

*County of Orange, County Executive Office  
Office of Care Coordination*

*MA-017-23011281*

CONTRACT MA-017-23011281  
FOR  
HOUSING AND DISABILITY ADVOCACY PROGRAM SERVICES FOR FAMILIES  
BETWEEN  
COUNTY OF ORANGE  
AND  
VOLUNTEERS OF AMERICA OF LOS ANGELES  
OCTOBER 15, 2023 – JUNE 30, 2025

This Contract (the “Contract”) entered into this 15<sup>th</sup> day of October 2023 (effective date), is by and between the County of Orange, a political subdivision of the State of California (County), and Volunteers of America of Los Angeles (VOALA), a California nonprofit corporation, (Contractor). County and Contractor may sometimes be referred to herein individually as “Party” or collectively as “Parties.” This Contract shall be administered by County Executive Office or an authorized designee (“Administrator”).

**WITNESSETH:**

WHEREAS, County wishes to contract with Contractor for Housing and Disability Advocacy Program Services for Families described herein to the residents of Orange County; and

WHEREAS, Contractor is agreeable to the rendering of such services on the terms and conditions hereinafter set forth:

NOW, THEREFORE, in consideration of the mutual covenants, benefits, and promises contained herein, County and Contractor do hereby agree as follows:

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**REFERENCED CONTRACT PROVISIONS**

**Term:** October 15, 2023 – June 30, 2025

**Maximum Obligation:** \$2,073,306

**Basis for Reimbursement:** Actual Costs

**Payment Method:** Arrears

**Contractor's UEI Number:** DJM3CNDVQ2J8

**Contractor's Tax ID Number:** 95-1691330

**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: Volunteers of America of Los Angeles  
3600 Wilshire Blvd. Ste 1500  
Los Angeles, CA 90010

**1. ACRONYMS**

The following standard definitions are for reference purposes only and may or may not apply in their entirety throughout this Contract (additional Common Terms and Definitions are included in Paragraph “I” of Attachment A):

A. AB	Assembly Bill
B. AB 109	Assembly Bill 109, 2011 Public Safety Realignment
C. AIDS	Acquired Immune Deficiency Syndrome
D. APR	Annual Performance Report
E. ARRA	American Recovery and Reinvestment Act of 2009
F. BCSH	Business, Consumer Services and Housing Agency
G. BHS	Behavioral Health Services
H. Cal ICH	California Interagency Council on Homelessness
I. CalWORKs	California Work Opportunity and Responsibility for Kids
J. CAP	Corrective Action Plan
K. CCC	California Civil Code
L. CCR	California Code of Regulations
M. CDBG	Community Development Block Grant
N. CDSS	California Department of Social Services
O. CEO	County of Orange County Executive Office
P. CES	Coordinated Entry System
Q. CFDA	Catalog of Federal Domestic Assistance
R. CFR	Code of Federal Regulations
S. CoC	Continuum of Care
T. COI	Certificate of Insurance
U. CPA	Certified Public Accountant
V. CPP	Care Plus Program
W. CSW	Clinical Social Worker
X. DHCS	California Department of Health Care Services
Y. EEOC	Equal Employment Opportunity Commission
Z. ESG	Emergency Solutions Grant
AA. EOC	Equal Opportunity Clause
AB. ES	Emergency Shelter
AC. FTE	Full Time Equivalent
AD. GAAP	Generally Accepted Accounting Principles
AE. HCA	County of Orange Health Care Agency

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AF. HCD	California Department of Housing and Community Development
AG. HCV	Housing Choice Voucher
AH. HHAP	Homeless, Housing, Assistance and Prevention
AI. HIPAA	Health Insurance Portability and Accountability Act of 1996, Public Law 104-191
AJ. HIV	Human Immunodeficiency Virus
AK. HMIS	Homeless Management Information System
AL. HOME	HOME Investment Partnership Program
AM. HUD	U.S. Department of Housing and Urban Development
AN. LCSW	Licensed Clinical Social Worker
AO. MH	Mental Health
AP. MHP	Mental Health Plan
AQ. MHSA	Mental Health Services Act
AR. OCCR	Orange County Community Resources
AS. OCR	Federal Office for Civil Rights
AT. OIG	Federal Office of Inspector General
AU. OMB	Federal Office of Management and Budget
AV. OPM	Federal Office of Personnel Management
AW. P&P	Policy and Procedure
AX. PATH	Projects for Assistance in Transition from Homelessness
AY. PC	California Penal Code
AZ. PHI	Protected Health Information
BA. PII	Personally Identifiable Information
BB. PRA	California Public Records Act
BC. PSC	Professional Services Contract System
BD. PSH	Permanent Supportive Housing
BE. RRH.	Rapid Rehousing
BF. SB	Senate Bill
BG. SIR	Self-Insured Retention
BH. SOCDIS	System of Care Data Integration System
BI. SOW	Scope of Work
BJ. SPA	Service Planning Area
BK. SUD	Substance Use Disorder
BL. TAY	Transitional Aged Youth
BM. UOS	Units of Service
BN. USC	United States Code

BO. VASH	Veterans Affairs Supportive Housing
BP. WIC	Women, Infants and Children
BQ. YAB	Youth Advisory Board

**2. ALTERATION OF TERMS**

- A. This Contract, together with Attachment A attached hereto and incorporated herein, fully expresses the complete understanding of County and Contractor with respect to the subject matter of this Contract.
- B. Unless otherwise expressly stated in this Contract, no addition to, or alteration of the terms of this Contract or any Attachments/Exhibits, whether written or verbal, made by the Parties, their officers, employees or agents shall be valid unless made in the form of a written amendment to this Contract, which has been formally approved and executed by both Parties.

**3. ASSIGNMENT OF DEBTS**

Unless this Contract is followed without interruption by another Contract between the Parties hereto for the same services and substantially the same scope, at the termination of this Contract, Contractor shall assign to County any debts owing to Contractor by or on behalf of persons receiving services pursuant to this Contract. Contractor shall immediately notify by mail each of the respective Parties, specifying the date of assignment, the County of Orange as assignee, and the address to which payments are to be sent. Payments received by Contractor from or on behalf of said persons, shall be immediately given to County.

**4. CONFIDENTIALITY**

- A. Contractor shall maintain the confidentiality of all records, including billings and any audio and/or video recordings, in accordance with all applicable federal, state and county codes and regulations, as they now exist or may hereafter be amended or changed.
- B. Prior to providing any services pursuant to this Contract, all members of the Board of Directors or its designee or authorized agent, employees, consultants, subcontractors, volunteers and interns of the Contractor shall agree, in writing, with Contractor to maintain the confidentiality of any and all information and records which may be obtained in the course of providing such services. This Contract shall specify that it is effective irrespective of all subsequent resignations or terminations of Contractor members of the Board of Directors or its designee or authorized agent, employees,

consultants, subcontractors, volunteers and interns.

## **5. CONFLICT OF INTEREST**

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

## **6. COST REPORT**

A. Contractor shall submit a Cost Report to County no later than forty-five (45) calendar days following termination of this Contract. Contractor shall prepare the Cost Report in accordance with all applicable federal, state and County requirements, GAAP and the Special Provisions Paragraph of this Contract. Contractor shall allocate direct and indirect costs to and between programs, cost centers, services, and funding sources in accordance with such requirements and consistent with prudent business practice, which costs and allocations shall be supported by source documentation maintained by Contractor, and available at any time to Administrator upon reasonable notice.

1. If Contractor fails to submit an accurate and complete Cost Report within the time period specified above, Administrator shall have sole discretion to impose one or both of the following:

a) Contractor may be assessed a late penalty of five-hundred dollars (\$500) for each business day after the above specified due date that the accurate and complete Cost Report is not submitted. Imposition of the late penalty shall be at the sole discretion of the Administrator. The late penalty shall be assessed separately on each outstanding Cost Report due County by Contractor.

b) Administrator may withhold or delay any or all payments due Contractor pursuant to any or all Contracts between County and Contractor until such time that the accurate and complete Cost Report is delivered to Administrator.

2. Contractor may request, in advance and in writing, an extension of the due date



of the Cost Report setting forth good cause for justification of the request. Approval of such requests shall be at the sole discretion of Administrator and shall not be unreasonably denied.

3. In the event that Contractor does not submit an accurate and complete Cost Report within one hundred and eighty (180) calendar days following the termination of this Contract, and Contractor has not entered into a subsequent or new Contract for any other services with County, then all amounts paid to Contractor by County during the term of the Contract shall be immediately reimbursed to County.
- B. The Cost Report shall be the final financial and statistical report submitted by Contractor to County and shall serve as the basis for final settlement to Contractor. Contractor shall document that costs are reasonable and allowable and directly or indirectly related to the services to be provided hereunder. The Cost Report shall be the final financial record for subsequent audits, if any.
- C. Final settlement shall be based upon the actual and reimbursable costs for services hereunder, less applicable revenues and any late penalty, not to exceed County's Maximum Obligation as set forth in the Referenced Contract Provisions of this Contract. Contractor shall not claim expenditures to County which are not reimbursable pursuant to applicable federal, state and County laws, regulations and requirements. Any payment made by County to Contractor, which is subsequently determined to have been for an unreimbursable expenditure or service, shall be repaid by Contractor to County in cash, or other authorized form of payment, within thirty (30) calendar days of submission of the Cost Report or County may elect to reduce any amount owed Contractor by an amount not to exceed the reimbursement due County.
- D. If the Cost Report indicates the actual and reimbursable costs of services provided pursuant to this Contract, less applicable revenues and late penalty, are lower than the aggregate of interim monthly payments to Contractor, Contractor shall remit the difference to County. Such reimbursement shall be made, in cash, or other authorized form of payment, with the submission of the Cost Report. If such reimbursement is not made by Contractor within thirty (30) calendar days after submission of the Cost Report, County may, in addition to any other remedies, reduce any amount owed Contractor by an amount not to exceed the reimbursement due County.
- E. If the Cost Report indicates the actual and reimbursable costs of services provided pursuant to this Contract, less applicable revenues and late penalty, are higher than the aggregate of interim monthly payments to Contractor, County shall pay Contractor the

difference, provided such payment does not exceed the Maximum Obligation of County.

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

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

Signed \_\_\_\_\_  
 Name \_\_\_\_\_  
 Title \_\_\_\_\_  
 Date \_\_\_\_\_"

**7. DEBARMENT AND SUSPENSION CERTIFICATION**

**A. Contractor certifies that it and its principals:**

1. Are not presently debarred, suspended, proposed for debarment, declared ineligible, or voluntarily excluded by any federal department or agency.
2. Have not within a three-year period preceding this Contract been convicted of or had a civil judgment rendered against them for commission of fraud or a criminal offense in connection with obtaining, attempting to obtain, or performing a public (federal, state, or local) transaction or contract under a public transaction; violation of federal or state antitrust statutes or commission of embezzlement, theft, forgery, bribery, falsification or destruction of records, making false statements, or receiving stolen property.
3. Are not presently indicted for or otherwise criminally or civilly charged by a federal, state, or local governmental entity with commission of any of the offenses enumerated in Subparagraph A.2. above.
4. Have not within a three-year period preceding this Contract had one or more public transactions (federal, state, or local) terminated for cause or default.
5. Shall not knowingly enter into any lower tier covered transaction with a person

who is proposed for debarment under federal regulations (i.e., 48 CFR Part 9, Subpart 9.4), debarred, suspended, declared ineligible, or voluntarily excluded from participation in such transaction unless authorized by the State of California.

6. Shall include without modification, the clause titled “Certification Regarding Debarment, Suspension, Ineligibility, and Voluntary Exclusion Lower Tier Covered Transaction,” (i.e., transactions with sub-grantees and/or contractors) and in all solicitations for lower tier covered transactions in accordance with 2 CFR Part 376.
- B. The terms and definitions of this paragraph have the meanings set out in the Definitions and Coverage sections of the rules implementing 51 F.R. 6370.

## **8. DELEGATION, ASSIGNMENT, AND SUBCONTRACTS**

- A. Contractor may not delegate the obligations hereunder, either in whole or in part, without prior written consent of County. Contractor shall provide written notification of Contractor’s intent to delegate the obligations hereunder, either in whole or part, to Administrator not less than sixty (60) calendar days prior to the effective date of the delegation. Any attempted assignment or delegation in derogation of this paragraph shall be void.
- B. Contractor agrees that if there is a change or transfer in ownership of Contractor’s business prior to completion of this Contract, and County agrees to an assignment of the Contract, the new owners shall be required under the terms of sale or other instruments of transfer to assume Contractor’s duties and obligations contained in this Contract and complete them to the satisfaction of County. Contractor may not assign the rights hereunder, either in whole or in part, without the prior written consent of County.
1. If Contractor is a nonprofit organization, any change from a nonprofit corporation to any other corporate structure of Contractor, including a change in more than fifty percent (50%) of the composition of the Board of Directors within a two (2) month period of time, shall be deemed an assignment for purposes of this paragraph, unless Contractor is transitioning from a community clinic/health center to a Federally Qualified Health Center and has been so designated by the Federal Government. Any attempted assignment or delegation in derogation of this subparagraph shall be void.
  2. If Contractor is a for-profit organization, any change in the business structure, including but not limited to, the sale or transfer of more than ten percent (10%)

- of the assets or stocks of Contractor, change to another corporate structure, including a change to a sole proprietorship, or a change in fifty percent (50%) or more of Board of Directors or any governing body of Contractor at one time shall be deemed an assignment pursuant to this paragraph. Any attempted assignment or delegation in derogation of this subparagraph shall be void.
3. If Contractor is a governmental organization, any change to another structure, including a change in more than fifty percent (50%) of the composition of its governing body (i.e. Board of Supervisors, City Council, School Board) within a two (2) month period of time, shall be deemed an assignment for purposes of this paragraph. Any attempted assignment or delegation in derogation of this subparagraph shall be void.
  4. Whether Contractor is a nonprofit, for-profit, or a governmental organization, Contractor shall provide written notification of Contractor's intent to assign the obligations hereunder, either in whole or part, to Administrator not less than sixty (60) calendar days prior to the effective date of the assignment.
  5. Whether Contractor is a nonprofit, for-profit, or a governmental organization, Contractor shall provide written notification within thirty (30) calendar days to Administrator when there is change of less than fifty percent (50%) of Board of Directors or any governing body of Contractor at one time.
  6. County reserves the right to immediately terminate the Contract in the event County determines, in its sole discretion, that the assignee is not qualified or is otherwise unacceptable to County for the provision of services under the Contract.
- C. Contractor's obligations undertaken pursuant to this Contract may be carried out by means of subcontracts, provided such subcontractors are approved in advance by Administrator, meet the requirements of this Contract as they relate to the service or activity under subcontract, include any provisions that Administrator may require, and are authorized in writing by Administrator prior to the beginning of service delivery.
1. After approval of the subcontractor, Administrator may revoke the approval of the subcontractor upon five (5) calendar days' written notice to Contractor if the subcontractor subsequently fails to meet the requirements of this Contract or any provisions that Administrator has required. Administrator may disallow subcontractor expenses reported by Contractor.
  2. No subcontract shall terminate or alter the responsibilities of Contractor to County pursuant to this Contract.
  3. Administrator may disallow, from payments otherwise due Contractor, amounts

claimed for subcontracts not approved in accordance with this paragraph.

4. This provision shall not be applicable to service Contracts usually and customarily entered into by Contractor to obtain or arrange for supplies, technical support, and professional services provided by consultants.
- D. Contractor shall notify County in writing of any change in the Contractor's status with respect to name changes that do not require an assignment of the Contract. Contractor is also obligated to notify County in writing if the Contractor becomes a party to any litigation against County, or a party to litigation that may reasonably affect the Contractor's performance under the Contract, as well as any potential conflicts of interest between Contractor and County that may arise prior to or during the period of Contract performance. While Contractor will be required to provide this information without prompting from County any time there is a change in Contractor's name, conflict of interest or litigation status, Contractor must also provide an update to County of its status in these areas whenever requested by County.

## **9. DISPUTE RESOLUTION**

- A. The Parties shall deal in good faith and attempt to resolve potential disputes informally. If the dispute concerning a question of fact arising under the terms of this Contract is not disposed of in a reasonable period of time by the Contractor and the Administrator, such matter shall be brought to the attention of the County Purchasing Agency by way of the following process:
1. Contractor shall submit to the County Purchasing Agency a written demand for a final decision regarding the disposition of any dispute between the Parties arising under, related to, or involving this Contract, unless County, on its own initiative, has already rendered such a final decision.
  2. Contractor's written demand shall be fully supported by factual information, and, if such demand involves a cost adjustment to the Contract, Contractor shall include with the demand a written statement signed by an authorized representative indicating that the demand is made in good faith, that the supporting data are accurate and complete, and that the amount requested accurately reflects the Contract adjustment for which Contractor believes County is liable.
- B. Pending the final resolution of any dispute arising under, related to, or involving this Contract, Contractor agrees to proceed diligently with the performance of services secured via this Contract, including the delivery of goods and/or provision of services. Contractor's failure to proceed diligently shall be considered a material breach of this

Contract.

- C. Any final decision of County shall be expressly identified as such, shall be in writing, and shall be signed by a County Deputy Purchasing Agent or designee. If County fails to render a decision within ninety (90) calendar days after receipt of Contractor's demand, it shall be deemed a final decision adverse to Contractor's contentions.
- D. This Contract has been negotiated and executed in the State of California and shall be governed by and construed under the laws of the State of California. In the event of any legal action to enforce or interpret this Contract, the sole and exclusive venue shall be a court of competent jurisdiction located in Orange County, California, and the Parties hereto agree to and do hereby submit to the jurisdiction of such court, notwithstanding Code of Civil Procedure Section 394. Furthermore, the Parties specifically agree to waive any and all rights to request that an action be transferred for adjudication to another county.

#### **10. EMPLOYEE ELIGIBILITY VERIFICATION**

Contractor attests that it shall fully comply with all federal and state statutes and regulations regarding the employment of aliens and others and to ensure that employees, subcontractors, and consultants performing work under this Contract meet the citizenship or alien status requirements set forth in federal statutes and regulations. Contractor shall obtain from all employees, subcontractors, and consultants performing work hereunder, all verification and other documentation of employment eligibility status required by federal or state statutes and regulations including, but not limited to, the Immigration Reform and Control Act of 1986, 8 USC §1324 et seq., as they currently exist and as they may be hereafter amended. Contractor shall retain all such documentation for all covered employees, subcontractors, and consultants for the period prescribed by the law.

#### **11. EQUIPMENT**

- A. Unless otherwise specified in writing by Administrator, Equipment is defined as all property of a Relatively Permanent nature with significant value, purchased in whole or in part by Administrator to assist in performing the services described in this Contract. "Relatively Permanent" is defined as having a useful life of one (1) year or longer. Equipment which costs \$5,000 or over, including freight charges, sales taxes, and other taxes, and installation costs are defined as Capital Assets. Equipment which costs between \$600 and \$5,000, including freight charges, sales taxes and other taxes, and installation costs, or electronic equipment that costs less than \$600 but may contain PHI or PII, are defined as Controlled Equipment. Controlled Equipment

- includes, but is not limited to phones, tablets, audio/visual equipment, computer equipment, and lab equipment. The cost of Equipment purchased, in whole or in part, with funds paid pursuant to this Contract shall be depreciated according to GAAP.
- B. Contractor shall obtain Administrator's written approval prior to purchase of any Equipment with funds paid pursuant to this Contract. Upon delivery of Equipment, Contractor shall forward to Administrator, copies of the purchase order, receipt, and other supporting documentation, which includes delivery date, unit price, tax, shipping and serial numbers. Contractor shall request an applicable asset tag for said Equipment and shall include each purchased asset in an Equipment inventory.
- C. Upon Administrator's prior written approval, Contractor may expense to County the cost of the approved Equipment purchased by Contractor. To "expense," in relation to Equipment, means to charge the proportionate cost of Equipment in the fiscal year in which it is purchased. Title of expensed Equipment shall be vested with County.
- D. Contractor shall maintain an inventory of all Equipment purchased in whole or in part with funds paid through this Contract, including date of purchase, purchase price, serial number, model and type of Equipment. Such inventory shall be available for review by Administrator, and shall include the original purchase date and price, useful life, and balance of depreciated Equipment cost, if any.
- E. Contractor shall cooperate with Administrator in conducting periodic physical inventories of all Equipment. Upon demand by Administrator, Contractor shall return any or all Equipment to County.
- F. Contractor must report any loss or theft of Equipment in accordance with the procedure approved by Administrator and the Notices Paragraph of this Contract. In addition, Contractor must complete and submit to Administrator a notification form when items of Equipment are moved from one location to another or returned to County as surplus.
- G. Unless this Contract is followed without interruption by another Contract between the Parties for substantially the same type and scope of services, at the termination of this Contract for any cause, Contractor shall return to County all Equipment purchased with funds paid through this Contract.
- H. Contractor shall maintain and administer a sound business program for ensuring the proper use, maintenance, repair, protection, insurance, and preservation of County Equipment.

**12. EXPENDITURE AND REVENUE REPORT**

- A. No later than forty-five (45) calendar days following termination of each period or

fiscal year of this Contract, Contractor shall submit to Administrator, for informational purposes only, an Expenditure and Revenue Report for the preceding fiscal year, or portion thereof. Such report shall be prepared in accordance with the procedure that is provided by Administrator and GAAP.

- B. Contractor may be required to submit periodic Expenditure and Revenue Reports throughout the term of this Contract.

### **13. FACILITIES, PAYMENTS AND SERVICES**

- A. Contractor agrees to provide the services, staffing, facilities, and supplies in accordance with this Contract. County shall compensate, and authorize, when applicable, said services. Contractor shall operate continuously throughout the term of this Contract with at least the minimum number and type of staff which meet applicable federal and state requirements, and which are necessary for the provision of the services hereunder.
- B. In the event that Contractor is unable to provide the services, staffing, facilities, or supplies as required, Administrator may, at its sole discretion, reduce the Total Maximum Obligation for the appropriate Period as well as the Total Maximum Obligation. The reduction to the Maximum Obligation for the appropriate Period as well as the Total Maximum Obligation shall be in an amount proportionate to the number of days in which Contractor was determined to be unable to provide services, staffing, facilities or supplies.

### **14. INDEMNIFICATION**

Contractor agrees to indemnify, defend with counsel approved in writing by County, and hold County, its elected and appointed officials, officers, employees, agents and those special districts and agencies for which County's Board of Supervisors acts as the governing Board ("County Indemnitees") harmless from any claims, demands or liability of any kind or nature, including but not limited to personal injury or property damage, arising from or related to the services, products or other performance provided by Contractor pursuant to this Contract. If judgment is entered against Contractor and County by a court of competent jurisdiction because of the concurrent active negligence of County or County Indemnitees, Contractor and County agree that liability will be apportioned as determined by the court. Neither Party shall request a jury apportionment.

### **15. INSURANCE**

- A. Prior to the provision of services under this Contract, Contractor agrees to purchase



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

- B. Contractor shall ensure that all subcontractors performing work on behalf of Contractor pursuant to this Contract shall be covered under Contractor's insurance as an Additional Insured or maintain insurance subject to the same terms and conditions as set forth herein for Contractor. Contractor shall not allow subcontractors to work if subcontractors have less than the level of coverage required by County from Contractor under this Contract. It is the obligation of Contractor to provide notice of the insurance requirements to every subcontractor and to receive proof of insurance prior to allowing any subcontractor to begin work. Such proof of insurance must be maintained by Contractor through the entirety of this Contract for inspection by County representative(s) at any reasonable time.
- C. All SIRs shall be clearly stated on the COI. Any SIR in an amount in excess of fifty thousand dollars (\$50,000) shall specifically be approved by the CEO/Office of Risk Management upon review of Contractor's current audited financial report. If Contractor's SIR is approved, Contractor, in addition to, and without limitation of, any other indemnity provision(s) in this Contract, agrees to all of the following:
1. In addition to the duty to indemnify and hold the County harmless against any and all liability, claim, demand or suit resulting from Contractor's, its agents, employee's or subcontractor's performance of this Contract, Contractor shall defend the County at its sole cost and expense with counsel approved by Board of Supervisors against same; and
  2. Contractor's duty to defend, as stated above, shall be absolute and irrespective of any duty to indemnify or hold harmless; and
  3. The provisions of California Civil Code Section 2860 shall apply to any and all actions to which the duty to defend stated above applies, and the Contractor's SIR provision shall be interpreted as though the Contractor was an insurer and the County was the insured.
- D. If Contractor fails to maintain insurance acceptable to the County for the full term of this Contract, the County may terminate this Contract.
- E. Qualified Insurer

1. The policy or policies of insurance must be issued by an insurer with a minimum rating of A- (Secure A.M. Best's Rating) and VIII (Financial Size Category as determined by the most current edition of the Best's Key Rating Guide/Property-Casualty/United States or ambest.com). It is preferred, but not mandatory, that the insurer be licensed to do business in the state of California (California Admitted Carrier).
  2. If the insurance carrier does not have an A.M. Best Rating of A-/VIII, the CEO/Office of Risk Management retains the right to approve or reject a carrier after a review of the company's performance and financial ratings.
- F. The policy or policies of insurance maintained by Contractor shall provide the minimum limits and coverage as set forth below:

<b><u>Coverage</u></b>	<b><u>Minimum Limits</u></b>
Commercial General Liability	\$1,000,000 per occurrence \$2,000,000 aggregate
Automobile Liability including coverage for owned or scheduled, non-owned, and hired vehicles	\$1,000,000 combined single limit each accident
Workers Compensation	Statutory
Employers Liability Insurance	\$1,000,000 per accident or disease
Network Security & Privacy Liability	\$1,000,000 per claims-made
Sexual Misconduct	\$1,000,000 per occurrence

- G. Required Coverage Forms
1. The Commercial General Liability coverage shall be written on ISO form CG 00 01, or a substitute form providing liability coverage at least as broad.
  2. The Business Automobile Liability coverage shall be written on ISO form CA 00 01, CA 00 05, CA 00 12, CA 00 20, or a substitute form providing coverage

at least as broad.

H. Required Endorsements

1. The Commercial General Liability policy shall contain the following endorsements, which shall accompany the COI:
  - a) An Additional Insured endorsement using ISO form CG 20 26 04 13 or a form at least as broad naming the *County of Orange, its elected and appointed officials, officers, agents and employees* as Additional Insureds, or provide blanket coverage, which will state **AS REQUIRED BY WRITTEN CONTRACT**.
  - b) A primary non-contributing endorsement using ISO form CG 20 01 04 13, or a form at least as broad evidencing that the Contractor's insurance is primary, and any insurance or self-insurance maintained by the County of Orange shall be excess and non-contributing.
2. The Network Security and Privacy Liability policy shall contain the following endorsements which shall accompany the COI:
  - a) An Additional Insured endorsement naming the County of Orange, its elected and appointed officials, officers, agents and employees as Additional Insureds for its vicarious liability.
  - b) A primary and non-contributing endorsement evidencing that the Contractor's insurance is primary, and any insurance or self-insurance maintained by the County of Orange shall be excess and non-contributing.
- I. All insurance policies required by this Contract shall waive all rights of subrogation against the County of Orange, its elected and appointed officials, officers, agents and employees when acting within the scope of their appointment or employment.
- J. The Workers' Compensation policy shall contain a waiver of subrogation endorsement waiving all rights of subrogation against the County of Orange, its elected and appointed officials, officers, agents and employees, or provide blanket coverage, which will state AS REQUIRED BY WRITTEN CONTRACT.
- K. Contractor shall notify County in writing within thirty (30) days of any policy cancellation and within ten (10) days for non-payment of premium and provide a copy of the cancellation notice to County. Failure to provide written notice of cancellation shall constitute a breach of Contractor's obligation hereunder and ground for County to suspend or terminate this Contract.
- L. If Contractor's Network Security & Privacy Liability are "Claims Made" policy(ies), Contractor shall agree to the following:

1. The retroactive date must be shown and must be before the date of the contract or the beginning of the contract services.
  2. Insurance must be maintained, and evidence of insurance must be provided for at least three (3) years after expiration or earlier termination of contract services.
  3. If coverage is canceled or non-renewed, and not replaced with another claims-made policy form with a retroactive date prior to the effective date of the contract services, Contractor must purchase an extended reporting period for a minimum of three (3) years after expiration of earlier termination of the Contract.
- M. The Commercial General Liability policy shall contain a “severability of interests” clause also known as a “separation of insureds” clause (standard in the ISO CG 0001 policy).
- N. Insurance certificates should be forwarded to the agency/department address listed on the solicitation.
- O. If the Contractor fails to provide the insurance certificates and endorsements within seven (7) days of notification by CEO/Purchasing or the agency/department purchasing division, award may be made to the next qualified vendor.
- P. County expressly retains the right to require Contractor to increase or decrease insurance of any of the above insurance types throughout the term of this Contract. Any increase or decrease in insurance will be as deemed by County of Orange Risk Manager as appropriate to adequately protect County.
- Q. County shall notify Contractor in writing of changes in the insurance requirements. If Contractor does not deposit copies of acceptable Certificate of Insurance and endorsements with County incorporating such changes within thirty (30) calendar days of receipt of such notice, this Contract may be in breach without further notice to Contractor, and County shall be entitled to all legal remedies.
- R. The procuring of such required policy or policies of insurance shall not be construed to limit Contractor's liability hereunder nor to fulfill the indemnification provisions and requirements of this Contract, nor act in any way to reduce the policy coverage and limits available from the insurer.
- S. Submission of Insurance Documents
1. The COI and endorsements shall be provided to County as follows:
    - a) Prior to the start date of this Contract.
    - b) No later than the expiration date for each policy.
    - c) Within thirty (30) calendar days upon receipt of written notice by County regarding changes to any of the insurance requirements as set forth in the Coverage Subparagraph above.

2. The COI and endorsements shall be provided to the County at the address as specified in the Referenced Contract Provisions of this Contract.
3. If Contractor fails to submit the COI and endorsements that meet the insurance provisions stipulated in this Contract by the above specified due dates, Administrator shall have sole discretion to impose one or both of the following:
  - a) Administrator may withhold or delay any or all payments due Contractor pursuant to any and all Contracts between County and Contractor until such time that the required COI and endorsements that meet the insurance provisions stipulated in this Contract are submitted to Administrator.
  - b) Contractor may be assessed a penalty of one hundred dollars (\$100) for each late COI or endorsement for each business day, pursuant to any and all Contracts between County and Contractor, until such time that the required COI and endorsements that meet the insurance provisions stipulated in this Contract are submitted to Administrator.
  - c) If Contractor is assessed a late penalty, the amount shall be deducted from Contractor's monthly invoice.
4. In no cases shall assurances by Contractor, its employees, agents, including any insurance agent, be construed as adequate evidence of insurance. County will only accept valid COIs and endorsements, or in the interim, an insurance binder as adequate evidence of insurance coverage.

## **16. INSPECTIONS AND AUDITS**

A. Administrator, any authorized representative of County, any authorized representative of the State of California, the Secretary of the United States Department of Health and Human Services, the Comptroller General of the United States, or any other of their authorized representatives, shall to the extent permissible under applicable law have access to any books, documents, and records, including but not limited to, financial statements, general ledgers, relevant accounting systems, medical and Client records, of Contractor that are directly pertinent to this Contract, for the purpose of responding to a beneficiary complaint or conducting an audit, review, evaluation, or examination, or making transcripts during the periods of retention set forth in the Records Management and Maintenance Paragraph of this Contract. Such persons may at all reasonable times inspect or otherwise evaluate the services provided pursuant to this Contract, and the premises in which they are provided.

- B. Contractor shall actively participate and cooperate with any person specified in Subparagraph A, above in any evaluation or monitoring of the services provided pursuant to this Contract and shall provide the above-mentioned persons adequate office space to conduct such evaluation or monitoring.
- C. Audit Response
1. Following an audit report, in the event of non-compliance with applicable laws and regulations governing funds provided through this Contract, County may terminate this Contract as provided for in the Termination Paragraph or direct Contractor to immediately implement appropriate corrective action. A CAP shall be submitted to Administrator in writing within thirty (30) calendar days after receiving notice from Administrator.
  2. If the audit reveals that money is payable from one Party to the other, that is, reimbursement by Contractor to County, or payment of sums due from County to Contractor, said funds shall be due and payable from one Party to the other within sixty (60) calendar days of receipt of the audit results. If reimbursement is due from Contractor to County, and such reimbursement is not received within said sixty (60) calendar days, County may, in addition to any other remedies provided by law, reduce any amount owed Contractor by an amount not to exceed the reimbursement due County.
- D. Contractor shall retain a licensed certified public accountant, who will prepare and file with Administrator, an annual, independent, organization-wide audit of related expenditures as may be required during the term of this Contract.
- E. Contractor shall forward to Administrator a copy of any audit report within fourteen (14) calendar days of receipt. Such audit shall include, but not be limited to, management, financial, programmatic or any other type of audit of Contractor's operations, whether or not the cost of such operation or audit is reimbursed in whole or in part through this Contract.

**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.

**18. LITERATURE, ADVERTISEMENTS, AND SOCIAL MEDIA**

- A. County owns all rights to the name, logos, and symbols of County. The use and/or reproduction of County's name, logos, or symbols for any purpose, including commercial advertisement, promotional purposes, announcements, displays, or press releases, without County's prior written consent is expressly prohibited.
- B. Contractor may develop and publish information related to this Contract where all of the following conditions are satisfied:
1. Administrator provides its written approval of the content and publication of the information at least 30 days prior to Contractor publishing the information, unless a difference timeframe for approval is agreed upon by the Administrator;
  2. Unless directed otherwise by Administrator, the information includes a statement that the program, wholly or in part, is funded through County, State and Federal government funds;
  3. The information does not give the appearance that the County, its officers, employees, or agencies endorse:
    - a) any commercial product or service; and,
    - b) any product or service provided by Contractor, unless approved in writing by Administrator; and,
  4. If Contractor uses social media (such as Facebook, Twitter, YouTube or other publicly available social media sites) to publish information related to this Contract, Contractor shall develop social media policies and procedures and have them available to Administrator. Contractor shall comply with County Social Media Use Policy and Procedures as they pertain to any social media developed in support of the services described within this Contract. The policy is available on the Internet at <http://www.ocgov.com/gov/ceo/cio/govpolicies>.

**19. MAXIMUM OBLIGATION**

- A. The Total Maximum Obligation of County for services provided in accordance with this Contract, and the separate Maximum Obligations for each period under this Contract, are as specified in the Referenced Contract Provisions of this Contract, except as allowed for in Subparagraph B. below.
- B. Administrator may amend the Maximum Obligation by an amount not to exceed ten percent (10%) of Period One funding for this Contract.



**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 its 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.
- B. Contractor shall comply and verify that its Covered Individuals comply with all other federal and State of California laws for minimum wage, overtime pay, record keeping, and child labor standards pursuant to providing services pursuant to this Contract.
- C. Notwithstanding the minimum wage requirements provided for in this clause, Contractor, where applicable, shall comply with the prevailing wage and related requirements, as provided for in accordance with the provisions of Article 2 of Chapter 1, Part 7, Division 2 of the Labor Code of the State of California (§§1770, et seq.), as it now exists or may hereafter be amended.

**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.
  2. Contractor and its Covered Individuals shall not discriminate against employees or applicants for employment in the areas of employment, promotion, demotion or transfer; recruitment or recruitment advertising, layoff or termination; rate of pay or other forms of compensation; and selection for training, including

- apprenticeship.
3. Contractor shall not discriminate between employees with spouses and employees with domestic partners or discriminate between domestic partners and spouses of those employees, in the provision of benefits.
  4. Contractor shall post in conspicuous places, available to employees and applicants for employment, notices from Administrator and/or the United States Equal Employment Opportunity Commission setting forth the provisions of the EOC.
  5. All solicitations or advertisements for employees placed by or on behalf of Contractor and/or subcontractor shall state that all qualified applicants will receive consideration for employment without regard to 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. Such requirements shall be deemed fulfilled by use of the term EOE.
  6. Each labor union or representative of workers with which Contractor and/or subcontractor has a collective bargaining Contract or other contract, or understanding must post a notice advising the labor union or workers' representative of the commitments under this Nondiscrimination Paragraph and shall post copies of the notice in conspicuous places, available to employees and applicants for employment.
- B. Services, Benefits And Facilities – Contractor and/or subcontractor shall not discriminate in the provision of services, the allocation of benefits, or in the accommodation in facilities on the basis of 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 in accordance with Title IX of the Education Amendments of 1972 as they relate to 20 USC §1681 - §1688; Title VI of the Civil Rights Act of 1964 (42 USC §2000d); the Age Discrimination Act of 1975 (42 USC §6101); Title 9, Division 4, Chapter 6, Article 1 (§10800, et seq.) of the CCR; and Title II of the Genetic Information Nondiscrimination Act of 2008, 42 USC 2000ff, et seq. as applicable, and all other pertinent rules and regulations promulgated pursuant thereto, and as otherwise provided by state law and regulations, as all may now exist or be hereafter amended or changed. For the purpose of this Nondiscrimination paragraph, discrimination includes, but is not limited to the following based on one or more of the factors identified above:

1. Denying a Client or potential Client any service, benefit, or accommodation.
  2. Providing any service or benefit to a Client which is different or is provided in a different manner or at a different time from that provided to other Clients.
  3. Restricting a Client in any way in the enjoyment of any advantage or privilege enjoyed by others receiving any service and/or benefit.
  4. Treating a Client differently from others in satisfying any admission requirement or condition, or eligibility requirement or condition, which individuals must meet in order to be provided any service and/or benefit.
  5. Assignment of times or places for the provision of services.
- C. Complaint Process – Contractor shall establish procedures for advising all Clients through a written statement that Contractor’s and/or subcontractor’s Clients may file all complaints alleging discrimination in the delivery of services with Contractor, subcontractor, and Administrator.
1. Whenever possible, problems shall be resolved informally and at the point of service. Contractor shall establish an internal informal problem resolution process for Clients not able to resolve such problems at the point of service. Clients may initiate a grievance or complaint directly with Contractor either orally or in writing.
  2. Within the time limits procedurally imposed, the complainant shall be notified in writing as to the findings regarding the alleged complaint and, if not satisfied with the decision, may file an appeal.
- D. Persons With Disabilities – Contractor and/or subcontractor agree to comply with the provisions of §504 of the Rehabilitation Act of 1973, as amended, (29 USC 794 et seq., as implemented in 45 CFR 84.1 et seq.), and the Americans with Disabilities Act of 1990 as amended (42 USC 12101 et seq.; as implemented in 29 CFR 1630), as applicable, pertaining to the prohibition of discrimination against qualified persons with disabilities in all programs or activities, and if applicable, as implemented in Title 45, CFR, §84.1 et seq., as they exist now or may be hereafter amended together with succeeding legislation.
- E. Retaliation – Neither Contractor nor subcontractor, nor its employees or agents shall intimidate, coerce or take adverse action against any person for the purpose of interfering with rights secured by federal or state laws, or because such person has filed a complaint, certified, assisted or otherwise participated in an investigation, proceeding, hearing or any other activity undertaken to enforce rights secured by federal or state law.
- F. In the event of non-compliance with this paragraph or as otherwise provided by

federal and state law, this Contract may be canceled, terminated or suspended in whole or in part and Contractor or subcontractor may be declared ineligible for further contracts involving federal, state or County funds.

**22. NOTICES**

- A. Unless otherwise specified, all notices, claims, correspondence, reports and/or statements authorized or required by this Contract shall be effective:
1. When written and deposited in the United States mail, first class postage prepaid and addressed as specified in the Referenced Contract Provisions of this Contract or as otherwise directed by Administrator;
  2. When faxed, transmission confirmed;
  3. When sent by Email; or
  4. When accepted by U.S. Postal Service Express Mail, Federal Express, United Parcel Service, or any other expedited delivery service.
- B. Termination Notices shall be addressed as specified in the Referenced Contract Provisions of this Contract or as otherwise directed by Administrator and shall be effective when faxed, transmission confirmed, or when accepted by U.S. Postal Service Express Mail, Federal Express, United Parcel Service, or any other expedited delivery service.
- C. Contractor shall notify Administrator, in writing, within twenty-four (24) hours of becoming aware of any occurrence of a serious nature, which may expose County to liability. Such occurrences shall include, but not be limited to, accidents, injuries, or acts of negligence, or loss or damage to any County property in possession of Contractor.
- D. For purposes of this Contract, any notice to be provided by County may be given by Administrator.

**23. NOTIFICATION OF DEATH**

- A. Upon becoming aware of the death of any person served pursuant to this Contract, Contractor shall immediately notify Administrator.
- B. All Notifications of Death provided to Administrator by Contractor shall contain the name of the deceased, the date and time of death, the nature and circumstances of the death, and the name(s) of Contractor's officers or employees with knowledge of the incident.
1. Telephone Notification – Contractor shall notify Administrator by telephone immediately upon becoming aware of the death due to non-terminal illness of

any person served pursuant to this Contract; notice need only be given during normal business hours.

2. Written Notification

- a) Non-Terminal Illness – Contractor shall hand deliver, fax, and/or send via encrypted email to Administrator a written report within sixteen (16) hours after becoming aware of the death due to non-terminal illness of any person served pursuant to this Contract.
  - b) Terminal Illness – Contractor shall notify Administrator by written report hand delivered, faxed, sent via encrypted email, within forty-eight (48) hours of becoming aware of the death due to terminal illness of any person served pursuant to this Contract.
  - c) When notification via encrypted email is not possible or practical Contractor may hand deliver or fax to a known number said notification.
- C. If there are any questions regarding the cause of death of any person served pursuant to this Contract who was diagnosed with a terminal illness, or if there are any unusual circumstances related to the death, Contractor shall immediately notify Administrator in accordance with this Notification of Death Paragraph.

**24. NOTIFICATION OF PUBLIC EVENTS AND MEETINGS**

- A. Contractor shall notify Administrator of any public event or meeting funded in whole or in part by the County, except for those events or meetings that are intended solely to serve Clients or occur in the normal course of business.
- B. Contractor shall notify Administrator at least thirty (30) business days in advance of any applicable public event or meeting. The notification must include the date, time, duration, location and purpose of the public event or meeting. Any promotional materials or event related flyers must be approved by Administrator prior to distribution.

**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. 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.
- G. 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.
- H. 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.
- I. 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.

- J. 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.

## **26. RESEARCH AND PUBLICATION**

Contractor shall not utilize information and/or data received from County, or arising out of, or developed, as a result of this Contract for the purpose of personal or professional research, or for publication.

## **27. SEVERABILITY**

If a court of competent jurisdiction declares any provision of this Contract or application thereof to any person or circumstances to be invalid or if any provision of this Contract contravenes any federal, state or county statute, ordinance, or regulation, the remaining provisions of this Contract or the application thereof shall remain valid, and the remaining provisions of this Contract shall remain in full force and effect, and to that extent the provisions of this Contract are severable.

## **28. SPECIAL PROVISIONS**

- A. Contractor shall not use the funds provided by means of this Contract for the following purposes:
1. Making cash payments to intended recipients of services through this Contract.
  2. Lobbying any governmental agency or official. Contractor shall file all certifications and reports in compliance with this requirement pursuant to Title 31, USC, §1352 (e.g., limitation on use of appropriated funds to influence certain federal contracting and financial transactions).
  3. Fundraising.
  4. Purchase of gifts, meals, entertainment, awards, or other personal expenses for Contractor's staff, volunteers, interns, consultants, subcontractors, and members of the Board of Directors or governing body.
  5. Reimbursement of Contractor's members of the Board of Directors or governing body for expenses or services.
  6. Making personal loans to Contractor's staff, volunteers, interns, consultants, subcontractors, and members of the Board of Directors or governing body, or its

designee or authorized agent, or making salary advances or giving bonuses to Contractor's staff.

7. Paying an individual salary or compensation for services at a rate in excess of the current Level I of the Executive Salary Schedule as published by the OPM. The OPM Executive Salary Schedule may be found at [www.opm.gov](http://www.opm.gov).
  8. Severance pay for separating employees.
  9. Paying rent and/or lease costs for a facility prior to the facility meeting all required building codes and obtaining all necessary building permits for any associated construction.
- B. Unless otherwise specified in advance and in writing by Administrator, Contractor shall not use the funds provided by means of this Contract for the following purposes:
1. Funding travel or training (excluding mileage or parking).
  2. Making phone calls outside of the local area unless documented to be directly for the purpose of Client care.
  3. Payment for grant writing, consultants, certified public accounting, or legal services.
  4. Purchase of artwork or other items that are for decorative purposes and do not directly contribute to the quality of services to be provided pursuant to this Contract.

## **29. STATUS OF CONTRACTOR**

Contractor is, and shall at all times be deemed to be, an independent contractor and shall be wholly responsible for the manner in which it performs the services required of it by the terms of this Contract. Contractor is entirely responsible for compensating staff, subcontractors, and consultants employed by Contractor. This Contract shall not be construed as creating the relationship of employer and employee, or principal and agent, between County and Contractor or any of Contractor's employees, agents, consultants, volunteers, interns, or subcontractors. Contractor assumes exclusively the responsibility for the acts of its employees, agents, consultants, volunteers, interns, or subcontractors as they relate to the services to be provided during the course and scope of their employment. Contractor, its agents, employees, consultants, volunteers, interns, or subcontractors, shall not be entitled to any rights or privileges of County's employees and shall not be considered in any manner to be County's employees.

## **30. TAX LIABILITY**

Contractor shall report all income and pay all applicable federal, state, and local income



taxes or similar levies as a result of any monies paid Contractor pursuant to this Contract. Contractor shall indemnify, defend and hold County harmless from all liability, claims, losses, demands, including defense costs and attorney fees, whether resulting from court action or otherwise, in the event that any taxing authority or other agency attempts to obtain from County any such monies, penalties, and/or interest imposed resulting from any failure of Contractor to comply with the provisions of this paragraph.

**31. TERM**

- A. The term of this Contract shall commence as specified in the Referenced Contract Provisions of this Contract or the execution date, whichever is later. This Contract shall terminate as specified in the Referenced Contract Provisions of this Contract unless otherwise sooner terminated as provided in this Contract. Contractor shall be obligated to perform such duties as would normally extend beyond this term, including but not limited to, obligations with respect to confidentiality, indemnification, audits, reporting, and accounting.
- B. Any administrative duty or obligation to be performed pursuant to this Contract on a weekend or holiday may be performed on the next regular business day.

**32. TERMINATION**

- A. Contractor shall be responsible for meeting all programmatic and administrative contracted objectives and requirements as indicated in this Contract. Contractor shall be subject to the issuance of a CAP for the failure to perform to the level of contracted objectives, continuing to not meet goals and expectations, and/or for non-compliance. If CAPs are not completed within timeframe as determined by Administrator notice, payments may be reduced or withheld until CAP is resolved and/or the Contract could be terminated.
- B. County may terminate this Contract immediately, upon written notice, on the occurrence of any of the following events:
  - 1. The loss by Contractor of legal capacity.
  - 2. Cessation of services.
  - 3. The delegation or assignment of Contractor's services, operation or administration to another entity without the prior written consent of County.
  - 4. The neglect by any physician or licensed person employed by Contractor of any duty required pursuant to this Contract.
  - 5. The loss of accreditation or any license required by the Licenses and Laws Paragraph of this Contract.

6. The continued incapacity of any physician or licensed person to perform duties required pursuant to this Contract.
  7. Unethical conduct or malpractice by any physician or licensed person providing services pursuant to this Contract; provided, however, County may waive this option if Contractor removes such physician or licensed person from serving persons treated or assisted pursuant to this Contract.
  8. Any breach of Contract, or any misrepresentation or fraud on the part of the Contractor.
- C. Contingent Funding
1. Any obligation of County under this Contract is contingent upon the following:
    - a) The continued availability of federal, state and county funds for reimbursement of County's expenditures, and
    - b) Inclusion of sufficient funding for the services hereunder in the applicable budget(s) approved by the Board of Supervisors.
  2. In the event such funding is subsequently reduced or terminated, County may suspend, terminate or renegotiate this Contract upon thirty (30) calendar days' written notice given Contractor. If County elects to renegotiate this Contract due to reduced or terminated funding, Contractor shall not be obligated to accept the renegotiated terms.
- D. In the event this Contract is suspended or terminated prior to the completion of the term as specified in the Referenced Contract Provisions of this Contract, Administrator may, at its sole discretion, reduce the Not To Exceed Amount of this Contract to be consistent with the reduced term of the Contract.
- E. In the event this Contract is terminated Contractor shall do the following:
1. Comply with termination instructions provided by Administrator in a manner which is consistent with recognized standards of quality care and prudent business practice.
  2. Obtain immediate clarification from Administrator of any unsettled issues of contract performance during the remaining contract term.
  3. Until the date of termination, continue to provide the same level of service required by this Contract.
  4. If Clients are to be transferred to another facility for services, furnish Administrator, upon request, all Client information and records deemed necessary by Administrator to effect an orderly transfer.
  5. Assist Administrator in effecting the transfer of Clients in a manner consistent with Client's best interests.

6. If records are to be transferred to County, pack and label such records in accordance with directions provided by Administrator.
  7. Return to County, in the manner indicated by Administrator, any equipment and supplies purchased with funds provided by County.
  8. To the extent services are terminated, cancel outstanding commitments covering the procurement of materials, supplies, equipment, and miscellaneous items, as well as outstanding commitments which relate to personal services. With respect to these canceled commitments, Contractor shall submit a written plan for settlement of all outstanding liabilities and all claims arising out of such cancellation of commitment which shall be subject to written approval of Administrator.
  9. Provide written notice of termination of services to each Client being served under this Contract, within fifteen (15) calendar days of receipt of termination notice. A copy of the notice of termination of services must also be provided to Administrator within the fifteen (15) calendar day period.
- F. County may terminate this Contract, without cause, upon thirty (30) calendar days' written notice. The rights and remedies of County provided in this Termination Paragraph shall not be exclusive and are in addition to any other rights and remedies provided by law or under this Contract.

**33. THIRD PARTY BENEFICIARY**

Neither Party hereto intends that this Contract shall create rights hereunder in third parties including, but not limited to, any subcontractors or any Clients provided services pursuant to this Contract.

**34. WAIVER OF DEFAULT OR BREACH**

Waiver by County of any default by Contractor shall not be considered a waiver of any subsequent default. Waiver by County of any breach by Contractor of any provision of this Contract shall not be considered a waiver of any subsequent breach. Waiver by County of any default or any breach by Contractor shall not be considered a modification of the terms of this Contract.

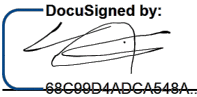
**SIGNATURE PAGE**

*County of Orange, County Executive Office  
Office of Care Coordination*

*MA-017-23011281*

IN WITNESS WHEREOF, the Parties have executed this Contract, in the County of Orange, State of California.

**VOLUNTEERS OF AMERICA OF LOS ANGELES**

BY:  BY: \_\_\_\_\_ DATED: 8/11/2023

TITLE: COO


BY: \_\_\_\_\_ DATED: \_\_\_\_\_

TITLE: \_\_\_\_\_

**COUNTY OF ORANGE**, a political subdivision of the State of California

BY: \_\_\_\_\_ DATED: \_\_\_\_\_  
Deputy Purchasing Agent

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

BY:  BY: \_\_\_\_\_ DATED: 8/11/2023  
Deputy

\* If the contracting party is a corporation, (2) two signatures are required: one (1) signature by the Chairman of the Board, the President or any Vice President; and one (1) signature by the Secretary, any Assistant Secretary, the Chief Financial Officer or any Assistant Treasurer. The signature of one person alone is sufficient to bind a corporation, as long as he or she holds corporate offices in each of the two categories described above. For County purposes, proof of such dual office holding will be satisfied by having the individual sign the instrument twice, each time indicating his or her office that qualifies under the above described provision. In the alternative, a single corporate signature is acceptable when accompanied by a corporate resolution demonstrating the legal authority of the signee to bind the corporation.

CONTRACT MA-017-23011281  
FOR  
HOUSING AND DISABILITY ADVOCACY PROGRAM SERVICES FOR FAMILIES  
COUNTY OF ORANGE  
AND  
VOLUNTEERS OF AMERICA OF LOS ANGELES  
OCTOBER 15, 2023 – JUNE 30, 2025

**I. DEFINITIONS**

- A. The parties agree to the following terms and definitions, and to those terms and definitions which, for convenience, are set forth elsewhere in the Contract.
1. Care Plus Program (CPP) means a comprehensive approach to service delivery for Orange County's most vulnerable Participants. It offers enhanced care coordination, aiming to expedite supportive service linkages quickly and efficiently, by connecting Participants to the most appropriate services and resources across behavioral health, corrections, healthcare, housing and homelessness, and benefits and supportive services.
  2. Case Management means a process of identification, assessment of need, planning coordination and linking, monitoring and continuous evaluation of Participants and of available resources activities include the provision of care coordination intended to help participants navigate and address barriers to housing and disability benefits.
  3. Client or Participant means an individual, referred by County or enrolled in Contractor's program for services under the Contract, who is experiencing homelessness in Orange County.
  4. CoC means Continuum of Care, a regional or local planning body that coordinates housing and services funding for homeless families and individuals. The CoC strategizes the community plan to organize and deliver housing and services to meet the specific needs of people who are homeless as they move to stable housing and maximize self-sufficiency. It includes action steps to end homelessness and prevent a return to homelessness.
  5. Critical Time Intervention (CTI) is a time-limited, focused approach designed to support people as they transition into housing from homelessness. CTI is carried out in three distinct phases spanning nine months: Transition, Try-Out and Transfer of Care.
  6. Cultural Competency means consideration for cultural and linguistic factors in

addressing the needs of populations to be served. Subpopulation identities may include, but are not limited to, race and ethnicity, gender and gender identity, sexual orientation, economic class, age, family status, language spoken and understood, physical and mental disabilities, living situation, etc. The Program must have the capacity to accommodate special populations within the general population (i.e., youth, LGBTQIA, Participants with disabilities, veterans, victims of domestic violence) throughout all levels of the organization, from organizational vision and mission statement to policy implementation, and to service delivery procedures and philosophies.

7. Data Collection System means software designed for collection, tracking and reporting outcomes data for Participants enrolled in the Homeless Service Programs. The primary data collection system utilized is the Homeless Management Information System (HMIS); however, victim service providers utilize comparable Data Collection Systems.
8. Disability Benefits Advocacy refers to program activities include seeking any and all disability benefits a participant may be eligible to receive, including Supplemental Security Income (SSI), Social Security Disability Insurance (SSDI), Social Security Retirement or Survivors Benefits, Veterans' Disability Compensation benefits, and the Cash Assistance Program for Immigrants (CAPI).
9. Engagement means the process by which a trusting relationship between worker and Participant(s) is established with the goal to link the individual(s) to the appropriate services, including street outreach, emergency shelter and housing programs. Engagement of Participant(s) is the objective of a successful Outreach.
10. Family means household with at least one minor child and one adult over the age of 18, household with an expectant mother, or household that are working towards reunification with minor children referred by the County or any other referral partner.
11. Harm Reduction Approach means the policies, procedures, and practices that aim to reduce the negative consequences of behaviors that are detrimental to the Participant's health and well-being (i.e., abuse of drugs and/or alcohol, failure to be medication compliant, engaging in criminal activity, choosing to sleep outside, etc.). In shelter settings, harm reduction is intended to prevent a Participant's termination from the program based solely on his or her inability to stop engaging in harmful behaviors.
12. Housing Assistance refers to assisting participants in finding and securing interim and permanent housing, maintaining current housing, and stabilizing new

- housing.
13. Homeless Management Information System (HMIS) refers to a database mandated by the U.S. Department of Housing and Urban Development used to collect participant-level data on the provision of housing and supportive services to individuals and families at risk of homelessness or experiencing homelessness.
  14. Housing and Disability Advocacy Program (HDAP) means a program to assist family households experiencing homelessness who are likely eligible for disability benefits by providing advocacy for disability benefits as well as housing supports. HDAP has four core requirements: outreach, case management, disability advocacy, and housing assistance.
  15. Housing First Principles include access to a homeless service program is not contingent on sobriety, minimum income requirements, lack of a criminal record, completion of treatment, participation in services, or other unnecessary conditions; support services are available but are voluntary, participant-driven, individualized, and flexible; and services are informed by a harm-reduction philosophy that recognizes that drug and alcohol use are a part of some participants' lives. Participants are engaged in nonjudgmental communication regarding drug and alcohol use and are offered education regarding how to avoid risky behaviors and engage in safer practices.
  16. Housing Navigation is community-based, solution-focused strategy that assists participants with complex and frequent occurring issues that prevent them from accessing and maintaining stable housing.
  17. Information and Referrals refers to the provision of information on community, social, health and government programs in the community that address the needs of Participants. This may include information to access community health clinics, food pantries, support groups, etc.
  18. Individuals refers to adults aged 18 and older. Individuals may be single person households and adult-only households.
  19. Lived Experienced Advisory Committee (LEAC) refers to the CoC Committee made up of individuals with current and/or past lived experience of homelessness, created to function in an advisory capacity to the CoC Board, ensure that the voices and perspectives of persons with current and/or past lived experience of homelessness are heard and considered in the decision-making process of the Orange County CoC and provide a way to share recommendations and feedback on the CoC Board and the programs and services.
  20. Low Barrier Approach means the utilization of practices to reduce barriers to a

- Participants' program entry, which may include, but is not limited to, reducing barriers to allowing for pets, possessions and privacy within the Program.
21. Motivational Interviewing means an evidence-based practice that is a directive, Participants-centered counseling style for eliciting behavior change by helping Participants to explore and resolve ambivalence.
  22. Outreach means activities geared at identifying need, targeting resources, and/or connecting likely eligible families to HDAP Services for Families, including screening and assessment activities.
  23. Participants refer to families with a member of the household with disabilities, who are experiencing homelessness.
  24. Persons with Lived Experience refers to individuals who have current and/or past lived experience of homelessness in Orange County.
  25. Program Director means an individual who has complete responsibility for the day-to-day function of the program. The Program Director is the highest level of decision-making at a local, program level.
  26. Referral means providing the effective linkage of a Participant to another service, when indicated; with follow-up to be provided within five (5) working days to assure that the Participant has made contact with the referred service.
  27. Service Planning Areas (SPA): The three geographic areas of Orange County (North, Central, and South) designated for the purposes of promoting increased coordination and collaboration in the delivery of programs and solutions that effectively address homelessness. Reference Attachment A for map of the Orange County SPAs.
  28. SOAR means SSI/SSDI Outreach, Access, and Recovery. SOAR is a national program designed to increase access to the disability income benefit programs administered by the Social Security Administration (SSA) for eligible adults and children who are experiencing or at risk of homelessness and have a serious mental illness, medical impairment, and/or a co-occurring substance use disorder.
  29. System of Care Data Integration System (SOCDIS) means a project that integrated nine databases, creating one Virtual Client Record with a Participant's demographics, program history and service utilization. Interdepartmental data and information sharing is facilitated by a Multi-Disciplinary Team (MDT) that meets twice a month to coordinate care for high utilizers accessing County services/programs.
  30. Transitional Aged Youth (TAY) refers to individuals age 24 or younger at program entry. Transitional Aged Youth may also include unaccompanied youth,



and parenting youth households whose head of households and all household members are 24 or younger.

31. Trauma-Informed Care requires that every part of the Program's design and operation be approached with an understanding of trauma and the impact it has on those receiving services.
32. U.S. Department of Housing and Urban Development (HUD) means one of the executive departments of the United States Federal Government that is tasked with federal housing and urban development laws and administering of related programs and services.

- B. Contractor and Administrator may mutually agree, in writing, to modify the Common Terms and Definitions Paragraph of this Exhibit A to the Agreement.

## **II. BUDGET**

- A. County shall pay Contractor in accordance with the Payments Paragraph of this Attachment 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. The total of such payments shall not exceed the Maximum Obligation as specified in the Referenced Contract Provisions of the Contract.

	<b>Period 1: October 15, 2023 to June 30, 2024</b>	<b>Period 2: July 1, 2024 to June 30, 2025</b>	<b>Total</b>
<b>ADMINISTRATION COSTS</b>			
Salaries	\$11,164.10	\$13,944.71	\$25,108.81
Benefits	\$2,791.02	\$3,486.18	\$6,277.20
Services & Supplies	\$867.50	\$1,041.00	\$1,908.50
Indirect	\$115,761.50	\$138,854.98	\$254,616.48
<b>SUBTOTAL ADMINISTRATIVE COSTS</b>	<b>\$130,584.12</b>	<b>\$157,326.87</b>	<b>\$287,910.99</b>
<b>PROGRAM COSTS</b>			
Salaries	\$313,902.20	\$392,436.46	\$706,338.66
Benefits	\$78,475.55	\$98,109.12	\$176,584.67
Services & Supplies	\$402,217.50	\$482,803.80	\$885,021.30
Start-Up Funds	\$17,450.00	\$0	\$17,450.00

<b>SUBTOTAL PROGRAM COSTS</b>	<b>\$812,045.25</b>	<b>\$973,349.38</b>	<b>\$1,785,394.63</b>
<b>TOTAL MAXIMUM OBLIGATION</b>	<b>\$942,629.37</b>	<b>\$1,130,676.25</b>	<b>\$2,073,305.62</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.
- 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 Exhibit A to the Agreement.
- E. FINANCIAL COMPENSATION – A method of ensuring a fair financial compensation rate for both Peer Leaders and Peer Members will be established collaboratively by the County, the CoC and the Contractor.

### **III. PAYMENTS**

- A. County shall pay Contractor monthly, in arrears. All payments are interim payments only, and subject to Final Settlement in accordance with the Cost Report Paragraph of the Agreement 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 Agreement, 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. 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.
- F. Contractor and Administrator may mutually agree, in writing, to modify the Payments

Paragraph of this Attachment A to the Contract.

#### **IV. REPORTS**

- A. Contractor shall maintain records and make statistical reports as required by Administrator.
- B. FISCAL
1. Contractor shall submit monthly Expenditure and Revenue Reports to Administrator. These reports will be on a form acceptable to, or provided by, Administrator and will report actual costs and revenues for Contractor's program described in the Services Paragraph of this Attachment A to the Contract. The reports will be received by Administrator no later than the twentieth (20th) day following the end of the month being reported. Contractor must request in writing any extensions to the due date of the monthly required reports. If an extension is approved by Administrator, the total extension will not exceed more than five (5) calendar days.
  2. Contractor shall submit monthly Year-End Projection Reports to Administrator. These reports will be on a form acceptable to, or provided by, Administrator and will report anticipated year-end actual costs and revenues for Contractor's Program described in the Services Paragraph of this Attachment A to the Contract. Such reports will include actual monthly costs and revenue to date and anticipated monthly costs and revenue to the end of the fiscal year. Year-End Projection Reports will be submitted in conjunction with the Monthly Expenditure and Revenue Reports.
- C. STAFFING – Contractor shall submit monthly Staffing Reports to Administrator. These reports will be on a form acceptable to, or provided by, Administrator and will, at a minimum, report the actual FTEs of the positions stipulated in the Staffing Paragraph of this Attachment A to the Contract and will include the employees' names, licensure status, monthly salary, hire and/or termination date and any other pertinent information as may be required by Administrator. The reports will be received by Administrator no later than twentieth (20th) day following the end of the month being reported. If an extension is approved by Administrator, the total extension will not exceed more than five (5) calendar days.
- D. PROGRAMMATIC – Contractor may be required to submit monthly and annual reports to Administrator. These reports shall be on a form acceptable to, or provided by, Administrator. Administrator may request additional Program reports of Contractor in order to determine the quality and nature of services provided hereunder. Administrator

will be specific as to the nature of information requested and may allow up to thirty (30) calendar days for Contractor to respond to request.

- E. **ADDITIONAL REPORTS** – Contractor shall submit additional reports as reasonably required by Administrator concerning Contractor’s activities as they affect the duties and purposes contained in the Contract. Administrator will provide Contractor with at least thirty (30) calendar days’ notice if such additional reports are required and shall explain any procedures for reporting the required information.
- F. Contractor shall report all special incidents to Administrator and shall submit a written Special Incident Report in accordance with the Notices Paragraph of the Contract. Special incidents shall include, but are not limited to, Participant's suicide or attempted suicide, elopement or absence without leave, serious injury, death, criminal behavior, or any other incident which may expose County or Contractor to liability.
- G. Subject to mutual agreement in writing, the Contractor and Administrator may alter the reporting requirements.

## **V. SERVICES**

### A. Scope of Services

#### 1. Overview

- a. Housing and Disability Assistance Program (HDAP) Services for Families is a County-administered program that assists families with a member of the household with disabilities, who are experiencing homelessness, apply for disability benefit programs while also providing housing assistance. HDAP requires that outreach, case management, disability benefit advocacy and housing assistance be offered to all program participants. An integral part of HDAP Services for Families is Supplemental Security Income/Social Security Disability Income (SSI/SSDI) Outreach, Access, and Recovery (SOAR). SOAR is a national program designed to increase access to the disability income benefit programs administered by the Social Security Administration for eligible adults and children who are experiencing or at risk of homelessness and have a serious mental illness, medical impairment, and/or a co-occurring substance use disorder. SOAR seeks to address homelessness through increased access to SSI/SSDI income support and encourages employment as a means to increase a family’s income, promote recovery and housing stability.

## 2. Program Description Summary

- a. HDAP Services for Families shall operate in accordance with Housing First Principles as defined in the California Welfare and Institution Code (WIC) Section 8256 and further outlined in All County Letter (ACL) 19-114. Housing First means that families should be connected to housing or housing supports immediately without preconditions, services shall be voluntary, participant choice shall be respected, and applicants shall not be rejected on the basis of income, past evictions, substance use, or any other behaviors that may indicate a lack of “housing readiness.”
- b. The following service components are to be provided by HDAP Services for Families:
  - i. **Outreach:** Contractor shall conduct activities geared at identifying need, targeting resources, and/or connecting likely eligible families to HDAP Services for Families, including screening and assessment activities.
    - a) Contractor shall utilize various best practices and approaches, including face-to-face interaction with and through trusted messengers of: families experiencing homelessness who are living on streets, in encampments, emergency shelters or transitional housing; and wherever else families may be located.
    - b) Contractor shall develop a mechanism to receive referrals from homeless service providers and community-based organizations, as well as establishing clear timelines for subsequent engagement with potential participants and subsequent assessment and screening. This includes receiving referrals from and coordinating with the Family Solutions Collaborative, Family Shelter Providers, the 2-1-1 Helpline and the Family Coordinated Entry System (FCES).
    - c) Contractor shall provide ample time to engage participants and utilize ongoing engagement practices with participants who are hesitant or unsure of engaging in the homeless service system. Program should also ensure that outreach is voluntary, participant-centered and trauma informed.
    - d) Contractor shall respond to requests from Office of Care Coordination to engage adults in family households experiencing

homelessness who are part of the Care Plus Program (CPP). CPP provides a comprehensive approach to service delivery for Orange County's most vulnerable participants. It offers enhanced care coordination, aiming to expedite supportive service linkages quickly and efficiently by connecting individuals to the most appropriate services and resources across behavioral health, corrections, healthcare, housing and homelessness, and benefits and supportive services. The System of Care Data Integration System project integrated nine databases, creating one Virtual Client Record with a participant's demographics, program history and service utilization. Interdepartmental data and information sharing is facilitated by a Multi-Disciplinary Team (MDT) that meets twice a month to coordinate care for high utilizers accessing County services/ programs. The MDT process is managed by the County Executive Office's (CEO) Office of Care Coordination.

- ii. **Case Management:** Contractor case management activities shall include the provision of care coordination intended to help participants navigate and address barriers to housing and disability benefits, including connections to Medi-Cal, CalFresh, healthcare, behavioral health agencies, legal aid, etc. Through case management, the Contractor shall actively integrate supportive services, ensuring that the various components of HDAP Services for Families shall be provided to the participant from the point of outreach through program exit into permanent housing.
  - a) Contractor shall incorporate best practices, including regular check-ins and communication, linkages to appropriate supportive services, the tracking of participants' cases, including housing status, disability status, status of other benefits, and any case conferencing notes.
  - b) Case management shall begin at entry to the program and continue throughout enrollment until the participant is stably housed, helping to coordinate each step of the disability advocacy and housing process. Case management is a separate function from the housing assistance activity.
  - c) Contractor shall conduct an assessment to determine the history of participation in other homeless service assistance programs and

collection of needed demographic information from participants. Contractor shall 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 meet the participants' needs.

- d) Contractor shall create an Individualized Housing and Service Plan for the family, in partnership with the eligible 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 shall address specific needs and barriers to disability benefits and housing and track progress on established goals and milestones. The Individualized Housing and Service Plan shall detail a path to housing stability and support the participants in maintaining permanent housing after the assistance ends.
- e) Case management activities shall include, but are not limited to:
  - i. Case managers shall meet with participants in person at least bi-weekly to review progress towards participant goals and plans for disability benefits and housing, and other resources as needed. Case managers shall support participants in scheduling appointments, providing transportation to appointments and attending appointments with the participants, as well as assisting in completing needed paperwork to meet the established goals related to accessing services provided by the System of Care. Case managers shall follow a "whatever-it-takes" approach to ensuring participants receive assistance with obtaining necessary documents, paperwork completion and housing applications.
  - ii. Contractor's case management services should compliment and enhance the level of care coordination being provided to the family, specially when the family is enrolled in a homeless service program that may be providing emergency shelter and/or housing support, but not primarily addressing and supporting the disability benefit application process.



- Contractor shall ensure that services are not duplicating efforts and/or funding
- iii. Contractor shall have a network of resources that they can provide referrals and linkages and networks shall include the resources listed below. Referrals and linkages to services and programs that address the needs of individuals shall be provided and facilitated on an ongoing basis. The Contractor shall 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.
1. Physical Health Care
  2. Mental Health Care
  3. Substance Use Treatment
  4. Mainstream Benefits (e.g., Medi-Cal, SNAP, TANF, CalFresh)
  5. Employment Services
  6. Legal Services
  7. Credit Counseling
  8. Education
  9. Essential services that address the needs of specialized populations, including but not limited to seniors, transitional aged youth, victims of domestic violence, dating violence, sexual assault, or stalking, and veterans.
- f) Contractor shall case conference, coordinate, and collaborate with the other components of the System of Care, Orange County Continuum of Care (CoC), and key stakeholders in the Service Planning Area to employ a multi-disciplinary approach to assisting the participant in accessing services and/or programs. This will support in coordination and monitoring other needs and engagement processes for the participant as well as measuring progress on the Individualized Housing and Service Plan.
- i. Services shall 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 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 secure disability benefits and ensure permanent housing and ongoing housing stability.

- g) Case management ratios shall be between 1:20 and 1:25, depending on local considerations.
- iii. **Disability Benefits Advocacy:** Contractor shall include seeking any and all disability benefits the participant may be eligible to receive as appropriate, including Supplemental Security Income (SSI), Social Security Disability Insurance (SSDI), Social Security Retirement or Survivors Benefits, Veterans' Disability Compensation benefits, and the Cash Assistance Program for Immigrants (CAPI). It shall also include filing complete and timely applications and appeals, obtaining and submitting medical evidence, filing appeals and requests for hearings, including appeals to the Social Security Appeals Counsel, representing individuals at administrative hearings, establishing good working relationships with the Social Security Administration and Disability Determination Services (DDS), and contracting with legal services providers as needed to ensure adequate representation. HDAP Services for Families shall not be interrupted pending an administrative hearing decision.
- a) Contractor SSI and SSDI benefits advocacy services shall adhere to the Social Security Administration guidelines, 20 CFR §§ 404.1740, 20 CFR §§ 416.1540 - Rules of Conduct and standards of responsibility for representatives.
- b) Contractor shall coordinate and collaborate with legal aid organizations to assist with initial applications and appeals, as well as ensure representation by attorneys in appeals hearings through a formal partnership with a legal entity.
- c) Contractor shall have specific design, oversight, and quality assurance processes for benefit applications, follow-up and approval rates related to any and all entitlement benefits the

participants may be eligible to receive, even if it results in ineligibility for disability benefits.

- iv. **Housing Assistance:** Contractor shall assist participants in finding and securing interim and permanent housing, maintaining current housing, and stabilizing in new housing. Housing assistance activities include, but are not limited to, direct financial assistance such as rental subsidies, rental arrearages, interim housing, landlord mediation, landlord incentives, landlord outreach, and housing identification and search activities. At minimum 40% of the budget must be dedicated to Housing Assistance. The three components of housing assistance for HDAP Services for Families are:
- a) Housing assistance – Provides financial assistance related to housing that is provided in coordination with both housing navigation and housing specific case management services and shall be provided to participants concurrently throughout the disability application process.
    - i. Housing assistance shall include interim shelter options, recuperative care, move-in costs and housing stabilization costs, modification to units in order to accommodate accessibility needs, independent living facilities, recovery residences and board and care facilities as long as placement are compliant with Housing First, master leasing, and reunification with family or friends or other shared housing opportunities.
    - ii. Housing assistance shall not exceed six (6) months of financial assistance for emergency and/or interim housing being provided at a motel or hotel being paid by the Program, without approval from Administrator.
    - iii. Housing assistance can be provided as financial assistance for move-in costs and housing stabilization costs including security deposit, utility deposit, pet deposits, storage fees, moving costs and costs associated with making a home habitable.
  - b) Housing navigation services – 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 establishing utilities.

- i. Housing Navigation Services shall include facilitating access and enrollment into the permanent housing programs of the Orange County Continuum of Care, including rapid rehousing, permanent supportive housing, housing choice vouchers, and special purpose housing choice vouchers. The Contractor shall serve as a Coordinated Entry System access point and regular attendance in the Coordinated Entry System meetings is expected.
- ii. Housing Navigation Services shall not be limited to these homeless service system interventions but also consider other permanent housing options that are affordable and sustainable for the individual, including but not limited to shared housing, room for rent, family reunification, etc.
- iii. Housing Navigation Services shall focus on the marketing aspects of housing navigation, including locating available units, recruiting new landlords, negotiating with landlords on incentives, risk mitigation funds, and any flexibility in lease terms and conditions. The housing navigator shall be available to assist with any needs or concerns from the landlord's perspective in order to maintain housing stability for the participant.
- iv. Housing Navigation Services shall provide transportation to participants to support the housing search process, attend housing meetings, viewing and/or interviews. The Contractor shall embrace a "whatever it takes" approach to housing navigation by eliminating barriers to housing.
- v. Contractor shall work with participants to understand their housing preferences and needs and work with them to identify an appropriate housing placement that would work for them and be sustainable. Contractor shall support housing opportunities that incorporate roommates and shared living

spaces. Contractor shall ensure that housing opportunities are habitable and rent reasonable.

- c) Housing-specific case management - When a participant becomes permanently housed, the Contractor shall provide in-person case management at least semi-monthly, for the first three months to ensure long-term housing stability and develop a Housing Stabilization Plan with the participant. The Housing Stabilization Plan shall 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 shall include a discharge plan that focuses on addressing and resolving any remaining barriers to housing stability, ensuring housing is sustainable, linking participants with community-based organizations, and coordinating follow-up services that offer continued support.
  - d) Contractor shall work closely with any existing homeless service provider that is providing similar or complimentary housing specific case management services, to ensure that services are augmented and that there is no duplication of efforts.
  - v. Services shall 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.
    - a) Contractor shall submit monthly and quarterly reports documenting the number of participants served, types of assistance provided, outreach contacts, service coordination, applications for benefits, progress reports, approvals and denials, and any additional data points as requested by the Office of Care Coordination and CDSS.
  - vi. Services shall be flexible to accommodate participant needs, included but not limited to operating extended hours and weekends.
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 individuals into permanent housing

- as quickly as possible and ensuring those individuals maintain their permanent housing.
- b. The Program shall be administered in an equitable manner by providing culturally responsive services and having multicultural Program staff 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.
4. Target Population and Eligibility Requirements
- a. Housing and Disability Advocacy Program (HDAP) Services for Families shall be provided to families that are likely eligible for disability benefits and experiencing chronic homelessness, homelessness or at-risk of homelessness. For the purposes of HDAP Services, families are defined as and inclusive of households with at least one minor child and one adult, households with an expectant mother, or households that are working towards reunification with minor.
  - b. The following are the chronic homelessness definitions as defined in Defining “Chronically Homeless” Final Rule and 24 CFR Parts 91 and 578:
    - i. A family with a head of household who meets the following criteria below. This is inclusive of a family whose composition has fluctuated while the head of household has been experiencing homelessness.
      - a) Is homeless and lives in a place not meant for human habitation, a safe haven, or in an emergency shelter; and
      - b) Has been homeless and living or residing in a place not meant for human habitation, a safe haven, or in an emergency shelter continuously for at least 1 year or on at least four separate occasions in the last 3 years, where the cumulative total of the four occasions is at least one year. Stays in institutions of 90 days or less will not constitute as a break in homelessness, but rather such stays are included in the cumulative total; and

- c) Can be diagnosed with one or more of the following conditions: substance use disorder, serious mental illness, developmental disability (as defined in section 102 of the Developmental Disabilities Assistance Bill of Rights Act of 2000 (42 U.S.C. 15002)), posttraumatic stress disorder, cognitive impairments resulting from brain injury, or chronic physical illness or disability.
- c. The following are the homeless definitions and categories as defined in 24 CFR Parts 91, 582 and 583:
  - i. A family who lacks a fixed, regular, and adequate nighttime residence, meaning:
    - a) A family with a primary nighttime residence that is a public or private place not designed for or ordinarily used as a regular sleeping accommodation for human beings, including a car, park, abandoned building, bus or train station, airport, or camping ground; or
    - b) A family living in a supervised 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, or local government programs for low-income individuals).
  - ii. A family who will imminently lose their primary nighttime residence, provided that:
    - a) The primary nighttime residence will be lost within 14 days of the date of application for homeless assistance;
    - b) No subsequent residence has been identified; and
    - c) The individual lacks the resources or support networks, e.g., family, friends, faith-based or other social networks, needed to obtain other permanent housing.
  - iii. A family who:
    - a) 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;

- b) Has no other residence; and
- c) Lacks the resources or support networks, e.g., family, friends, faith-based or other social networks, to obtain other permanent housing.
- d. The following is the at-risk of homelessness definition as defined in 24 CFR Parts 91, 582 and 583:
  - i. A family who:
    - a) Has an annual income below 30 percent of median family income for the area, as determined by the U.S. Department of Housing and Urban Development (HUD);
    - b) Does not have sufficient resources or support networks, e.g., family, friends, faith-based or other social networks, immediately available to prevent them from moving to an emergency shelter or another place described in paragraph (1) of the homeless definition in this section; and
    - c) Meets one of the following conditions:
      - i. Has moved because of economic reasons two or more times during the 60 days immediately preceding the application for homelessness prevention assistance;
      - ii. Is living in the home of another because of economic hardship;
      - iii. Has been notified in writing that their right to occupy their current housing or living situation will be terminated within 21 days after the date of application for assistance;
      - iv. Lives in a hotel or motel and the cost of the hotel or motel stay is not paid by charitable organizations or by Federal, State, or local government programs for low income individuals;
      - v. Lives in a single-room occupancy or efficiency apartment unit in which there reside more than two persons or lives in a larger housing unit in which there reside more than 1.5 persons reside per room, as defined by the U.S. Census Bureau;
      - vi. Is exiting a publicly funded institution, or system of care (such as a health-care facility, a mental health facility, foster care or other youth facility, or correction program or institution); or





- recruited to scheduling and understand that the service will meet the needs of the Participant.
- b. Maintain a holiday schedule consistent with County's holiday schedule that is available for administrative staff and not programmatic staff, 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 VOALA is located at 3600 Wilshire Boulevard, Suite 1500, Los Angeles, CA 90019, and the program offices are located at 321 North State College Boulevard, Anaheim, CA 92806.
  - 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.
6. 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 including participation in the collaborative regional spoke model of care.
  - 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. The policies and procedures shall note how the program is being administered to ensure there is no duplication of services.
  - c. Track program costs and ensure eligibility for payment within the funding requirements.
  - d. Operate, maintain, coordinate and staff the resources of the program, including having one designated Case Manager for each Service Planning Area.
  - e. Coordinate with County agencies to provide appropriate supportive services to program Participants including but not limited to HCA, Social Services Agency (SSA), County Executive Office (CEO), and OC Community Resources (OCCR).

- f. Coordinate with County agencies, the Orange County CoC and community-based organizations on administrative functions such as operations meetings, as necessary and appropriate. This may incorporate technology solutions such as teleconferencing and videoconferencing as precautionary measure to limit the community spread and exposure to COVID-19. This may also include in person meeting and/or in the field meeting to address any encampment or hotspot location identified by the County.
- g. Enter program data into HMIS and/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.

#### B. Performance Objectives and Monitoring

1. The following performance objectives will be a requirement of this Contract:
  - a. Provider shall provide HDAP Services for Families to a minimum of 150 families.
  - b. Maintain a minimum of 20 to 25 unduplicated, eligible participant families in a caseload per case manager by providing HDAP Services for Families. As some participants will not have needs for maximum assistance to secure disability benefits and/or permanent housing and achieve housing stability, the total number of households served likely will increase over the course of the contract.
  - c. Of the participants enrolled in the program during the reporting period, 100% of participants will have an Individualized Housing and Service Plan within 30 days of program enrollment.
  - d. Of the participants enrolled in the program during the reporting period, 100% of participants will have submitted a disability benefit application or appeal within 120 days of program enrollment.
  - e. Achieve a minimum of 40% disability benefit application approval, inclusive of initial applications, reconsideration request, and/or appeals and hearing processes.
  - f. At minimum 50% of participants will enroll into to an emergency shelter or temporary housing destination while enrolled in the program. This may include emergency shelter or temporary housing funded by HDAP Services for Families.



collection, management, and reporting standards and used to collect participant-level data.

2. Contractor is required to submit monthly units of service and narrative reports, in addition to reporting at regular intervals 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 families 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 of participants enrolled in CES program, total number of participants on the CES Community Queue and related status;
  - i. Individualized Housing and Service Plan status – total number of plans established with participants and related progress towards completion;
  - j. Income increases for participants;
  - k. Number of disability benefits applications and/or appeals submitted and related status and progress per Participant.
  - l. Other outcome measures as determined by the Administrator

**D. 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.

## **VI. STAFFING**

- A. All personnel assigned to the performance of the services will be closely evaluated by County. Staffing should reflect diverse populations served, and at a minimum include English and Spanish speaking personnel. Staff should demonstrate the ability to communicate effectively in both written and verbal formats, and the ability to problem solve effectively within the structure of the program, the contract, and budgetary parameters, as appropriate to their respective job descriptions.
  1. Staff overseeing direct service shall have an extensive knowledge of homeless services and/or at minimum have a bachelor's degree in Social Work or related field.
  2. Staff providing direct services shall consist of at least 50 percent of staff with previous direct homeless services experience. Staff providing direct services shall be SOAR trained and certified. It is preferred that supervisory staff have a Master's in Social Work or a Master's degree in a related clinical field.
  3. If Contractor is proposing three (3) or more direct service staff at least one (1) must be bi-lingual in Spanish. It is preferred to also have direct service staff that is bi-lingual in Vietnamese or any language that is prominently spoken in the area being serviced, in addition to Spanish.
  4. Administrative staff shall be assigned to work with the contract and have experience with overseeing and supporting past government contracts.
  5. Staffing shall ensure services be available seven days a week and operate extended hours daily to accommodate participants need.
  6. No more than 25 percent of the staffing shall be available through Subcontractors.
  7. Contractor shall, at a minimum, provide the following staffing pattern expressed in Full-Time Equivalents (FTEs) continuously throughout the term of the

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Contract. One (1) FTE shall be equal to an average of forty (40) hours work per week.

8. Contractor shall ensure that one (1) FTE Case Manager shall be designated to each Service Planning Area (SPA).

	<b>Period 1: October 15, 2023 to June 30, 2024</b>	<b>Period 1: July 1, 2024 to June 30, 2025</b>	<b>Total</b>
<b>ADMINISTRATION</b>			
Program Manager I	0.10	0.10	0.20
Program Coordinator II	0.025	0.025	0.05
Data Quality Specialist I	0.10	0.10	0.20
<b>Subtotal Administrative FTEs</b>	<b>0.225</b>	<b>0.225</b>	<b>0.45</b>
<b>PROGRAM</b>			
Program Manager I	0.90	0.90	1.80
Program Coordinator II	0.225	0.225	0.45
Housing Specialist II	2.00	2.00	4.00
Case Manager (Specialist)	3.00	3.00	6.00
Data Quality Specialist	0.90	0.90	1.80
<b>Subtotal Program FTEs</b>	<b>7.025</b>	<b>7.025</b>	<b>14.05</b>
<b>Total FTEs</b>	<b>7.25</b>	<b>7.25</b>	<b>14.50</b>