2.5~~ two (2) business days, unless otherwise authorized by ADMINISTRATOR.

~~1.89.18 Forward~~ ~~Forward~~ When ~~CONTRACTOR believes~~ any complaint ~~believed to~~ ~~may~~ have legal implications

~~1.89.19~~ for CONTRACTOR or COUNTY, ~~CONTRACTOR shall forward such complaint~~ immediately to

~~1.89.20~~ ADMINISTRATOR prior to responding to the complaint. In the event ~~any~~ such complaint pertains

~~1.89.21~~ to ~~an~~ injury or property damage, CONTRACTOR shall follow the provisions as set forth in

~~1.89.22 14.2.6~~ Subparagraph 14.2 of this Agreement.

~~1.89.23 Provide~~ ~~Provide~~ ~~CONTRACTOR shall provide to ADMINISTRATOR, in a form approved~~

~~1.89.24~~ by ~~ADMINISTRATOR,~~ information pertaining to complaints ~~and,~~ ~~as well as~~ CONTRACTOR's ~~subsequent~~

~~1.89.25~~ response to ~~any~~ complaints as described ~~in Subparagraph 1.1 of this Attachment AA~~ ~~above~~ within ten (10) business days of the complaint,

~~1.89.26 14.2.7~~ except as provided in Subparagraph 1.1.1 ~~19.4.3~~ above, ~~to ADMINISTRATOR, in a form approved by ADMINISTRATOR.~~

~~1.89.27 Provide~~ ~~CONTRACTOR shall provide~~ a summary of all complaints and/or negative

~~1.89.28 14.2.8~~ comments as prescribed ~~to ADMINISTRATOR, in and on~~ a format approved by ADMINISTRATOR.

~~1.90~~ ~~CONTRACTOR shall conduct Complaints include, but are not limited to, complaints from~~
~~CLIENTS,~~ ATTACHMENT B

~~1.91~~ ~~other COUNTY contracted service providers, community organizations, and the public.~~

~~1.92~~ ~~Fraud Investigation Referrals when~~

~~1.93~~ ~~If RCA eligibility fraud is suspected, CONTRACTOR staff shall inform~~

~~1.94~~ ~~14.3~~ ~~ADMINISTRATOR within two (2) business days of awareness of any suspected fraud.~~

~~1.95~~ ~~14.4~~ ~~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:~~

~~1.95.1~~ ~~Inform~~ ~~CONTRACTOR shall inform~~ each CLIENT of his/~~or~~ her/~~their~~ grievance, State Hearing and Civil Rights, and ~~of his or her~~ right to request a grievance review by a COUNTY worker ~~of a~~

~~1.95.2~~ ~~14.4.1~~ ~~grievance~~ should the CLIENT disagree with an action made by CONTRACTOR.

~~1.95.3~~ ~~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, ~~shall be~~

~~1.95.4~~ ~~Attend~~ ~~posted in RSS office(s) where all CLIENTS can easily see them, in accordance with~~ ~~Subparagraph~~

~~1.95.5~~ ~~9.4 of this Agreement.~~

~~1.95.6~~ ~~Attend~~ ~~CONTRACTOR shall attend~~ COUNTY Formal Grievance Hearings and

~~1.95.7~~ ~~14.4.2~~ ~~State Hearings when requested, and comply with the decisions of the~~ Hearing Officers.

~~1.95.8~~ ~~Document in detail all~~ ~~all~~ ~~all~~ actions involving the Formal Grievance Process and State Hearings,

~~1.95.9~~ ~~shall be properly documented by CONTRACTOR.~~

~~1.95.10~~ ~~MEETINGS~~

~~1.95.11~~ ~~ADMINISTRATOR and FSS AS representative(s) shall meet monthly with~~

~~1.95.12~~ ~~CONTRACTOR to provide consultation and assistance in monitoring, and determining the~~

~~1.95.13~~ ~~programmatic services provided under this Agreement.~~

~~1.95.14~~ ~~BUDGET~~

~~1.95.15~~ ~~The annual budget for services provided pursuant to Exhibit A of this Agreement is set~~

~~1.95.16~~ ~~forth as follows:~~

~~1.95.17~~ ~~17:~~ ~~RSS Services~~

		ANNUAL
WGM0719-A2	Direct Service Costs ⁽¹⁾	\$367,744
	Indirect Costs ⁽²⁾	\$82,256
	TOTAL MAXIMUM OBLIGATION:	\$ 450,000
	TOTAL MAXIMUM OBLIGATION for the period of October 1, 2020 through September 30, 2023	\$1,330,000

~~1.95.18 18~~~~1.95.19 19~~~~1.95.20 20~~~~1.95.21 21~~~~1.95.22 ²² ⁽¹⁾ Direct Service Costs are costs that are incurred and specifically allocable to the~~~~1.95.23 23~~~~1.95.24 provision of services identified in this Agreement. Employee Benefits include contributions to~~~~1.95.25 24~~~~1.95.26 401k or retirement plans; health insurance; dental insurance; life insurance; long term disability~~~~1.95.27 25~~~~1.95.28 insurance; payroll taxes such as FICA, Federal Unemployment Tax, State Unemployment Tax,~~~~1.95.29 26~~~~1.95.30 and Workers' Compensation Tax, based on the currently prevailing rates; and expense for accrued~~~~1.95.31 27~~~~1.95.32 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~~~~1.95.33 employee during said fiscal year. The overall benefit rate shall not exceed the actual salary expense~~~~1.95.34 1.1.1 claimed.~~~~1.95.35 ⁽²⁾ Indirect Costs are costs that are incurred for an organization's common objectives and~~~~1.95.36 that cannot be readily identified with a particular final cost objective.~~~~1.95.37 For the purpose of meeting specific program needs, CONTRACTOR may request~~~~1.95.38 to reallocate funds between budgeted line items by utilizing a Budget Modification Request form~~~~1.95.39 provided by ADMINISTRATOR, which shall include a justification narrative specifying the~~~~1.95.40 purpose of the request, the amount of said funds to be reallocated, and the sustaining annual~~

impact

- ~~1.95.41 as applicable to the current and subsequent fiscal years. CONTRACTOR shall obtain advance~~
- ~~1.95.42 written approval from ADMINISTRATOR for any Budget Modification Request prior to~~
- ~~1.95.43 implementation. Failure to obtain advance written notice approval for any proposed Budget~~
- ~~1.95.44 Modification Request may result in disallowance of reimbursement for those costs.~~
- ~~1.95.45 In the event CONTRACTOR identifies savings within their~~
- ~~1.95.46 CONTRACTOR shall prioritize and utilize funding to meet the service requirements identified in~~
- ~~1.95.47 Paragraph 4 of this Exhibit before adding new services and/or programming.~~
- ~~1.95.48 In the event the budget shown in Paragraph 11 of this Exhibit is modified, the~~
- ~~1.95.49 modified budget shall remain in effect for the remainder of the fiscal year, unless superseded by~~
- ~~1.95.50 subsequent budget modification(s) that have been approved in writing by ADMINISTRATOR.~~
- ~~1.95.51 For example, if Budget Modification #1 is approved on October 15, 2020, the modified budget~~
- ~~1.95.52 will remain in effect until Budget Modification #2 is requested and approved in writing~~
- ~~1.95.53 Expenses for extra pay, including but not limited to, overtime, stipends, bonuses,~~
- ~~1.95.54 staff incentives, severance pay, etc. shall not be eligible for reimbursement under this Agreement~~
- ~~1.95.55 unless authorized in writing by ADMINISTRATOR. Such authorization shall be considered as an~~
- ~~1.95.56 exception and may be approved, on a case by case basis, at the sole discretion of~~
- ~~1.95.57 ADMINISTRATOR.~~
- ~~1.95.58 CONTRACTOR and ADMINISTRATOR may agree, subject to advance written~~
- ~~1.95.59 notice, to add, delete or modify line items and/or amounts and/or the number and type of FTE~~
- ~~1.95.60~~
- ~~1.95.61 positions without changing COUNTY's maximum obligation as stated in Subparagraph~~

20.1 of

~~1.95.62 this Agreement or reducing the level of service to be provided by CONTRACTOR. Further, in~~

~~1.95.63 accordance with Subparagraph 40.4 of this Agreement, in the event ADMINISTRATOR reduces~~

~~1.95.64 the maximum obligation as stated in Subparagraph 20.1, CONTRACTOR and~~

~~1.95.65 ADMINISTRATOR may mutually agree in writing to proportionately reduce the service goals as~~

~~1.95.66 set forth in this Exhibit. Failure to obtain advance written approval for any proposed Budget~~

~~1.95.67 1.1.1 Modification Request may result in disallowance of reimbursement for those costs.~~

~~1.95.68 In the event the budget shown in Paragraph 11 of this Exhibit is modified, the~~

~~1.95.69 modified budget shall remain in effect for the remainder of the contract term, unless superseded~~

~~1.95.70 by subsequent budget modification(s) that have been approved in writing by ADMINISTRATOR.~~

~~1.95.71 For example, if Budget Modification #1 is approved on August 15, 2020, the modified budget will~~

~~1.95.72 remain in effect until Budget Modification #2 is requested and approved in writing. The annual~~

~~1.95.73 budget beginning on July 1st of each Agreement year shall be identical to the most recently 1.95.74 1.1.1 modified annual budget.~~

~~1.95.75 STAFF~~

~~1.95.76 CONTRACTOR shall provide the following described staff positions continuously~~

~~1.95.77 throughout the term of the Agreement:~~

~~1.95.78 18~~

1.95.79 Position	FTE ⁽¹⁾	Maximum Hourly Rate ⁽²⁾
1.95.80 ⁽¹⁾ For hourly employees, Full-Time Equivalent (FTE) is defined as the amount of time Program Director	1.00	95.00
1.95.81 ⁽²⁾ (stated as a percentage) the position will be providing services under the terms of this Agreement. Program Manager	0.15	28.00
Outreach Educator	1.00	25.00
Case Manager and Driver	2.50	18.00
Intake Clerk	1.00	14.00
Executive Director	0.20	48.07
Bookkeeper	0.30	19.00
Executive Director	0.20	48.07

~~1.95.82~~

~~1.95.83 This percentage is based upon a 40-hour work week. For salaried employees, CONTRACTOR shall define as~~

~~1.95.84 the amount of time (stated as a percentage) the position will be paid for under the terms of this~~

~~1.95.85 1.1 Agreement, regardless of the number of hours actually worked.~~

~~1.95.86 (2) Maximum hourly rate which will be permitted during the term of this Agreement;~~

~~1.95.87 employees may be paid at less than maximum hourly rate.~~

~~1.95.88 Recruitment and Hiring Practices~~

~~1.95.89 CONTRACTOR shall use a formal recruitment plan, which complies with~~

~~1.95.90 federal and State employment and labor regulations.~~

~~1.95.91 CONTRACTOR shall hire staff with the education, experience, and~~

~~1.95.92 competence necessary to appropriately perform all functions required by this Agreement.~~

~~1.95.93 CONTRACTOR shall give priority consideration to qualified job-ready~~

~~1.95.94 1.1 RSS CLIENTS when filling vacant positions funded by this Agreement.~~

~~1.95.95 Language Diversity~~

~~1.95.96 CONTRACTOR shall employ or subcontract staff with experience in~~

~~1.95.97 placing CLIENTS with a limited English vocabulary in an environment that facilitates the~~

~~1.95.98 1.1 development of the English language.~~

~~1.95.99 CONTRACTOR's staff shall be able to read, write, speak, and understand~~

~~1.95.100 English.~~

~~1.95.101 CONTRACTOR shall provide bilingual staff to serve CLIENTS in the~~

~~1.95.102 language they speak. The ratio of bilingual staff shall be consistent with and proportional to the~~

~~1.95.103 target population, as determined by ADMINISTRATOR.~~

~~1.95.104 CONTRACTOR shall be required to provide translation services for all~~

~~1.95.105 other languages as needed to ensure all CLIENTS are provided services in the language they speak.~~

~~1.95.106 CONTRACTOR shall comply with all COUNTY, state, and federal~~

~~1.95.107 regulations regarding Limited English Proficiency (LEP). LEP regulations affect anyone who~~

~~1.95.108 participates in a federally funded program, who has English as his or her second language, and is~~

~~1.95.111~~

~~1.95.112 CONTRACTOR's staff directly serving CLIENTS, or supervising~~

~~1.95.113 who do, shall be thoroughly familiar with RSS rules and regulations contained in the current~~

~~1.95.114 Orange County Refugee Services Plan, SSA policies and related instructions, welfare fraud and~~

~~1.95.115 child abuse/elder abuse reporting requirements, the State Hearing process, and Civil Rights~~

~~1.95.116 compliance requirements.~~

~~1.95.117 ADMINISTRATOR will provide instructions, guidelines, and RSS rules~~

~~1.95.118 and regulations to CONTRACTOR during start-up, and subsequently as these materials are revised~~

~~1.95.119 1.1.1 or new policies are developed.~~

~~1.95.120 ADMINISTRATOR will provide initial training to a limited number of~~

~~1.95.121 select CONTRACTOR staff with respect to ADMINISTRATOR's instructions, guidelines, and~~

~~1.95.122 RSS rules and regulations; CONTRACTOR shall conduct subsequent training(s).~~

~~1.95.123 CONTRACTOR shall be required to attend training(s) and/or meetings that~~

~~1.95.124 ADMINISTRATOR determines to be mandatory, and provide CONTRACTOR staff with ongoing~~

~~1.95.125 training and assistance to ensure that requirements of this Agreement are met. All training~~

~~1.95.126 materials developed by CONTRACTOR shall be approved by ADMINISTRATOR in advance of~~

~~1.95.127 1.1.1 training.~~

~~1.95.128 CONTRACTOR shall require all staff to annually complete County training~~

~~1.95.129 on Use of E Mail, Personal Computers, and other Computer Resources and Information Security~~

~~1.95.130 Rules of the Road and submit acknowledgement of compliance.~~

~~1.95.131 CONTRACTOR shall ensure that all CONTRACTOR staff, as described~~

~~1.95.132 above, receive training in understanding the cultural differences among groups of CLIENTS, and~~

~~1.95.133 recognizes and effectively intervenes to overcome any language and/or cultural barriers to~~

~~1.95.134 employment.~~

~~1.95.135 CONTRACTOR shall maintain a log of in-house training activities and the~~

~~1.95.136 1.1.1 staff that attended. This log shall be made available to ADMINISTRATOR upon request.~~

~~1.95.137 STAFF POSITIONS~~

~~1.95.138 CONTRACTOR shall provide the following staff positions. Any employment experience~~

~~1.95.139 allowed as a substitute for education requirements in accordance with the minimum qualifications as stated for each staff position below, shall be in addition to the minimum experience required as~~

~~1.95.140 stated for the staff position.~~

~~1.95.141 1.1.1 Program Director~~

~~Duties~~

~~1.95.142 Oversee all segments of the RSS program.~~

~~1.95.143 Supervise Program Manager and provide necessary coverage in~~

~~1.95.144 his/her absence.~~

~~1.95.145 Attend all County meetings and trainings.~~

~~1.95.146 Validate monthly and annual statistical data and reports;~~

~~1.95.147 complete RS-50 monthly and quarterly reports and deliver to ADMINISTRATOR.~~

~~1.95.148 Ensure RSS program is implemented according to this~~

~~1.95.149 Agreement.~~

~~1.95.150 Oversee Quality Control Plan.~~

~~1.95.151 Complete internal evaluations to constantly enhance program~~

~~1.95.152 1.1.1 deliverables.~~

~~1.95.153 Present EPW as required.~~

~~1.95.154 Report to Executive Director.~~

~~1.95.155 Collaborate with Executive Director to hire RSS staff.~~

~~1.95.156 Collaborate with other CBOs to strengthen and expand the RSS~~

~~1.95.156.11.1.1.1 program.~~

~~Qualifications~~

~~1.95.157 A minimum of two (2) years of experience in a human services~~

~~1.95.158 1.1.1 related field. Experience working with the refugee community is preferred.~~

~~1.95.159 Bachelor's degree from an accredited college or university,~~

~~1.95.160 preferably in a human services field. Two (2) years of course work in an accredited college~~

~~or~~

~~1.95.161 university plus two (2) years of employment experience, preferably in a human services field, may~~

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~~1.95.162 substitute for the bachelor's degree.~~

~~1.95.163 Program Manager~~

Duties

~~1.95.1642~~

~~1.95.165~~

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~~1.95.166~~

~~1.95.167 Supervise Intake Clerk, Outreach and
Educator, and Case~~

~~1.95.168 Managers and provide necessary coverage in their absence.~~

~~1.95.169 Complete monthly statistical data and reports, and regularly~~

~~1.95.170 1.1.1 review CLIENT files.~~

~~1.95.171 Attend all County meetings and trainings.~~

~~1.95.172 Regularly meet with agency staff to relay new regulations, data~~

~~1.95.173 collection changes, and new reporting procedures.~~

~~1.95.174 Ensure the implementation of the program Quality Control Plan.~~

~~1.95.175 Complete CLIENT home visits upon acceptance, identify and~~

~~1.95.176 attempt to mitigate household barriers, and address CLIENT's needs to improve his/her
quality of~~

~~1.95.177 1.1.1 life.~~

~~1.95.178 Present EPW as required.~~

~~1.95.179 Interact with CLIENTS in CLIENT Complaint/Grievance~~

~~1.95.180 Process Level III to mitigate CLIENT complaints, if needed.~~

~~1.95.180.11.1.1.1 Report to Program Director.~~

Qualifications

~~1.95.181 A minimum of one (1) year of experience in a human services~~

~~1.95.182 1.1.1 related field. Experience working with the refugee community is preferred.~~

~~1.95.183 Bachelor's degree from an accredited college/university~~

~~1.95.184 preferably in a human services related field.~~

~~1.95.185 Two (2) years of coursework in an accredited college/university~~

~~1.95.186 plus two (2) years employment experience may substitute for the Bachelor's degree.~~

~~1.95.187 Competent in using personal computers and Microsoft Office.~~

~~1.95.188 Bilingual capabilities in one (1) or more of the languages spoken by the refugee CLIENTS
served~~

~~1.95.188.11.1.1.1 pursuant to this Agreement.~~

~~1.95.189 Possess excellent organizational, interpersonal, written, and~~

~~1.95.190 verbal communication skills; ability to perform comfortably in a fast paced, deadline
oriented work environment; and ability to successfully execute many complex tasks
simultaneously.~~

~~1.95.191 1.1.1 Outreach and Educator~~

Duties

~~1.95.192 Conduct outreach to non-aided population.~~

~~1.95.193 Assist with class instruction for RSS CLIENTS including when~~

~~1.95.195 Report to Program Manager.~~

~~Qualifications~~

~~1.95.196 A minimum of one (1) year experience working in an outreach~~

~~1.95.196.11.1.1.1 position. Experience working with the refugee community is preferred.~~

~~1.95.197 Bilingual capabilities in one (1) or more of the languages spoken~~

~~1.95.197.11.1.1.1 by the refugee CLIENTS served pursuant to this Agreement.~~

~~1.95.198 Bachelor's degree from an accredited college/university~~

~~1.95.199 preferably in a human services related field is preferred.~~

~~1.95.200 Strong verbal and written communication skills.~~

~~1.95.201 Case Manager and Driver~~

~~Duties~~

~~1.95.202 Serve as the primary contact for RSS CLIENTS.~~

~~1.95.203 Review and collect all CLIENT documents.~~

~~1.95.204 Verify CLIENT eligibility into RSS program through CalWIN,~~

~~1.95.205 RS3, and I-94 documents.~~

~~1.95.206 Conduct CLIENT Orientation and Intake and Assessment~~

~~1.95.207 Interviews with CLIENTS.~~

~~1.95.208 Work directly with CLIENTS to develop and implement FSSP,~~

~~1.95.209 conduct home visits to assess CLIENTS and monitor progress, and provide follow-up to ensure~~

~~1.95.210 1.1.1 services are received and goals are achieved.~~

~~1.95.211 Document all actions taken in case file per Subparagraph 8.5.~~

~~1.95.212 Complete CLIENT orientation, identify employment barriers,~~

~~1.95.213~~

~~1.95.214 administer Pre and Post BEST Tests to determine CLIENT SPL ^{ATTACHMENT B} by them into~~

~~1.95.215 either VESL or EPW track.~~

~~1.95.216 Complete FSSP and refer CLIENT to other resources and low~~

~~1.95.217 income programs as identified to be appropriate.~~

~~1.95.218 Coordinate delivery of VESL, EPW, and citizenship instruction~~

~~1.95.219 classes;~~

~~1.95.220 Provide post employment follow ups to monitor adjustment to~~

~~1.95.221 1.1.1 employment and job satisfaction.~~

~~1.95.222 Interact with CLIENTS in CLIENT Complaint/Grievance~~

~~1.95.223 1.1.1 Process Level I to mitigate CLIENT complaints.~~

~~1.95.224 Provide transportation services for RSS CLIENTS when needed.~~

~~1.95.224.11.1.1.1 Report to Program Manager.~~

Qualifications

~~1.95.225 Bachelor's degree from an accredited college or university,~~

~~1.95.226 preferably in a human services related field. Four (4) years of experience in employment services~~

~~1.95.227 1.1.1 or human services may substitute for the bachelor's degree.~~

~~1.95.228 Competent in the use of personal computers and knowledgeable~~

~~1.95.229 in the use of Microsoft Office suite tools.~~

~~1.95.230 Bilingual capabilities in one (1) or more of the refugee languages~~

~~1.95.231 spoken by CLIENTS served pursuant to this Agreement.~~

~~1.95.232 Possess organizational, interpersonal, written, and verbal~~

~~1.95.233 communication skills; ability to perform comfortably in a fast paced, deadline oriented work~~

~~1.95.234 environment; ability to successfully execute many complex tasks simultaneously; and ability to~~

~~1.95.235 work as a team member, as well as independently.~~

~~1.95.236 Intake Clerk~~

Duties

~~1.95.237 Accept all referrals from SSA, public or private agencies and self~~

~~1.95.238 referred aided or non aided CLIENT.~~

- ~~1.95.239~~
- ~~1.95.240 referral document and/or I-94.~~
- ~~1.95.241~~
- ~~1.95.242 Verify initial eligibility of CLIENTS by reviewing RS3~~
- ~~1.95.243~~
- ~~1.95.244~~
- ~~1.95.245 Assign a Case Manager to each CLIENT based on an internal rotation system, language compatibility or other internal processes.~~
- ~~1.95.246.11.1.1.1 Report to Program Manager.~~
- ~~Qualifications~~
- ~~1.95.247 High School diploma and/or General Education Diploma (GED)~~
- ~~1.95.248 or a minimum of three (3) months of related experience preferably in a human services related~~
- ~~1.95.249 field and /or training in an office setting.~~
- ~~1.95.250 Excellent written and oral skills. Knowledge of Microsoft Office~~
- ~~1.95.251 suite tools and operation of copy and fax machines.~~
- ~~1.95.252.1.1 Bookkeeper~~
- ~~Duties~~
- ~~1.95.253 Work with Executive Director to ensure line items in this~~
- ~~1.95.254 Agreement's budget are being met.~~
- ~~1.95.255 Prepare all financial invoices for this Agreement including~~
- ~~1.95.256 supporting documents.~~
- ~~1.95.257 Prepare for COUNTY financial audit.~~
- ~~1.95.258 Report to Program Manager.~~
- ~~1.95.259 Qualifications~~
- ~~1.95.260 Minimum of five (5) years working as a bookkeeper.~~
- ~~1.95.261 Five (5) years of experience using QuickBooks.~~
- ~~1.95.262 Bachelor's degree from an accredited college/university~~
- ~~1.95.263 preferably in a human services related field.~~
- ~~1.95.264 Executive Director~~
- ~~1.95.265 Duties~~
- ~~1.95.266 Provide overall leadership and administrative support for agency,~~
- ~~1.95.267 including program oversight, financial management, community relations, and networking.~~

~~1.95.268~~

~~1.95.269 Supervise Program Director, oversee all reporting requirements~~

~~1.95.270 completed by Program Director, and provide necessary coverage in his/her absence.~~

~~1.95.271 Report all RSS Program information to the Board of Directors.~~

~~1.95.272 Qualifications~~

~~1.95.273 A minimum of two (2) years of experience in a human services~~

~~1.95.274 1.1.1 related field. Experience working with the refugee community is preferred.~~

~~1.95.275 14.4.3~~