



**AMENDMENT NO. 1  
TO  
CONTRACT MA-017-22011903  
FOR  
RAPID REHOUSING SERVICES FOR FAMILIES**

This Amendment to Contract MA-017-22011903 for Rapid Rehousing Services for Families is made and entered into upon execution of all necessary signatures between Families Forward, a California nonprofit corporation (“CONTRACTOR”), and the County of Orange, a political subdivision of the State of California (“COUNTY”). CONTRACTOR and COUNTY may sometimes be referred to individually as “Party” or collectively as “Parties”.

**RECITALS**

WHEREAS, CONTRACTOR and COUNTY executed Contract MA-017-22011903 for Rapid Rehousing Services for Families, effective September 15, 2022, through June 30, 2024, in an amount not to exceed \$964,718 (Contract); and

WHEREAS, the Parties now desire to enter into this Amendment No. 1 to renew the Contract for one additional year in the amount of \$529,160.13, for a new Contract not to exceed amount of \$1,493,878.13, effective July 1, 2024, through June 30, 2025, amend the Table of Contents, amend the Referenced Contract Provisions, add Federal Contract Provisions, amend the Terms and Conditions of the Contract, amend Attachment A to replace Section II. Budget Table, revise Section III. Payments, revise Section V. Services, replace Section VI. Staffing Table, and add Exhibit 1 to the Contract; and

NOW, THEREFORE, CONTRACTOR and COUNTY agree to amend the Contract as follows:

A. Table of Contents shall be amended and hereby replaced in its entirety as follows:

**TABLE OF CONTENTS**

<b><u>PARAGRAPH</u></b>	<b><u>PAGE</u></b>
Title Page .....	1
Table of Contents .....	2
Referenced Contract Provisions .....	4
<b>Federal Contract Provisions</b> .....	<b>5</b>
1. Contractor’s UEI Number .....	5
2. Federal Award Identification Number (FAIN) .....	5

3. Federal Award Date.....5

4. Amount of Federal Funds Obligated Including this Action.....5

5. Total Amount of Federal Funds Obligated Including this Action.....5

6. Total Amount of Federal Award Committed to Subrecipient.....5

7. Federal Award Project Description, Federal Funding Accountability and  
Transparency Act (FFATA) .....5

8. Name of Federal Awarding Agency, Pass-Through Entity, and Contact  
Information Forwarding Official of Pass-Through Entity .....5

9. Assistance Listings Number and Title.....5

10. Identification of Whether Award is Research & Development .....5

11. Indirect Cost Rate for the Federal Award .....5

12. Federal Program Requirements .....5

13. Federal Cross-Cutting Requirements .....5

14. Pass-Through Entity Requirements.....5

15. Period of Retention.....6

16. Access to Records .....6

17. Confidentiality.....6

18. Close-out Terms and Conditions .....7

**Terms and Conditions**

1. Acronyms.....8

2. Alteration of Terms ..... 10

3. Assignment of Debts ..... 10

4. Confidentiality ..... 10

5. Conflict of Interest ..... 10

6. Cost Report ..... 11

7. Debarment and Suspension Certification ..... 13

8. Delegation, Assignment and Subcontracts ..... 14

9. Dispute Resolution ..... 15

10. Employee Eligibility Verification ..... 16

11. Equipment..... 17

12. Expenditure and Revenue Report ..... 18

13. Facilities, Payments and Services..... 18

14. Indemnification..... 18

15. Insurance..... 19

16. Inspections and Audits ..... 23

17. Compliance With Laws, Funding Requirements and Licenses ..... 24

18. Literature, Advertisements and Social Media ..... 26

19. Maximum Obligation ..... 26

20. Minimum Wage Laws ..... 27

21. Nondiscrimination ..... 27

22. Notices ..... 29

23. Notification of Death ..... 30

24. Notification of Public Events and Meetings ..... 31

25. Records Management and Maintenance ..... 31

26. Research and Publication ..... 34

27. Intentionally Omitted ..... 34

28. Severability ..... 35

29. Special Provisions ..... 35

30. Status of Contractor ..... 36

31. Tax Liability ..... 36

32. Term ..... 37

33. Termination ..... 37

34. Third Party Beneficiary ..... 39

35. Waiver of Default or Breach ..... 39

36. Drug-Free Workplace ..... 39

**Signature Page ..... 41**

**ATTACHMENT A ..... 42**

I. Common Terms and Definitions ..... 42

II. Budget ..... 44

III. Payments ..... 46

IV. Reports ..... 48

V. Services ..... 49

VI. Staffing ..... 59

**EXHIBIT 1**

Homeless Service System Pillars Attestation ..... 1-3

B. Referenced Contract Provisions shall be amended and hereby replaced in its entirety as follows:

**REFERENCED CONTRACT PROVISIONS**

**Term:** September 15, 2022, through June 30, 2025  
Period One: September 15, 2022, through June 30, 2024  
Period Two: July 1, 2024, through June 30, 2025

**Maximum Obligation:** \$1,493,878.13

**Basis for Reimbursement:** Actual Costs

**Payment Method:** Arrears

**Contractor’s DUNS Number:** 61-009-3825

**Contractor’s Tax ID Number:** 33-0086043

**Notices to COUNTY and CONTRACTOR:**

County: County of Orange/CEO  
County Procurement Office  
400 West Civic Center, 5<sup>th</sup> floor  
Santa Ana, CA 92701  
[CEOcarecoordination@ocgov.com](mailto:CEOcarecoordination@ocgov.com)

Contractor: Families Forward  
8 Thomas  
Irvine, CA 92618-2763  
Attention: Madelynn Hirneise  
[mhirneise@families-forward.org](mailto:mhirneise@families-forward.org)  
949-716-5863

C. Federal Contract Provisions shall be added as follows:

**FEDERAL CONTRACT PROVISIONS**

1. **Contractor’s UEI Number:** HCFSEB6L6YA6
2. **Federal Award Identification Number (FAIN):** E-23-DC-06-0001
3. **Federal Award Date:** August 18, 2023
4. **Amount of Federal Funds Obligated by this Action:** \$179,207.67
5. **Total amount of Federal Funds Obligated including this Action:** \$710,401

6. **Total amount of Federal Award committed to subrecipient:** \$179,207.67
7. **Federal award project description, as required to be response to the Federal Funding Accountability and Transparency Act (FFATA):** Emergency Solutions Grant (State ESG)
8. **Name of Federal awarding agency, pass-through entity, and contact information forwarding official of pass-through entity:** U.S. Department of Housing and Urban Development (HUD) and State of California Department of Housing and Community Development (HCD)
9. **Assistance Listings number and Title:** 14.231 Emergency Solutions Grants Program
10. **Identification of whether the award is R&D:** Not applicable. This was not a Research & Development Contract
11. **Indirect cost rate for the Federal award (including if the de minimis rate is charged) – 10% at Contract Award**
12. **Federal program requirements:** ESG (24 CFR Part 576) such as Duplication of Benefits (Notices and Waivers)
13. **Federal cross-cutting requirements:** Uniform Administrative Requirements (2 CFR Part 200), Labor Standards, Economic Opportunities – Section 3 (24 CFR Part 75)
14. **Pass-through entity requirements:**  
 Contract, Paragraph 6. Cost Report.  
 Contract, Paragraph 16. Inspection and Audits.  
 Attachment A of Contract, Section IV. Reports:  
     Paragraph B.1., Monthly Expenditure & Revenue (E&R) Reports  
     Paragraph B.2., Monthly Year-End Projection Reports  
     Paragraph C. Monthly Staffing Reports  
     Paragraph D. Programmatic Reports  
     Paragraph E. Additional Reports as reasonably requested by Administrator  
     Paragraph F. Special Incident Reports
15. **Period of Retention** – All records pertaining to each fiscal year of ESG funds must be retained for the greater of five (5) years or the period specified below. Copies made by microfilming, photocopying, or similar methods may be substituted for the original records.

- A. Documentation of each program participant's qualification as a family or individual at risk of homelessness or as a homeless family or individual and other program participant records must be retained for five (5) years after the expenditure of all funds from the grant under which the program participant was served;
- B. Where ESG funds are used for the renovation of an emergency shelter involves costs charged to the ESG grant that exceed 75 percent of the value of the building before renovation, records must be retained until ten (10) years after the date that ESG funds are first obligated for the renovation; and
- C. Where ESG funds are used to convert a building into an emergency shelter and the costs charged to the ESG grant for the conversion exceed 75 percent of the value of the building after conversion, records must be retained until ten (10) years after the date that ESG funds are first obligated for the conversion.

Additional Contract References: Contract, Paragraph 25. Records Management and Maintenance

#### 16. Access to Records:

- A. **Federal Government rights.** Notwithstanding the confidentiality procedures established under paragraph (17) of this section, the recipient and its subrecipients must comply with the requirements for access to records in [2 CFR 200.336](#).
- B. **Public rights.** The recipient must provide citizens, public agencies, and other interested parties with reasonable access (consistent with state and local laws regarding privacy and obligations of confidentiality and the confidentiality requirements in this part) to records regarding any uses of ESG funds the recipient received during the preceding five (5) years.

Additional Contract References: Contract, Paragraph 16. Inspection and Audits. Contract, Paragraph 25. Records Management and Maintenance

#### 17. Confidentiality:

- A. The recipient and its subrecipients must develop and implement written procedures to ensure:
  - 1. All records containing personally identifying information (as defined in HUD's standards for participation, data collection, and reporting in a local HMIS) of any individual or family who applies for and/or receives ESG assistance will be kept secure and confidential;

2. The address or location of any domestic violence, dating violence, sexual assault, or stalking shelter project assisted under the ESG will not be made public, except with written authorization of the person responsible for the operation of the shelter; and
3. The address or location of any housing of a program participant will not be made public, except as provided under a preexisting privacy policy of the recipient or subrecipient and consistent with state and local laws regarding privacy and obligations of confidentiality.

B. The confidentiality procedures of the recipient and its subrecipients must be in writing and must be maintained in accordance with this section.

#### **18. Closeout Terms and Conditions:**

Contract, Paragraph, 6. Cost Report

Contract, Paragraph, 11. Equipment

Contract, Paragraph 16. Inspections and Audits

Contract, Paragraph, 25. Records Management and Maintenance

Contract, Attachment A., Sections III. Payments and IV. Reports.

The CONTRACTOR'S obligation to the COUNTY shall not end until all close-out requirements are completed. Activities during this close-out period shall include, but are not limited to: making final payments, disposing of program assets (including the return of all unused materials, equipment, unspent cash advances, program income balances, and accounts receivable to the COUNTY), and determining the custodianship of records. Notwithstanding the foregoing, the terms of this Agreement shall remain in effect during any period that the CONTRACTOR has control over ESG funds, including program income.

D. Paragraph 17. Licenses and Laws of the Contract shall be amended and replaced in its entirety as follows:

#### **17. COMPLIANCE WITH LAWS, FUNDING REQUIREMENTS AND LICENSES**

- A. CONTRACTOR represents and warrants that services to be provided under this Contract shall fully comply, at CONTRACTOR'S expense, with all standards, laws, statutes, restrictions, ordinances, requirements, and regulations (collectively "laws"), including, but not limited to those issued by COUNTY in its governmental capacity and all other laws and funding requirements applicable to the services at the time services are provided to and accepted by COUNTY. CONTRACTOR acknowledges that COUNTY is relying on

- CONTRACTOR to ensure such compliance, and pursuant to the requirements of Paragraph 14 above, CONTRACTOR agrees that it shall defend, indemnify and hold COUNTY and COUNTY Indemnitees harmless from all liability, damages, costs and expenses arising from or related to a violation of such laws.
- B. Funds provided under this Contract must be used solely for the purposes identified in in this Contract. In accordance with Paragraph 14 above, CONTRACTOR agrees to indemnify, defend, and hold harmless the COUNTY of Orange for any sums the State or Federal government contends or determines CONTRACTOR used in violation of this Contract. CONTRACTOR shall immediately return to the COUNTY any funds the COUNTY or any responsible State or Federal agency, including the Department of Treasury, determines the CONTRACTOR has used in a manner that is inconsistent with this Contract or as a result of noncompliance with any applicable regulations or funding requirements. The provisions of this paragraph shall survive termination of this Contract.
- C. CONTRACTOR, its officers, agents, employees, affiliates, and subcontractors shall, throughout the term of this Contract, maintain all necessary licenses, permits, approvals, certificates, accreditations, waivers, and exemptions necessary for the provision of the services hereunder and required by the laws, regulations and requirements of the United States, the State of California, COUNTY, and all other applicable governmental agencies.
- D. ENFORCEMENT OF CHILD SUPPORT OBLIGATIONS
1. CONTRACTOR certifies it is in full compliance with all applicable federal and State reporting requirements regarding its employees and with all lawfully served Wage and Earnings Assignment Orders and Notices of Assignments and will continue to be in compliance throughout the term of the Contract with the County of Orange. Failure to comply shall constitute a material breach of the Contract and failure to cure such breach within sixty (60) calendar days of notice from the COUNTY shall constitute grounds for termination of the Contract.
  2. CONTRACTOR agrees to furnish to ADMINISTRATOR within thirty (30) calendar days of the award of this Contract:
    - a. In the case of an individual CONTRACTOR, his/her name, date of birth, social security number, and residence address;
    - b. In the case of a CONTRACTOR doing business in a form other than as an individual, the name, date of birth, social security number, and



residence address of each individual who owns an interest of ten percent (10%) or more in the contracting entity;

3. It is expressly understood that this data will be transmitted to governmental agencies charged with the establishment and enforcement of child support orders, or as permitted by federal and/or state statute.

- E. Paragraph 20. Minimum Wage Laws, Subparagraph A. of the Contract shall be amended and replaced in its entirety as follows:

**20. MINIMUM WAGE LAWS**

- A. Pursuant to the United States of America Fair Labor Standards Act of 1938, as amended, and State of California Labor Code, §1178.5, CONTRACTOR shall pay no less than the greater of the federal or California Minimum Wage to all of its officers, agents, employees, affiliates and subcontractors (“Covered Individuals”) that directly or indirectly provide services pursuant to this Contract, in any manner whatsoever. CONTRACTOR shall require and verify that all of its Covered Individuals providing services pursuant to this Contract be paid no less than the greater of the federal or California Minimum Wage.

- F. Paragraph 21. Nondiscrimination, Subparagraph A.1. of the Contract shall be amended and replaced in its entirety as follows:

**21. NONDISCRIMINATION**

**A. EMPLOYMENT**

1. During the term of this Contract, CONTRACTOR and its Covered Individuals shall not unlawfully discriminate against any employee or applicant for employment because of his/her race, religious creed, color, national origin, ancestry, physical disability, mental disability, medical condition, genetic information, marital status, sex, gender, gender identity, gender expression, age, sexual orientation, or military and veteran status. Additionally, during the term of this Contract, CONTRACTOR and its Covered Individuals shall require in its subcontracts that subcontractors shall not unlawfully discriminate against any employee or applicant for employment because of his/her race, religious creed, color, national origin, ancestry, physical disability, mental disability, medical condition, genetic information, marital status, sex, gender, gender identity, gender expression, age, sexual orientation, or military and veteran status.

- G. Paragraph 25. Records Management and Maintenance, shall be amended and replaced in its entirety to incorporate Subparagraph F. as follows:

**25. RECORDS MANAGEMENT AND MAINTENANCE**

- A. CONTRACTOR, its officers, agents, employees and subcontractors shall, throughout the term of this Contract, prepare, maintain and manage records appropriate to the services provided and in accordance with this Contract and all applicable requirements.
1. CONTRACTOR shall maintain records that are adequate to substantiate the services for which claims are submitted for reimbursement under this Contract and the charges thereto. Such records shall include, but not be limited to, individual patient charts and utilization review records.
- B. CONTRACTOR shall implement and maintain administrative, technical and physical safeguards to ensure the privacy of PHI and prevent the intentional or unintentional use or disclosure of PHI in violation of the HIPAA, federal and state regulations. CONTRACTOR shall mitigate to the extent practicable, the known harmful effect of any use or disclosure of PHI made in violation of federal or state regulations and/or COUNTY policies.
- C. CONTRACTOR'S participant, client, and/or patient records shall be maintained in a secure manner. CONTRACTOR shall maintain participant, client, and/or patient records and must establish and implement written record management procedures.
- D. CONTRACTOR shall retain all financial records for a minimum of ten (10) years from the termination of the contract, unless a longer period is required due to legal proceedings such as litigations and/or settlement of claims.
- E. CONTRACTOR shall retain all client and/or patient medical records for ten (10) years following discharge of the participant, client and/or patient.
- F. For ESG Funding - CONTRACTOR shall retain all records pertaining to each program participant's qualification as a family or individual at risk of homelessness or as a homeless family or individual and other program participant records must be retained for five (5) years after the expenditure of all funds from the grant under which the program participant was served.
- G. CONTRACTOR shall make records pertaining to the costs of services, participant fees, charges, billings, and revenues available at one (1) location within the limits of the County of Orange. If CONTRACTOR is unable to meet the record location criteria above, ADMINISTRATOR may provide written approval to

CONTRACTOR to maintain records in a single location, identified by CONTRACTOR.

- H. CONTRACTOR shall notify ADMINISTRATOR of any PRA requests related to, or arising out of, this Contract, within forty-eight (48) hours. CONTRACTOR shall provide ADMINISTRATOR all information that is requested by the PRA request.
- I. CONTRACTOR may retain client, and/or patient documentation electronically in accordance with the terms of this Contract and common business practices. If documentation is retained electronically, CONTRACTOR shall, in the event of an audit or site visit:
  - 1. Have documents readily available within twenty-four (24) hour notice of a scheduled audit or site visit.
  - 2. Provide auditor or other authorized individuals access to documents via a computer terminal.
  - 3. Provide auditor or other authorized individuals a hardcopy printout of documents, if requested.
- J. CONTRACTOR shall ensure compliance with requirements pertaining to the privacy and security of PII and/or PHI. CONTRACTOR shall, upon discovery of a Breach of privacy and/or security of PII and/or PHI by CONTRACTOR, notify federal and/or state authorities as required by law or regulation, and copy ADMINISTRATOR on such notifications.
- K. CONTRACTOR may be required to pay any costs associated with a Breach of privacy and/or security of PII and/or PHI, including but not limited to the costs of notification. CONTRACTOR shall pay any and all such costs arising out of a Breach of privacy and/or security of PII and/or PHI.

H. Paragraph 27. Revenue shall be deleted from the contract in its entirety as follows:

**27. INTENTIONALLY OMITTED**

I. Paragraph 36. Drug-Free Workplace shall be added in its entirety as follows:

**36. DRUG-FREE WORKPLACE**

- A. The CONTRACTOR hereby certifies compliance with Government Code Section 8355 in matters relating to providing a drug-free workplace. The CONTRACTOR will:
  - 1. Publish a statement notifying employees that unlawful manufacture, distribution, dispensation, possession, or use of a controlled substance is

- prohibited and specifying actions to be taken against employees for violations, as required by Government Code Section 8355(a)(1).
2. Establish a drug-free awareness program as required by Government Code Section 8355(a)(2) to inform employees about all of the following:
    - a. The dangers of drug abuse in the workplace;
    - b. The organization's policy of maintaining a drug-free workplace;
    - c. Any available counseling, rehabilitation and employee assistance programs; and
    - d. Penalties that may be imposed upon employees for drug abuse violations.
  3. Provide as required by Government Code Section 8355(a)(3) that every employee who works under this Contract:
    - a. Will receive a copy of the company's drug-free policy statement; and
    - b. Will agree to abide by the terms of the company's statement as a condition of employment under this Contract.
- B. Failure to comply with these requirements may result in suspension of payments under the Contract or termination of the Contract or both, and the CONTRACTOR may be ineligible for award of any future COUNTY contracts if the COUNTY determines that any of the following has occurred:
1. The CONTRACTOR has made false certification, or
  2. The CONTRACTOR violates the certification by failing to carry out the requirements as noted above.
- J. Attachment A, Section II. Budget shall be amended and replaced in its entirety as follows:

## II. BUDGET

A. COUNTY shall pay CONTRACTOR in accordance with the Payments Paragraph of this Exhibit A to the Contract and the following budget, which is set forth for informational purposes only and may be adjusted by mutual agreement, in writing, by ADMINISTRATOR and CONTRACTOR.

Budget Line Items	Period One: September 15, 2022, through June 30, 2024	Period Two: July 1, 2024, through June 30, 2025
<b>ADMINISTRATIVE</b>		
Salaries	\$45,448	\$5,054.24
Benefits	\$6,817	\$909.76
Services and Supplies	\$27,415	\$8,337.87

Indirect Costs	\$7,968	\$26,458.00
TOTAL ADMIN BUDGET	\$87,648	\$40,759.87
<b>PROGRAM</b>		
Salaries	\$139,256	\$112,920.00
Benefits	\$20,886	\$20,325.60
Services and Supplies	\$716,928	\$355,154.66
TOTAL PROGRAM BUDGET	\$877,070	\$488,400.26
<b>TOTAL BUDGET</b>	<b>\$964,718</b>	<b>\$529,160.13</b>
<b>TOTAL CONTRACT AMOUNT FOR PERIODS ONE &amp; TWO: \$1,493,878.13</b>		

B. BUDGET/STAFFING MODIFICATIONS – CONTRACTOR may request to shift funds between budgeted line items, for the purpose of meeting specific program needs or for providing continuity of care to its members, by utilizing a Budget/Staffing Modification Request form provided by ADMINISTRATOR. CONTRACTOR shall submit a properly completed Budget/Staffing Modification Request to ADMINISTRATOR for consideration, in advance, which shall include a justification narrative specifying the purpose of the request, the amount of said funds to be shifted, and the sustaining annual impact of the shift as may be applicable to the current contract period and/or future contract periods. CONTRACTOR shall obtain written approval of any Budget/Staffing Modification Request(s) from ADMINISTRATOR prior to implementation by CONTRACTOR. Failure of CONTRACTOR to obtain written approval from ADMINISTRATOR for any proposed Budget/Staffing Modification Request(s) may result in disallowance of those costs. Upon written request by Contractor, and at sole discretion of Administrator, Administrator may increase or decrease the Period One and/or Period Two Maximum Obligations, provided the total of these Maximum Obligations does not exceed or reduce the Total Maximum Obligation of County, as specified in the Referenced Contract Provisions of this Agreement.

C. FINANCIAL RECORDS – CONTRACTOR shall prepare and maintain accurate and complete financial records of its cost and operating expenses. Such records will reflect the actual cost of the type of service for which payment is claimed. Any apportionment of or distribution of costs, including indirect costs, to or between programs or cost centers of CONTRACTOR shall be documented, and will be made in accordance with GAAP.

D. CONTRACTOR and ADMINISTRATOR may mutually agree, in writing, to

modify the Budget Paragraph of this Attachment A to the Contract.

- K. Attachment A, Section III. Payments, shall be amended and replaced in its entirety as follows:

**III. PAYMENTS**

A. COUNTY shall pay CONTRACTOR monthly, in arrears. Upon execution of Contract, COUNTY shall pay CONTRACTOR the provisional amount of \$44,870. Upon execution of Amendment No.1 to the Contract, the provisional amount of \$44,097, for one month of services may be invoiced by Contractor and paid by the County at the beginning of Period Two. All payments are interim payments only, and subject to Final Settlement in accordance with the Cost Report Paragraph of the Contract for which CONTRACTOR shall be reimbursed for the actual cost of providing the services hereunder; provided, however, the total of such payments do not exceed the Maximum Obligation as specified in the Referenced Contract Provisions of the Contract, and provided further, CONTRACTOR's costs are reimbursable pursuant to COUNTY, state, and federal regulations. ADMINISTRATOR may, at its discretion, pay supplemental invoices for any month for which the provisional amount specified above has not been fully paid.

1. In support of the monthly invoices, CONTRACTOR shall submit an Expenditure and Revenue Report as specified in the Reports Paragraph of this Attachment A to the Contract. ADMINISTRATOR shall use the Expenditure and Revenue Report to determine payment to CONTRACTOR as specified in Subparagraphs A.2. and A.3., below.

2. If, at any time, CONTRACTOR's Expenditure and Revenue Reports indicate that the provisional amount payments exceed the actual cost of providing services, ADMINISTRATOR may reduce COUNTY payments to CONTRACTOR by an amount not to exceed the difference between the year-to-date provisional amount payments to CONTRACTOR's and the year-to-date actual cost incurred by CONTRACTOR.

3. If, at any time, CONTRACTOR's Expenditure and Revenue Reports indicate that the provisional amount payments are less than the actual cost of providing services, ADMINISTRATOR may authorize an increase in the provisional amount payment to CONTRACTOR by an amount not to exceed the difference between the year-to-date provisional amount payments to CONTRACTOR and the year-to-date actual cost incurred by CONTRACTOR.

B. CONTRACTOR's invoicing shall be on a form approved or supplied by

ADMINISTRATOR and provide such information as is required by ADMINISTRATOR. Invoices are due the twentieth (20th) day of each month. Invoices received after the due date may not be paid within the same month. Payments to CONTRACTOR should be released by COUNTY no later than thirty (30) calendar days after receipt of the correctly completed invoice.

C. All invoices to COUNTY shall be supported, at CONTRACTOR's facility, by source documentation including, but not limited to, ledgers, journals, time sheets, invoices, bank statements, canceled checks, receipts, receiving records, and records of services provided.

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

E. Administrator shall reconcile the provisional payment in the last three (3) months of the fiscal year by deducting no more than 50% of the provisional payment each month.

F. COUNTY shall not reimburse CONTRACTOR for services provided beyond the expiration and/or termination of the Contract, except as may otherwise be provided under the Contract, or specifically agreed upon in a subsequent agreement.

G. Contractor will have sixty (60) days following the end of each Contract Period to submit outstanding invoices for reimbursement of eligible costs incurred during that Contract Period. After the sixty (60) day period for submitting invoices has expired, County shall reallocate the remaining balance under this Contract for other program purposes and Contractor shall be ineligible for any further reimbursement.

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

L. Attachment A, Section V. Services shall be amended and replaced in its entirety as follows:

**V. SERVICES**

**A. SCOPE OF SERVICES**

1. Overview

a. The Rapid Rehousing Service Programs supports people experiencing homelessness countywide obtain secure permanent affordable housing quickly, increase self-sufficiency, and achieve long-term housing stability.

b. The purpose of this Contract is for CONTRACTOR to provide Rapid Rehousing Services for Families in Orange County. CONTRACTOR shall perform all services set forth in the program description and will be responsible for administering program funded with federal and/or state funds, as described as follows, in a manner



satisfactory to COUNTY and consistent with any standards required as a condition of providing state funds, including but not limited to Health and Safety Code (HSC) § 50216(a-q), HSC § 50219(c)(1-8), and HSC § 50221(a)(1-4).

c. CONTRACTOR shall adhere to all applicable regulations associated with federal and/or state funding sources, including but not limited to Emergency Solutions Grants (ESG) and Homeless Housing Assistance and Prevention Grant Program (HHAP). CONTRACTOR shall ensure all program policies and procedures are in compliance with required federal and/or state regulations.

## 2. Program Description Summary

a. The Rapid Rehousing Services for Families will provide a minimum of 3 months to a maximum of 24 months of assistance to support people experiencing homelessness with securing and transitioning into permanent housing and sustaining that housing. Rapid Rehousing Services for Families will be coordinated and made available through the Coordinated Entry System (CES) which prioritizes housing resources for those with the highest vulnerabilities and length of homelessness. Rapid Rehousing Services will work with CES Access Points, street outreach teams and emergency shelter programs, to support participants in identifying appropriate housing options through housing navigation services and financial assistance support. The program will assist participants experiencing homelessness in accessing the most appropriate services and resources across the System of Care, including behavioral health, healthcare, benefits and mainstream services, housing, navigating application and enrollment processes, and providing advocacy and support as necessary. The program will follow Housing First principles and incorporate evidenced-based approaches such as Motivational Interviewing, Critical Time Intervention, Progressive Engagement, trauma-informed care, harm reduction and risk management, to address barriers to housing and economic stability. The program is to be implemented in a manner that increases equitable service access across Orange County, regardless of where a person is experiencing homelessness.

b. The Rapid Rehousing Services for Families shall include the following services at minimum:

i. Intake and assessment to engage and enroll persons referred by CES who would benefit from a rapid re-housing intervention to overcome their homelessness, understanding the history of participation in other homeless service assistance programs and collection of needed demographic information from Participants. Program must be able to assess and re-evaluate the Participant's service needs and make recommendations to appropriate and eligible housing and/or supportive services that best meets the Participant's needs.



ii. Housing-focused case management support participants with locating housing options that meet the participant's needs. Case management services will be focused on furthering the progress towards the goals and objectives as outlined in the Individualized Housing and Service Plan.

iii. Housing navigation services to support the Participant in identifying available housing units and resources, completing needed forms and applications for housing, as well as providing support through in-person or teleconference meetings relating to housing search and placements.

iv. Financial assistance supports Participants with one-time costs associated with securing housing and ongoing monthly payments to access and maintain housing. Financial assistance is expected to be flexible and individualized to meet the needs of participants and should implement a progressive assistance approach.

v. Case conference, coordinate and collaborate with the other components of the System of Care, Orange County CoC, and key stakeholders in Orange County to employ a multi-disciplinary approach to assisting the Participant in accessing services and/or programs.

vii. Services will be recorded in the HMIS in accordance with the adopted HMIS Policies and Procedures.

c. CONTRACTOR, pursuant to requirements set forth in this Scope of Services and consistent with federal and/or state funding requirements shall provide Rapid Rehousing Services for Families to Participants experiencing homelessness in the Orange County for the term of this Contract.

### 3. Use of Funds

a. Funds shall be used to provide contracted services and operations of the PROGRAM. The PROGRAM and eligible costs have been informed by best practices frameworks focused on moving Participants into permanent housing as quickly as possible and ensuring those Participants maintain their permanent housing.

b. The PROGRAM shall be administered in an equitable manner by providing culturally responsive services and having multicultural outreach advocates to engage and guide underserved participants throughout the housing process. Program staff shall operate in accordance with non-discrimination policies and attend annual trainings that focus on understanding implicit biases and cultural sensitivities to promote diversity and equity within the PROGRAM.

c. The PROGRAM shall also promote connections to service providers, increased housing stability and increased access to benefits and employment resources as needed. Services and operations shall be low-barrier and promote an engagement rich

environment in which Participants make connections to supportive services and stable housing.

#### B. TARGET POPULATION AND ELIGIBILITY REQUIREMENTS

1. CONTRACTOR is to provide services to families experiencing homelessness in Orange County. This households with at least one minor child, households with an expectant mother and households that are working towards reunification with minor children referred by the County who are currently experiencing homelessness in Orange County and meet the Homeless Emergency Assistance and Rapid Transition to Housing (HEARTH) Act definitions of homeless.

2. CONTRACTOR is to confirm eligibility and review of supporting forms for Participants to ensure they meet the eligible criteria as established by HUD and Cal ICH.

3. Eligible Participants are defined by HUD criteria for defining homelessness, Categories 1 and 4, per the Final Rule on “Defining Homeless” (24 CFR parts 91, 576 and 578) or would be experiencing homelessness upon exiting an institution.

a. Category 1: Literally Homeless: Individual or family who lacks a fixed, regular, and adequate nighttime residence, meaning:

i. Has a primary nighttime residence that is a public or private place not meant for human habitation;

ii. Is living in a publicly or privately operated shelter designated to provide temporary living arrangements (including congregate shelters, transitional housing, and hotels and motels paid for by charitable organizations or by federal, state and local government programs); or

iii. Is exiting an institution where (s)he has resided for 90 days or less and who resided in an emergency shelter or place not meant for human habitation immediately before entering that institution.

b. Category 4: Fleeing/Attempting to flee Domestic Violence: Any individual or family who:

i. Is fleeing, or is attempting to flee, domestic violence, dating violence, sexual assault, stalking, or other dangerous or life-threatening conditions that relate to violence against the individual or a family member, including a child, that has either taken place within the individual's or family's primary nighttime residence or has made the individual or family afraid to return to their primary nighttime residence;

ii. Has no other residence; and

iii. Lacks the resources or support networks, e.g., family, friends, faith-based or other social networks, to obtain other permanent housing.

4. At the time of program enrollment, eligible participants households must

meet the above criteria of families experiencing homelessness in Orange County. The program should prioritize and focus on assisting families experiencing chronic homelessness and/or the longest length of homelessness.

5. Adults in family households who meet the above definition of homelessness and are high utilizers of the System of Care may be prioritized for Rapid Rehousing Services. High utilizers are defined as those with current, or previous histories of multiple engagements with the homeless service system, including those with repeated unsheltered homeless episodes, those experiencing chronic homelessness and those with multiple Homeless Liaison Officers contacts.

### C. DESCRIPTION OF SERVICES

#### 1. Essential Requirements – CONTRACTOR shall:

a. The Rapid Rehousing Services will offer core and flex delivery to ensure availability and accessibility for people experiencing homelessness. Core hours of operation will be Monday – Friday, 8 a.m. to 5 p.m., with flex scheduling offering evening and weekend availability to accommodate Participant preferences. This approach will augment opportunities to connect with Program staff and maximize Participant engagement with Rapid Rehousing Services.

b. Maintain a holiday schedule consistent with COUNTY’s holiday schedule, unless otherwise approved, in advance and in writing, by ADMINISTRATOR.

c. Operate the program to include flexibilities to meet with eligible Participants outside of typical operation hours, if needed related to conflicts with employment or other appropriate factors.

d. The administrative office of Families Forward is located at 8 Thomas Irvine CA 92618 and the program offices are located at 8 Thomas Irvine CA 92618.

e. Have a 24-hour contact available to program staff for emergency purposes and communication policies and procedures in place to notify COUNTY as appropriate.

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

g. Ensure that all CONTRACTOR staff and volunteers working in support of the Contract complete training on confidentiality and compliance to ensure appropriate safeguards are in place to maintain Applicant information and PII private, confidential, secure, etc.

#### 2. Administrative Management Tasks – CONTRACTOR shall:

a. Work in partnership with COUNTY to deliver the services as outlined in the program by being responsive to the needs of the household eligible for services.

b. Submit policies and procedures for the operations of the program, as requested by COUNTY, for all aspects of services, management plan, staff responsibilities and staff coordination.

c. Track program costs and ensure eligibility for payment within the funding requirements.

d. Operate, maintain, coordinate and staff the resources of the program.

e. Coordinate with COUNTY agencies to provide appropriate supportive services to program Participants including but not limited to the County Executive Office (CEO), Health Care Agency (HCA), Social Services Agency (SSA), and OC Community Resources (OCCR).

f. Coordinate with COUNTY agencies, the Orange County CoC and community-based organizations on administrative functions, as necessary and appropriate. This should incorporate technology solutions such as teleconferencing and videoconferencing.

g. Enter program data into HMIS or comparable database and adhere to all implementation guidelines developed under the Orange County CoC and per HMIS standards or amended HMIS standards, as applicable.

3. Rapid Rehousing Services for Families Operations – CONTRACTOR is responsible for the provision of Rapid Rehousing Services to eligible Participants and who do not have incomes higher than HUD’s Low-Income Limit for the Area. Rapid Rehousing Service costs must be eligible and necessary to help the Participant move as quickly as possible into permanent housing and achieve stability within that housing. CONTRACTOR shall conduct:

a. Intake and Assessment: Program must receive referrals from the Coordinated Entry System and work with CES Access Points to engage and enroll persons who would benefit from rapid rehousing intervention.

i. The Program conduct an assessment to determine the history of participation in other homeless service assistance programs and collection of needed demographic information from Participants. Program must be able to assess and re-evaluate the Participant’s service needs and make recommendations to appropriate and eligible housing and/or supportive services best meets the Participants’ needs.

ii. Program should provide ample time to engage participants and repeatedly engage with participants who are hesitant or unsure of engaging in homeless services. Program should also ensure that service engagement is voluntary, client-centered, and trauma-informed.

iii. Programs intake and assessment process should confirm eligibility

per funding source guidelines and maintain a record of appropriate documentation in support of the eligibility determination process.

b. Housing-Focused Case Management: Programs must provide services to participants that support with locating permanent housing options that meet the participant's needs. The following case management activities must be made available to participants:

i. Program must create an Individualized Housing and Service Plan, in partnership with the Participant, that considers and incorporates the goals of the Participant and focuses on identifying and securing permanent housing as well as other life areas that will support and assist Participants in successfully obtaining and maintaining housing. The Individualized Housing and Service Plan should address specific needs and barriers to housing and track progress on established goals and milestones. The Individualized Housing and Service Plan should detail a path to housing stability and support the Participants in maintaining permanent housing after the assistance ends.

ii. Identification of housing opportunities: The program is expected to work with participants to understand their housing desires and needs and work with them to identify rental housing that would best meet their needs. Programs are expected to support housing opportunities that incorporate roommates and shared living spaces. Programs must ensure that housing opportunities are habitable, meet the Fair Market Rate (FMR) or rent reasonableness.

iii. Landlord/Lease negotiations and review: Programs are expected to have staff that are available to engage with landlords and resolve any issues as they arise.

iv. Ongoing housing stability case management services for participants that are permanently housed. It is preferred that case management is provided in the field and that programs conduct house visits where participants are living. Case management services are expected to be provided at a minimum of twice monthly or following a structured Critical Time Intervention model, recommended case management ratio of one (1) case manager to every twenty (20) participants or a case management ratio established in a proposed Critical Time Intervention program model. Case management must provide support to participants with creating a budget to understand what budgeting changes and resources are needed to create stability in housing.

v. Program is required to have a network of resources that they can provide referrals and linkages to networks must include the resources listed below. Referrals and linkages to services and programs that address the needs of individuals should be provided and facilitated on an ongoing basis. Program should also assist with

any subsequent follow up from the appointment and/or access to supportive services thus reducing the likelihood for missed appointments and other recidivism, including but not limited to:

- a) Physical Health Care
- b) Mental Health Care
- c) Substance Use Treatment
- d) Mainstream Benefits
- e) Employment Services
- f) Legal Services
- g) Credit Counseling
- h) Education
- i) Essential services that address the needs of specialized populations, including but not limited to transitional aged youth, victims of domestic violence, dating violence, sexual assault, or stalking, and veterans.

vi. When a participant becomes permanently housed, the program will provide in person case management at least twice per month, for the first three months to ensure long-term housing stability and develop a Housing Stabilization Plan with the Participant. The Housing Stabilization Plan will focus on longer-term goals such as developing independent living skills and obtaining income through employment and/or disability benefits. Additionally, the Housing Stabilization Plan will include a discharge planning that will focus on addressing and resolving and remaining barriers to housing stability, ensuring housing is sustainable, linking Participants with community-based organizations, and coordinating follow-up services that offer continued support.

c. Housing Navigation Services to support the Participant in identifying available housing units and resources, completing needed forms and applications for housing, as well as providing support through in-person or teleconference meetings relating to housing search and placements. When housing is secured, the program will assist the Participant in understanding the lease, making moving arrangements and establish utilities.

i. Housing Navigation Services should focus on permanent housing options that are affordable and sustainable for the families, including but not limited to shared housing, room for rent, family reunification, etc.

ii. Housing Navigation Services will also provide transportation to Participants to support the housing search process, attend housing meetings, viewing and/or interviews. The program will embrace a “whatever it takes” approach to housing navigation by eliminating barriers to housing.

d. Financial Assistance: Programs must provide financial assistance that supports program participants in accessing and maintaining housing. Financial assistance is expected to be flexible and individualized to the needs of each participant. Financial assistance is expected to take a progressive assistance approach, meaning participants take on an increased portion of their rent over time. The following are eligible financial assistance services that the Program can provide to participants:

i. Security deposit

ii. Rental assistance, up to twenty-four (24) months of rental assistance

iii. Rental arrears, this should only be used if it will facilitate the participant getting into permanent housing. A maximum of two (2) months of assistance is allowable. (Not meant to be used as homeless prevention)

iv. Utility deposit

v. Utility assistance, up to six (6) months assistance per utility

vi. Utility arrears, this should be used only in situation where arrears are preventing the participant from establishing utilities within their housing. A maximum of three (3) months is allowable.

vii. Move-in expenses, which includes application fees, broker fees, and moving costs. Depending on funding source essential furnishings may also be provided.

viii. Landlord incentives, as approved by the COUNTY and in agreement with the funding source eligible activities, to assist Participants in quickly securing rental units and reduce barriers to housing for Participants. Landlord incentives shall not exceed \$3,000 per household and may include double rental deposits, signing bonus for landlords and renter's insurance. Prior to the provision of landlord incentives, the CONTRACTOR must receive approval from the COUNTY on proposed landlord incentives.

ix. General housing assistance and employment assistance that support with increasing income or stabilizing housing. Depending on the funding source this category may include document fees, expenses associated with gaining employment, limited transportation assistance.

x. Reunification assistance that supports the participant in gaining permanent housing through reunifying with family or friends

e. Case conference, coordinate and collaborate with the other components of the System of Care, Orange County CoC, and key stakeholders in the Orange County to employ a multi-disciplinary approach to assisting the Participant in accessing services and/or programs. This will support in the coordination and monitoring of other needs and



engagement processes for the Participant as well as measuring progress on the Individualized Housing and Service Plan.

i. Services will continue to be provided to the Participant while enrolled in another homeless service system program, including emergency shelter, temporary housing, rapid rehousing or permanent supportive housing. The Participant may have several case managers at one point depending on the supportive services being accessed, as such the program is expected to work collaboratively with others for the benefit of the Participants. The goal of the program is to ensure care coordination, continuity of services to ensure permanent housing and ongoing housing stability. The program is to case conference and collaborate with other case managers providing services to the Participant.

f. Services will be recorded in the Homelessness Management Information System (HMIS) in accordance with the adopted HMIS Policies and Procedures. This includes timely and appropriate data input in HMIS, including progress notes after each engagement and/or case management session with a Participant.

#### D. PERFORMANCE MEASURES AND MONITORING

1. The following performance measures will be a requirement of this Contract.

a. CONTRACTOR will assist a minimum of 25 eligible Participant households by providing Rapid Rehousing Services during Period One. Contractor will assist a minimum of 17 eligible Participant households by providing Rapid Rehousing Services during Period Two, with a minimum of 14 families being new families that were not supported during Period One. As some Participants will not have needs for the maximum assistance to secure permanent housing and achieve housing stability, the total number of households served will likely increase.

b. Of the Participants enrolled in the program during the reporting period, 100% of Participants will have an Individualized Housing and Service Plan within thirty (30) calendar days of program enrollment.

c. Of the Participants enrolled in the program during the reporting period, 85% of Participants will exit to a permanent housing destination.

d. Of the Participants who move-in to permanent housing destinations, 50% will do so within 90 days of enrollment in the Program.

e. At minimum, 45% of Participants will have a higher income than at program entry due to employment and or mainstream benefits.

2. COUNTY in coordination with CONTRACTOR will conduct on-site or virtual visits or desk monitoring to ensure programmatic compliance at least once during the contract term. Monitoring visits may include, but are not limited to:

a. Review of client file documentation



b. Review of eligible activity and cost requirements established by federal and/or state program guidelines

c. Review of policies and procedures and consistent adherence to PROGRAM practices

d. HMIS data entry completion

e. Interviews with program staff

3. COUNTY shall monitor the performance of CONTRACTOR against the goals, outcomes, milestones and performance standards required herein. Substandard performance, as determined by COUNTY, will constitute non-compliance with this Contract for which COUNTY may immediately terminate the Contract. If action to correct such substandard performance is not taken by CONTRACTOR within the time period specified by COUNTY, payment(s) will be denied in accordance with the provisions contained in the Contract.

4. COUNTY shall periodically evaluate CONTRACTOR'S progress in complying with the terms of this Contract. CONTRACTOR shall cooperate fully during such monitoring. COUNTY shall report the findings of each monitoring to CONTRACTOR.

#### E. REPORTING REQUIREMENTS

1. CONTRACTOR is required to submit reporting on monthly and quarterly basis in a form acceptable to COUNTY. Monthly reports will be due by the twentieth (20th) day of the following month of services rendered, unless otherwise approved by COUNTY. The reporting shall support COUNTY in evaluating CONTRACTOR's performance as it related to Participant data, program linkages and units of services. CONTRACTOR will be required to utilize the HMIS to support with data collection, management, and reporting standards and used to collect participant-level data

2. CONTRACTOR is required to submit reporting at regular intervals to COUNTY that details the following:

a. Total number of eligible households that receive assistance;

b. Composition of the households – demographics, size and type;

c. Number of unduplicated Participants served;

d. Caseload movement;

e. Financial assistance expenditures;

f. Length of assistance;

g. Number of Participants exits and exit types;

h. Coordinated Entry System status – total number referrals received from the CES program and related status;

- i. Individualized Housing and Service Plan status – total number of plans established with participants and related progress towards completion; and
- j. Income increases for participants.

**F. FILE MAINTENANCE AND DOCUMENTATION**

1. CONTRACTOR shall prepare all applicable files and perform all administrative management tasks, as indicated in the Contract.

2. CONTRACTOR Shall maintain all records required by the federal regulations specified in 24 CFR 570.503(b)(2), 570.506, 570.507, 570.508 that are pertinent to the activities to be funded under this Contract.

3. Records providing a full description of each activity undertaken.

4. Financial records as required by 24 CFR 570.502, and OMB Circular A-87; and

5. Other records necessary to document compliance with Subpart K of 24 CFR 570.

6. Annual Audit Submission: Independent audits to be performed by a Certified Public Accountant, which shall include an audit of funds received from COUNTY, in accordance with applicable regulatory requirements. Copies of each required audit report must be provided to COUNTY within thirty (30) calendar days after the date received by CONTRACTOR.

7. Retention: CONTRACTOR shall retain all records pertinent to expenditures incurred under this Contract for a period of five (5) years after the termination of all activities funded under this Contract, or after the resolution of all federal audit finding, whichever occurs later. Records for non-expendable property acquired with funds under this Contract shall be retained for five (5) years after final disposition of such property. Records for any displaced person must be kept for five (5) years after s/he has received final payment.

M. Attachment A, Section VI. Staffing shall be amended to replace the FTE Table in its entirety as follows:

Position	FTEs	
	Period One: September 15, 2022, through June 30, 2024	Period Two: July 1, 2024, through June 30, 2025
<b>ADMINISTRATION</b>		

Grants Compliance Manager	0.18	0.00
Senior Data Specialist	0.13	0.00
Accounting Clerk	0.13	0.10
<b>ADMINISTRATION TOTAL</b>	<b>0.44</b>	<b>0.10</b>
<b>PROGRAM</b>		
Program Manager	0.10	0.10
Program Director	0.10	0.07
Case Manager	1.00	0.70
Housing Partner Specialist	0.50	0.30
Counselor	0.15	0.10
Career Coach	0.30	0.20
Community Resource Coordinator	0.20	0.00
Intake and Eligibility Coordinator	0.10	0.00
Grants Compliance Manager	0.0	0.18
Data Specialist	0.0	0.10
<b>PROGRAM TOTAL</b>	<b>2.45</b>	<b>1.75</b>
<b>TOTAL</b>	<b>2.89</b>	<b>1.85</b>

This Amendment modifies the Contract, including all previous amendments, only as expressly set forth herein. Wherever there is a conflict in the terms or conditions between this Amendment, all previous Amendments, and the Contract, including all previous amendments, the terms and conditions of this Amendment prevail. In all other respects, the terms and conditions of the Contract, including all previous amendments, not specifically changed by this Amendment, and all previous Amendments remain in full force and effect.

**SIGNATURE PAGE FOLLOWS**

**SIGNATURE**  
**PAGE**

IN WITNESS WHEREOF, the Parties have executed this Amendment. If Contractor is a corporation, Contractor shall provide two signatures as follows: 1) the first signature must be either the Chairman of the Board, the President, or any Vice President; 2) the second signature must be that of the Secretary, an Assistant Secretary, the Chief Financial Officer, or any Assistant Treasurer. In the alternative, a single corporate signature is acceptable when accompanied by a corporate resolution or by-laws demonstrating the legal authority of the signature to bind the company.

**Families Forward, a California Nonprofit Corporation**

_____	_____
Nishtha Mohendra	Chief Program Officer
_____	_____
DocuSigned by: <i>Nishtha Mohendra</i>	Title
8219C2A83C6A4F0... Signature	1/29/2024
_____	_____
Print Name	Title
_____	_____
Signature	Date

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

_____	_____
Print Name	Title
_____	_____
Signature	Date

**APPROVED AS TO FORM**

Office of the County Counsel  
Orange County, California

_____	_____
Chris Anderson	Deputy County Counsel
_____	_____
DocuSigned by: <i>Chris Anderson</i>	Title
FD52599179CA41C... Signature	1/29/2024
_____	_____
Print Name	Date

Commission to End Homelessness  
Homeless Service System Pillars Attestation  
EXHIBIT 1



**Background:**

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



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

The Homeless Service System Pillars Report can be found here:

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

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Commission to End Homelessness  
Homeless Service System Pillars Attestation



**Providers shall Complete, Sign and Submit with Contract Renewal:**

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

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

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

Families Forward exists to help families in need achieve and maintain self-sufficiency through housing, food, counseling, education, and other support services. Our goal is to help families achieve stability and move toward self-sufficiency.

Families Forward's Housing Program includes housing search assistance and targeted case management and supportive services. Housing search assistance includes tenant education regarding their rights and responsibilities as leaseholders and communication with housing providers. We help families identify and access housing. The housing search is based on the individual family's needs, taking into consideration location and type of housing. This aligns with the best practices of tenant-centered Project Design and Administration and Property and Housing Management. A housing inspection is completed prior to move-in to ensure the unit meets or exceeds community standards. With respect to family's privacy, regular home visits will be conducted to ensure the unit remains in good condition and receives proper maintenance.

In keeping with the best practice of Support Services, we provide voluntary case management and supportive services. These are targeted and individualized to meet the needs of all household members, creating a high probability of engagement within our housing program. Supportive services include access to our food pantry, mental health counseling, career coaching, and seasonal programs such as Back to School, Thanksgiving and Holiday Wish. We partner with other Community stakeholders, which meets the best practice and ensures if there is a service we cannot provide, we can connect families with outside resources within the community to further their goal of housing stability.

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Commission to End Homelessness  
Homeless Service System Pillars Attestation



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

Initial MH

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

Initial MH

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

Initial MH

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

Initial MH

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

*Madelynn Hirneise*  
Madelynn Hirneise (Jan 24, 2024 11:30 PST)

(Signature Required)

24/01/2024

(Date)