

COUNTY OF MONTEREY

AMENDMENT #1 to AGREEMENT # 5010-19747 **Housing Resource Center**

THIS AMENDMENT is made and entered into by and between the County of Monterey, a political subdivision of the State of California, (hereinafter, "COUNTY"), and **Housing Resource Center** (hereinafter, "CONTRACTOR").

WHEREAS, This Amendment modifies the agreement for the operation of a year-round warming shelter in Salinas, California, between the parties originally executed on **June 26, 2019**, (hereinafter, "Original Agreement"),

WHEREAS, The County and CONTRACTOR wish to amend the Original Agreement by **increasing the original contract amount by an additional \$527,439.00**, for a **revised total contract amount not to exceed a maximum of \$3,227,439.00**.

NOW THEREFORE, the parties agree:

1. Section 1.0 GENERAL DESCRIPTION of the Original Agreement is amended to read as follows:

1.01 The County hereby engages CONTRACTOR to perform, and CONTRACTOR hereby agrees to perform, the services described in **Exhibit AA**, in conformity with the terms of this Agreement. The services are generally described as follows: Provide the operation of a year-round warming shelter in Salinas, California.

2. Section 2.0 PAYMENT PROVISIONS of the Original Agreement is amended to read as follows:

2.01 COUNTY shall pay the CONTRACTOR in accordance with the payment provisions set forth in **Exhibit AA** subject to the limitations set forth in this Agreement. The total amount payable by COUNTY to CONTRACTOR under this agreement shall not exceed the sum of \$3,227,439.00..

3. Section 4.0 of the Original Agreement SCOPE OF SERVICES AND ADDITIONAL PROVISIONS is amended to read as follows:

4.01 The following attached exhibits are incorporated herein by reference and constitute a part of this Agreement:

Exhibit AA	Scope of Services/Payment Provisions
Exhibit A-1	Outcomes Report
Exhibit A-2	Case Closure Form
Exhibit A-3	Case Closure Letter
Exhibit A-4	Case Denial Letter

Exhibit A-5	Release of Information
Exhibit A-6	HSP Referral Form
Exhibit A-7	FSP Referral Form
Exhibit B	DSS Additional Provisions
Exhibit CC	Budget
Exhibit DD	2019-2020 Invoice
Exhibit DD-1	2020-2021 Invoice
Exhibit E	Modifications to Standard Agreement
Exhibit F	Audit Exhibit
Exhibit F-1	Schedule of County Programs
Exhibit G	Child Abuse Reporting Certification
Exhibit H	Elder Abuse Reporting Certification
Exhibit I	HIPAA Certification
Exhibit J	Lobbying

4. Sections 1.01, 1.03 and 2.01 of Exhibit B of the Original Agreement are amended to read as follows:

1.01 Monthly Claims by CONTRACTOR: Not later than the tenth (10th) day of each month CONTRACTOR shall submit to COUNTY a signed invoice setting forth the amount claimed. The invoice shall be submitted in the form set forth in **Exhibit DD**.

1.03 Allowable Costs: Allowable costs shall be the CONTRACTOR's actual costs of developing, supervising and delivering the services under this Agreement as set forth in the budget, attached hereto as **Exhibit CC**. Only the costs listed in **Exhibit CC** as contract expenses may be claimed as allowable costs. Any dispute over whether costs are allowable shall be resolved in accordance with the provisions of 45 Code of Federal Regulations, Part 74, Sub-Part F and 48 Code of Federal Regulations (CFR), Chapter 1, Part 31.

2.01 Outcome objectives and performance standards: CONTRACTOR shall, for the entire term of this Agreement, provide the service outcomes set forth in **Exhibit AA**. CONTRACTOR shall meet the contracted level of service and the specified performance standards described in **Exhibit AA** unless prevented from doing so by circumstances beyond CONTRACTOR's control including, but not limited to, natural disasters, fire, theft and shortages of necessary supplies or materials due to labor disputes.

5. Exhibits **A, C, and D** of the Original Agreement are rescinded, and replaced by Exhibits **AA, CC and DD**, attached.

If there is any conflict or inconsistency between the provisions of the AGREEMENT, or this AMENDMENT, the provisions of this AMENDMENT shall govern. A copy of this AMENDMENT shall be attached to the original AGREEMENT, as it may have been previously amended.

Except as provided herein, all remaining terms, conditions, provisions, entitlements and obligations of the original AGREEMENT shall remain unchanged and unaffected by this AMENDMENT and shall continue in full force and effect.


IN WITNESS HEREOF, the parties hereby execute this amendment as follows:

COUNTY OF MONTEREY:

Housing Resource Center:

By: _____
Lori A. Medina, Director
Director, DSS

Date: _____

DocuSigned by:

By: _____
7FF1BDFCD4AF493
(Chair, President, Vice-President)


(Print Name & Title)

Date: 4/30/2020

Approved as to Form:

Deputy County Counsel

Date: _____

DocuSigned by:

By: _____
7210088480FC4D6
(Secretary, CFO, Treasurer)

(Print Name and Title)

Date: 5/4/2020

Approved as to Fiscal Provisions:

Auditor-Controller's Office

Date: _____

SCOPE OF SERVICES/PAYMENT PROVISIONS

HOUSING RESOURCE CENTER OF MONTEREY COUNTY

- A. **TOTAL FUNDING** **\$3,227,439.00 (CFDA #93.558)**

- B. **CONTRACT TERM** July 1, 2019 to June 30, 2021

- C. **CONTACT INFORMATION**
 - County Contract Monitor: Monterey County Department of Social Services
Denise Vienne, Management Analyst
1000 S. Main Street, Suite 301 Salinas, CA 93901
Phone: (831) 755-4484 Fax: (831) 755-8477
vienned@co.monterey.ca.us

 - Contractor Information: Housing Resource Center of Monterey County
Jess Gutierrez, Interim Executive Director
201 A John St Salinas, CA 93901
Phone: (831) 424-9186 Fax: (831) 424-9187
ed@hrcmc.org

 - Location of Services: Housing Resource Center of Monterey County
201 A John St Salinas, CA 93901
Phone: (831) 424-9186 Fax: (831) 424-9187

- D. **CONTRACT AWARD INFORMATION**
 - CONTRACTOR DUNS Number: 621459010
 - Date County Awarded Funding: July 1, 2019
 - CFDA PASSTHROUGH INFORMATION AND DOLLAR AMOUNT: CFDA #93.558 \$2,700,000
 - Federal Award Description: Temporary Assistance for Needy Families
 - Research and Development: No
 - Indirect Cost Rate: 0%

- E. **PURPOSE**

The purpose of this agreement is to provide administrative and temporary housing subsidy funding to CONTRACTOR to provide housing case management, program housing search, placement support, and rental subsidies for CalWORKs customers referred to CONTRACTOR by COUNTY Department of Social Services for the Housing Support (HSP) and Family Stabilization (FS) programs.

SCOPE OF SERVICES/PAYMENT PROVISIONS

HOUSING SUPPORT PROGRAM

F. PROGRAM DESIGN

- F.1 In 2014, the California Department of Social Services (CDSS) received special authority to launch a new Housing Support (HSP) program. Per Senate Bill (SB) 855 (Chapter 29, Statutes of 2014), housing support in the CalWORKs program is necessary to assist families working towards achieving self-sufficiency. Homelessness and housing instability in the CalWORKs program is a challenging problem that impacts children's wellbeing and their parents' ability to engage in employment. The objective of the CalWORKs HSP is to promote housing stability for families in the CalWORKs program.
- a. CONTRACTOR shall provide staff and services to perform intake, case management, housing assessment, housing search, placement, and on-going housing subsidy payments for up to 40 eligible HSP CalWORKs customers each month.
 - b. For HSP purposes, the COUNTY shall be the HSP Social Service Aide and/or HSP Analyst.

G. PERFORMANCE GOALS

- G.1 Provide rapid rehousing and housing navigation services to support and place 80 families into permanent housing per year.
- G.2 75% of all referred customers are scheduled to attend an intake and assessment within five (5) working days of CONTRACTOR receiving the customer referral from COUNTY.
- G.3 50% of all customers who attend and successfully complete the intake and assessment and fully participate in program's services are placed in safe, clean, and affordable permanent housing within eight (8) weeks of their intake and assessment appointment.

H. CONTRACTOR RESPONSIBILITIES

In accordance with the principles of this Agreement, the duties and responsibilities of CONTRACTOR are outlined as follows. The CONTRACTOR shall:

H.1 Administration

- a. Provide programmatic oversight of the CONTRACTOR responsibilities provided under this Agreement.
- b. Monitor the programs through established processes and in compliance with applicable city, county, state, and federal regulations.
- c. Hold regularly scheduled case review meetings, no less than monthly, with internal program staff to review active cases and ensure adequate program operations.
- d. Invite COUNTY partners to attend the regularly scheduled case review meetings.
- e. Respond to deficiencies in meeting any service requirements in this Agreement within two (2) business days of the deficiency being identified through contract monitoring or reported by the COUNTY Contract Monitor.
 - i. Identification and response shall be captured in written communication.
 - ii. Corrective actions shall be agreed upon by both parties.

SCOPE OF SERVICES/PAYMENT PROVISIONS

- iii. Corrective actions shall be implemented as soon as deemed possible by both parties.
 - f. Ensure appropriate staffing to support the administration and service provided for in this Agreement.
 - g. Ensure replacement staffing is available to continue the uninterrupted provision of services under this Agreement in the event of staffing vacancies related to sickness, absence, or staffing changes.
- H.2 Tracking & Reporting
 - a. Maintain an ongoing and accurate secure program database that includes at minimum the C-IV Customer Identification Number, C-IV Case Number, Customer Last Name, Customer First Name, Housing Program, Date of Referral, Program Start Date, Program End Date, Final Outcome, Comments, and Monthly Progress Updates.
 - b. Provide a monthly electronic copy of the data report to COUNTY Contract Monitor by the 10th day of the month following the month in which services were performed using secure email.
 - c. Provide a current electronic copy of the data report via secure e-mail within three (3) business days of receiving a request from COUNTY.
- H.3 Intake & Assessment
 - a. Accept customer referrals provided by COUNTY and respond within three (3) business days using secure electronic mail confirming receipt of the referral, Case Manager assigned, and the date the customer is scheduled to attend an intake and assessment or information that an attempt to reach the customer has been made.
 - b. Inform COUNTY of missed appointments and provide updated appointment dates to COUNTY program contact as soon as information is available.
 - c. Schedule newly referred customers to attend a comprehensive intake and assessment within five (5) days of receiving a customer referral from COUNTY barring the customer's unavailability.
 - d. Provide emergency intake and assessments as requested by COUNTY to serve customers that require immediate temporary shelter and are "literally homeless" with children under the age of five (5) where failure to provide immediate temporary shelter may result in safety concerns for the children.
 - i. All ad-hoc intake and assessments shall be provided within two (2) business days of receiving a request from COUNTY.
 - e. Develop, maintain, and provide program participant rules and expectations to each referred customer during the comprehensive intake and assessment process.
 - f. Ensure that each comprehensive intake and assessment includes, but is not limited to:
 - i. A formal contact (in person, phone call, email, or letter) with the customer to schedule and confirm the intake and assessment within two (2) days of receiving the referral from COUNTY.
 - ii. The formal contact shall include a list of verification items the customer is required to bring to their intake and assessment appointment.
 - iii. Completion of ABCDM 228 Applicant's Authorization for Release of Information (Exhibit A-5), if not provided at time of COUNTY referral.

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- iv. One (1) additional formal contact (in person, phone call, email or letter) to remind the customer about the appointment and the verification items required.
- v. A friendly greeting and welcome to CONTRACTOR services at the beginning of the appointment and discussion with the customer about why they have been referred for services, an overview of what services CONTRACTOR provides, which of those services the customer may be eligible for, and an opportunity for the customer to discuss any concerns they have prior to beginning the comprehensive intake and assessment.
- vi. Verbal and written instructions for completion of CONTRACTOR'S program application materials.
- vii. Delivery and discussion of the program participant rules and expectations.
- viii. A thorough family assessment to determine the family size and housing needs to include, but not limited to, housing size, number of bedrooms required, number of bathrooms required, living space required, food preparation space required, and any additional special circumstances (disabilities, dependencies, or special requirements the family may have).
- ix. A thorough financial assessment to include a comparison of all available family income and expenses.
- x. Development of a thorough budget used to determine the amount of income available to pay for housing, if any, after accounting for all other regular expenses. CONTRACTOR shall encourage customers to pay for as much of their own housing as possible.
- xi. Development of a thorough housing plan to include where temporary shelter will be obtained if required, scheduled hours for weekly housing search, short-term and long-term housing goals, along with projected milestone dates for housing applications, interviews, tours, and permanent housing placement.
- xii. Completion of applications for available local low-income housing and housing lists to include, but not be limited to, Housing Authority (HA) Housing Choice Voucher (HCV) program, Community Homeless Solutions, Pueblo del Mar, Homeward Bound, and Sun Street Centers.
- xiii. Discussion and identification of the local areas where housing is available and affordable along with a determination of where the customer desires to live. The discussion shall include access to and availability of child care, the educational needs of school aged children, employment and activity needs of adults, and general public safety concerns for the areas.
- xiv. Delivery and discussion of a thorough list of addresses and contact information for landlords affiliated with CONTRACTOR that have housing available in the area, have agreed to work with program customers, and have housing that the customer both desires and can afford.
- xv. Delivery and discussion of housing search forms used by CONTRACTOR to include written instructions for how the form is to be completed, how often and on what days the form is required to be provided, and what happens if the form is not completed and provided timely.
- xvi. A discussion accompanied with written instructions detailing when the customer's next appointment with CONTRACTOR will be, what the

SCOPE OF SERVICES/PAYMENT PROVISIONS

customer is expected to do between the current appointment and the next appointment, and who at the CONTRACTOR agency the customer can contact if they need assistance.

- xvii. If requested and necessary, the Housing Case Manager shall make reservations and pay for safe, clean, and affordable temporary shelter starting the evening of the intake and assessment appointment and on a week-by-week basis per the customer's housing plan.
- xviii. Inform customers that placement in temporary shelter is only guaranteed on a week-by-week basis and approval of payment for temporary shelter requires the customer to comply with, and participate in, their housing plan.

H.4 Housing Placement

- a. Reserve, pay for, and place customers who have been referred to, and attended, a comprehensive intake and assessment in safe, clean, and affordable subsidized temporary shelter the same day that the customer attends the compressive intake and assessment appointment.
 - i. The temporary shelter placement shall meet minimum state and federal temporary shelter regulations or be a temporary shelter approved by the COUNTY.
 - ii. The temporary shelter placement shall be reserved for an initial minimum period of seven (7) days.
 - iii. Temporary shelter shall be reserved and paid for continually and consecutively, as required, on a week-to-week basis.
 - iv. Temporary shelter subsidies shall be discontinued when the customer has secured and moved into permanent housing, the customer's case is closed, or after one (1) month; whichever occurs first.
 - v. An extension of temporary shelter reservations, payment, and placement may be provided beyond one (1) month, on a case-by-case basis, only if approved by the COUNTY.
- b. Identify, pay for, and place customers who have been referred to, and attended, intake and assessment and have complied with program rules and expectations, and their housing plan, in safe, clean, affordable, and desirable fully or partially subsidized permanent housing within eight (8) weeks of completing the intake and assessment appointment.
- c. Ensure the permanent subsidized housing meets minimum state and federal housing regulations or is approved by the COUNTY.
- d. Ensure that permanent housing, and additional fees such as application fees, utilities, basic furniture and appliances (beds, refrigerator, oven or microwave), and security deposit are secured and paid for continually and consecutively, as required, on a month-to-month basis.
 - i. Permanent shelter subsidies shall be discontinued when it is determined that the customer can afford full monthly permanent housing and utility costs, the customer's case is closed, or after six (6) months, whichever occurs first.
 - ii. An extension of permanent housing payments may be provided beyond six (6) months, on a case-by-case basis, only if approved by the COUNTY.

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- e. Require each customer to agree to and sign a formal budget agreement between the customer and CONTRACTOR detailing the permanent housing subsidy arrangement amount, period, and instructions for the customer to comply with their housing plan.
 - i. Compliance with the housing plan is determined by participation with program requirements and expectations.
 - ii. Ensure that each budget requires the customer to pay a portion of the monthly rental amount. The portion shall gradually increase over time to ensure the customer is able to pay the full rent amount before the end of the permanent housing subsidy period.
- f. Record and report each customer's intake and assessment date, temporary subsidized shelter begin and end dates, permanent subsidized housing placement date, address, monthly rent amount, number of prior months of subsidized permanent housing payments issued, and the projected date for which subsidized permanent housing payments are expected to end in the service provider's secure program database.
- g. Serve as each referred customer's permanent housing advocate and provide coordination services between customers and current and prospective permanent housing landlords.
 - i. This includes providing the landlords with information about CONTRACTOR's services.
- h. Establish trust and confidence between the landlord, the customer, and CONTRACTOR.
 - i. This also includes: the identification of available housing that meets the customer's basic housing needs, obtaining and assisting the customer with completing housing application forms and fees, assistance with submission of housing applications and communication with landlords regarding the application and CONTRACTOR's service, conducting a thorough housing inspection with the customer to ensure permanent housing is clean, safe, affordable, and in a location acceptable to the customer, processing and issuance of approved monthly permanent housing subsidies, reporting of all customer housing issues and concerns to COUNTY, and serving as a reference for future permanent housing opportunities.
- i. Identify and develop a network of Monterey County temporary and permanent housing landlords, service providers, and programs that work with low-income families to include but not be limited to: Housing Authority, Door to Hope, Community Homeless Solutions, Pueblo del Mar, Homeward Bound and Sun Street Centers. Connect referred customers to these landlords, service providers and programs by providing a warm-handoff via in person introductions or three-way phone conversations between CONTRACTOR, the customer, and the low-income service provider(s) identified.
- j. Inform COUNTY of cases being closed by clearly documenting the reasons for closure in services database and completing the Case Closure Form (Exhibit A-2) and sending it to the COUNTY Program Contact using secure e-mail within seven (7) days of the actual closure date.

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- k. Complete and mail a formal Case Closure Letter (Exhibit A-3) including specific reasons unsatisfactory participation was indicated to the customer's last known address and provide a copy to COUNTY with the Case Closure Form for HSP referred customers who do not successfully complete either the intake and assessment process or do not participate in the program plan.
 - l. Ensure that customers not participating in program services are provided a minimum of three (3) opportunities to comply before their case is closed.
 - m. Complete and send a formal Case Denial Letter (Exhibit A-4) to COUNTY Program Contact indicating the specific reasons, behaviors, and violations that indicate that additional program services would not be appropriate for re-referred HSP customers who have been unsuccessful in previous HSP services or have engaged in serious program violations.
- H.5 Subsidized Housing List Development
- a. Identify, develop, and maintain an accurate list of at least twenty (20) currently available subsidized housing locations that will work with CONTRACTOR to support the placement of up to twenty (20) referred families.
 - b. Update the housing list weekly and new listings shall be added to replace listings that are removed or no longer available.
 - i. The listing shall include subsidized housing sites accessible to customers living in South County (including, but not limited to, Bradley, Parkfield, Lockwood, and San Lucas), the Monterey Peninsula, and the greater Salinas areas.
 - c. Develop and maintain sufficient subsidized housing sites to ensure each referred customer is placed within eight (8) weeks of completing the intake and assessment.
 - d. Ensure that new subsidized housing sites are added to the list as needed to satisfy the number of referrals and time requirements outlined in this Agreement.
 - e. Serve as the liaison to landlords and subsidized housing site contacts for each subsidized housing site developed. This includes, but is not limited to:
 - i. Providing each landlord/site contact with training on the program in regard to subsidized payment agreements, the customer's HRC housing plan, how subsidized payments are approved, CONTRACTOR'S expectations for the customer and landlord/site contact, and the requirement for landlord/site contacts to report timely any issues related to the customer that may result in eviction or termination of a subsidized permanent housing arrangement.
 - ii. Respond to landlord/site contact inquiries within forty-eight (48) hours.
 - f. Ensure regular monthly contact is made with each landlord/site contact on the CONTRACTOR'S subsidized housing list to ensure listed housing is still available and landlord/site contact are ready to receive referred customers for placement.
- H.6 Program Staff
- a. Housing Program Manager
 - i. Provide one (1) Housing Program Manager at .75 FTE for both programs to supervise Program Staff and ensure daily compliance with the administrative and operational requirements detailed in this Agreement.

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- ii. The Housing Program Manager shall be the primary point of contact for regular programmatic service information.
 - a) For HSP Program, the Housing Program Manager shall communicate regularly the COUNTY HSP Analysts and COUNTY HSP Social Services Aide.
 - ii. The Housing Program Manager shall be trained and qualified to carry out the role and responsibility of each program staff position should additional program support be needed in that position, especially in the support of the Housing Case Manager and Housing Specialist positions.
- b. Housing Case Manager
- i. Provide three (3) Housing Case Managers at 3.0 FTE for intensive case management services related to both programs detailed in this Agreement.
 - ii. The Housing Case Manager shall ensure a complete intake and assessment is provided to each COUNTY referred customer per Section G.3 Intake and Assessment.
 - iii. Provide same-day intake and assessment for emergency referrals as directed by COUNTY in special circumstances.
 - a) The COUNTY may prioritize a referral as an emergency that supersedes providing program services to other COUNTY referred customers.
 - b) If unable to provide same-day intake and assessment for an emergency referral, ensure the Housing Program Manager contacts the COUNTY to discuss the limitation(s) and reason(s).
 - iv. Ensure temporary and permanent subsidized housing arrangements are made per the housing placement section above.
 - v. Ensure weekly contact is made and recorded with each COUNTY referred customer during the first four (4) weeks of subsidized housing placement.
 - vi. Ensure monthly contact is made and recorded with each COUNTY referred customer participating and complying with their housing plan.
 - vii. Ensure each customer contact is used to determine the customers' needs, satisfaction with their subsidized temporary/permanent housing placement, and progress toward their housing plan.
 - viii. Ensure that an electronic copy of each Weekly Housing Coordination Report is sent using secure electronic mail to the COUNTY FS Supervisors.
 - ix. Ensure that each subsidized temporary and permanent subsidized housing arrangement is safe, clean, affordable, and desired by the customer.
 - x. Ensure that customers with limited means of transportation are provided priority for subsidized housing placement close to their desired location (i.e. child's school or parent's work).
 - xi. Immediately report to the COUNTY, within one (1) business day, if the customer misses the intake and assessment or a scheduled appointment. This report shall be made in writing using secure electronic mail.
 - a) The COUNTY shall assist in obtaining additional contact information and supporting the customer's completion of the intake and assessment as needed.

SCOPE OF SERVICES/PAYMENT PROVISIONS

- xii. Make a minimum of three (3) attempts to contact a customer that misses a scheduled intake and assessment or appointment during the scheduled appointment time.
 - a) Reschedule customers that respond to the contact attempts to attend the appointment within three (3) days of the successful contact.
- xiii. Provide support to COUNTY referred customers to address and resolve unsatisfactory participation with the housing plan as a component of regular monthly case management.
- xiv. Provide bi-lingual (English-Spanish) case management services either directly or through the use of a translator.
- xv. Identify the housing barriers of each COUNTY referred customer and make recommendations to the customer on how to assist in removing the barriers.
- xvi. Contact each newly housed customer within three (3) business days of the first day of the customer's move-in date to ensure the customer is satisfied and has their basic housing needs met.
- xvii. Close CONTRACTOR housing services when directed by the COUNTY and complete the Case Closure Form process.
 - a) Record the service closure on the service provider's secure program database indicating the service end date and appropriate final outcome.
- xviii. Respond using secure electronic mail to COUNTY inquiries about customer progress within two (2) business days.
- xix. Enter the service end date and service final outcome in the service provider's secure program database at the end of services for each COUNTY referred customer.
- c. Housing Specialist
 - i. Provide two and one-half (2.5) Housing Specialists at 2.5 FTE for both programs and to assist each COUNTY referred customer with temporary and permanent subsidized housing search and placement.
 - ii. The Housing Specialist position shall assist customers to transition into fully subsidized, or partially subsidized, housing based on the customer's needs and budget.
 - iii. The Housing Specialist shall identify and obtain subsidized temporary shelter the same day as the customer attends and completes the intake and assessment for FS program customers.
 - iv. The Housing Specialist shall identify and secure subsidized permanent housing for the customer within eight (8) weeks of completing the intake and assessment provided the customer is in compliance with the program housing plan.
 - v. The Housing Specialist shall provide basic housing search skills training and support to each COUNTY referred customer that they are assigned.
 - vi. The Housing Specialist shall work with each customer to identify potential barriers to housing interviews to include but not be limited to discussing evictions and/or felonies with prospective landlords, acquiring and demonstrating proper interview clothing, language, demeanor, and attitude.

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- vii. Ensure a current and accurate subsidized housing list is developed and maintained according to the Section H.5 Subsidized Housing List Development.
- d. Program Assistant
 - i. Provide one program assistant at .75 FTE for both programs. Program assistant will respond to referrals received from the COUNTY within three (3) business days using secure electronic mail to indicate the referral is received.
 - ii. Ensure each referred customer is scheduled to attend an intake and assessment within five (5) business days of receiving the referral from the COUNTY barring customer's unavailability.

I. COUNTY RESPONSIBILITIES

In accordance with the principles of this Agreement, the duties and responsibilities of COUNTY are outlined as follows. The COUNTY shall:

I.1 Administration

- a. Provide programmatic oversight of the COUNTY responsibilities provided under this Agreement
- b. Review invoices and reports submitted by CONTRACTOR and process for payment.
- c. Communicate at a minimum within two (2) working days to:
 - i. Respond to any inquiries from CONTRACTOR regarding a referral or placement.
 - ii. Share any changes in customer status or circumstances that impact CONTRACTOR.
- d. Be available for monthly meetings and as needed with CONTRACTOR and/or customer.
- e. Conduct a minimum of one (1) contract monitoring visit to evaluate service delivery and CONTRACTOR performance in relation to targets, goals, and responsibilities.
- f. Provide written documentation of contract monitoring findings and recommendations to CONTRACTOR at the conclusion of each visit. Monitoring visits will include a review of each line item in this Agreement.

I.2 Tracking & Reporting

- a. Work closely with CONTRACTOR to obtain detailed program data on a monthly basis for completion of the state mandated HSP-14 monthly reporting requirements.
- b. Report to the State as required regarding Housing Support Program expenditures and participation.
- c. Act as the primary program contact with state level program administrator and ensure program applications, reports, and other requirements are met.
- d. Monitor open cases to ensure client's continued program eligibility. If a case becomes ineligible for services, COUNTY will formally notify CONTRACTOR to discontinue services.

I.3 Intake & Referral

- a. Accept referrals directly from customers and verify program eligibility and indicate Program Code for fiscal claiming.

SCOPE OF SERVICES/PAYMENT PROVISIONS

- b. Manage and monitor waiting lists as needed
- c. Make timely direct referrals to CONTRACTOR to provide housing/shelter and supportive services as outlined in this Agreement.
 - i. Maintain and refer up to forty (40) COUNTY HSP customers each month.
- d. Submit the following referral information using secure electronic mail to CONTRACTOR on HSP Referral Form (Exhibit A-6):
 - i. Customer's C-IV Case Number, Customer's Last Name, Customer's First Name, Customer's working telephone number, Customer's mailing address, original COUNTY referral date and any additional information deemed necessary and relevant by the COUNTY.
 - ii. An electronic copy of the completed ABCDM 228 Applicant's Authorization for Release of Information if applicable (Exhibit A-5).
 - a) For referrals in which the customer has only provided verbal permission to send the program referral, CONTRACTOR shall follow-up with obtaining the ABCDM 228 upon the initial intake and assessment. No services beyond the intake shall be provided until the release form is completed.

I.4 Program Staff

- a. Provide staff and administration to ensure the duties and responsibilities of COUNTY are met, including but not limited to:
 - i. COUNTY HSP Analyst
 - ii. COUNTY HSP Social Services Aide

J. DATA REPORTING INSTRUCTIONS & SUBMISSION

- J.1 CONTRACTOR shall provide comprehensive programmatic reports on a monthly basis. Data provided shall include but is not limited to all data elements reported to the California Department of Social Services HSP-14 report.
- J.2 Reports shall be submitted electronically using secure methods to the contract monitor no later than the 10th day of the month following the month in which services are delivered.

FAMILY STABILIZATION PROGRAM

K. PROGRAM DESIGN

- K.1 In 2014, Family Stabilization (FS) became a component of the California Work Opportunity and Responsibility to Kids (CalWORKs) Program that provides intensive case management and services to clients that meet the criteria set forth in AB 74. FS is designed to ensure a basic level of stability within a family prior to, or concurrently with, participation in Welfare-to-Work (WTW) activities. The goal of the FS program is to increase client success in light of the flexible WTW 24-Month Time Clock through more intensive case management and the assignment of clients to the additional activities or barrier removal services necessary to ultimately achieve self-sufficiency.
 - a. CONTRACTOR shall provide staff and services to perform intake, assessment, housing search, placement, and on-going housing subsidy payments for up to 20 eligible FS CalWORKs WTW customers each month.
 - b. For FS program purposes, the COUNTY shall be the FS Case Managers, FS Supervisors, and/or the FS Analyst.

SCOPE OF SERVICES/PAYMENT PROVISIONS

L. PERFORMANCE GOALS

- L.1 75% of all referred customers are scheduled to attend an intake and assessment within five (5) working days of CONTRACTOR receiving the customer referral from COUNTY.
- L.2 80% of COUNTY referred FS customers who attend and successfully complete the intake and assessment are placed in safe, clean, and affordable temporary shelter the same day that the intake and assessment are completed and until permanently housed or the case is closed.
- L.3 50% of all customers who attend and successfully complete the intake and assessment and fully participate in program's services are placed in safe, clean, and affordable permanent housing within eight (8) weeks of their intake and assessment appointment.

M. CONTRACTOR RESPONSIBILITIES

In accordance with the principles of this Agreement, the duties and responsibilities of CONTRACTOR are outlined as follows. The CONTRACTOR shall:

M.1 Administration

- a. Provide programmatic oversight of the CONTRACTOR responsibilities provided under this Agreement.
- b. Monitor the programs through established processes and in compliance with applicable city, county, state, and federal regulations.
- c. Hold regularly scheduled case review meetings, no less than monthly, with internal program staff to review active cases and ensure adequate program operations.
- d. Invite COUNTY partners to attend these regularly scheduled case review meetings.
- e. Attend regularly scheduled monthly Multi-Disciplinary Team (MDT) meetings during the term of this Agreement with essential staff to review the status of the FS program cases, including the number and progress of serviced customers, challenges, opportunities for improvement, and remaining services to be rendered. Attend additional meetings as scheduled and as needed to discuss other areas that affect either party to this Agreement.
- f. Participate in an annual meeting of CalWORKs Employment Services (CWES) service providers convened by CWES that includes all CWES contractors.
- g. Respond to deficiencies in meeting any service requirements in this Agreement within two (2) business days of the deficiency being identified through contract monitoring or reported by the COUNTY Contract Monitor.
 - i. Identification and response shall be captured in written communication. Corrective actions shall be agreed upon by both parties.
 - ii. Corrective actions shall be implemented as soon as deemed possible by both parties.
- h. Ensure appropriate staffing to support the administration and service provided for in this Agreement.
- i. Ensure replacement staffing is available to continue the uninterrupted provision of services under this Agreement in the event of staffing vacancies related to sickness, absence, or staffing changes.

SCOPE OF SERVICES/PAYMENT PROVISIONS

M.2 Tracking & Reporting

- a. Maintain an ongoing and accurate secure program database that includes at minimum the C-IV Customer Identification Number, C-IV Case Number, Customer Last Name, Customer First Name, Housing Program, Date of Referral, Program Start Date, Program End Date, Final Outcome, Comments, and Monthly Progress Updates.
- b. Provide a monthly electronic copy of the data report to COUNTY Contract Monitor by the 10th day of the month following the month in which services were performed using secure email.
- c. Provide a current electronic copy of the data report via secure e-mail within three (3) business days of receiving a request from COUNTY.

M.3 Intake & Assessment

- a. Accept customer referrals provided by COUNTY and respond within three (3) business days using secure electronic mail confirming receipt of the referral, Case Manager assigned, and the date the customer is scheduled to attend an intake and assessment or information that an attempt to reach the customer has been made.
- b. Inform COUNTY of missed appointments and provide updated appointment dates to COUNTY program contact as soon as information is available.
- c. Schedule newly referred customers to attend a comprehensive intake and assessment within five (5) days of receiving a customer referral from COUNTY barring the customer's unavailability.
- d. Provide emergency intake and assessments as requested by COUNTY to serve customers that require immediate temporary shelter and are "literally homeless" with children under the age of five (5) where failure to provide immediate temporary shelter may result in safety concerns for the children.
 - i. All ad-hoc intake and assessments shall be provided within two (2) business days of receiving a request from COUNTY.
- e. Develop, maintain, and provide program participant rules and expectations to each referred customer during the comprehensive intake and assessment process.
- f. Ensure that each comprehensive intake and assessment includes, but is not limited to:
 - i. A formal contact (in person, phone call, email, or letter) with the customer to schedule and confirm the intake and assessment within two (2) days of receiving the referral from COUNTY.
 - ii. The formal contact shall include a list of verification items the customer is required to bring to their intake and assessment appointment.
 - iii. Completion of ABCDM 228 Applicant's Authorization for Release of Information (Exhibit A-5), if not provided at time of COUNTY referral.
 - iv. One (1) additional formal contact (in person, phone call, email or letter) to remind the customer about the appointment and the verification items required.
 - v. A friendly greeting and welcome to CONTRACTOR services at the beginning of the appointment and discussion with the customer about why they have been referred for services, an overview of what services CONTRACTOR provides, which of those services the customer may be

SCOPE OF SERVICES/PAYMENT PROVISIONS

- eligible for, and an opportunity for the customer to discuss any concerns they have prior to beginning the comprehensive intake and assessment.
- vi. Verbal and written instructions for completion of CONTRACTOR'S program application materials.
 - vii. Delivery and discussion of the program participant rules and expectations.
 - viii. A thorough family assessment to determine the family size and housing needs to include, but not limited to, housing size, number of bedrooms required, number of bathrooms required, living space required, food preparation space required, and any additional special circumstances (disabilities, dependencies, or special requirements the family may have).
 - ix. A thorough financial assessment to include a comparison of all available family income and expenses.
 - x. Development of a thorough budget used to determine the amount of income available to pay for housing, if any, after accounting for all other regular expenses.
 - xi. Encourage customers to pay for as much of their own housing as possible.
 - xii. Development of a thorough housing plan to include where temporary shelter will be obtained if required, scheduled hours for weekly housing search, short-term and long-term housing goals, along with projected milestone dates for housing applications, interviews, tours, and permanent housing placement.
 - xiii. Completion of applications for available local low-income housing and housing lists to include, but not be limited to, Housing Authority (HA) Housing Choice Voucher (HCV) program, Community Homeless Solutions, Pueblo del Mar, Homeward Bound, and Sun Street Centers.
 - xiv. Discussion and identification of the local areas where housing is available and affordable along with a determination of where the customer desires to live.
 - a) The discussion shall include access to and availability of child care, the educational needs of school aged children, employment and activity needs of adults, and general public safety concerns for the areas.
 - xv. Delivery and discussion of a thorough list of addresses and contact information for landlords affiliated with CONTRACTOR that have housing available in the area, have agreed to work with program customers, and have housing that the customer both desires and can afford.
 - xvi. Delivery and discussion of housing search forms used by CONTRACTOR to include written instructions for how the form is to be completed, how often and on what days the form is required to be provided, and what happens if the form is not completed and provided timely.
 - xvii. A discussion accompanied with written instructions detailing when the customer's next appointment with CONTRACTOR will be, what the customer is expected to do between the current appointment and the next appointment, and who at the CONTRACTOR agency the customer can contact if they need assistance.
 - xviii. If requested and necessary, the Housing Case Manager shall make reservations and pay for safe, clean, and affordable temporary shelter

SCOPE OF SERVICES/PAYMENT PROVISIONS

- starting the evening of the intake and assessment appointment and on a week-by-week basis per the customer's housing plan.
- xix. Inform customers that placement in temporary shelter is only guaranteed on a week-by-week basis and approval of payment for temporary shelter requires the customer to comply with, and participate in, their housing plan.
 - xx. Immediately following the formal contact, a review of the customer's referral and information and a formal contact with the COUNTY FS Case Manager, if necessary, to obtain additional information about the customer that may be required to support the appointment.
 - xxi. A formal contact with the COUNTY FS Case Manager following the customer's intake and assessment to brief the COUNTY FS Case Manager on the information discussed at the appointment and to provide an electronic copy of the customer's housing plan.
- M.4 Housing Placement
- a. Reserve, pay for, and place customers who have been referred to, and attended, a comprehensive intake and assessment in safe, clean, and affordable subsidized temporary shelter the same day that the customer attends the comprehensive intake and assessment appointment.
 - i. The temporary shelter placement shall meet minimum state and federal temporary shelter regulations or be a temporary shelter approved by the COUNTY.
 - ii. The temporary shelter placement shall be reserved for an initial minimum period of seven (7) days.
 - iii. Temporary shelter shall be reserved and paid for continually and consecutively, as required, on a week-to-week basis.
 - iv. Temporary shelter subsidies shall be discontinued when the customer has secured and moved into permanent housing, the customer's case is closed, or after one (1) month; whichever occurs first.
 - v. An extension of temporary shelter reservations, payment, and placement may be provided beyond one (1) month, on a case-by-case basis, only if approved by the COUNTY.
 - b. Identify, pay for, and place customers who have been referred to, and attended, intake and assessment and have complied with program rules and expectations, and their housing plan, in safe, clean, affordable, and desirable fully or partially subsidized permanent housing within eight (8) weeks of completing the intake and assessment appointment.
 - c. Ensure the permanent subsidized housing meets minimum state and federal housing regulations or is approved by the COUNTY.
 - i. Obtain COUNTY FS Supervisors approval prior to paying and placing customers in permanent housing.
 - d. Ensure that permanent housing, and additional fees such as application fees, utilities, basic furniture and appliances (beds, refrigerator, oven or microwave), and security deposit are secured and paid for continually and consecutively, as required, on a month-to-month basis.
 - i. Permanent shelter subsidies shall be discontinued when it is determined that the customer can afford full monthly permanent

SCOPE OF SERVICES/PAYMENT PROVISIONS

- housing and utility costs, the customer's case is closed, or after six (6) months, whichever occurs first.
 - ii. An extension of permanent housing payments may be provided beyond six (6) months, on a case-by-case basis, only if approved by the COUNTY.
 - iii. Obtain COUNTY FS Supervisors approval prior to issuing housing subsidies or paying additional fees and furnishing.
 - e. Require each customer to agree to and sign a formal budget agreement between the customer and CONTRACTOR detailing the permanent housing subsidy arrangement amount, period, and instructions for the customer to comply with their housing plan.
 - i. Compliance with the housing plan is determined by participation with program requirements and expectations.
 - f. Ensure that each budget requires the customer to pay a portion of the monthly rental amount. The portion shall gradually increase over time to ensure the customer is able to pay the full rent amount before the end of the permanent housing subsidy period.
 - g. Provide the COUNTY FS Supervisors and FS MDT with a copy of the formal budget agreement, signed by both the customer and CONTRACTOR for review and approval prior to issuing monthly permanent housing subsidies.
 - i. Written COUNTY FS Analyst or CWES Program Manager approval is required for each month that a housing subsidy will be paid by CONTRACTOR.
 - ii. Initial and additional permanent housing subsidies shall not be paid by CONTRACTOR without obtaining written COUNTY MDT or COUNTY FS Analyst or CWES Program Manager approval.
 - h. Record and report each customer's intake and assessment date, temporary subsidized shelter begin and end dates, permanent subsidized housing placement date, address, monthly rent amount, number of prior months of subsidized permanent housing payments issued, and the projected date for which subsidized permanent housing payments are expected to end in the service provider's secure program database.
 - i. Serve as each referred customer's permanent housing advocate and provide coordination services between customers and current and prospective permanent housing landlords. This includes providing the landlords with information about CONTRACTOR's services.
 - j. Establish trust and confidence between the landlord, the customer, and CONTRACTOR. This also includes: the identification of available housing that meets the customer's basic housing needs, obtaining and assisting the customer with completing housing application forms and fees, assistance with submission of housing applications and communication with landlords regarding the application and CONTRACTOR's service, conducting a thorough housing inspection with the customer to ensure permanent housing is clean, safe, affordable, and in a location acceptable to the customer, processing and issuance of approved monthly permanent housing subsidies, reporting of all customer housing issues and concerns to COUNTY, and serving as a reference for future permanent housing opportunities.

SCOPE OF SERVICES/PAYMENT PROVISIONS

- k. Identify and develop a network of Monterey County temporary and permanent housing landlords, service providers, and programs that work with low-income families to include but not be limited to: Housing Authority, Door to Hope, Community Homeless Solutions, Pueblo Del Mar, Homeward Bound and Sun Street Centers. Connect referred customers to these landlords, service providers and programs by providing a warm-handoff via in person introductions or three-way phone conversations between CONTRACTOR, the customer, and the low-income service provider(s) identified.
 - l. Obtain COUNTY permission prior to closing FS services and following standard closing processes.
- M.5 Subsidized Housing List Development
- a. Identify, develop, and maintain an accurate list of at least twenty (20) currently available subsidized housing locations that will work with CONTRACTOR to support the placement of up to twenty (20) referred families.
 - i. The housing list shall be updated weekly and new listings shall be added to replace listings that are removed or no longer available.
 - ii. The listing shall include subsidized housing sites accessible to customers living in South County (including, but not limited to, Bradley, Parkfield, Lockwood, and San Lucas), the Monterey Peninsula, and the greater Salinas areas.
 - b. Develop and maintain sufficient subsidized housing sites to ensure each referred customer is placed within eight (8) weeks of completing the intake and assessment. Ensure that new subsidized housing sites are added to the list as needed to satisfy the number of referrals and time requirements outlined in this Agreement.
 - c. Serve as the liaison to landlords and subsidized housing site contacts for each subsidized housing site developed. This includes, but is not limited to:
 - i. Providing each landlord/site contact with training on the program in regard to subsidized payment agreements, the customer's HRC housing plan, how subsidized payments are approved, CONTRACTOR'S expectations for the customer and landlord/site contact, and the requirement for landlord/site contacts to report timely any issues related to the customer that may result in eviction or termination of a subsidized permanent housing arrangement.
 - ii. Respond to landlord/site contact inquiries within forty-eight (48) hours.
 - d. Ensure regular monthly contact is made with each landlord/site contact on the CONTRACTOR'S subsidized housing list to ensure listed housing is still available and landlord/site contact are ready to receive referred customers for placement.
- M.6 Program Staff
- a. Housing Program Manager
 - i. Provide one (1) Housing Program Manager at .75 FTE to supervise the Program Staff for both programs and ensure daily compliance with the administrative and operational requirements detailed in this Agreement.
 - ii. The Housing Program Manager shall be the primary point of contact for regular programmatic service information.

SCOPE OF SERVICES/PAYMENT PROVISIONS

- a) For FS Program, the Housing Program Manager shall communicate regularly with the COUNTY FS Supervisors, COUNTY FS Analyst, and/or CWES Program Manager.
- ii. The Housing Program Manager shall be trained and qualified to carry out the role and responsibility of each program staff position should additional program support be needed in that position, especially in the support of the Housing Case Manager and Housing Specialist positions.
- iii. Attend monthly FS MDT meetings as scheduled to discuss customer concerns and challenges.
- iv. Attend additional FS Program meetings as necessary/required.
- b. Housing Case Manager
 - i. Provide three (3) Housing Case Manager at 3.0 FTE to deliver intensive case management services for both programs detailed in this Agreement.
 - ii. The Housing Case Manager shall ensure a complete intake and assessment is provided to each COUNTY referred customer per Section G.3 Intake and Assessment.
 - iii. Provide same-day intake and assessment for emergency referrals as directed by COUNTY in special circumstances.
 - a) The COUNTY may prioritize a referral as an emergency that supersedes providing program services to other COUNTY referred customers.
 - b) If unable to provide same-day intake and assessment for an emergency referral, ensure the Housing Program Manager contacts the COUNTY to discuss the limitation(s) and reason(s).
 - iv. Ensure temporary and permanent subsidized housing arrangements are made per the housing placement section above.
 - v. Ensure weekly contact is made and recorded with each COUNTY referred customer during the first four (4) weeks of subsidized housing placement.
 - vi. Ensure monthly contact is made and recorded with each COUNTY referred customer participating and complying with their housing plan.
 - vii. Ensure each customer contact is used to determine the customers' needs, satisfaction with their subsidized temporary/permanent housing placement, and progress toward their housing plan.
 - viii. Ensure that Weekly Housing Coordination Reports are completed by the Housing Specialist for each FS customer actively placed in subsidized temporary and permanent housing.
 - ix. Ensure that an electronic copy of each Weekly Housing Coordination Report is sent using secure electronic mail to the COUNTY FS Supervisors.
 - x. Ensure that each subsidized temporary and permanent subsidized housing arrangement is safe, clean, affordable, and desired by the customer.
 - xi. Ensure that customers with limited means of transportation are provided priority for subsidized housing placement close to their desired location (i.e. child's school or parent's work).
 - xii. Immediately report to the COUNTY, within one (1) business day, if the customer misses the intake and assessment or a scheduled appointment.
 - a) This report shall be made in writing using secure electronic mail.

SCOPE OF SERVICES/PAYMENT PROVISIONS

- b) The COUNTY shall assist in obtaining additional contact information and supporting the customer's completion of the intake and assessment as needed.
- xiii. Make a minimum of three (3) attempts to contact a customer that misses a scheduled intake and assessment or appointment during the scheduled appointment time.
 - a) Reschedule customers that respond to the contact attempts to attend the appointment within three (3) days of the successful contact.
- xiv. Provide support to COUNTY referred customers to address and resolve unsatisfactory participation with the housing plan as a component of regular monthly case management.
- xv. Coordinate with each COUNTY FS referred customer's COUNTY FS Case Manager to incorporate the housing plan participation as an activity and component of the customer's FS plan.
- xvi. Participate in group meetings as requested which may include either combination of the COUNTY referred customer, COUNTY staff, COUNTY FS Case Manager, COUNTY FS Supervisors, COUNTY FS Analyst, Housing Specialist, Housing Case Manager, Housing Program Manager and/or landlords/site contacts.
- xvii. Provide bi-lingual (English-Spanish) case management services either directly or through the use of a translator.
- xviii. Identify the housing barriers of each COUNTY referred customer and make recommendations to the customer on how to assist in removing the barriers.
- xix. Contact each newly housed customer within three (3) business days of the first day of the customer's move-in date to ensure the customer is satisfied and has their basic housing needs met.
 - a) If a FS customer is not satisfied or if basic housing needs are not met, communicate with FS program staff using secure electronic mail and discuss plans to satisfy the customer and/or meet basic housing needs.
- xx. Close CONTRACTOR housing services when directed by the COUNTY and complete the Case Closure Form process. Record the service closure on the service provider's secure program database indicating the service end date and appropriate final outcome.
- xxi. Respond using secure electronic mail to COUNTY inquiries about customer progress within two (2) business days.
- xxii. Report to the customer's COUNTY FS Case Manager using secure electronic mail whenever a COUNTY FS referred customer misses a scheduled appointment or the customer's services are required to be interrupted and/or discontinued.
- xxiii. Enter the service end date and service final outcome in the service provider's secure program database at the end of services for each COUNTY referred customer.
- xxiv. Attend monthly FS MDT meetings as scheduled to discuss customer progress.

SCOPE OF SERVICES/PAYMENT PROVISIONS

- c. Housing Specialist
 - i. Provide two and one-half (2.5) Housing Specialists at 2.5 FTE for both programs and to assist each COUNTY referred customer with temporary and permanent subsidized housing search and placement.
 - ii. The Housing Specialist position shall assist customers to transition into fully subsidized, or partially subsidized, housing based on the customer's needs and budget.
 - iii. The Housing Specialist shall identify and obtain subsidized temporary shelter the same day as the customer attends and completes the intake and assessment for FS program customers.
 - iv. The Housing Specialist shall identify and secure subsidized permanent housing for the customer within eight (8) weeks of completing the intake and assessment provided the customer is in compliance with the program housing plan.
 - v. Housing Specialist services will be provided weekly to each FS customer referred.
 - vi. The Housing Specialist shall provide a Weekly Housing Coordination Report detailing the weekly progress that each COUNTY FS referred customer has made toward obtaining subsidized temporary and permanent housing.
 - a) The Weekly Housing Coordination Report shall also identify each customer that is currently placed in subsidized housing and provide a running total of the number of current subsidized housing placements.
 - b) The Weekly Housing Coordination Report shall also identify those COUNTY FS referred customers that are nearing completion of CONTRACTOR paid housing subsidies and are not yet able to afford or maintain unsubsidized permanent housing.
 - c) The Weekly Housing Coordination Report shall be provided to the Housing Case Manager, Housing Program Manager, and the COUNTY FS Supervisors weekly on the first business day of the week with information pertaining to the previous week.
 - vii. The Housing Specialist shall provide basic housing search skills training and support to each COUNTY referred customer that they are assigned. The Housing Specialist shall work with each customer to identify potential barriers to housing interviews to include but not be limited to discussing evictions and/or felonies with prospective landlords, acquiring and demonstrating proper interview clothing, language, demeanor, and attitude. The Housing Specialist shall report FS program identified potential barriers to the COUNTY FS Case Manager or COUNTY FS Supervisors.
 - viii. Ensure a current and accurate subsidized housing list is developed and maintained according to the Section H.5 Subsidized Housing List Development.
 - ix. Attend monthly FS MDT meetings as scheduled to discuss customer cases and progress.
- d. Program Assistant

SCOPE OF SERVICES/PAYMENT PROVISIONS

- i. Provide one program assistant at .75 FTE for both programs. Program assistant will respond to referrals received from the COUNTY within three (3) business days using secure electronic mail to indicate the referral is received.
- ii. Ensure each referred customer is scheduled to attend an intake and assessment within five (5) business days of receiving the referral from the COUNTY barring customer's unavailability.

N. COUNTY RESPONSIBILITIES

In accordance with the principles of this Agreement, the duties and responsibilities of COUNTY are outlined as follows:

N.1 Administration

- a. Provide programmatic oversight of the COUNTY responsibilities provided under this Agreement
- b. Review invoices and reports submitted by CONTRACTOR and process for payment.
- c. Communicate at a minimum within two (2) working days to:
 - i. Respond to any inquiries from CONTRACTOR regarding a referral or placement.
 - ii. Share any changes in customer status or circumstances that impact CONTRACTOR.
- d. Be available for monthly meetings and as needed with CONTRACTOR and/or customer.
- e. Conduct a minimum of one (1) contract monitoring visit to evaluate service delivery and CONTRACTOR performance in relation to targets, goals, and responsibilities.
- f. Provide written documentation of contract monitoring findings and recommendations to CONTRACTOR at the conclusion of each visit. Monitoring visits will include a review of each line item in this Agreement.

N.2 Tracking & Reporting

- a. Work closely with CONTRACTOR to obtain detailed program data on a monthly basis for completion of the state mandated FSP-14 monthly reporting requirements.
- b. Report to the State as required regarding AB 74 Family Stabilization expenditures and participation.
- c. Act as the primary program contact with state level program administrator and ensure program applications, reports, and other requirements are met.
- d. Monitor open cases to ensure client's continued program eligibility. If a case becomes ineligible for services, COUNTY will formally notify CONTRACTOR to discontinue services.

N.3 Intake & Referral

- a. Accept referrals directly from customers and verify program eligibility and indicate Program Code for fiscal claiming.
- b. Manage and monitor waiting lists as needed
- c. Make timely direct referrals to CONTRACTOR to provide housing/shelter and supportive services as outlined in this Agreement.
 - i. Maintain and refer up to twenty (20) COUNTY FS customers each month.

SCOPE OF SERVICES/PAYMENT PROVISIONS

- d. Submit the following referral information using secure electronic mail or fax to CONTRACTOR on FS Referral Form (Exhibit A-7):
 - i. Customer's C-IV Case Number, Customer's Last Name, Customer's First Name, Customer's working telephone number, Customer's mailing address, original COUNTY referral date and any additional information deemed necessary and relevant by the COUNTY.
 - ii. An electronic copy of the completed ABCDM 228 Applicant's Authorization for Release of Information if applicable (Exhibit A-5).
 - a) For referrals in which the customer has only provided verbal permission to send the program referral, CONTRACTOR shall follow-up with obtaining the ABCDM 228 upon the initial intake and assessment. No services beyond the intake shall be provided until the release form is completed.
- N.4 Program Staff
- a. Provide staff and administration to ensure the duties and responsibilities of COUNTY are met, including but not limited to:
 - i. COUNTY FS Analyst
 - ii. COUNTY FS Supervisors
 - iii. COUNTY FS Case Managers
 - iv. COUNTY CWES Program Managers

HOUSING SUPPORT & FAMILY STABILIZATION PROGRAMS

O. DATA REPORTING INSTRUCTIONS & SUBMISSION

- O.1 CONTRACTOR shall provide comprehensive programmatic reports on a monthly basis. Data provided shall include but is not limited to all data elements reported to the California Department of Social Services HSP-14 report and FSP-14 report.
- O.2 CONTRACTOR shall allow COUNTY to access, monitor, view, and run detailed reports on CONTRACTOR'S HMIS data for clients of both HSP and FS Programs.
- O.3 CONTRACTOR shall also submit a semi-annual service report addressing deliverables outlined in this Scope of Services using the report template included in this Agreement as Exhibit A-1 to the County Contract Monitor.
- O.4 These reports are due:
 - a. January 10, 2020 for the period of July 1, 2019 to December 31, 2019
 - b. July 10, 2020 for the period of July 1, 2019 to June 30, 2020
 - c. January 10, 2021 for the period of July 1, 2020 to December 31, 2020
 - d. July 10, 2021 for the period of July 1, 2020 to June 30, 2021
- O.5 All reports shall be submitted electronically using secure methods to the contract monitor no later than the 10th day of the month following the month in which services are delivered.

P. PAYMENT PROVISIONS

County shall pay CONTRACTOR according to the terms set forth in Exhibit B, Section I. **PAYMENT BY COUNTY.**

- P.1 **The total amount payable by COUNTY to CONTRACTOR for the period July 1, 2019 through June 30, 2020 shall not exceed one million, eight-hundred seventy-seven thousand, four hundred and thirty-nine dollars (\$1,877,439.00).**

SCOPE OF SERVICES/PAYMENT PROVISIONS

- P.2 The total amount payable by COUNTY to CONTRACTOR for the period July 1, 2020 through June 30, 2021 shall not exceed one million three hundred fifty thousand dollars and zero cents (\$1,350,000.00).
- P.3 **The maximum amount payable by COUNTY to CONTRACTOR under this Agreement shall not exceed three million, two-hundred twenty-seven thousand four hundred and thirty-nine dollars (\$3,227,439.00) as detailed in the Budget (Exhibit CC).**
- P.4 CONTRACTOR shall submit original signed invoices with detailed supportive documentation to the County setting forth the amount claimed no less often than monthly by the 10th day of the month following the month in which services were performed.
 - a. The invoices shall contain the original signature of the person authorized to submit claims for payment, and any required documentation supporting the amount claimed shall be submitted with the invoice.
- P.5 The invoices for both programs shall be submitted on the form set forth in **Exhibit DD** for the period July 1, 2019 through June 30, 2020
- P.6 The invoices for both programs shall be submitted on the form set forth in Exhibit D-1 for the period of July 1, 2020 through June 30, 2021.
- P.7 All original signed invoices shall be mailed to:
 - a. Monterey County Department of Social Services
Attn: Denise Vienne
1000 S. Main St, Suite 301
Salinas, CA 93901

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Agency Name **Housing Resource Center of Monterey County**

July 1, 2019 - June 30, 2021

Funding Total \$ **3,227,439.00**

Expense Category	Budget Line	FTE	Amendment 7/1/19-6/30/20 1,877,439	7/1/20-6/30/21 \$1,350,000	Budget Narrative
Program Personnel	FSP/HSP Case Manager	3.0	\$ 231,000.00	\$ 158,000.00	3 FTE Full Time Case Manager's salaries, taxes, and benefits (Direct cost incurred)
Program Personnel	FSP/HSP Housing Specialist	2.5	\$ 176,000.00	\$ 131,000.00	2.5 FTE Full Time Housing Specialist's salaries, taxes, and benefits (Direct cost)
Program Personnel	Program Manager	0.75	\$ 74,000.00	\$ 49,000.00	.75 FTE Full Time Program Manager's salaries, taxes, and benefits (Direct cost)
Program Personnel	Program Assistant	0.75	\$ 37,000.00	\$ 27,000.00	.75 FTE Full Time Program Assistant's salaries, taxes, and benefits (Direct cost)
Direct Financial Assistance	Direct Financial Assistance		\$ 960,000.00	\$ 810,000.00	Direct Financial Assistance to service recipients
Direct Financial Assistance	COVID19 Related Additional DFA		\$ 227,439.00	\$	To provide additional DFA related to the COVID-19 Virus
Administrative Personnel	Executive Director	0.25	\$ 42,500.00	\$ 21,000.00	Support for 25% of our ED expense
Administrative Personnel	Accounting Support	0.5	\$ 18,500.00	\$ 26,000.00	Accounting Support .5 FTE
Administrative Personnel	Administrative Support	0.5	\$ 10,000.00	\$ 24,000.00	Admin Support .5 FTE
Data Collection & Tracking	IT Equipment & Software		\$ 2,700.00	\$ 2,700.00	Computer equipment upgrades and replacement
Operating Costs	IT Services		\$ 3,000.00	\$ 3,000.00	IT maintenance and website enhancement
Operating Costs	Audit		\$ 27,000.00	\$ 27,000.00	Audit
Operating Costs	Bank Charges		\$	\$	
Operating Costs	Consultants		\$	\$	
Operating Costs	Equipment Lease & Maintenance		\$	\$ 2,000.00	Support for office equipment rental
Operating Costs	Finance Charges		\$ 1,500.00	\$ 3,500.00	Support for LOC interest
Operating Costs	Human Resources		\$ 5,000.00	\$ 3,000.00	Support for 50% of our HR Agency expense
Operating Costs	Insurance		\$ 6,500.00	\$ 4,500.00	Support for 25% of our insurance expense
Operating Costs	Janitorial		\$ 2,800.00	\$ 2,800.00	Support for 75% of our lease expense
Operating Costs	License, Fees, and Memberships		\$ 500.00	\$ 500.00	Support for required licenses and fees
Operating Costs	Marketing & Advertising		\$ 1,000.00	\$ 4,000.00	Support for marketing and outreach materials
Operating Costs	Meals & Travel		\$ 4,000.00	\$ 25,000.00	Support for client activities
Operating Costs	Rent		\$ 25,000.00	\$ 900.00	Support for 90% of our occupancy expense
Operating Costs	Staff Development		\$ 900.00	\$ 2,000.00	Support for staff training including leadership development training
Operating Costs	Supplies		\$ 3,400.00	\$ 1,500.00	Support for 75% of our supplies expense
Operating Costs	Telephone & Internet		\$ 7,000.00	\$ 7,000.00	Support for 75% of our telephone expense
Operating Costs	Training		\$ 1,900.00	\$ 1,900.00	Support for FSP/HSP required training and travel
Operating Costs	Utilities		\$ 4,000.00	\$ 4,000.00	Support for 50% of our utility expense
Operating Costs	Vehicle Lease		\$ 5,100.00	\$ 5,100.00	Support for 100% of our lease expense
	Indirect (max 10%)		\$ 8.25	\$ 1,877,439.00	
	FY2019-2021 Amended Total		\$ 1,877,439.00	\$ 1,350,000.00	
				3,227,439.00	

Funding Source Temporary Assistance for Needy Families (CFDA #93.558)

Expense Category	Budget Line	FTE	Amendment 7/1/19-6/30/20 1,877,439	7/1/20-6/30/21 \$1,350,000	Budget Narrative
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Administrative Personnel	Executive Director	0.25	\$ 42,500.00	\$ 21,000.00	Support for 25% of our ED expense
Administrative Personnel	Accounting Support	0.5	\$ 18,500.00	\$ 26,000.00	Accounting Support .5 FTE
Administrative Personnel	Administrative Support	0.5	\$ 10,000.00	\$ 24,000.00	Admin Support .5 FTE
Data Collection & Tracking	IT Equipment & Software		\$ 2,700.00	\$ 2,700.00	Computer equipment upgrades and replacement
Operating Costs	IT Services		\$ 3,000.00	\$ 3,000.00	IT maintenance and website enhancement
Operating Costs	Audit		\$ 27,000.00	\$ 27,000.00	Audit
Operating Costs	Bank Charges		\$	\$	
Operating Costs	Consultants		\$	\$	
Operating Costs	Equipment Lease & Maintenance		\$	\$ 2,000.00	Support for office equipment rental
Operating Costs	Finance Charges		\$ 1,500.00	\$ 3,500.00	Support for LOC interest
Operating Costs	Human Resources		\$ 5,000.00	\$ 3,000.00	Support for 50% of our HR Agency expense
Operating Costs	Insurance		\$ 6,500.00	\$ 4,500.00	Support for 25% of our insurance expense
Operating Costs	Janitorial		\$ 2,800.00	\$ 2,800.00	Support for 75% of our lease expense
Operating Costs	License, Fees, and Memberships		\$ 500.00	\$ 500.00	Support for required licenses and fees
Operating Costs	Marketing & Advertising		\$ 1,000.00	\$ 4,000.00	Support for marketing and outreach materials
Operating Costs	Meals & Travel		\$ 4,000.00	\$ 25,000.00	Support for client activities
Operating Costs	Rent		\$ 25,000.00	\$ 900.00	Support for 90% of our occupancy expense
Operating Costs	Staff Development		\$ 900.00	\$ 2,000.00	Support for staff training including leadership development training
Operating Costs	Supplies		\$ 3,400.00	\$ 1,500.00	Support for 75% of our supplies expense
Operating Costs	Telephone & Internet		\$ 7,000.00	\$ 7,000.00	Support for 75% of our telephone expense
Operating Costs	Training		\$ 1,900.00	\$ 1,900.00	Support for FSP/HSP required training and travel
Operating Costs	Utilities		\$ 4,000.00	\$ 4,000.00	Support for 50% of our utility expense
Operating Costs	Vehicle Lease		\$ 5,100.00	\$ 5,100.00	Support for 100% of our lease expense
	Indirect (max 10%)		\$ 8.25	\$ 1,877,439.00	
	FY2019-2021 Amended Total		\$ 1,877,439.00	\$ 1,350,000.00	
				3,227,439.00	

Note: Please keep in mind the following CDSS program guidelines

Program Personnel	Program Operations (80% of budget)
for Outreach Workers, Case Managers, Housing Specialists (list not exhaustive)	(best practice guideline 10% wages and benefits)
Direct Financial Assistance	(best practice guideline 70%) Direct customer assistance for application fees, arrears, credit report, moving expenses, rental assistance, security deposit, unsecured financial burdens, utility deposit, and utility payments (list not exhaustive)
Administrative Personnel	Administrative Costs (15% of budget)
Director, IT, Accounting and Support Staff (list not exhaustive)	Wages and benefits for Program Managers, Executive Director, IT, Accounting and Support Staff (list not exhaustive)
Operating Costs	Fuel/rides costs, furniture, equipment, office supplies, sod/water, mileage, vehicle lease/maintenance, supplies, financial literacy workshops and bank charges, board expense, consultant, management, human resources, insurance.
Data Collection & Tracking	Case management system, equipment, program licensing, IT services, staff and time dedicated to those activities (list not exhaustive)

HOUSING RESOURCE CENTER OF MONTEREY COUNTY
Housing Support Program Family Stabilization Program
July 1, 2019 - June 30, 2020 Amendment

Exhibit C

INVOICE

Remit to:
Housing Resource Center
201 A John Street
Salinas, CA 93901

Invoice Number: _____

Invoice Date: _____

Budget Item	FTE	Total Contract Budget	Monthly Expense	Total Contract To Date Expense	Balance Contract Funds
Program Personnel					
FSP/HSP Case Manager	3.00	\$ 231,000.00	\$ -	\$ -	\$ 231,000.00
FSP/HSP Housing Specialist	2.50	\$ 176,000.00	\$ -	\$ -	\$ 176,000.00
Program Manager	0.75	\$ 74,000.00	\$ -	\$ -	\$ 74,000.00
Program Assistant	0.25	\$ 37,000.00	\$ -	\$ -	\$ 37,000.00
<i>Total Personnel</i>		\$ 518,000.00	\$ -	\$ -	\$ 518,000.00
Administrative Personnel					
Executive Director	0.25	\$ 42,500.00	\$ -	\$ -	\$ 42,500.00
Accounting Support	0.50	\$ 18,500.00	\$ -	\$ -	\$ 18,500.00
Administrative Support	0.50	\$ 10,000.00	\$ -	\$ -	\$ 10,000.00
<i>Total Administrative Personnel</i>		\$ 71,000.00	\$ -	\$ -	\$ 71,000.00
Data Collection & Tracking					
IT Equipment & Software		\$ 2,700.00	\$ -	\$ -	\$ 2,700.00
IT Services		\$ 3,000.00	\$ -	\$ -	\$ 3,000.00
<i>Total Data Collection & Tracking</i>		\$ 5,700.00	\$ -	\$ -	\$ 5,700.00
Operating Costs					
Audit		\$ 27,000.00	\$ -	\$ -	\$ 27,000.00
Equipment Lease & Maintenance		\$ -	\$ -	\$ -	\$ -
Finance Charges		\$ 1,500.00	\$ -	\$ -	\$ 1,500.00
Human Resources		\$ 5,000.00	\$ -	\$ -	\$ 5,000.00
Insurance		\$ 6,500.00	\$ -	\$ -	\$ 6,500.00
Janitorial		\$ 2,800.00	\$ -	\$ -	\$ 2,800.00
License, Fees, and Memberships		\$ 500.00	\$ -	\$ -	\$ 500.00
Marketing & Advertising		\$ 1,000.00	\$ -	\$ -	\$ 1,000.00
Meetings & Travel		\$ 4,000.00	\$ -	\$ -	\$ 4,000.00
Rent		\$ 25,000.00	\$ -	\$ -	\$ 25,000.00
Shred		\$ 500.00	\$ -	\$ -	\$ 500.00
Staff Development		\$ -	\$ -	\$ -	\$ -
Supplies		\$ 3,500.00	\$ -	\$ -	\$ 3,500.00
Telephone & Internet		\$ 7,000.00	\$ -	\$ -	\$ 7,000.00
Training		\$ 1,900.00	\$ -	\$ -	\$ 1,900.00
Utilities		\$ 4,000.00	\$ -	\$ -	\$ 4,000.00
Vehicle Lease		\$ 5,100.00	\$ -	\$ -	\$ 5,100.00
<i>Total Operating Costs</i>		\$ 95,300.00	\$ -	\$ -	\$ 95,300.00
Direct Financial Assistance					
COVID19 Related DFA		\$ 960,000.00	\$ -	\$ -	\$ 960,000.00
Total Program Costs		\$ 1,877,439.00	\$ -	\$ -	\$ 1,877,439.00

I hereby certify that this report is correct and complete to the best of my knowledge and that the costs are eligible for payment pursuant to the terms of the contract.

Authorized signature: _____

Date: _____

Print Name / Title: _____

Phone: _____

Monterey Co. DSS Authorized Signature/Title: _____

Date: _____