



County of Los Angeles  
**DEPARTMENT OF PUBLIC SOCIAL SERVICES**

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May 9, 2017

The Honorable Board of Supervisors  
 County of Los Angeles  
 383 Kenneth Hahn Hall of Administration  
 500 West Temple Street  
 Los Angeles, California 90012

Dear Supervisors:

**RECOMMENDATION TO ENTER INTO A CONTRACT FOR THE COORDINATED ENTRY  
 SYSTEM FOR FAMILIES WITH LOS ANGELES HOMELESS SERVICES AUTHORITY  
 (ALL DISTRICTS – 3 VOTES)**

**SUBJECT**

The Department of Public Social Services (DPSS) seeks Board approval to execute a three-year contract with Los Angeles Homeless Services Authority (LAHSA) to provide Coordinated Entry System (CES) for Families services to homeless CalWORKs families and eligible Non-CalWORKs families who are at risk of homelessness. The contract was previously referred to as the Homeless Family Solutions System. The current contract with LAHSA expires June 30, 2017.

**IT IS RECOMMENDED THAT THE BOARD:**

1. Delegate authority to the Director of DPSS, or her designee, to execute the CES for Families contract with LAHSA, in substantially similar form as Enclosure I. The contract will be effective July 1, 2017 through June 30, 2020. The maximum contract amount is \$36,900,000 funded by CalWORKs Single Allocation, CalWORKs Housing Support Program (HSP) and Fraud Incentive (FI) funds.
2. Delegate authority to the Director of DPSS, or her designee, to execute amendments to the contract to increase the maximum contract amount to include additional funds appropriated by Board, including but not limited to the Homeless Initiative, during the term of the contract. The approval of County Counsel as to form will be obtained prior to executing the amendments. The Director shall notify the Board within ten business days after execution.
3. Delegate authority to the Director of DPSS, or her designee, to prepare and execute amendments

to the contract for: (1) instances which affect the scope of work, contract term, contract sum, payment terms, or any term or condition in the contract; (2) additions and/or changes required by the County's Board or Chief Executive Office (CEO); (3) changes to be in compliance with applicable federal, State, and County regulations; and (4) increases or decreases of no more than ten percent (10%) of the original contract amount other than for reasons other than those addressed in Recommendation 2 above and based on contractor's performance, County needs, and/or funding availability. The approval of County Counsel as to form will be obtained prior to executing such amendments, and the Director shall notify the Board within ten business days after execution.

### **PURPOSE/JUSTIFICATION OF RECOMMENDED ACTION**

The current contract expires June 30, 2017. The recommended actions will allow DPSS to continue contracting with LAHSA, through a network of Family Solutions Centers (FSCs) and Crisis Housing providers, to provide services to homeless CalWORKs and eligible non-CalWORKs families. Services will be available in each of the eight Service Planning Areas (SPA). Under the contract LAHSA provides a comprehensive, streamlined and regionally-based program to ensure that homeless families are quickly and efficiently housed through standardized assessment, crisis housing, rapidly moving families into permanent housing, and supportive services.

LAHSA's expertise in providing assistance to homeless families and those at risk of homelessness is instrumental in stabilizing families while they address barriers to self-sufficiency and successfully attaining permanent housing.

### **Implementation of Strategic Plan Goals**

The recommended actions are consistent with the principles of the Countywide Strategic Plan, Strategy I.2 – Enhance Our Delivery of Comprehensive Interventions: Deliver comprehensive and seamless services to those seeking assistance from the County.

### **FISCAL IMPACT/FINANCING**

The maximum contract amount for the three-year contract term is \$36,900,000. The contract is funded with CalWORKs Single Allocation, CalWORKs HSP, which are contingent upon the State's budget and the annual distribution of funds from the State to the County. There is no Net County Cost impact after the required CalWORKs Maintenance of Effort is met. In addition, a one-time rollover of FI funds estimated at \$3,000,000 for Fiscal Year (FY) 2017-18 will provide essential prevention services to eligible low-income families at risk of homelessness.

The projected annual amount of the CES for Families contract by FY and funding source is included in Enclosure II.

Funding for the contract is included in DPSS' FY 17-18 Budget. Funding for future fiscal years will be included in DPSS' budget requests.

Funding for CES services will be allocated to subcontracted providers by SPA. Enclosure III includes a list of SPAs with their allocated funding.

### **FACTS AND PROVISIONS/LEGAL REQUIREMENTS**

The contract provides for termination by the County upon 60-day advance written notice, should termination be in the County's best interest. The contracts also contain a provision which limits the County's obligation if funding is not appropriated by the Board of Supervisors.

The award of these contracts will not result in unauthorized disclosure of confidential information and will be in full compliance with federal, State and County regulations.

The contractor is in compliance with all Board, CEO, and County requirements.

County Counsel has reviewed this Board letter. The contract has been approved as to form by County Counsel.

### **CONTRACTING PROCESS**

The recommended contract was procured in accordance with California Department of Social Services regulations (Section 23-650.14) which allow for procurement by negotiation with public entities (Enclosure IV). LAHSA, as a joint powers authority, is a public entity.

Pursuant to the Board policy 5.100, on August 31, 2016, the Department notified the Board of its intent to renew the contract.

LAHSA solicited subcontractors, including FSCs, crisis housing and legal service providers through a Request for Proposals (RFP) solicitation process. LAHSA will subcontract with a FSC in each SPA, as well as crisis housing agencies and other providers.

#### **Contract Performance**

The monitoring of this contract will be performed on a semi-annual basis. The reporting process for the contract was enhanced to improve on the tracking, measuring and reporting of the quantitative outcome data. The outcomes and expected targets were also modified to set realistic levels. The enhanced process will align with LAHSA's Homeless Management Information System (also known as HMIS) to accurately capture the data elements required to measure the outcomes. In addition, LAHSA will conduct an annual fiscal and programmatic risk assessment for each subcontractor. The risk assessment factors will include, but not be limited to, results of monitoring, accurate and timely invoicing, and HMIS data integrity.

### **IMPACT ON CURRENT SERVICES (OR PROJECTS)**

The recommended actions will enable DPSS to continue to assist CalWORKs families who are homeless or at risk of homelessness to transition to self-sufficiency by removing homelessness and other barriers to employment. It will also assist eligible non-CalWORKs families that are at risk of becoming homeless to maintain their housing.

The recommended actions will not infringe on the role of the County in relationship to its residents, and the County's ability to respond to an emergency will not be impaired. There is no change in risk exposure to the County.

**CONCLUSION**

Upon Board approval, the Executive Officer, Board of Supervisors, is requested to return one adopted stamped Board letter to DPSS.

Respectfully submitted,

A handwritten signature in cursive script, reading "Sheryl L. Spiller".

SHERYL L. SPILLER  
Director

SLS:gl

Enclosures

c: Chief Executive Officer  
Executive Officer, Board of Supervisors  
County Counsel

**COUNTY OF LOS ANGELES**  
**DEPARTMENT OF PUBLIC SOCIAL SERVICES**



**CONTRACT**  
**BY AND BETWEEN**  
**COUNTY OF LOS ANGELES**  
**AND**  
**LOS ANGELES HOMELESS SERVICES AUTHORITY**  
**FOR**  
**COORDINATED ENTRY SYSTEM FOR FAMILIES**

July 2017

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**CONTRACT BETWEEN  
COUNTY OF LOS ANGELES  
AND  
LOS ANGELES HOMELESS SERVICES AUTHORITY  
FOR  
COORDINATED ENTRY SYSTEM FOR FAMILIES**

This Contract ("Contract") made and entered into this \_\_\_\_ day of \_\_\_\_\_, 2017 by and between the County of Los Angeles, hereinafter referred to as County and Los Angeles Homeless Services Authority, hereinafter referred to as "Contractor". Contractor's administrative headquarters are located at 811 Wilshire Blvd., (6<sup>th</sup> Floor), Los Angeles, California 90017.

**RECITALS**

WHEREAS, Contractor is a joint powers authority, created by the City of Los Angeles and the County of Los Angeles;

WHEREAS, Contractor is qualified to provide assistance with homeless benefits and services to eligible homeless California Work Opportunities and Responsibility to Kids (CalWORKs) families and eligible non-CalWORKs families, as set forth hereunder and warrants that it possesses the competence, expertise, and personnel necessary to provide such services; and

WHEREAS, County finds it necessary to secure such services; and

WHEREAS, Contractor has agreed to provide County with such services; and

WHEREAS, this Contract is authorized under California Government Code Section 26227; and

NOW THEREFORE, in consideration of the mutual covenants contained herein, and for good and valuable consideration, the parties agree to the following:

# 1 APPLICABLE DOCUMENTS

1.1 Exhibits A, B, C, D, E, F, G, H, I, J, K L, M, N, O, P and Q are attached to and form a part of this Contract. In the event of any conflict or inconsistency in the definition or interpretation of any word, responsibility, schedule, or the contents or description of any task, deliverable, goods, service, or other work, or otherwise between the base Contract and the Exhibits, or between Exhibits, such conflict or inconsistency shall be resolved by giving precedence first to the terms and conditions of the Contract and then to the Exhibits according to the following priority.

## **Standard Exhibits:**

- 1.1 Exhibit A - Statement of Work
- 1.2 Exhibit B - Contract Budget
- 1.3 Exhibit C - Contractor's Sample Invoice Format
- 1.4 Exhibit D - Contractor's EEO Certification
- 1.5 Exhibit E - County's Administration
- 1.6 Exhibit F - Contractor's Administration
- 1.7 Exhibit G - Bidder's/Offeror's Non-Discrimination in Service Certification
- 1.8 Exhibit H - Jury Service Ordinance
- 1.9 Exhibit I - Safely Surrendered Baby Law
- 1.10 Exhibit J - Contractor Acknowledgment and Confidentiality Agreement
- 1.11 Exhibit J1 - Contractor Employee Acknowledgment and Confidentiality Agreement
- 1.12 Exhibit J2 - Contractor Non-Employee Acknowledgment and Confidentiality Agreement
- 1.13 Exhibit K - Certification of Compliance with County's Defaulted Property Tax Reduction Program
- 1.14 Exhibit L - Certification of No Conflict of Interest

- 1.15 Exhibit M - Certification of Compliance with Data Security
- 1.16 Exhibit N - Charitable Contributions Certification
- 1.17 Exhibit O - IRS Notice 1015
- 1.18 Exhibit P - Certification Regarding Debarment, Suspension, Ineligibility Voluntary Exclusion – Lower Tiered Covered Transaction (45 C.F.R. PART 76)
- 1.19 Exhibit Q - Zero Tolerance Policy on Human Trafficking Certification

This Contract constitutes the complete and exclusive statement of understanding between the parties, and supersedes all previous contracts, written and oral, and all communications between the parties relating to the subject matter of this Contract. No change to this Contract shall be valid unless prepared pursuant to Paragraph 8.2, Changes and Amendments of Terms, and signed by both parties.

## 2 DEFINITIONS

The headings herein contained are for convenience and reference only and are not intended to define the scope of any provision thereof. The following words as used herein shall be construed to have the following meaning, unless otherwise apparent from the context in which they are used.

- 2.1 At-risk of Homelessness Participants – A participant that is experiencing a valid financial hardship that could result in homelessness as defined by DPSS if preventive assistance is not provided.
- 2.2 CalWORKs Homeless Family - A family on CalWORKs that physically lacks a fixed and regular nighttime residence, shares a residence with other family or friends on a temporary basis, resides in a temporary shelter, commercial establishment, or transitional housing, or has been issued a notice to pay rent or quit as defined by DPSS.
- 2.3 CalWORKs Welfare-to-Work (WtW) Family – A CalWORKs family that is enrolled and participating in a WtW Program.
- 2.4 CalWORKs Non-WtW Family – A CalWORKs family that is not enrolled or required to participate in the WtW Program.

- 2.5 CalWORKs Program: California Work Opportunity and Responsibility to Kids (CalWORKs), a public assistance program to provide financial assistance, social services, and employment services to families with dependent children.
- 2.6 CES for Families – The Countywide coordinated entry system that provides a comprehensive, streamlined, and regional-based program that ensures homeless families are quickly and efficiently permanently housed through standardized assessment, rapid re-housing, supportive services and leveraged resources within their own community.
- 2.7 Contract Discrepancy Report (CDR): A report used by the County to record discrepancies or performance problems with Contractor. If Contractor’s performance is judged unsatisfactory, the County Contract Administrator is required to forward a CDR to the Contractor for response.
- 2.8 Crisis Housing Agencies – Agencies funded to provide short-term safe and adequate nighttime residences for homeless families during their transition to permanent housing.
- 2.9 Day(s): Calendar day(s) unless otherwise specified.
- 2.10 DPSS Homeless Case Management - A method of assessing the needs of CalWORKs homeless and at-risk of homelessness families through arranging, coordinating, monitoring, evaluating, and advocating to develop a package of multiple services to meet the specific complex needs of each family.
- 2.11 DPSS Homeless Case Manager (HCM) - GAIN Services Workers (GSWs) are assigned to all twenty-four CalWORKs district offices as Homeless Case Managers to provide case management and to facilitate access to appropriate benefits/services for homeless and at-risk of homelessness families applying for or already receiving CalWORKs. An HCM can request an expedited (next-day) appointment for GAIN.
- a. District HCM – HCMs located at the CalWORKs District offices.
  - b. Out-stationed HCM – HCMs out-stationed at the Family Solutions Centers (FSCs) and works collaboratively with the FSC team.

- 2.12 DPSS Homeless Programs for CalWORKs Families - DPSS Homeless Programs can assist eligible CalWORKs homeless and at-risk families with Temporary Homeless Assistance, Permanent Homeless Assistance, Moving Assistance, Emergency Assistance to Prevent Eviction, Housing Relocation, and Rental Assistance. For more information, visit <http://dpss.lacounty.gov>.
- 2.13 Family Solutions Center (FSC) – Regional community based non-profit service providers funded to provide standardized assessments and coordinated access to housing and supportive services, specifically designed for homeless families in L.A. County. The Homeless Case Managers and the Family Response Team will be located at the FSC.
- 2.14 FSC Case Manager – FSC staff responsible for completing the standardized assessments, implementing the family’s individual housing stability plan, providing housing search and placement assistance, coordinating the use of benefits for which the family may be eligible, connecting the family to community based supportive services, and providing housing retention services.
- 2.15 FSC Family Response Team – FSC staff responsible for a triage screening, coordinating crisis housing, connecting families to supportive services to address any immediate needs, and scheduling a standardized assessment with an FSC Case Manager.
- 2.16 Fiscal Year: The twelve (12) month period beginning July 1st and ending the following June 30th.
- 2.17 GAIN Program: Acronym for Los Angeles County’s Welfare-to-Work Program, “Greater Avenues for Independence”, that provides comprehensive Welfare-to-Work services to assist CalWORKs participants in obtaining unsubsidized employment.
- 2.18 GAIN Services Worker (GSW): A DPSS or contracted employee who works with participants enrolled in the GAIN Program.
- 2.19 Housing Navigator: A family’s primary point of contact, which is often a social worker, case manager, outreach worker. The primary function is to: 1) assist clients in collecting necessary documents for housing applications, 2) accompany families to housing appointments and 3) assist families in navigating the entire housing research and placement process.

- 2.20 Homeless: A CalWORKs AU is considered homeless when it lacks a fixed and regular nighttime residence. It is sharing a residence with family or friends on a temporary basis; it has a primary nighttime residence that is a supervised publicly or privately operated shelter designed to provide temporary living accommodations; it is residing in a public or private place not designed for or ordinarily used as a regular sleeping accommodation for human beings; it has a need for housing in a commercial establishment (e.g. hotel/motel), shelter, publicly funded transitional housing or from a person in the business of renting properties, or received an eviction notice or notice to pay rent or quit. (DPSS Definition EAS 44-211.5)
- 2.21 Homeless Benefits - Financial assistance for homeless families that cover costs such as: emergency shelter, hotel/motel vouchers, move-in costs (security deposits), rental subsidies, and transportation.
- 2.22 Homeless Case Management Program - A DPSS program that provides homeless case management services to CalWORKs families who are homeless or at-risk of homelessness.
- 2.23 Homeless Component (HFP) – The DPSS homeless component code in GAIN Employment Activity and Reporting System (GEARS) is HFP. The HFP provides a means to identify, track and provide transportation, child care, and ancillary services to Participants in homeless activities. Participants can be referred to housing locator services, housing search, life skills and money management under this component.
- 2.24 Homeless Services – Supportive services activities provided to homeless families that may include: case management, crisis intervention, housing location, referrals, and ongoing follow-up activities.
- 2.25 Los Angeles Continuum of Care (LA CoC) Homeless Management Information System (HMIS): The system used to streamline intake of homeless consumers and confidentially track data on homeless individuals and families who use the housing and service systems within the LA CoC.
- 2.26 LRS – Acronym for DPSS’ computerized eligibility determination system for the CalWORKs and other welfare programs.

- 2.27 Supportive Services – Services that address specific barriers (substance use disorder, mental health, domestic violence, etc.) that may prevent a family from becoming employed and attaining self-sufficiency.
- 2.28 Unsheltered Families – Eligible families who are living in their vehicle, abandoned building, park, the street, bus stop, or other places not meant for human habitation.
- 2.29 Welfare to Work Program: A program to assist parents/participants on public assistance to achieve economic self-sufficiency by obtaining unsubsidized employment.

### **3 WORK**

- 3.1 Pursuant to the provisions of this Contract, the Contractor shall fully perform, complete and deliver on time, all tasks, deliverables, services and other work as set forth in herein.
- 3.2 If the Contractor provides any tasks, deliverables, goods, services, or other work, other than as specified in this Contract, the same shall be deemed to be a gratuitous effort on the part of the Contractor, and the Contractor shall have no claim whatsoever against the County.
- 3.3 Contractor shall establish and maintain sufficient accounting, internal control, financial reporting, and administrative capacity to effectively administer the services required by this Contract.
- 3.4 Contractor shall, in a manner satisfactory to County, perform the services described herein above and as set forth in Exhibit A, Statement of Work.

### **4 TERM OF CONTRACT**

- 4.1 The term of this Contract shall be three years commencing on July 1, 2017, unless sooner terminated or extended, in whole or in part, as provided in this Contract.
- 4.2 The County shall have the sole option to extend this Contract term for up to two additional one (1) year periods and six (6) month-to-month extensions, for a maximum total Contract term of five (5) years and six (6) months. Each such extension option may be exercised at the sole discretion of Director of DPSS or his/her designee as authorized by the Board of Supervisors.

The County maintains databases that track/monitor Contractor performance history. Information entered into such databases may be used for a variety of purposes, including determining whether the County will exercise a contract term extension option.

- 4.3 The Contractor shall notify DPSS when this Contract is within six (6) months of the expiration of the term as provided for hereinabove. Upon occurrence of this event, the Contractor shall send written notification to DPSS at the address herein provided in Exhibit E - County's Administration.

## 5 CONTRACT SUM

- 5.1 The Maximum Contract Amount for the three-year term of this Contract is \$36,900,000.

Should the County exercise its option to extend the term of the Contract for two additional one-year periods and a six-month extension pursuant to Section 4.2, the annual contract amount for each optional year is \$11,300,000, and the estimated cost for six-month extension is \$5,650,000. If such options are exercised by the County, the estimated total contract amount shall be \$65,150,000.

- 5.2 The Annual Maximum Amount of this Contract by Fiscal Year (FY) and funding source is as follows:

Funding Source	FY 2017-18	FY 2018-19	FY 2019-20
CalWORKs Single Allocation (SA)	\$ 7,300,000	\$ 7,300,000	\$7,300,000
Housing Support Program (HSP)*	\$ 4,000,000	\$ 4,000,000	\$4,000,000
Fraud Incentive (FI)	\$ 3,000,000	~	~
<b>Annual Maximum</b>	<b>\$14,300,000</b>	<b>\$11,300,00</b>	<b>\$11,300,000</b>

\*FYs 2018-19 and 2019-20 HSP funding is contingent upon the State's budget and the receipt of funds from the State to the County. If such approval, funding, or appropriation are not forthcoming, or are otherwise limited, curtailed, or increased, the County may immediately, with ten (10) business days advance notice, modify the contract amount without penalty.

- 5.2.1 This is a cost reimbursement contract. County shall only reimburse Contractor's actual costs and only up to the Annual Maximum Amount per fiscal year.

5.2.2 The Annual Maximum Amount is allocated as follows:

5.2.2.1 Contractor shall allocate no more than 10% of the Annual Maximum Amount for Contractor’s administrative costs.

5.2.2.2 No less than 90% of the Annual Maximum Amount shall be annually allocated to direct services and benefits provided to eligible participants, including subcontracted Family Solutions Centers (FSCs) and Crisis Housing Agencies by Service Planning Areas (SPA). The annual funding breakdown by SPA is as follows:

SPA	Funding Streams			Amount
	CalWORKs SA	HSP	*FI (FY17-18 only)	
1	\$459,900	\$252,000	\$189,000	\$900,900
2	\$1,116,900	\$612,000	\$459,000	\$2,187,900
3	\$525,600	\$288,000	\$216,000	\$1,029,600
4	\$1,445,400	\$792,000	\$594,000	\$2,831,400
5	\$591,300	\$324,000	\$243,000	\$1,158,300
6	\$1,116,900	\$612,000	\$459,000	\$2,187,900
7	\$525,600	\$288,000	\$216,000	\$1,029,600
8	\$788,400	\$432,000	\$324,000	\$1,544,400

\*non-CW families are only eligible for prevention services

5.2.3 Exhibit B, Contractor’s Budget, sets out the line item expenses per Fiscal Year.

5.2.4 Contractor may request to revise the Contract Budget, not more frequently than every fiscal quarter, by sending a written request to the CCA with justification for the change, details of the changes to occur, and a revised budget, as follows:

5.2.4.1 Reallocation of Administrative Budget

5.2.4.1.1 Contractor may, without County prior written approval, reallocate funds up to ten (10%) percent among each of the Administrative budget line items as shown in Contractor’s Budget, Exhibit B, no more

than once per quarter (except for the 4<sup>th</sup> quarter) and must submit a Budget Modification prior to the end of the affected quarter.

5.2.4.1.2 Contractor may, with County's prior written approval, reallocate funds greater than ten (10%) percent among each of the Administrative budget line items or more than once per quarter (except for the 4<sup>th</sup> quarter). Such requests must be submitted to County no later than the end of the affected quarter.

5.2.4.1.3 If Contractor requests to reallocate funds among the Administrative budget line items in the 4<sup>th</sup> quarter, the request for prior approval shall be submitted to County no later than May 15<sup>th</sup> of each FY.

Any such reallocation shall not cause the administrative costs to exceed 10% of the Annual Maximum Amount as stated in Subsection 5.2 above. Reallocation of funds shall not increase the Annual Maximum Amount indicated in Subsection 5.2, and shall not increase the Maximum Contract Amount indicated in Subsection 5.1.

5.2.4.2 Contractor may, with prior DPSS approval, shift funds between Subcontractors within the same SPA.

5.2.4.3 Contractor shall not shift funds under this Contract across SPAs without prior written approval from DPSS. Contractor shall submit a request in writing to DPSS 60 days in advance of the proposed effective date and shall include the following:

- a. For SPA receiving increase in funds:
  - Documented use and expenditure of existing funds; and
  - Provide justification of an ongoing/continued need to serve more homeless families (e.g.

increased homeless families/counts in the SPA, pending applications for assistance in SPA).

- b. For SPA receiving a decrease in funds:
- Demonstrate that sufficient funding will be maintained in the SPA to meet service needs.
  - Demonstrate the availability of funds is not due to failure to connect participants in need with services.

The 60-day advance notice requirement may be waived by DPSS when time does not permit 60 days advance notice (e.g. end of the Fiscal Year).

5.2.4.4 Contractor shall not shift funds allocated for direct services to Contractor for administrative costs.

5.3 Contractor shall not be entitled to payment or reimbursement for any tasks or services performed, nor for any incidental or administrative expenses whatsoever incurred in or incidental to performance hereunder, except as specified herein. Assumption or takeover of any of the Contractor's duties, responsibilities, obligations, or performance of same by any entity other than the Contractor, whether through assignment, subcontract, delegation, merger, buyout, or any other mechanism, with or without consideration for any reason whatsoever, shall occur only with the County's express prior written approval.

5.4 Contractor shall maintain an accounting system that segregates all funding received by funding source. Funds allocated for direct services shall also be segregated by SPA. Funds provided by County to Contractor for services under this Contract (CES for Families Funds) shall be coded with a designation specific to the Contract. Contractor shall provide cash balance reports for CES for Families Funds upon request, which may be reconciled against Contractor's quarterly bank statements.

5.5 The Contractor shall maintain a system of record keeping that will allow Contractor to determine when it has incurred seventy-five percent (75%) of the Maximum Contract Amount under this Contract. Upon occurrence of this event, Contractor shall send written notification to the County Contract Administrator as provided in Exhibit E, County's Administration.

5.6 **Advances and Settlements**

It is the intent of County to provide Contractor advance funds to enable Contractor to make payments to Subcontractors providing CES for Families services and to cover Contractor's administrative cost provided Contractor meets the following requirements:

5.6.1 Contractor shall request advance funds in writing and must demonstrate the need for the advance funds and that the advances are absolutely necessary to allow Contractor to provide CES for Families services. Prior to advances being issued for each FY, Contractor shall develop a plan on how it will utilize, distribute, monitor, and repay advance funds back to County. This plan must be submitted with Contractor's request for advance funds and may be submitted by DPSS to the Chief Executive Office (CEO) and Auditor-Controller (A-C) for approval. In addition to and consistent with the above, Contractor shall submit the following documentation with the request for advances funds:

5.6.1.1 Contractor shall provide to County an independent audit report and single audit for ongoing concern qualifications or other issues; and

5.6.1.2 Contractor's financial status documents (evaluating the agency's net worth, operating income, available cash and current assets compared to current liabilities); and

5.6.1.3 Contractor's business plan which demonstrates how Contractor will repay advances, upon request by County; and

5.6.1.4 Contractor shall perform a financial viability assessment (evaluating the agency's net worth, operating income, available cash and current

assets compared to current liabilities) for each subcontractor at the beginning of each FY to determine the amount of advance funds for the year and shall submit the assessment results to County as part of supporting documentation to justify the annual advance request.

5.6.2 The advancement of funds must be in compliance with all applicable rules and regulations.

5.6.3 County reserves the right to approve or deny Contractor's request for advance funds. Contractor may submit a Request for Advance each fiscal year requesting advance payment. The advance payment invoices shall be submitted at the beginning of each fiscal year as follows:

5.6.3.1 Administrative Cost:

a. CalWORKs Single Allocation and HSP funds:  
The amount of advance funds authorized and paid for administrative costs shall not exceed the monthly average actual cost of the prior FY.

b. Fraud Incentive funds:  
The amount of advance funds authorized and paid for administrative costs shall not exceed one twelve (1/12) of the annual maximum amount allocated for administrative costs.

5.6.3.2 Direct Services Cost:

a. CalWORKs Single Allocation and HSP funds

- The amount of advance funds authorized and paid for direct services for FY 2017-18 shall not exceed three times the monthly average actual cost of the prior FY.

- The amount of advance funds authorized and paid for direct services to the subcontractors shall not exceed twice the monthly average actual cost of the prior FY.

- The amount of advance funds authorized and paid for direct services for FYs 2018-19 and 2019-20 will be re-evaluated by the County based on the need for the third month advance payment.

b. Fraud Incentive funds

The amount of advance funds authorized and paid for direct services shall not exceed one month of the annual maximum amount allocated for direct services.

5.6.4 Upon County's approval, advanced funds will be paid to Contractor 15 calendar days after the advance payment request and all supporting documentation as specified in 5.6.1 have been submitted to the County.

5.6.5 Advanced funds must be repaid to County prior to the end of the FY in which the advance is provided as specified in Subsections 5.6.6.

5.6.6 County shall recoup all advances by June 30th of the fiscal year by offsetting 15% of the advanced amount from the December invoice, 25% of the advanced amount from the January invoice, 25% of the advanced amount from the February invoice, 25% of the advanced amount from the March invoice and 10% of the advanced amount from the April invoice. If the full amount to be recouped according to this Subsection 5.6.6 from any invoice month (December through April) is insufficient to enable the County to recoup the amount due, Contractor shall pay the balance due to the County within three (3) business days of the County's approval of the invoice. All advanced funds shall be recouped no later than June 30<sup>th</sup> of the Fiscal Year.

5.6.6.1 Contractor shall submit recouping balance payment to the address listed in Subsection 5.6.10. The billing memo shall be provided by the County. Should County provide a written request for payment (Billing Memo), Contractor

shall include a copy of the Billing Memo with the payment check.

5.6.6.2 Contractor shall provide a copy of the Billing Memo and a copy of the recouping balance payment check to the address listed in Subsection 5.7.5.

5.6.7 If this Contract terminates sooner for any reason provided for in this Contract, County may recoup any advances from Contractor's invoices that were received up to 60 days prior to the termination date. If any additional recouping is necessary after the final invoice is received Contractor shall pay the balance to the County within ten (10) business days of County's request,

5.6.8 Contractor shall maintain a system of accounting records that clearly identify the revenues and expenditures by the use of cost centers or separate accounts. The system will ensure that funds are not comingled and that funds are readily available for the repayment of advances.

5.6.9 Any interest earned on advanced funds shall be calculated and paid to DPSS on a quarterly basis. During the fiscal year closeout process, any interest earned on advanced funds will be calculated and paid to DPSS no later than July 30th.

5.6.10 Contractor shall submit all interest payments with the Billing Memo directly to:

**Los Angeles County  
Department of Public Social Services  
Fiscal Operations Division  
Attn: Central Cashier  
P.O. Box 76687  
Los Angeles, CA 90078-0687**

5.6.11 Contractor shall provide bank statements on a quarterly basis by the 25<sup>th</sup> calendar day after the quarter ends to ensure amounts on hand are appropriate and not excessive.

## 5.7 Invoices and Payments

- 5.7.1 Contractor shall invoice County only for providing the tasks, deliverables, goods, services, and other work specified in Exhibit A, Statement of Work and elsewhere hereunder. Contractor shall prepare monthly invoice using Contractor's Sample Invoice Format, Exhibit C. This invoice shall include the charges owed to Contractor by the County by funding source under the terms of this Contract. Contractor's payments shall be provided in accordance to Contractor's Budget, Exhibit B, and Contractor shall be paid only for the tasks, deliverables, goods, services, and other work approved in writing by the County. If County does not approve work in writing, no payment shall be due to Contractor for that work.
- 5.7.2 Contractor shall submit complete and accurate monthly invoices of actual costs to the County no later than thirty (30) calendar days after the month service was rendered, using the Sample Invoice Formats in Exhibits C. For example, the first monthly invoice for July shall be submitted to County no later than August 30<sup>th</sup>. In no event shall the County be liable for any amount over the Annual Maximum Amount.
- 5.7.3 Contractor shall include with the monthly invoice the detailed line item support documentation to validate the invoice amounts, in accordance with Exhibit B, Contractor's Budget, which includes but is not limited to, the following:
- 5.7.3.1 Contractor's administrative costs listed separately, e.g., personnel salaries, fringe benefits, and non-personnel/indirect expenses.
- 5.7.3.2 Direct services costs itemized by Subcontractor. Copies of Subcontractor invoices shall be submitted as backup for direct services costs. Subcontractor invoices shall be itemized by cost categories (e.g. case management staffing costs, financial assistance). Back-up documentation for Subcontractor invoices will be maintained by Contractor and will be made available to County for review upon request.

- 5.7.4 Should County implement a Contract Invoicing System for Services under this Contract, Contractor shall create and submit electronic invoices as instructed.
- 5.7.5 Contractor shall submit its invoices to the attention of the CCA at the following address, and to such additional addresses as may be directed in writing from time to time by the CCA. Contractor shall submit an original and one copy of the invoice and back-up documents to:

**Department of Public Social Services  
Invoice Processing Unit  
Contract Management Division  
12900 Crossroads Parkway South, 2nd Floor  
City of Industry, CA 91746-3411**

- 5.7.6 For invoicing purposes, Contractor shall clearly identify this Contract as “CES for Families”.
- 5.7.7 All invoices submitted by Contractor for payment must have the written approval of the County Contract Administrator prior to any payment thereof. County shall make a reasonable effort to effect payment to Contractor within thirty (30) calendar days of receipt of an invoice which is accurate as to form and content. Payment to Contractor will be made monthly in arrears in the amount specified in this Contract, provided that the Contractor is not in default under any provision of the Contract and has submitted a complete and accurate statement of payment due with documentation attached supporting the statement of payment due.
- 5.7.8 Contractor shall ensure that Subcontractors submit accurate and timely invoices and properly track all their expenditures. County reserves the right to review Subcontractors’ invoices and expenditures.
- 5.7.9 Contractor shall properly review Subcontractors’ invoices to ensure that Single Allocation Contract funds will only be used for eligible CalWORKs WtW families, and the Housing Support Program funds will only be used for CalWORKs non-WtW families, and CalWORKs WtW families if approved by County in writing and that Fraud Incentive funds are used only for eligible CalWORKs and Non-CalWORKs families. Contractor shall be responsible for reimbursing County for all

charges paid for benefits and services provided by Subcontractors to ineligible families.

5.7.10 Contractor shall not exceed each fiscal year's Maximum Annual Amount set forth in Section 5.2. Unspent money from the current fiscal year shall not be rolled-over to the following fiscal year.

5.7.11 After Contractor submits its final invoice for the fiscal year, including any adjustments for prior months, and County determines funds are owed to Contractor, it shall pay Contractor's approved final fiscal year invoice within 30 calendar days of receipt of invoice and back-up documentation. However, if County determines that Contractor has been overpaid, Contractor shall pay County within 30 days of such determination. If Contractor does not agree on the amount owed, County and Contractor shall meet within ten (10) calendar days to work to resolve the disagreement.

5.7.12 The final invoice for the term of the Contract shall be submitted no later than July 30th or on the 30th of the month immediately following the termination month. County shall not be liable for any invoice received more than thirty (30) calendar days following the final invoice due date.

5.7.12.1 Contractor shall provide a final invoice, with all supporting documents, for all of the services provided through June 30th or for the final month of the contract on an accrual basis.

5.7.12.2 County shall process the final invoice within thirty (30) days of receipt from Contractor.

5.7.13 Prior to receiving final payment hereunder, Contractor shall submit a signed, written release discharging County, its officers and employees, from all liabilities, obligations, and claims arising out of Contractor's performance, under the Contract, except for any claims specifically described in detail in such release.

5.7.14 County shall have no requirement for payment other than as set forth in this Contract.

5.7.15 Subject to County's right to terminate earlier as provided herein, Contractor shall, upon receipt of notice of termination:

5.7.15.1 Immediately eliminate all new costs and expenses under this Contract. In addition, the Contractor shall immediately minimize all other costs and expenses under this Contract. Contractor shall be reimbursed only for reasonable and necessary costs or expenses incurred after receipt of notice of termination and prior to termination date.

5.7.15.2 Promptly report to County in writing all information necessary for the reimbursement of any outstanding claims and continuing costs.

5.7.16 Subject to non-appropriation of funds, default of Contractor, substandard performance of Contractor, improper consideration given/offered to County with respect to the award of this Contract, breach of warranty to maintain compliance with the County's Child Support Compliance Program, changes in legal requirements regarding contracting for services, and changes that eliminate or substantially reduce County's legal requirements for services, Contractor shall, upon receipt of notice of termination, comply with the terms stated in Section 5.0, Subsection 5.7, Subsection 5.7.15 herein above.

5.7.17 If this Contract is terminated pursuant to Section 8.0, Subsection 8.42 Termination for Convenience, Contractor shall not perform work after the termination date of this Contract and County shall not be responsible for payment.

5.7.17.1 County may delay the last payment due (plus the previous full month payment due if the last payment is for less than a full month) until six (6) months after the expiration of this Contract. Contractor shall be liable for payment within thirty (30) days written notice of any liquidated damages or other offset authorized by this Contract not deducted from any payment made by County to Contractor.

5.7.17.2 Prior to receiving final payment under this Contract, Contractor shall submit a signed written release discharging County, its officers and

employees, from all liabilities, obligations, and claims arising out of or under this Contract.

5.7.18 This Contract is valid and enforceable only if sufficient funds are made available by the County Budget of the applicable fiscal year for the purposes of this Contract.

5.7.19 County shall not be liable for billings submitted one (1) year after any services are rendered under this Contract.

**5.8 No Payment for Services Provided Following Expiration-Termination of Contract**

The Contractor shall have no claim against County for payment of any money or reimbursement, of any kind whatsoever, for any service provided by the Contractor after the expiration or other termination of this Contract. Should the Contractor receive any such payment it shall immediately notify County and shall immediately repay all such funds to County. Payment by County for services rendered after expiration-termination of this Contract shall not constitute a waiver of County's right to recover such payment from the Contractor. This provision shall survive the expiration or other termination of this Contract.

**6 ADMINISTRATION OF CONTRACT – COUNTY**

**6.1 County Contract Director (CCD)**

County shall designate one person who will have the authority to act as the CCD on contractual and administrative matters pertaining to this Contract. Responsibilities of the CCD or alternate include:

- 6.1.1 Ensuring that the administrative objectives of this Contract are met;
- 6.1.2 Providing direction to Contractor on contractual or administrative matters relating to this Contract that cannot be resolved by the Supervising County Contract Administrator, who is described in Subsection 6.2 below; and
- 6.1.3 Negotiating with Contractor changes in service requirements pursuant to Section 8.0, Standard Terms and Conditions, Subsection 8.2, Changes and Amendment of Terms.

The CCD is not authorized to make any changes in any of the terms and conditions of this Contract except as specified in Section 8.2 and is not authorized to further obligate County in any respect whatsoever.

## **6.2 Supervising County Contract Administrator (SCCA)**

County shall designate one person who will have the authority to act as the SCCA on all matters pertaining to this Contract. Responsibilities of the SCCA or alternate include:

- 6.2.1 Overseeing the overall management and coordination of the administrative of this Contract; and
- 6.2.2 Providing direction to Contractor on contractual or administrative matters relating to this Contract that cannot be resolved by the County Contract Administrator, who is described in Subsection 6.3 below.

The SCCA is not authorized to make any changes in any of the terms and conditions of this Contract and is not authorized to further obligate County in any respect whatsoever.

## **6.3 County Contract Administrator (CCA)**

County shall designate one person who will have the authority to act as the CCA on administrative matters pertaining to this Contract. County shall notify the Contractor in writing within five (5) business days of any change in the name or address of the CCA. Responsibilities of the CCA or alternate include:

- 6.3.1 Overseeing the day-to-day administration of this Contract;
- 6.3.2 Providing direction to the Contractor in the areas relating to contract, invoicing, and administrative procedural requirements;
- 6.3.3 Meeting with the Contractor's Contract Manager on an as needed basis; and
- 6.3.4 Preparing amendments in accordance with the Contract, Section 8.0, Standard Terms and conditions, Subsection 8.2, Changes and Amendment of Terms.

The CCA is not authorized to make any changes in any of the standards terms and conditions of this Contract and is not authorized to further obligate County in any respect of whatsoever.

#### **6.4 County's Contract Program Manager (CCPM)**

County shall designate one person who will have the authority to act as the CCPM on all matters of policy, program and operational aspects of the Contract. The responsibilities of the CCPM include:

- 6.4.1 Providing direction to Contractor in the areas of County policy, program, and operational requirements;
- 6.4.2 Ensuring that the objectives of this Contract are met;
- 6.4.3 Meeting with the Contractor's Contract Manager on a regular basis; and
- 6.4.4 Evaluating any and all tasks, deliverables, goods, services, data, outcomes, or other work provided by or on behalf of the Contractor.

The County's Contract Program Manager is not authorized to make any changes in any of the terms and conditions of this Contract and is not authorized to further obligate County in any respect whatsoever.

#### **6.5 Contract Program Monitor (CPM)**

The responsibilities of the Contract Program Monitor include:

- 6.5.1 Providing assistance to the CCA in overseeing the day-to-day administration of this Contract;
- 6.5.2 Monitoring and evaluating Contractor's compliance with contract requirements as specified in the Contract;
- 6.5.3 Monitoring Contractor for contractual compliance and prepares monitoring reports.

The CPM reports to the CCA. The Contract Program Monitor is not authorized to make any changes in any of the terms and conditions of this Contract and is not authorized to further obligate the County in any respect whatsoever.

### **7 ADMINISTRATION OF CONTRACT - CONTRACTOR**

#### **7.1 Contractor's Contract Manager**

- 7.1.1 The Contractor's Contract Manager is designated in Exhibit F, Contractor's Administration. Contractor shall notify

County in writing within five (5) business days of any change in the name or address of the Contractor's Contract Manager.

7.1.2 The Contractor's Contract Manager shall be responsible for the oversight of administrative and contractual matters relating to the performance of the Contract as outlined in Exhibit A, Statement of Work, Section 8.0, Contractor Responsibilities.

## **7.2 Approval of Contractor's Staff**

County has the absolute right to approve or disapprove all of the Contractor's staff performing work hereunder and any proposed changes in the Contractor's staff, including, but not limited to, the Contractor's Project Manager.

## **7.3 Contractor's Staff Identification**

7.3.1 Contractor shall provide, at Contractor's expense, all staff providing services under this Contract with a photo identification badge. Such badge shall be displayed on employee's person at all times he/she is on duty.

7.3.2 Contractor shall notify the County within five (5) business day when key staff is terminated from working under this Contract.

7.3.3 Contractor shall retrieve an employee's ID badge on the same business day the employee has terminated employment with the Contractor.

7.3.4 County shall have the right, at its sole discretion, to require the Contractor to remove any employee from the performance of services under this Contract. At the request of the County, the Contractor shall immediately replace said personnel.

## **7.4 Background and Security Investigations**

7.4.1 Each of Contractor's staff performing services under this Contract, who is in a designated sensitive position, as determined by County in County's sole discretion, shall undergo and pass a background investigation to the satisfaction of County as a condition of beginning and continuing to perform services under this Contract. Such background investigation must be obtained through

fingerprints submitted to the California Department of Justice to include State, local, and federal-level review, which may include, but shall not be limited to, criminal conviction information. The fees associated with the background investigation shall be at the expense of the Contractor, regardless of whether the member of Contractor's staff passes or fails the background investigation.

- 7.4.2 If a member of Contractor's staff does not pass the background investigation, County may request that the member of Contractor's staff be removed immediately from performing services under the Contract. Contractor shall comply with County's request at any time during the term of the Contract. County will not provide to Contractor or to Contractor's staff any information obtained through the County's background investigation
- 7.4.3 County, in its sole discretion, may immediately deny or terminate facility access to any member of Contractor's staff that does not pass such investigation to the satisfaction of the County or whose background or conduct is incompatible with County facility access.
- 7.4.4 Disqualification of any member of Contractor's staff pursuant to this Paragraph 7.4 shall not relieve Contractor of its obligation to complete all work in accordance with the terms and conditions of this Contract.

## **7.5 Confidentiality**

- 7.5.1 Contractor shall maintain the confidentiality of all records and information in accordance with all applicable Federal, State and local laws, rules, regulations, ordinances, directives, guidelines, policies and procedures relating to confidentiality, including, without limitation, County policies concerning information technology security and the protection of confidential records and information.
- 7.5.2 Contractor shall indemnify, defend, and hold harmless County, its officers, employees, and agents, from and against any and all claims, demands, damages, liabilities, losses, costs and expenses, including, without limitation, defense costs and legal, accounting and other expert, consulting, or professional fees, arising from, connected with, or related to any failure by Contractor, its officers,

employees, agents, or subcontractors, to comply with this Paragraph 7.5, as determined by County in its sole judgment. Any legal defense pursuant to contractor's indemnification obligations under this Paragraph 7.5 shall be conducted by Contractor and performed by counsel selected by Contractor and approved by County. Notwithstanding the preceding sentence, County shall have the right to participate in any such defense at its sole cost and expense, except that in the event Contractor fails to provide County with a full and adequate defense, as determined by County in its sole judgment, County shall be entitled to retain its own counsel, including, without limitation, County Counsel, and to reimbursement from Contractor for all such costs and expenses incurred by County in doing so. Contractor shall not have the right to enter into any settlement, agree to any injunction, or make any admission, in each case, on behalf of County without County's prior written approval.

- 7.5.3 Contractor shall inform all of its officers, employees, agents and subcontractors providing services hereunder of the confidentiality provisions of this Contract.
- 7.5.4 Contractor and Subcontractors shall sign and adhere to the provisions of the "Contractor Acknowledgement and Confidentiality Agreement", Exhibit J.
- 7.5.5 Contractor shall cause each employee performing services covered by this Contract to sign and adhere to the provisions of the "Contractor Employee Acknowledgment and Confidentiality Agreement", Exhibit J1.
- 7.5.6 Contractor shall cause each non-employee performing services covered by this Contract to sign and adhere to the provisions of the "Contractor Non-Employee Acknowledgment and Confidentiality Agreement", Exhibit J2.

## **8 STANDARD TERMS AND CONDITIONS**

### **8.1 Assignment and Delegation**

- 8.1.1 The Contractor shall not assign its rights or delegate its duties under this Contract, or both, whether in whole or in part, without the prior written consent of County, in its discretion, and any attempted assignment or delegation without such consent shall be null and void. For purposes of this paragraph, County consent shall require a written

Amendment to the Contract, which is formally approved and executed by the parties. Any payments by the County to any approved delegatee or assignee on any claim under this Contract shall be deductible, at County's sole discretion, against the claims, which the contractor may have against the County.

- 8.1.2 Shareholders, partners, members, or other equity holders of Contractor may transfer, sell, exchange, assign, or divest themselves of any interest they may have therein. However, in the event any such sale, transfer, exchange, assignment, or divestment is effected in such a way as to give majority control of Contractor to any person(s), corporation, partnership, or legal entity other than the majority controlling interest therein at the time of execution of the Contract, such disposition is an assignment requiring the prior written consent of County in accordance with applicable provisions of this Contract.
- 8.1.3 Any assumption, assignment, delegation, or takeover of any of the Contractor's duties, responsibilities, obligations, or performance of same by any person or entity other than the Contractor, whether through assignment, subcontract, delegation, merger, buyout, or any other mechanism, with or without consideration for any reason whatsoever without County's express prior written approval, shall be a material breach of the Contract which may result in the termination of this Contract. In the event of such termination, County shall be entitled to pursue the same remedies against Contractor as it could pursue in the event of default by Contractor.

## **8.2 Changes and Amendment of Terms**

- 8.2.1 County reserves the right to initiate Change Notices that do not affect the term, contract sum, payments, or materially affect the scope of work included in the Contract. All such Change Notices shall be prepared and executed by the Contractor and by the County Contract Director.
- 8.2.2 For any change which materially affects the scope of work, term, contract sum, payments, or any term or condition included under this Contract, an amendment to the Contract shall be prepared and executed by the Contractor and by the DPSS Director or her designee.

8.2.3 The County's Board of Supervisors or Chief Executive Officer (CEO) or designee may require the addition and/or change of certain terms and conditions in the Contract during the term of this Contract. The County reserves the right to add and/or change such provisions as required by the County's Board of Supervisors or CEO. To implement such changes, an Amendment to the Contract shall be prepared and executed by the Contractor and by DPSS Director or his/her designee.

### **8.3 Authorization Warranty**

The Contractor represents and warrants that the person executing this Contract for the Contractor is an authorized agent who has actual authority to bind the Contractor to each and every term, condition, and obligation of this Contract and that all requirements of the Contractor have been fulfilled to provide such actual authority.

### **8.4 Budget Reductions**

In the event that the County's Board of Supervisors adopts, in any fiscal year, a County Budget which provides for reductions in the salaries and benefits paid to the majority of County employees and imposes similar reductions with respect to County contracts, the County reserves the right to reduce its payment obligation under this Contract correspondingly for that fiscal year and any subsequent fiscal year during the term of this Contract (including any extensions), and the services to be provided by the Contractor under this Contract shall also be reduced correspondingly. The County's notice to the Contractor regarding said reduction in payment obligation shall be provided within thirty (30) calendar days of the Board's approval of such actions. Except as set forth in the preceding sentence, the Contractor shall continue to provide all of the services set forth in this Contract.

### **8.5 Complaints**

8.5.1 The Contractor shall develop, maintain and operate procedures for receiving, investigating and responding to complaints.

#### **8.5.2 Complaint Procedures**

8.5.2.1 Within 15 business days after the Contract effective date, the Contractor shall provide the County with the Contractor's policy for receiving, investigating and responding to user complaints.

- 8.5.2.2 The County will review the Contractor's policy and provide the Contractor with approval of said plan or with requested changes.
- 8.5.2.3 If the County requests changes in the Contractor's policy, the Contractor shall make such changes and resubmit the plan within five business days for County approval.
- 8.5.2.4 If, at any time, the Contractor wishes to change the Contractor's policy, the Contractor shall submit proposed changes to the County for approval before implementation.
- 8.5.2.5 The Contractor shall preliminarily investigate all complaints and notify the CCPM of the status of the investigation within five business days of receiving a formal complaint.
- 8.5.2.6 When complaints cannot be resolved informally, a system of follow-through shall be instituted which adheres to formal plans for specific actions and strict time deadlines.
- 8.5.2.7 Copies of all written responses shall be sent to the CCPM within three business days of mailing to the complainant.
- 8.5.2.8 Complaints by/from CalWORKs and non-CalWORKs Participants shall be handled in accordance with the provision of the Exhibit A, Statement of Work, Section 10.0, Complaints.

## **8.6 Compliance with Applicable Law**

- 8.6.1 In the performance of this Contract, Contractor shall comply with all applicable Federal, State and local laws, rules, regulations, ordinances, directives, guidelines, policies and procedures, and all provisions required thereby to be included in this Contract are hereby incorporated herein by reference.
- 8.6.2 Contractor shall indemnify, defend, and hold harmless County, its officers, employees, and agents, from and against any and all claims, demands, damages, liabilities, losses, costs, and expenses, including, without limitation, defense costs and legal, accounting and other expert,

consulting or professional fees, arising from, connected with, or related to any failure by Contractor, its officers, employees, agents, or subcontractors, to comply with any such laws, rules, regulations, ordinances, directives, guidelines, policies, or procedures, as determined by County in its sole judgment. Any legal defense pursuant to Contractor's indemnification obligations under Paragraph 8.6 (Compliance with Applicable Law) shall be conducted by Contractor and performed by counsel selected by Contractor and approved by County. Notwithstanding the preceding sentence, County shall have the right to participate in any such defense at its sole cost and expense, except that in the event Contractor fails to provide County with a full and adequate defense, as determined by County in its sole judgment, County shall be entitled to retain its own counsel, including, without limitation, County Counsel, and to reimbursement from Contractor for all such costs and expenses incurred by County in doing so. Contractor shall not have the right to enter into any settlement, agree to any injunction or other equitable relief, or make any admission, in each case, on behalf of County without County's prior written approval.

## **8.7 Compliance with Civil Rights Laws**

The Contractor hereby assures that it will comply with Subchapter VI of the Civil Rights Act of 1964, 42 USC Sections 2000 (e) (1) through 2000 (e) (17), to the end that no person shall, on the grounds of race, creed, color, sex, religion, ancestry, age, condition of physical handicap, marital status, political affiliation, or national origin, be excluded from participation in, be denied the benefits of, or be otherwise subjected to discrimination under this Contract or under any project, program, or activity supported by this Contract. The Contractor shall comply with Exhibit D - Contractor's EEO Certification.

## **8.8 Compliance with the County's Jury Service Program**

### **8.8.1 Jury Service Program:**

This Contract is subject to the provisions of the County's ordinance entitled Contractor Employee Jury Service ("Jury Service Program") as codified in Sections 2.203.010 through 2.203.090 of the Los Angeles County Code, a copy of which is attached as Exhibit H and incorporated by reference into and made a part of this Contract.

### 8.8.2 Written Employee Jury Service Policy.

1. Unless the Contractor has demonstrated to the County's satisfaction either that the Contractor is not a "Contractor" as defined under the Jury Service Program (Section 2.203.020 of the County Code) or that the Contractor qualifies for an exception to the Jury Service Program (Section 2.203.070 of the County Code), the Contractor shall have and adhere to a written policy that provides that its Employees shall receive from the Contractor, on an annual basis, no less than five days of regular pay for actual jury service. The policy may provide that Employees deposit any fees received for such jury service with the Contractor or that the Contractor deduct from the Employee's regular pay the fees received for jury service.
2. For purposes of this paragraph, "Contractor" means a person, partnership, corporation or other entity which has a contract with the County or a subcontract with a County contractor and has received or will receive an aggregate sum of fifty thousand dollars (\$50,000) or more in any twelve (12) month period under one or more County contracts or subcontracts. "Employee" means any California resident who is a full-time employee of the Contractor. "Full-time" means forty (40) hours or more worked per week, or a lesser number of hours if: 1) the lesser number is a recognized industry standard as determined by the County, or 2) Contractor has a long-standing practice that defines the lesser number of hours as full-time. Full-time employees providing short-term, temporary services of ninety (90) days or less within a twelve (12) month period are not considered full-time for purposes of the Jury Service Program. If the Contractor uses any subcontractor to perform services for the County under the Contract, the subcontractor shall also be subject to the provisions of this paragraph. The provisions of this paragraph shall be inserted into any such subcontract agreement and a copy of the Jury Service Program shall be attached to the agreement.
3. If the Contractor is not required to comply with the Jury Service Program when the Contract commences, the Contractor shall have a continuing obligation to review

the applicability of its “exception status” from the Jury Service Program, and the Contractor shall immediately notify the County if the Contractor at any time either comes within the Jury Service Program’s definition of “Contractor” or if the Contractor no longer qualifies for an exception to the Jury Service Program. In either event, the Contractor shall immediately implement a written policy consistent with the Jury Service Program. The County may also require, at any time during the Contract and at its sole discretion, that the Contractor demonstrate, to the County’s satisfaction that the Contractor either continues to remain outside of the Jury Service Program’s definition of “contractor” and/or that the Contractor continues to qualify for an exception to the Program.

4. Contractor’s violation of this paragraph of the Contract may constitute a material breach of the Contract. In the event of such material breach, County may, in its sole discretion, terminate the Contract and/or bar the Contractor from the award of future County contracts for a period of time consistent with the seriousness of the breach.

## **8.9 Conflict of Interest**

- 8.9.1 No County employee whose position with the County enables such employee to influence the award of this Contract or any competing Contract, and no spouse or economic dependent of such employee, shall be employed in any capacity by the Contractor or have any other direct or indirect financial interest in this Contract. No officer or employee of the Contractor who may financially benefit from the performance of work hereunder shall in any way participate in the County’s approval, or ongoing evaluation, of such work, or in any way attempt to unlawfully influence the County’s approval or ongoing evaluation of such work.
- 8.9.2 The Contractor shall comply with all conflict of interest laws, ordinances, and regulations now in effect or hereafter to be enacted during the term of this Contract. The Contractor warrants that it is not now aware of any facts that create a conflict of interest. If the Contractor hereafter becomes aware of any facts that might reasonably be expected to create a conflict of interest, it shall immediately

make full written disclosure of such facts to the County. Full written disclosure shall include, but is not limited to, identification of all persons implicated and a complete description of all relevant circumstances. Failure to comply with the provisions of this paragraph shall be a material breach of this Contract.

#### **8.10 Consideration of Hiring County Employees Targeted for Layoff or Re-Employment List**

Should the Contractor require additional or replacement personnel after the effective date of this Contract to perform the services set forth herein, the Contractor shall give first consideration for such employment openings to qualified, permanent County employees who are targeted for layoff or qualified, former County employees who are on a re-employment list during the life of this Contract.

#### **8.11 Consideration of Hiring GAIN-GROW Participants**

8.11.1 Should the Contractor require additional or replacement personnel after the effective date of this Contract, the Contractor shall give consideration for any such employment openings to participants in the County's Department of Public Social Services Greater Avenues for Independence (GAIN) Program or General Relief Opportunity for Work (GROW) Program who meet the Contractor's minimum qualifications for the open position. For this purpose, consideration shall mean that the Contractor will interview qualified candidates. The County will refer GAIN-GROW participants by job category to the Contractor. Contractors shall report all job openings with job requirements to: [GAINGROW@dpss.lacounty.gov](mailto:GAINGROW@dpss.lacounty.gov) to obtain a list of qualified GAIN/GROW job candidates.

8.11.2 In the event that both laid-off County employees and GAIN/GROW participants are available for hiring, County employees shall be given first priority.

#### **8.12 Contractor Responsibility and Debarment**

##### **8.12.1 Responsible Contractor**

A responsible contractor is a contractor who has demonstrated the attribute of trustworthiness, as well as quality, fitness, capacity and experience to satisfactorily

perform the contract. It is the County's policy to conduct business only with responsible contractors.

#### **8.12.2 Chapter 2.202 of the County Code**

The Contractor is hereby notified that, in accordance with Chapter 2.202 of the County Code, if the County acquires information concerning the performance of the Contractor on this or other contracts which indicates that the Contractor is not responsible, the County may, in addition to other remedies provided in the Contract, debar the Contractor from bidding or proposing on, or being awarded, and/or performing work on County contracts for a specified period of time, which generally will not exceed five (5) years but may exceed five (5) years or be permanent if warranted by the circumstances, and terminate any or all existing contracts the Contractor may have with the County.

#### **8.12.3 Non-responsible contractor**

The County may debar a contractor if the Board of Supervisors finds, in its discretion, that the contractor has done any of the following: 1) violated a term of a contract with the County or a nonprofit corporation created by the County, 2) committed an act or omission which negatively reflects on the contractor's quality, fitness or capacity to perform a contract with the County, any other public entity, or a nonprofit corporation created by the County, or engaged in a pattern or practice which negatively reflects on same, 3) committed an act or offense which indicates a lack of business integrity or business honesty, or 4) made or submitted a false claim against the County or any other public entity.

#### **8.12.4 Contractor Hearing Board**

8.12.4.1 If there is evidence that the Contractor may be subject to debarment, the Department will notify the Contractor in writing of the evidence which is the basis for the proposed debarment and will advise the Contractor of the scheduled date for a debarment hearing before the Contractor Hearing Board.

- 8.12.4.2 The Contractor Hearing Board will conduct a hearing where evidence on the proposed debarment is presented. The Contractor and/or the Contractor's representative shall be given an opportunity to submit evidence at that hearing. After the hearing, the Contractor Hearing Board shall prepare a tentative proposed decision, which shall contain a recommendation regarding whether the Contractor should be debarred, and, if so, the appropriate length of time of the debarment. The Contractor and the Department shall be provided an opportunity to object to the tentative proposed decision prior to its presentation to the Board of Supervisors.
- 8.12.4.3 After consideration of any objections, or if no objections are submitted, a record of the hearing, the proposed decision, and any other recommendation of the Contractor Hearing Board shall be presented to the Board of Supervisors. The Board of Supervisors shall have the right to modify, deny, or adopt the proposed decision and recommendation of the Contractor Hearing Board.
- 8.12.4.4 If a contractor has been debarred for a period longer than five (5) years, that contractor may after the debarment has been in effect for at least five (5) years, submit a written request for review of the debarment determination to reduce the period of debarment or terminate the debarment. The County may, in its discretion, reduce the period of debarment or terminate the debarment if it finds that the contractor has adequately demonstrated one or more of the following: 1) elimination of the grounds for which the debarment was imposed; 2) a bona fide change in ownership or management; 3) material evidence discovered after debarment was imposed; or 4) any other reason that is in the best interests of the County.
- 8.12.4.5 The Contractor Hearing Board will consider a request for review of a debarment determination only where 1) the contractor has been debarred for a period longer than five (5) years; 2) the

debarment has been in effect for at least five (5) years; and 3) the request is in writing, states one or more of the grounds for reduction of the debarment period or termination of the debarment, and includes supporting documentation. Upon receiving an appropriate request, the Contractor Hearing Board will provide notice of the hearing on the request. At the hearing, the Contractor Hearing Board shall conduct a hearing where evidence on the proposed reduction of debarment period or termination of debarment is presented. This hearing shall be conducted and the request for review decided by the Contractor Hearing Board pursuant to the same procedures as for a debarment hearing.

8.12.4.6 The Contractor Hearing Board's proposed decision shall contain a recommendation on the request to reduce the period of debarment or terminate the debarment. The Contractor Hearing Board shall present its proposed decision and recommendation to the Board of Supervisors. The Board of Supervisors shall have the right to modify, deny, or adopt the proposed decision and recommendation of the Contractor Hearing Board.

#### **8.12.5 Subcontractors of Contractor**

These terms shall also apply to subcontractors of County contractors.

### **8.13 Contractor's Acknowledgement of County's Commitment to Safely Surrendered Baby Law**

The contractor acknowledges that the County places a high priority on the implementation of the Safely Surrendered Baby Law. The contractor understands that it is the County's policy to encourage all County contractors to voluntarily post the County's "Safely Surrendered Baby Law" poster, in Exhibit I, in a prominent position at the contractor's place of business. The contractor will also encourage its subcontractors, if any, to post this poster in a prominent position in the subcontractor's place of business. Information and posters for printing are available at [www.babysafela.org](http://www.babysafela.org).

## **8.14 Contractor's Warranty of Adherence to County's Child Support Compliance Program**

8.14.1 The Contractor acknowledges that the County has established a goal of ensuring that all individuals who benefit financially from the County through contracts are in compliance with their court-ordered child, family and spousal support obligations in order to mitigate the economic burden otherwise imposed upon the County and its taxpayers.

8.14.2 As required by the County's Child Support Compliance Program (County Code Chapter 2.200) and without limiting the Contractor's duty under this Contract to comply with all applicable provisions of law, the Contractor warrants that it is now in compliance and shall during the term of this Contract maintain in compliance with employment and wage reporting requirements as required by the Federal Social Security Act (42 USC Section 653a) and California Unemployment Insurance Code Section 1088.5, and shall implement all lawfully served Wage and Earnings Withholding Orders or Child Support Services Department Notices of Wage and Earnings Assignment for Child, Family or Spousal Support, pursuant to Code of Civil Procedure Section 706.031 and Family Code Section 5246(b).

## **8.15 County's Quality Assurance Plan**

The County or its agent(s) will monitor the Contractor's performance under this Contract on not less than an annual basis. Such monitoring will include assessing the Contractor's compliance with all Contract terms and conditions and performance standards. Contractor deficiencies which the County determines are significant or continuing and that may place performance of the Contract in jeopardy if not corrected will be reported to the Board of Supervisors and listed in the appropriate contractor performance database. The report to the Board will include improvement/corrective action measures taken by the County and the Contractor. If improvement does not occur consistent with the corrective action measures, the County may terminate this Contract or impose other penalties as specified in this Contract.

## **8.16 Intentionally Omitted**

## **8.17 Employment Eligibility Verification**

- 8.17.1 The Contractor warrants that it fully complies with all Federal and State statutes and regulations regarding the employment of aliens and others and that all its employees performing work under this Contract meet the citizenship or alien status requirements set forth in Federal and State statutes and regulations. The Contractor shall obtain, from all employees performing work hereunder, all verification and other documentation of employment eligibility status required by Federal and State statutes and regulations including, but not limited to, the Immigration Reform and Control Act of 1986, (P.L. 99-603), or as they currently exist and as they may be hereafter amended. The Contractor shall retain all such documentation for all covered employees for the period prescribed by law.
- 8.17.2 The Contractor shall indemnify, defend, and hold harmless, the County, its agents, officers, and employees from employer sanctions and any other liability which may be assessed against the Contractor or the County or both in connection with any alleged violation of any Federal or State statutes or regulations pertaining to the eligibility for employment of any persons performing work under this Contract.

## **8.18 Facsimile Representations**

The County and the Contractor hereby agree to regard facsimile representations of original signatures of authorized officers of each party, when appearing in appropriate places on the contract documents including, but not limited to, this Contract, Amendments and Change Notices and received via communications facilities, as legally sufficient evidence that such original signatures have been affixed to this Contract, Amendments and Change Notices to this Contract, such that the parties need not follow up facsimile transmissions of such documents with subsequent (non-facsimile) transmission of "original" versions of such documents.

## **8.19 Fair Labor Standards**

The Contractor shall comply with all applicable provisions of the Federal Fair Labor Standards Act and shall indemnify, defend, and hold harmless the County and its agents, officers, and employees from any and all liability, including, but not limited to, wages, overtime pay, liquidated damages, penalties, court costs, and

attorneys' fees arising under any wage and hour law, including, but not limited to, the Federal Fair Labor Standards Act, for work performed by the Contractor's employees for which the County may be found jointly or solely liable.

## **8.20 Force Majeure**

8.20.1 Neither party shall be liable for such party's failure to perform its obligations under and in accordance with this Contract, if such failure arises out of fires, floods, epidemics, quarantine restrictions, other natural occurrences, strikes, lockouts (other than a lockout by such party or any of such party's subcontractors), freight embargoes, or other similar events to those described above, but in every such case the failure to perform must be totally beyond the control and without any fault or negligence of such party (such events are referred to in this paragraph as "force majeure events").

8.20.2 Notwithstanding the foregoing, a default by a subcontractor of Contractor shall not constitute a force majeure event, unless such default arises out of causes beyond the control of both Contractor and such subcontractor, and without any fault or negligence of either of them. In such case, Contractor shall not be liable for failure to perform, unless the goods or services to be furnished by the subcontractor were obtainable from other sources in sufficient time to permit Contractor to meet the required performance schedule. As used in this subparagraph, the term "subcontractor" and "subcontractors" mean subcontractors at any tier.

8.20.3 In the event Contractor's failure to perform arises out of a force majeure event, Contractor agrees to use commercially reasonable best efforts to obtain goods or services from other sources, if applicable, and to otherwise mitigate the damages and reduce the delay caused by such force majeure event.

## **8.21 Governing Law, Jurisdiction, and Venue**

This Contract shall be governed by, and construed in accordance with, the laws of the State of California. The Contractor agrees and consents to the exclusive jurisdiction of the courts of the State of California for all purposes regarding this Contract and further agrees and consents that venue of any action brought hereunder shall be

exclusively in the County of Los Angeles.

## **8.22 Independent Contractor Status**

8.22.1 This Contract is by and between the County and the Contractor and is not intended, and shall not be construed, to create the relationship of agent, servant, employee, partnership, joint venture, or association, as between the County and the Contractor. The employees and agents of one party shall not be, or be construed to be, the employees or agents of the other party for any purpose whatsoever.

8.22.2 The Contractor shall be solely liable and responsible for providing to, or on behalf of, all persons performing work pursuant to this Contract all compensation and benefits. The County shall have no liability or responsibility for the payment of any salaries, wages, unemployment benefits, disability benefits, Federal, State, or local taxes, or other compensation, benefits, or taxes for any personnel provided by or on behalf of the Contractor.

8.22.3 The Contractor understands and agrees that all persons performing work pursuant to this Contract are, for purposes of Workers' Compensation liability, solely employees of the Contractor and not employees of the County. The Contractor shall be solely liable and responsible for furnishing any and all Workers' Compensation benefits to any person as a result of any injuries arising from or connected with any work performed by or on behalf of the Contractor pursuant to this Contract.

8.22.4 The Contractor shall adhere to the provisions stated in Paragraph 7.5 (Confidentiality).

## **8.23 Indemnification**

The Contractor shall indemnify, defend and hold harmless the County, its Special Districts, elected and appointed officers, employees, agents and volunteers (County Indemnitees) from and against any and all liability, including but not limited to demands, claims, actions, fees, costs and expenses (including attorney and expert witness fees), arising from and/or relating to this Contract, except for such loss or damage arising from the sole negligence or willful misconduct of the County indemnitees.

## **8.24 General Provisions for all Insurance Coverage**

8.24.1 Without limiting Contractor's indemnification of County, and in the performance of this Contract and until all of its obligations pursuant to this Contract have been met, Contractor shall provide and maintain at its own expense insurance coverage satisfying the requirements specified in Paragraphs 8.24 and 8.25 of this Contract. These minimum insurance coverage terms, types and limits (the "Required Insurance") also are in addition to and separate from any other contractual obligation imposed upon Contractor pursuant to this Contract. The County in no way warrants that the Required Insurance is sufficient to protect the Contractor for liabilities which may arise from or relate to this Contract.

### **8.24.2 Evidence of Coverage and Notice to County**

8.24.2.1 Certificate(s) of insurance coverage (Certificate) satisfactory to County, and a copy of an Additional Insured endorsement confirming County and its Agents (defined below) has been given Insured status under the Contractor's General Liability policy, shall be delivered to County at the address shown below and provided prior to commencing services under this Contract.

8.24.2.2 Renewal Certificates shall be provided to County not less than ten (10) days prior to Contractor's policy expiration dates. The County reserves the right to obtain complete, certified copies of any required Contractor and/or subcontractor insurance policies at any time.

8.24.2.3 Certificates shall identify all Required Insurance coverage types and limits specified herein, reference this Contract by name or number, and be signed by an authorized representative of the insurer(s). The Insured party named on the Certificate shall match the name of the Contractor identified as the contracting party in this Contract. Certificates shall provide the full name of each insurer providing coverage, its NAIC (National Association of Insurance

Commissioners) identification number, its financial rating, the amounts of any policy deductibles or self-insured retentions exceeding fifty thousand dollars (\$50,000), and list any County required endorsement forms.

8.24.2.4 Neither the County's failure to obtain, nor the County's receipt of, or failure to object to a non-complying insurance certificate or endorsement, or any other insurance documentation or information provided by the Contractor, its insurance broker(s) and/or insurer(s), shall be construed as a waiver of any of the Required Insurance provisions.

8.24.2.5 Certificates and copies of any required endorsements shall be sent to the CCA:

**Department of Public Social Services  
Contract Management Division  
12900 Crossroads Parkway South, 2<sup>nd</sup> Floor  
City of Industry, CA 91746-3411**

8.24.2.6 Contractor also shall promptly report to County any injury or property damage accident or incident, including any injury to a Contractor employee occurring on County property, and any loss, disappearance, destruction, misuse, or theft of County property, monies or securities entrusted to Contractor. Contractor also shall promptly notify County of any third party claim or suit filed against Contractor or any of its subcontractors which arises from or relates to this Contract, and could result in the filing of a claim or lawsuit against Contractor and/or County.

### 8.24.3 **Additional Insured Status and Scope of Coverage**

The County of Los Angeles, its Special Districts, Elected Officials, Officers, Agents, employees and volunteers (collectively County and its Agents) shall be provided additional insured status under Contractor's General Liability policy with respect to liability arising out of Contractor's ongoing and completed operations performed on behalf of the County. County and its Agents additional

insured status shall apply with respect to liability and defense of suits arising out of the Contractor's acts or omissions, whether such liability is attributable to the Contractor or to the County. The full policy limits and scope of protection also shall apply to the County and its Agents as an additional insured, even if they exceed the County's minimum Required Insurance specifications herein. Use of an automatic additional insured endorsement form is acceptable providing it satisfies the Required Insurance provisions herein.

#### **8.24.4 Cancellation of or Changes in Insurance**

Contractor shall provide County with, or Contractor's insurance policies shall contain a provision that County shall receive, written notice of cancellation or any change in Required Insurance, including insurer, limits of coverage, term of coverage or policy period. The written notice shall be provided to County at least ten (10) days in advance of cancellation for non-payment of premium and thirty (30) days in advance for any other cancellation or policy change. Failure to provide written notice of cancellation or any change in Required Insurance may constitute a material breach of the Contract, in the sole discretion of the County, upon which the County may suspend or terminate this Contract.

#### **8.24.5 Failure to Maintain Insurance**

Contractor's failure to maintain or to provide acceptable evidence that it maintains the Required Insurance shall constitute a material breach of the Contract, upon which County immediately may withhold payments due to Contractor, and/or suspend or terminate this Contract. County, at its sole discretion, may obtain damages from Contractor resulting from said breach. Alternatively, the County may purchase the Required Insurance, and without further notice to Contractor, deduct the premium cost from sums due to Contractor or pursue Contractor reimbursement.

#### **8.24.6 Insurer Financial Ratings**

Coverage shall be placed with insurers acceptable to the County with A.M. Best ratings of not less than A:VII unless otherwise approved by County.

#### **8.24.7 Contractor's Insurance Shall Be Primary**

Contractor's insurance policies, with respect to any claims related to this Contract, shall be primary with respect to all other sources of coverage available to Contractor. Any County maintained insurance or self-insurance coverage shall be in excess of and not contribute to any Contractor coverage.

#### **8.24.8 Waivers of Subrogation**

To the fullest extent permitted by law, the Contractor hereby waives its rights and its insurer(s)' rights of recovery against County under all the Required Insurance for any loss arising from or relating to this Contract. The Contractor shall require its insurers to execute any waiver of subrogation endorsements which may be necessary to effect such waiver.

#### **8.24.9 Subcontractor Insurance Coverage Requirements**

Contractor shall include all subcontractors as insureds under Contractor's own policies, or shall provide County with each subcontractor's separate evidence of insurance coverage. Contractor shall be responsible for verifying each subcontractor complies with the Required Insurance provisions herein, and shall require that each subcontractor name the County and Contractor as additional insureds on the subcontractor's General Liability policy. Contractor shall obtain County's prior review and approval of any subcontractor request for modification of the Required Insurance.

#### **8.24.10 Deductibles and Self-Insured Retentions (SIRs)**

Contractor's policies shall not obligate the County to pay any portion of any Contractor deductible or SIR. The County retains the right to require Contractor to reduce or eliminate policy deductibles and SIRs as respects the County, or to provide a bond guaranteeing Contractor's

payment of all deductibles and SIRs, including all related claims investigation, administration and defense expenses. Such bond shall be executed by a corporate surety licensed to transact business in the State of California.

#### **8.24.11 Claims Made Coverage**

If any part of the Required Insurance is written on a claims made basis, any policy retroactive date shall precede the effective date of this Contract. Contractor understands and agrees it shall maintain such coverage for a period of not less than three (3) years following Contract expiration, termination or cancellation.

#### **8.24.12 Application of Excess Liability Coverage**

Contractors may use a combination of primary and excess insurance policies which provide coverage as broad as the underlying primary policies, to satisfy the Required Insurance provisions.

#### **8.24.13 Separation of Insureds**

All liability policies shall provide cross-liability coverage as would be afforded by the standard ISO (Insurance Services Office, Inc.) separation of insureds provision with no insured versus insured exclusions or limitations.

#### **8.24.14 Alternative Risk Financing Programs**

The County reserves the right to review, and then approve, Contractor use of self-insurance, risk retention groups, risk purchasing groups, pooling arrangements and captive insurance to satisfy the Required Insurance provisions. The County and its Agents shall be designated as an Additional Covered Party under any approved program.

#### **8.24.15 County Review and Approval of Insurance Requirements**

The County reserves the right to review and adjust the Required Insurance provisions, conditioned upon County's determination of changes in risk exposures.

## 8.25 Insurance Coverage

8.25.1 **Commercial General Liability** insurance (providing scope of coverage equivalent to ISO policy form CG 00 01), naming County and its Agents as an additional insured, with limits of not less than:

General Aggregate: \$4 million

Products/Completed Operations Aggregate: \$2 million

Personal and Advertising Injury: \$2 million

Each Occurrence: \$1 million

8.25.2 **Automobile Liability** insurance (providing scope of coverage equivalent to ISO policy form CA 00 01) with limits of not less than \$1 million for bodily injury and property damage, in combined or equivalent split limits, for each single accident. Insurance shall cover liability arising out of Contractor's use of autos pursuant to this Contract, including owned, leased, hired, and/or non-owned autos, as each may be applicable.

8.25.3 **Workers Compensation and Employers' Liability** insurance or qualified self-insurance satisfying statutory requirements, which includes Employers' Liability coverage with limits of not less than one million (\$1,000,000) per accident. If Contractor will provide leased employees, or, is an employee leasing or temporary staffing firm or a professional employer organization (PEO), coverage also shall include an Alternate Employer Endorsement (providing scope of coverage equivalent to ISO policy form WC 00 03 01 A) naming the County as the Alternate Employer, and the endorsement form shall be modified to provide that County will receive not less than thirty (30) days advance written notice of cancellation of this coverage provision. If applicable to Contractor's operations, coverage also shall be arranged to satisfy the requirements of any federal workers or workmen's compensation law or any federal occupational disease law.

#### **8.25.4 Sexual Misconduct Liability**

Insurance covering actual or alleged claims for sexual misconduct and/or molestation with limits of not less than two million (\$2,000,000) per claim and two million (\$2,000,000) aggregate, and claims for negligent employment, investigation, supervision, training or retention of, or failure to report to proper authorities, a person(s) who committed any act of abuse, molestation, harassment, mistreatment or maltreatment of a sexual nature.

#### **8.25.5 Property Coverage**

Contractors given exclusive use of County owned or leased property shall carry property coverage at least as broad as that provided by the ISO special causes of loss (ISO policy form CP 10 30) form. The County and its Agents shall be named as an Additional Insured and Loss Payee on Contractor's insurance as its interests may appear. Automobiles and mobile equipment shall be insured for their actual cash value. Real property and all other personal property shall be insured for their full replacement value.

#### **8.25.6 Crime Coverage**

A Fidelity Bond or Crime Insurance policy with limits of not less than \$ 20,000 per occurrence. Such coverage shall protect against all loss of money, securities, or other valuable property entrusted by County to Contractor, and apply to all of Contractor's directors, officers, agents and employees who regularly handle or have responsibility for such money, securities or property. The County and its Agents shall be named as an Additional Insured and Loss Payee as its interests may appear. This insurance shall include third party fidelity coverage, include coverage for loss due to theft, mysterious disappearance, and computer fraud/theft, and shall not contain a requirement for an arrest and/or conviction.

### **8.26 Intentionally Omitted**

### **8.27 Most Favored Public Entity**

If the contractor's prices decline, or should the Contractor at any time during the term of this Contract provide the same goods or services

under similar quantity and delivery conditions to the State of California or any county, municipality, or district of the State at prices below those set forth in this Contract, then such lower prices shall be immediately extended to the County.

## **8.28 Nondiscrimination and Affirmative Action**

- 8.28.1 The Contractor certifies and agrees that all persons employed by it, its affiliates, subsidiaries, or holding companies are and shall be treated equally without regard to or because of race, color, religion, ancestry, national origin, sex, age, physical or mental disability, marital status, or political affiliation, in compliance with all applicable Federal and State anti-discrimination laws and regulations.
- 8.28.2 The Contractor shall certify to, and comply with, the provisions of Exhibit D (Contractor's EEO Certification).
- 8.28.3 The Contractor shall take affirmative action to ensure that applicants are employed, and that employees are treated during employment, without regard to race, color, religion, ancestry, national origin, sex, age, physical or mental disability, marital status, or political affiliation, in compliance with all applicable Federal and State anti-discrimination laws and regulations. Such action shall include, but is not limited to: employment, upgrading, demotion, transfer, recruitment or recruitment advertising, layoff or termination, rates of pay or other forms of compensation, and selection for training, including apprenticeship.
- 8.28.4 The Contractor certifies and agrees that it will deal with its subcontractors, bidders, or vendors without regard to or because of race, color, religion, ancestry, national origin, sex, age, physical or mental disability, marital status, or political affiliation.
- 8.28.5 The Contractor certifies and agrees that it, its affiliates, subsidiaries, or holding companies shall comply with all applicable Federal and State laws and regulations to the end that no person shall, on the grounds of race, color, religion, ancestry, national origin, sex, age, physical or mental disability, marital status, or political affiliation, be excluded from participation in, be denied the benefits of, or be otherwise subjected to discrimination under this Contract or under any project, program, or activity supported by this Contract.

- 8.28.6 The Contractor shall allow County representatives access to the Contractor's employment records during regular business hours to verify compliance with the provisions of this Paragraph 8.28 (Nondiscrimination and Affirmative Action) when so requested by the County.
- 8.28.7 If the County finds that any provisions of this Paragraph 8.28 (Nondiscrimination and Affirmative Action) have been violated, such violation shall constitute a material breach of this Contract upon which the County may terminate or suspend this Contract. While the County reserves the right to determine independently that the anti-discrimination provisions of this Contract have been violated, in addition, a determination by the California Fair Employment and Housing Commission or the Federal Equal Employment Opportunity Commission that the contractor has violated Federal or State anti-discrimination laws or regulations shall constitute a finding by the County that the Contractor has violated the anti-discrimination provisions of this Contract.
- 8.28.8 The parties agree that in the event the Contractor violates any of the anti-discrimination provisions of this Contract, the County shall, at its sole option, be entitled to the sum of five hundred dollars (\$500) for each such violation pursuant to California Civil Code Section 1671 as liquidated damages in lieu of terminating or suspending this Contract.

### **8.29 Non Exclusivity**

Nothing herein is intended nor shall be construed as creating any exclusive arrangement with the Contractor. This Contract shall not restrict County from acquiring similar, equal or like goods and/or services from other entities or sources.

### **8.30 Notice of Delays**

Except as otherwise provided under this Contract, when either party has knowledge that any actual or potential situation is delaying or threatens to delay the timely performance of this Contract, that party shall, within one (1) business day, give notice thereof, including all relevant information with respect thereto, to the other party.

### **8.31 Notice of Disputes**

The Contractor shall bring to the attention of the CCA any dispute between the County and the Contractor regarding the performance of services as stated in this Contract. If the County's Project Manager or County's Project Director is not able to resolve the dispute, the County Contract Director or designee shall resolve it.

### **8.32 Notice to Employees Regarding the Federal Earned Income Credit**

The Contractor shall notify its employees, and shall require each subcontractor to notify its employees, that they may be eligible for the Federal Earned Income Credit under the federal income tax laws. Such notice shall be provided in accordance with the requirements set forth in Internal Revenue Service Notice No. 1015.

### **8.33 Notice to Employees Regarding the Safely Surrendered Baby Law**

The Contractor shall notify and provide to its employees, and shall require each subcontractor to notify and provide to its employees, information regarding the Safely Surrendered Baby Law, its implementation in Los Angeles County, and where and how to safely surrender a baby. The information is set forth in Exhibit I, Safely Surrendered Baby Law of this Contract. Additional information is available at [www.babysafela.org](http://www.babysafela.org).

### **8.34 Notices**

All notices or demands required or permitted to be given or made under this Contract shall be in writing and shall be delivered by email, hand delivered with signed receipt or mailed by first-class registered or certified mail, postage prepaid, addressed to the parties as identified in Exhibits E - County's Administration and F - Contractor's Administration. Addresses may be changed by either party giving ten (10) days prior written notice thereof to the other party. The DPSS Director or his /her designee shall have the authority to issue all notices or demands required or permitted by the County under this Contract.

### **8.35 Prohibition Against Inducement or Persuasion**

Notwithstanding the above, the Contractor and the County agree that, during the term of this Contract and for a period of one year

thereafter, neither party shall in any way intentionally induce or persuade any employee of one party to become an employee or agent of the other party. No bar exists against any hiring action initiated through a public announcement.

### **8.36 Public Records Act**

8.36.1 Any documents submitted by the Contractor; all information obtained in connection with the County's right to audit and inspect the Contractor's documents, books, and accounting records pursuant to Paragraph 8.38 (Record Retention and Inspection-Audit Settlement) of this Contract become the exclusive property of the County. All such documents become a matter of public record and shall be regarded as public records. Exceptions will be those elements in the California Government Code Section 6250 et seq. (Public Records Act) and which are marked "trade secret", "confidential", or "proprietary". The County shall not in any way be liable or responsible for the disclosure of any such records including, without limitation, those so marked, if disclosure is required by law, or by an order issued by a court of competent jurisdiction.

8.36.2 In the event the County is required to defend an action on a Public Records Act request for any of the aforementioned documents, information, books, records, and/or contents of a proposal marked "trade secret", "confidential", or "proprietary", the Contractor agrees to defend and indemnify the County from all costs and expenses, including reasonable attorney's fees, in action or liability arising under the Public Records Act.

### **8.37 Publicity**

8.37.1 The Contractor shall not disclose any details in connection with this Contract to any person or entity except as may be otherwise provided hereunder or required by law. However, in recognizing the Contractor's need to identify its services and related clients to sustain itself, the County shall not inhibit the Contractor from publishing its role under this Contract within the following conditions:

8.37.1.1 The Contractor shall develop all publicity material in a professional manner; and

8.37.1.2 During the term of this Contract, the Contractor shall not, and shall not authorize another to, publish or disseminate any commercial advertisements, press releases, feature articles, or other materials using the name of the County without the prior written consent of the County's Project Director. The County shall not unreasonably withhold written consent.

8.37.2 The Contractor may, without the prior written consent of County, indicate in its proposals and sales materials that it has been awarded this Contract with the County of Los Angeles, provided that the requirements of this Paragraph 8.37 (Publicity) shall apply.

### **8.38 Record Retention and Inspection-Audit Settlement**

8.38.1 The Contractor shall maintain accurate and complete financial records of its activities and operations relating to this Contract in accordance with generally accepted accounting principles. The Contractor shall also maintain accurate and complete employment and other records relating to its performance of this Contract. The Contractor agrees that the County, or its authorized representatives, shall have access to and the right to examine, audit, excerpt, copy, or transcribe any pertinent transaction, activity, or record relating to this Contract. All such material, including, but not limited to, all financial records, bank statements, cancelled checks or other proof of payment, timecards, sign-in/sign-out sheets and other time and employment records, and proprietary data and information, shall be kept and maintained by the Contractor and shall be made available to the County during the term of this Contract and for a period of five (5) years thereafter unless the County's written permission is given to dispose of any such material prior to such time. All such material shall be maintained by the Contractor at a location in Los Angeles County, provided that if any such material is located outside Los Angeles County, then, at the County's option, the Contractor shall pay the County for travel, per diem, and other costs incurred by the County to examine, audit, excerpt, copy, or transcribe such material at such other location.

8.38.2 In the event that an audit of the Contractor is conducted specifically regarding this Contract by any Federal or State auditor, or by any auditor or accountant employed by the Contractor or otherwise, then the Contractor shall file a copy of such audit report with the County's Auditor-Controller within thirty (30) days of the Contractor's receipt thereof, unless otherwise provided by applicable Federal or State law or under this Contract. Subject to applicable law, the County shall make a reasonable effort to maintain the confidentiality of such audit report(s) 8.38.3. Failure on the part of the Contractor to comply with any of the provisions of this subparagraph 8.38 shall constitute a material breach of this Contract upon which the County may terminate or suspend this Contract.

8.38.3 If, at any time during the term of this Contract or within five (5) years after the expiration or termination of this Contract, representatives of the County conduct an audit of the Contractor regarding the work performed under this Contract, and if such audit finds that the County's dollar liability for any such work is less than payments made by the County to the Contractor, then the difference shall be either: a) repaid by the Contractor to the County by cash payment upon demand or b) at the sole option of the County's Auditor-Controller, deducted from any amounts due to the Contractor from the County, whether under this Contract or otherwise. If such audit finds that the County's dollar liability for such work is more than the payments made by the County to the Contractor, then the difference shall be paid to the Contractor by the County by cash payment, provided that in no event shall the County's maximum obligation for this Contract exceed the funds appropriated by the County for the purpose of this Contract.

### **8.39 Recycled Bond Paper**

Consistent with the Board of Supervisors' policy to reduce the amount of solid waste deposited at the County landfills, the Contractor agrees to use recycled-content paper to the maximum extent possible on this Contract.

### **8.40 Subcontracting**

8.40.1 The requirements of this Contract may not be subcontracted by the Contractor **without the advance approval of the County**. Any attempt by the Contractor to subcontract

without the prior consent of the County may be deemed a material breach of this Contract.

- 8.40.2 If the Contractor desires to subcontract, the Contractor shall provide the following information promptly at the County's request:
  - 8.40.2.1 A description of the work to be performed by the subcontractor;
  - 8.40.2.2 A draft copy of the proposed subcontract; and
  - 8.40.2.3 Other pertinent information and/or certifications requested by the County.
- 8.40.3 The Contractor shall indemnify, defend, and hold the County harmless with respect to the activities of each and every subcontractor in the same manner and to the same degree as if such subcontractor(s) were the Contractor employees.
- 8.40.4 The Contractor shall remain fully responsible for all performances required of it under this Contract, including those that the Contractor has determined to subcontract, notwithstanding the County's approval of the Contractor's proposed subcontract.
- 8.40.5 The County's consent to subcontract shall not waive the County's right to prior and continuing approval of any and all personnel, including subcontractor employees, providing services under this Contract. The Contractor is responsible to notify its subcontractors of this County right.
- 8.40.6 The CCPM is authorized to act for and on behalf of the County with respect to approval of any subcontract and subcontractor employees. After approval of the subcontract by the County, Contractor shall forward a fully executed subcontract to the County for their files.
- 8.40.7 The Contractor shall be solely liable and responsible for all payments or other compensation to all subcontractors and their officers, employees, agents, and successors in interest arising through services performed hereunder, notwithstanding the County's consent to subcontract.
- 8.40.8 The Contractor shall obtain certificates of insurance, which establish that the subcontractor maintains all the programs

of insurance required by the County from each approved subcontractor. Before any subcontractor employee may perform any work hereunder, Contractor shall ensure delivery of all such documents to Contractor before any Subcontractor may perform any work hereunder.

8.40.9 Contractor shall monitor its subcontractors to ensure compliance with the terms of this Contract and the requirements set forth in Exhibit A, Statement of Work.

8.40.10 Contractor shall ensure that subcontractors verify participant's initial and ongoing eligibility for funding under this Contract.

#### **8.41 Termination for Breach of Warranty to Maintain Compliance with County's Child Support Compliance Program**

Failure of the Contractor to maintain compliance with the requirements set forth in Paragraph 8.14 (Contractor's Warranty of Adherence to County's Child Support Compliance Program) shall constitute default under this Contract. Without limiting the rights and remedies available to the County under any other provision of this Contract, failure of the Contractor to cure such default within ninety (90) calendar days of written notice shall be grounds upon which the County may terminate this Contract pursuant to Paragraph 8.43 (Termination for Default) and pursue debarment of the Contractor, pursuant to County Code Chapter 2.202.

#### **8.42 Termination for Convenience**

8.42.1 This Contract may be terminated, in whole or in part, from time to time, when such action is deemed by the County, in its sole discretion, to be in its best interest. Termination of work hereunder shall be effected by notice of termination to the Contractor specifying the extent to which performance of work is terminated and the date upon which such termination becomes effective. The date upon which such termination becomes effective shall be no less than ten (10) days after the notice is sent.

8.42.2 After receipt of a notice of termination and except as otherwise directed by the County, the contractor shall:

8.42.2.1 Stop work under this Contract on the date and to the extent specified in such notice, and

8.42.2.2 Complete performance of such part of the work as shall not have been terminated by such notice.

8.42.3 All material including books, records, documents, or other evidence bearing on the costs and expenses of the Contractor under this Contract shall be maintained by the Contractor in accordance with Paragraph 8.38 (Record Retention and Inspection-Audit Settlement).

#### **8.43 Termination for Default**

8.43.1 The County may, by written notice to the Contractor, terminate the whole or any part of this Contract, if, in the judgment of County's Contract Director:

8.43.1.1 Contractor has materially breached this Contract;  
or

8.43.1.2 Contractor fails to timely provide and/or satisfactorily perform any task, deliverable, service, or other work required either under this Contract; or

8.43.1.3 Contractor fails to demonstrate a high probability of timely fulfillment of performance requirements under this Contract, or of any obligations of this Contract and in either case, fails to demonstrate convincing progress toward a cure within five (5) working days (or such longer period as the County may authorize in writing) after receipt of written notice from the County specifying such failure.

8.43.2 In the event that the County terminates this Contract in whole or in part as provided in Paragraph 8.43.1, the County may procure, upon such terms and in such manner as the County may deem appropriate, goods and services similar to those so terminated. The Contractor shall be liable to the County for any and all excess costs incurred by the County, as determined by the County, for such similar goods and services. The Contractor shall continue the performance of this Contract to the extent not terminated under the provisions of this paragraph.

8.43.3 Except with respect to defaults of any subcontractor, the Contractor shall not be liable for any such excess costs of

the type identified in Paragraph 8.43.2 if its failure to perform this Contract arises out of causes beyond the control and without the fault or negligence of the Contractor. Such causes may include, but are not limited to: acts of God or of the public enemy, acts of the County in either its sovereign or contractual capacity, acts of Federal or State governments in their sovereign capacities, fires, floods, epidemics, quarantine restrictions, strikes, freight embargoes, and unusually severe weather; but in every case, the failure to perform must be beyond the control and without the fault or negligence of the Contractor. If the failure to perform is caused by the default of a subcontractor, and if such default arises out of causes beyond the control of both the Contractor and subcontractor, and without the fault or negligence of either of them, the Contractor shall not be liable for any such excess costs for failure to perform, unless the goods or services to be furnished by the subcontractor were obtainable from other sources in sufficient time to permit the Contractor to meet the required performance schedule. As used in this paragraph, the term "subcontractor(s)" means subcontractor(s) at any tier.

8.43.4 If, after the County has given notice of termination under the provisions of Paragraph 8.43 (Termination for Default) it is determined by the County that the contractor was not in default under the provisions of Paragraph 8.43 (Termination for Default) or that the default was excusable under the provisions of subparagraph 8.43.3, the rights and obligations of the parties shall be the same as if the notice of termination had been issued pursuant to Paragraph 8.42 (Termination for Convenience).

8.43.5 The rights and remedies of the County provided in this Paragraph 8.43 (Termination for Default) shall not be exclusive and are in addition to any other rights and remedies provided by law or under this Contract.

#### **8.44 Termination for Improper Consideration**

8.44.1 The County may, by written notice to the Contractor, immediately terminate the right of the Contractor to proceed under this Contract if it is found that consideration, in any form, was offered or given by the Contractor, either directly or through an intermediary, to any County officer, employee,

or agent with the intent of securing this Contract or securing favorable treatment with respect to the award, amendment, or extension of this Contract or the making of any determinations with respect to the Contractor's performance pursuant to this Contract. In the event of such termination, the County shall be entitled to pursue the same remedies against the Contractor as it could pursue in the event of default by the Contractor.

8.44.2 The Contractor shall immediately report any attempt by a County officer or employee to solicit such improper consideration. The report shall be made either to the County manager charged with the supervision of the employee or to the County Auditor-Controller's Employee Fraud Hotline at (800) 544-6861.

8.44.3 Among other items, such improper consideration may take the form of cash, discounts, services, the provision of travel or entertainment, or tangible gifts.

#### **8.45 Termination for Insolvency**

8.45.1 The County may terminate this Contract forthwith in the event of the occurrence of any of the following:

8.45.1.1 Insolvency of the Contractor. The Contractor shall be deemed to be insolvent if it has ceased to pay its debts for at least sixty (60) days in the ordinary course of business or cannot pay its debts as they become due, whether or not a petition has been filed under the Federal Bankruptcy Code and whether or not the Contractor is insolvent within the meaning of the Federal Bankruptcy Code;

8.45.1.2 The filing of a voluntary or involuntary petition regarding the Contractor under the Federal Bankruptcy Code;

8.45.1.3 The appointment of a Receiver or Trustee for the Contractor; or

8.45.1.4 The execution by the Contractor of a general assignment for the benefit of creditors.

8.45.2 The rights and remedies of the County provided in this Paragraph 8.45 (Termination for Insolvency) shall not be

exclusive and are in addition to any other rights and remedies provided by law or under this Contract.

#### **8.46 Termination for Non-Adherence of County Lobbyist Ordinance**

The Contractor, and each County Lobbyist or County Lobbying firm as defined in County Code Section 2.160.010 retained by the Contractor, shall fully comply with the County's Lobbyist Ordinance, County Code Chapter 2.160. Failure on the part of the Contractor or any County Lobbyist or County Lobbying firm retained by the Contractor to fully comply with the County's Lobbyist Ordinance shall constitute a material breach of this Contract, upon which the County may in its sole discretion, immediately terminate or suspend this Contract.

#### **8.47 Termination for Non-Appropriation of Funds**

Notwithstanding any other provision of this Contract, the County shall not be obligated for the Contractor's performance hereunder or by any provision of this Contract during any of the County's future fiscal years unless and until the County's Board of Supervisors appropriates funds for this Contract in the County's Budget for each such future fiscal year. In the event that funds are not appropriated for this Contract, then this Contract shall terminate as of June 30 of the last fiscal year for which funds were appropriated. The County shall notify the Contractor in writing of any such non-allocation of funds at the earliest possible date.

#### **8.48 Validity**

If any provision of this Contract or the application thereof to any person or circumstance is held invalid, the remainder of this Contract and the application of such provision to other persons or circumstances shall not be affected thereby.

#### **8.49 Waiver**

No waiver by the County of any breach of any provision of this Contract shall constitute a waiver of any other breach or of such provision. Failure of the County to enforce at any time, or from time to time, any provision of this Contract shall not be construed as a waiver thereof. The rights and remedies set forth in this paragraph 8.49 shall not be exclusive and are in addition to any other rights and remedies provided by law or under this Contract.

## **8.50 Warranty Against Contingent Fees**

8.50.1 The Contractor warrants that no person or selling agency has been employed or retained to solicit or secure this Contract upon any Contract or understanding for a commission, percentage, brokerage, or contingent fee, excepting bona fide employees or bona fide established commercial or selling agencies maintained by the Contractor for the purpose of securing business.

8.50.2 For breach of this warranty, the County shall have the right to terminate this Contract and, at its sole discretion, deduct from the Contract price or consideration, or otherwise recover, the full amount of such commission, percentage, brokerage, or contingent fee.

## **8.51 Warranty of Compliance with County's Defaulted Property Tax Reduction Program**

Contractor acknowledges that County has established a goal of ensuring that all individuals and businesses that benefit financially from County through contract are current in paying their property tax obligations (secured and unsecured roll) in order to mitigate the economic burden otherwise imposed upon County and its taxpayers.

Unless Contractor qualifies for an exemption or exclusion, Contractor warrants and certifies that to the best of its knowledge it is now in compliance, and during the term of this Contract will maintain compliance, with Los Angeles County Code Chapter 2.206.

## **8.52 Termination for Breach of Warranty to Maintain Compliance with County's Defaulted Property Tax Reduction Program**

Failure of Contractor to maintain compliance with the requirements set forth in Paragraph 8.51 "Warranty of Compliance with County's Defaulted Property Tax Reduction Program" shall constitute default under this Contract. Without limiting the rights and remedies available to County under any other provision of this Contract, failure of Contractor to cure such default within ten (10) days of notice shall be grounds upon which County may terminate this Contract and/or pursue debarment of Contractor, pursuant to County Code Chapter 2.206.

### **8.53 Time Off for Voting**

The Contractor shall notify its employees, and shall require each subcontractor to notify and provide to its employees, information regarding the time off for voting law (Elections Code Section 14000). Not less than ten (10) days before every statewide election, every contractor and subcontractors shall keep posted conspicuously at the place of work, if practicable, or elsewhere where it can be seen as employees come or go to their place of work, a notice setting forth the provisions of Section 14000.

### **8.54 Compliance with County's Zero Tolerance Human Trafficking**

Contractor acknowledges that the County has established a Zero Tolerance Human Trafficking Policy prohibiting Contractors from engaging in human trafficking.

If a Contractor or member of Contractor's staff is convicted of a human trafficking offense, the County shall require that the Contractor or member of Contractor's staff be removed immediately from performing services under the Contract. County will not be under any obligation to disclose confidential information regarding the offenses other than those required by law.

Disqualification of any member of Contractor's staff pursuant to this paragraph shall not relieve Contractor of its obligation to complete all work in accordance with the terms and conditions of this Contract.

Contractors are required to complete the Zero Tolerance Human Trafficking Policy Certification, Exhibit Q, certifying that they are in full compliance with the County's Zero Tolerance Human Trafficking provisions as defined in this Subsection 8.54.

## **9 UNIQUE TERMS AND CONDITIONS**

### **9.1 Auditor-Controller Contract Accounting and Administration Handbook**

Applicable provisions of the Los Angeles County Auditor-Controller Contract Accounting and Administration Handbook are incorporated herein by reference. The handbook is available at [www.ladpss.org/dpss/contracts](http://www.ladpss.org/dpss/contracts).

## **9.2 Certification Regarding Debarment, Suspension, Ineligibility and Voluntary Exclusion-Lower Tier Covered Transactions**

Contractor hereby acknowledges that the County is prohibited from contracting with and making sub-awards to parties that are suspended, debarred, ineligible, or excluded or whose principals are suspended, debarred, ineligible, or excluded from securing federally funded Contracts. By executing this Contract, Contractor certifies that neither it nor any of its owners, officers, partners, directors, or other principals is currently suspended, debarred, ineligible, or excluded from securing federally funded Contracts. Further by executing this Contract, Contractor certifies that, to its knowledge, none of its Subcontractors, at any tier, or any owner, officer, partner, director or other principal of any Subcontractors is currently suspended, debarred, ineligible, or excluded from securing federally funded Contracts. Contractor shall immediately notify County in writing, during the term of this Contract, should it or any of its Subcontractors or any principals of either are suspended, debarred, ineligible, or excluded from securing federally funded Contracts. Failure of Contractor to comply with this provision shall constitute a material breach of this Contract upon which the County may immediately terminate or suspend this Contract.

## **9.3 Child and Elder Abuse, Fraud Reporting**

9.3.1 Contractor and Subcontractor staff performing work under this Contract shall comply with California Penal Code (hereinafter "PC") Section 11164 et seq. and shall report all known and suspected instances of child abuse to an appropriate child protective agency, as mandated by this code Section. Such staff shall make the report on such abuse, and shall submit all required information, in accordance with PC Section 11166 and 11167.

9.3.2 Child abuse reports shall be made by telephone to the Department of Children and Family Services hotline at (800) 540-4000 within one (1) business day from the date Contractor became aware of the suspected instance of child abuse.

9.3.3 Contractor and Subcontractor staff performing work under this Contract shall comply with California Welfare and Institutions Code (WIC), Section 15600 et seq., and shall report all known or suspected instances of physical abuse of elders and dependent adults either to an appropriate

County adult protective services agency or to a local law enforcement agency, as mandated by this code Section. Such staff shall make the report on such abuse, and shall submit all required information, in accordance with WIC Sections 15630, 15633 and 15633.5.

9.3.4 Elder abuse reports shall be made by telephone to the Department of Community and Senior Services hotline at (800) 992-1660 within one (1) business day from the date Contractor became aware of the suspected instance of elder abuse.

9.3.5 Contractor and Subcontractor staff performing work under this Contract shall also immediately report all suspected or actual welfare fraud situations to DPSS Central Fraud Reporting Line at (800) 349-9970.

#### **9.4 Compliance with Regulations**

Contractor agrees to comply with all applicable federal, State and local laws, rules, regulations, ordinances and directives, and all provisions required thereby to be included herein, are hereby incorporated by this reference. These shall include, but are not limited to:

1. California Welfare & Institutions Code
2. California Department of Social Services (CDSS) Manual of Policies and Procedures
3. California Department of Social Services Operational Manual
4. Social Security Act
5. State Energy and Efficiency Plan (Title 24, California Administrative Code)
6. Clean Air Act (42 U.S.C. 7401-7671q.)
7. Federal Water Pollution Control Act (33 U.S.C. 1251-1387)
8. Executive Order 11738 and Environmental Protection Agency Regulations (40 CFR Part 15)
9. Equal Employment Opportunity (EEO) {Executive Order 11246 Amended by Executive Order 11375 and supplemented in Department of Labor Regulations, 41 CFR, Part 60}

- 9.4.1 Contractor shall maintain all licenses required to perform the Contract.
- 9.4.2 Contractor shall indemnify and hold County harmless from any loss, damage or liability resulting from a violation, intentional or unintentional, on the part of the Contractor of such laws, rules, regulations, ordinances, directives, provisions, licenses and permits, including, but limited to those concerning nepotism, employment eligibility, civil rights, conflict of interest, wages and hours and nondiscrimination.

## **9.5 Contractor's Charitable Activities Compliance**

The Supervision of Trustees and Fundraisers for Charitable Purposes Act regulates entities receiving or raising charitable contributions. The "Nonprofit Integrity Act of 2004" (SB 1262, Chapter 919) increased Charitable Purposes Act requirements. By requiring Contractors to complete the Charitable Contributions Certification, Exhibit N, the County seeks to ensure that all County contractors which receive or raise charitable contributions comply with California law in order to protect the County and its taxpayers. A Contractor which receives or raises charitable contributions without complying with its obligations under California law commits a material breach subjecting it to either contract termination or debarment proceedings or both. (County Code Chapter 2.202).

## **9.6 Fiscal Accountability**

Contractor shall adhere to strict fiscal and accounting standards and shall comply with Title 2 of the Code of Federal Regulations Part 200 (2 CFR 200 et seq.) and related OMB Guidance.

## **9.7 Noncompliance**

- 9.7.1 If, in the judgment of the DPSS Director, or his/her designee, the Contractor is deemed to be non-compliant with the terms and obligations assumed hereby, the DPSS Director, or designee, at his/her option, in addition to, or in lieu of, other remedies provided herein, may withhold the entire monthly payment or deduct pro rata from the Contractor's invoice for work not performed. A description of the work not performed and the amount to be withheld or deducted from payments to the Contractor from the County will be forwarded to the Contractor by the DPSS Director,

or designee, in a written notice describing the reasons for said action.

9.7.2 If the Department Head, or his/her designee, determines that there are deficiencies in the performance of this Contract that the Department Head, or his/her designee, deems are correctable by the Contractor over a certain time span, the Department Head, or his/her designee, will provide a written notice to the Contractor to correct the deficiency within specified time frames. Should the Contractor fail to correct deficiencies within said time frame, the Department Head, or his/her designee, may deduct from the Contractor's payment, pro rata, those applicable portions of the invoice. Upon giving five (5) days notice to the Contractor for failure to correct the deficiencies, the County may correct any and all deficiencies and the total costs incurred by the County for completion of the work by an alternate source, whether it be County forces or separate private contractor, will be deducted and forfeited from the payment to the Contractor from the County, as determined by the County. County may also take actions as described in Subsection 8.15, County's Quality Assurance Plan.

9.7.3 The action noted in Subsection 9.7.2 shall not be construed as a penalty, but as an adjustment of payment to the Contractor to recover the County's cost due to the failure of the Contractor to complete or comply with the provisions of this Contract.

9.7.4 This Subsection shall not, in any manner, restrict or limit the County's right to damages for any breach of this Contract provided by law or as specified in Subsection 9.7.2, and shall not, in any manner, restrict or limit the County's right to terminate this Contract as agreed to herein.

## **9.8 Participation in the Homeless Management Information System (HMIS)**

Contractor will participate in and comply with the requirements of the Los Angeles Continuum of Care (CoC) Homeless Management Information System (HMIS). Contractor shall participate by entering data directly into the Los Angeles CoC's HMIS system, and adhere to all the implementation guidelines developed under

the Los Angeles CoC's HMIS. "Participation" includes, but is not limited to, the input of all programmatic and client data, and when necessary, the generation of all mandated reports, and the use of any data monitoring tools or aggregate reports.

- Contractor shall only use HMIS programs for entering programmatic or client data.
- Contractor shall ensure that data is accurately input and reported timely.

## **9.9 Performance Requirements**

If Contractor fails to meet the requirements as specified in Attachment A, Statement of Work, Technical Exhibit 1, Performance Requirements Summary (PRS) hereunder, County may take actions specified in the PRS for deficiencies and failures of performance. Failure of Contractor to take corrective action to cure Contract discrepancies within the time frames stated in the PRS may result in the County applying the provisions of Subsection 8.43, Termination for Default hereunder. This Subsection 9.9 shall not in any manner restrict or limit County's right to terminate this Contract for convenience per Subsection 8.42.

## **9.10 Data Destruction**

Contractor(s) and Vendor(s) that have maintained, processed, or stored the County of Los Angeles' ("County") data and/or information, implied or expressed, have the sole responsibility to certify that the data and information have been appropriately destroyed consistent with the National Institute of Standards and Technology (NIST) Special Publication SP 800-88 titled *Guidelines for Media Sanitization*. Available at:

<http://csrc.nist.gov/publications/PubsDrafts.html#SP-800-88 Rev.%201>

The data and/or information may be stored on purchased, leased, or rented electronic storage equipment (e.g., printers, hard drives) and electronic devices (e.g., servers, workstations) that are geographically located within the County, or external to the County's boundaries. The County must receive within ten (10) business days, a signed document from Contractor(s) and Vendor(s) that certifies and validates the data and information were placed in one or more of the following stored states: unusable, unreadable, and indecipherable.

Vendor shall certify that any County data stored on purchased, leased, or rented electronic storage equipment and electronic devices, including, but not limited to printers, hard drives, servers, and/or workstations are destroyed consistent with the current National Institute of Standard and Technology (NIST) Special Publication SP-800-88, *Guidelines for Media Sanitization*. Vendor shall provide County with written certification, within ten (10) business days of removal of any electronic storage equipment and devices that validates that any and all County data was destroyed and is unusable, unreadable, and/or undecipherable.

### **9.11 Data Encryption**

Contractor and Subcontractors that electronically transmit or store personal information (PI), protected health information (PHI) and/or medical information (MI) shall comply with the encryption standards set forth below. PI is defined in California Civil Code Section 1798.29(g). PHI is defined in Health Insurance Portability and Accountability Act of 1996 (HIPAA), and implementing regulations. MI is defined in California Civil Code Section 56.05(j).

#### **a. Stored Data**

Contractors' and Subcontractors' workstations and portable devices (e.g., mobile, wearables, tablets, thumb drives, external hard drives) require encryption (i.e. software and/or hardware) in accordance with: (a) Federal Information Processing Standard Publication (FIPS) 140-2; (b) National Institute of Standards and Technology (NIST) Special Publication 800-57 Recommendation for Key Management – Part 1: General (Revision 3); (c) NIST Special Publication 800-57 Recommendation for Key Management – Part 2: Best Practices for Key Management Organization; and (d) NIST Special Publication 800-111 Guide to Storage Encryption Technologies for End User Devices. Advanced Encryption Standard (AES) with cipher strength of 256-bit is minimally required.

#### **b. Transmitted Data**

All transmitted (e.g. network) County PI, PHI and/or MI require encryption in accordance with: (a) NIST Special Publication 800-52 Guidelines for the Selection and Use of

Transport Layer Security Implementations; and (b) NIST Special Publication 800-57 Recommendation for Key Management – Part 3: Application- Specific Key Management Guidance. Secure Sockets Layer (SSL) is minimally required with minimum cipher strength of 128-bit.

c. Certification

The County must receive within ten (10) business days of its request, a certification from Contractor (for itself and any Subcontractors) that certifies and validates compliance with the encryption standards set forth above. In addition, Contractor shall maintain a copy of any validation/attestation reports that its data encryption product(s) generate and such reports shall be subject to audit in accordance with the Contract. Failure on the part of the Contractor to comply with any of the provisions of this Sub-paragraph 9.11 (Data Encryption) shall constitute a material breach of this Contract upon which the County may terminate or suspend this Contract.

**9.12 Execution of Counterparts**

This Contract, amendments and change notices may be executed in several counterparts all of which taken together constitutes one single document.

In WITNESS WHEREOF, CONTRACTOR has executed this Contract, or caused it to be duly executed and the COUNTY of Los Angeles, by order of its Board of Supervisors has caused this Contract to be executed on its behalf by the Director of the Department of Public Social Services thereof, on the dates indicated below.

**COUNTY OF LOS ANGELES**

By \_\_\_\_\_ Date \_\_\_\_\_  
Sheryl L. Spiller, Director  
Department of Public Social Services

**APPROVED AS TO FORM:**

**Mary C. Wickham, County Counsel**

By \_\_\_\_\_ Date \_\_\_\_\_  
Melinda White-Svec  
Deputy County Counsel

**LOS ANGELES HOMELESS AUTHORITY SERVICES**

By \_\_\_\_\_ Date \_\_\_\_\_  
Peter Lynn, Executive Director

**APPROVED AS TO FORM:**

**Mary C. Wickham, County Counsel**

By \_\_\_\_\_ Date \_\_\_\_\_  
Aleen Langton  
Principal Deputy County Counsel

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## PREAMBLE

The County of Los Angeles seeks to collaborate with its community partners to enhance the capacity of the health and human services system to improve the lives of children and families. These efforts require, as a fundamental expectation, that the County's contracting partners share the County and community's commitment to provide health and human services that support achievement of the County's Strategic Plan Mission, Values, Goals and performance outcomes.

The County's vision is to improve the quality of life in the County by providing responsive, efficient and high quality public services that promote the self-sufficiency, well-being and prosperity of individuals, families, business and communities. This philosophy of teamwork and collaboration is anchored in the County's shared values of: 1) Accountability; 2) A Can-Do-Attitude; 3) Compassion; 4) Customer Orientation; 5) Integrity; 6) Leadership; 7) Professionalism; 8) Respect for Diversity; and 9) Responsiveness.

These shared values are encompassed in the County Strategic Plan's three Goals: 1) Operational Effectiveness; 2) Fiscal Sustainability; 3) Integrated Services Delivery. Improving the well-being of children and families requires coordination, collaboration and integration of services across functional and jurisdictional boundaries, by and between County departments/agencies and community and contracting partners.

## STATEMENT OF WORK (SOW)

### 1.0 SCOPE OF WORK

The Department of Public Social Services (DPSS) objective is to assist CalWORKs homeless or at-risk of homelessness participants to transition from welfare dependence to self-sufficiency by removing homelessness and other barriers to employment through the Coordinated Entry System (CES) for Families. In addition, the DPSS' objective is to also assist eligible Non-CalWORKs families that are at-risk of becoming homeless.

The work under this Contract provides homeless and at-risk of homelessness services and benefits at the Family Solutions Centers (FSCs) and/or Crisis Housing agencies to eligible CalWORKs homeless or CalWORKs/Non-CalWORKs at-risk of homelessness families and is subject to change based on changes in federal, State, or County policy regulations and requirements. The ultimate goal is to divert homeless and at-risk of becoming homeless families away from homelessness and assist the families with securing or retaining permanent housing as rapidly as possible.

### 2.0 MANAGEMENT SERVICES

Contractor shall provide all management services necessary for the provisions of Homeless Benefits and services as required by this Contract. Contractor's management services shall include, but are not limited to:

- 2.1 Contractor shall solicit for Subcontractors through an open competitive process, which is subject to review and approval by DPSS. Subcontractors must be acceptable to and approved by DPSS.
- 2.2 Contractor shall maintain an FSC Subcontractor to provide services to CalWORKs homeless and CalWORKs/Non-CalWORKs at-risk of homelessness families located in each of the eight Service Planning Areas (SPAs) and a minimum of one Crisis Housing Subcontractor located in each of the eight SPAs to provide Short-term Crisis Housing.
- 2.3 Contractor shall prepare and submit to DPSS' CCPM and CCA the Listing of Subcontractors, Subcontractors Contact List, Technical Exhibit 5, including FSC agencies, Crisis Housing agencies, Identified Partners (IP) and Legal Service providers within each SPA. For each IP working with a FSC, Contractor shall submit the list of IPs within 10 days of the effective date of this Contract.

- 2.4 Contractor shall submit Subcontractors Contact List, Technical Exhibit 5, prior to the execution of this Contract and an updated list to DPSS' CCPM and CCA, within five (5) business days whenever a change occurs.
- 2.5 Contractor shall plan, coordinate, implement, and monitor service delivery.
- 2.6 Contractor shall manage and ensure that benefits and/or services are provided to eligible CalWORKs homeless and CalWORKs /Non-CalWORKs at risk of homelessness families.
- 2.7 Contractor shall conduct an annual fiscal and programmatic Risk Assessment for each Subcontractor. Risk Assessment factors will include, but not be limited to, past monitoring visits, accurate and timely invoicing, and HMIS data integrity. Contractor will monitor performance of low risk Subcontractor on an annually basis and moderate risk Subcontractors on a semi-annually basis. High risk Subcontractors will be monitored on a quarterly basis. Quarterly monitoring may include on-site monitoring, desk-review, and/or a technical assistance plan. The technical assistance plan will be individualized based on each high risk Subcontractor's Risk Assessment. Contractor will submit written reports, as stated in SOW, Subsection 12.2.10, detailing monitoring results to DPSS' CCPM and CCA.
- 2.8 Contractor shall ensure the performance outcome measures set forth in the SOW, Section 7.0, Performance Outcome Measures, are met.
- 2.9 Contractor shall track all CalWORKs homeless and CalWORKs/Non-CalWORKs at risk of homelessness families, benefits and services used by Subcontractor by SPA and by funding source. All expenditures shall be reconciled to ensure accuracy.
- 2.10 Contractor shall maintain a Monthly Benefits Tracking Log, Technical Exhibit 13 that clearly identifies the correct population and funding source, and submit it to CCPM by the 20th calendar day of the month following the month of service.
- 2.11 Contractor shall submit accurate and timely invoices and reports including all supporting documentation as requested by the County. In the event electronic invoices are required, Contractor shall submit accurate and timely invoices through the Contract Invoicing System (CIS) for services under this Contract. Contractor shall create and submit electronic invoices as instructed.
- 2.12 Contractor shall ensure that Subcontractors submit accurate and timely invoices along with supporting documentation which identifies benefits and

services provided to CalWORKs homeless and CalWORKs/Non-CalWORKs at risk of homelessness families. Contractor shall be responsible for reimbursing DPSS for all charges paid for benefits and services provided to ineligible families.

- 2.13 Contractor shall evaluate and submit annual program outcomes, utilization rates, housing outcomes, total program expenditures, and leveraged funds for CES for Families for CalWORKs homeless and CalWORKs/Non-CalWORKs at risk of homelessness families to the DPSS CCPM.
- 2.14 Contractor shall ensure that County's access to Contractor and service providers includes the following:
- a) a dedicated phone line for the County to use, with service provider staff available during standard business hours (Monday through Friday, 8:00 am – 6:00 pm); and
  - b) an after-hours hotline, available 24-hours a day, where Contractor and Subcontractors may be reached in case of emergency.
- 2.15 Contractor shall be responsible for developing a procedure for responding to crisis calls received from families after business hours. This procedure is subject to DPSS approval.
- 2.16 Contractor shall ensure that key management staff is present. When there is a vacancy, interim replacement is made within fifteen (15) calendar days of the creation of the vacancy to ensure all staff levels needed for the delivery of services is present. Contractor shall notify County in writing of any change in key management staff within fifteen (15) calendar days of the vacancy.
- 2.17 Contractor shall provide County within 10 business days of the commencement of this Contract with standards the Subcontractors use to certify fluency of staff in reading, writing, and speaking both English and the other language(s) in which they are providing services other than English (e.g., Native speaker and/or educational level in language).
- 2.18 The homeless CalWORKs and Non-CalWORKs families are composed of English and non-English speaking population. Hence, the Contractor shall ensure that the Subcontractors provide services for English and non-English speaking families in their preferred language through multi-lingual staff or language interpretation services available through DPSS. The Subcontractors shall work with the DPSS collocated HCMs to access the language interpretation services. The most common primary languages are English, Spanish, Armenian, Cambodian, Chinese (Cantonese and Mandarin), Korean, Russian, Spanish, Tagalog, and Vietnamese.

- 2.19 Contractor shall ensure that Subcontractors' verbal instructions and written materials are in the languages of applicants receiving Homeless Benefits and services. Contractor shall ensure these materials are accurately translated in the threshold languages (English, Spanish, Armenian, Cambodia, Chinese, Korean, Russian, Tagalog, and Vietnamese). Contractor shall provide County with the methodology the Subcontractors use for certification.
- 2.20 Contractor shall ensure all required posters and materials are posted at Contractor sites as directed by County, and are accessible to the public.
- 2.21 Contractor shall meet with County as needed, to discuss programmatic issues, general procedural issues, and general concerns. Either County or the Contractor may request such a meeting.
- 2.22 Contractor shall ensure that each IP is subject to a written agreement with either Contractor or a FSC. Such agreements are subject to the provisions set forth in Section 8.40 (Subcontracting).
- 2.23 Contractor assures County that IPs will provide services on a voluntary basis under the Contract.
- 2.24 Contractor shall ensure all IPs are trained on the proper use of the screening tools and HMIS.
- 2.25 Contractor shall ensure all IPs complete the screening process timely and update HMIS immediately thereafter.

### 3.0 PARTICIPANT ELIGIBILITY

3.1 Homeless or at risk of homelessness families may be eligible to receive benefits and services if they meet the eligibility requirements below:

3.1.1 Homeless CalWORKs WtW families are eligible to receive benefits and services funded by **CalWORKs Single Allocation** dollars under this Contract if they meet the following eligibility requirements:

- Must be receiving CalWORKs benefits (this includes benefits/services received through GAIN); and
- Must be homeless or at-risk of homelessness; and
- Must be enrolled in GAIN;

3.1.2 Homeless CalWORKs non-WtW families are eligible to receive benefits and services funded by **Housing Support Program (HSP)**

dollars under this Contract if they meet the following eligibility requirements:

- Must be receiving CalWORKs benefits; and
- Must be literally homeless or in receipt of a judgment for eviction, as ordered by the court; and
- Parent(s)/Caretaker is not a GAIN/WtW participant and at least one of the following:
  - Sanctioned
  - Time-Limited
  - Exempt
  - SSI/Disabled
  - Non-Needy Caretaker
  - Drug Felon
  - Undocumented
  - New CalWORKs participant that is pending enrollment into GAIN.

The HSP funds can be extended to provide benefits and services to CalWORKs WtW families under this Contract, if approved by County in writing and provided the families meet the following eligibility requirements:

- Must be receiving CalWORKs benefits; and
- Must be literally homeless or in receipt of a judgment for eviction, as ordered by court.

3.1.3 Homeless CalWORKs and Non-CalWORKs families imminently at-risk of homelessness (see criteria below) are eligible to receive benefits and services funded by Fraud Incentive dollars under this Contract if they meet the following eligibility requirements:

3.1.3.1 **CalWORKs**

- One or two-parent needy or non-needy caretaker households, with at least one aided minor child receiving CalWORKs.

3.1.3.2 **Non-CalWORKs**

Two-parent household with income below 50% of the Area Medium Income (AMI) with a minor child (or an 18 year old who will graduate from high school before their 19<sup>th</sup> birthday) who is either a U.S. citizen, legal resident or a trafficking victim; or

- One parent or needy or non-needy caretaker household with income below 50% of the AMI with at least one, teenager age 13 through 18 in the household that is either a U.S. citizen, legal resident or a trafficking victim.

### 3.1.3.3 **Imminently At-Risk of Homelessness**

- Does not have sufficient resources or support networks immediately available to prevent them from:
  - Moving into crisis housing; **or**
  - Sleeping in a place not meant for human habitation;**and**
- Meets one of the following targeting criteria or conditions:
  - Has moved due to economic reasons two or more times during the 60 days immediately preceding the application for assistance; **or**
  - Is temporarily living in the home of another due to economic hardship; **or**
  - In permanent housing with an Unlawful Detainer or a Notice to Pay or Quit; **or**
  - Living in a hotel or motel and the cost is not covered by charitable organizations or by federal, State, or local government programs for low-income individuals; **or**
  - Otherwise living in housing that has characteristics associated with instability and an increased risk of homelessness.

- 3.2 Based on the criteria described herein, it is Contractor's responsibility to ensure that the Subcontractors verify families' initial and ongoing eligibility before benefits and services can be provided to the family under this Contract funding.
- 3.3 The FSC Housing Navigator shall work with the DPSS out-stationed HCM or designated CalWORKs District HCMs to ensure that families receiving benefits and services are eligible under this Contract. In the event there are any discrepancies on eligibility, DPSS shall make the final determination.
- 3.4 Families that are ineligible for benefits or services under this Contract may be provided with benefits and services funded by other CES for Families funding sources obtained by Contractor.

## 4.0 SERVICES AND BENEFITS

4.1 Contractor shall ensure that all eligible homeless and at-risk of homelessness CalWORKs WtW families, homeless CalWORKs non-WtW families and non-CalWORKs at risk of homeless families receive Homeless Benefits and Services.

- Homeless Benefits may include emergency shelter, temporary shelter at hotels or motels when facility-based shelter housing cannot be arranged, move-in costs (security/utility deposits), rental subsidies, and transportation (bus tokens and metro cards).
- Homeless Services may include case management, crisis intervention housing location, referrals, and ongoing follow-up activities.
- Homeless Prevention Services, utilizing CalWORKs Single Allocation and Fraud Incentive funding, may include rent/utility arrearages payments for at-risk families only.

4.2 This Contract is funded with CalWORKs Single Allocation funds, CalWORKs Housing Support Program funds, and Fraud Incentive funds and is limited to services and benefits for all eligible: 1) homeless and at-risk of homelessness CalWORKs WtW families, 2) homeless CalWORKs Non-WtW families, and 3) non-CalWORKs families. The level/amount of benefits provided under this contract includes, but is not limited to:

- **CalWORKs Single Allocation** – crisis housing, security/utility deposits, rental subsidies, rental applications, and rent/utility arrearages payments.
- **CalWORKs Housing Support Program** – crisis housing, security/utility deposits, rental applications, and rental subsidies.
- **Fraud Incentive (at risk families only)** – crisis housing, security/utility deposits, rental subsidies, rental applications, and rent/utility arrearages payments, court document and filing fees.

**NOTE:** A CalWORKs family may receive benefits from more than one funding source listed above. However, the total amount of benefits received cannot exceed the maximum eight month time limit, per eligible episode of homelessness.

4.2.1 Services under this Contract funding shall be included in the CES for Families program design and submitted to the CCPM for review and approval prior to the execution of this Contract.

4.3 Funding for this contract is limited to provide short-term, non-recurring benefits for each individual episode of homelessness. Funding for families

are restricted to one time during a 12 month period, for an episode of homelessness. Restrictions may be lifted with County's prior approval. Funding is limited as follows:

- **CalWORKs Single Allocation** funds - homeless and at-risk of homelessness CalWORKs WtW families for up to four months and up to four additional months, with DPSS approval if family is enrolled in Family Stabilization.
- **CalWORKs HSP** funds - homeless CalWORKs non-WtW families for up to eight months.
- **Fraud Incentive** funds - at-risk of homelessness CalWORKs and non-CalWORKs families for up to eight months.

Contractor must maintain and track through HMIS the participants receiving Homeless Benefits under this Contract funding to ensure that the limit for benefits is not exceeded. County will not pay Contractor for providing benefits to participants beyond the four-month time limit for CalWORKs WtW families (up to four additional months if family is enrolled in the Family Stabilization Program) or eight-month time limit for CalWORKs non-WtW families and at risk of homelessness families. Contractor must provide the County with a data file of all Homeless Benefits issued to CalWORKs WtW homeless and at risk of homelessness families and CalWORKs non-WtW homeless families.

**NOTE:** An episode of homelessness means the family was homeless and then secured permanent housing. Securing permanent housing concludes the episode.

- 4.4 DPSS will not pay for benefits such as: Ongoing utility payments and moving assistance.
- 4.5 DPSS will not pay for Medium-term Crisis Housing (transitional housing).
- 4.6 CalWORKs WtW families who are enrolled in the Family Stabilization component in GAIN are eligible to receive up to four additional months of homeless benefits, not to exceed eight months. The DPSS collocated HCM must confirm the participant's enrollment in the family Stabilization prior to the Contractor issuing the four additional months of homeless benefits.
- 4.7 LEGAL SERVICE (LS)
- 4.7.1 CalWORKs families and Non-CalWORKs families at risk of becoming homeless shall be screened to identify the family's legal

problem(s) and the type of legal services needed to develop the service plan, goals, and objectives for successful outcomes. The objective of LS is to provide prevention services; such as preserving affordable housing and rent control, asserting special housing rights, preventing unlawful evictions and foreclosures, and fighting discrimination in Section 8 and other government-subsidized housing. LS shall include advice and counsel to individual representation and high-impact litigation as well as provide training and education for participants of their legal rights related to renters' rights and unsafe housing/living conditions.

LS under Prevention Services shall include, but is not limited to, the following:

- Eviction Defense – a preventive measure that provides representation of tenants in unlawful detainer actions, counsel and advice on the various notices that tenants are likely to receive such as Notice to Pay Rent or Quit, Notice to Perform Covenant or Quit, and/or Notice to Quit, and rendering pro per assistance in filing pleadings such as Answer Motion to Set Aside Default Judgments, as well as assisting tenants to navigate through the court system with Trial Preparation Clinics.
- Re-entry Services – assistance in expungement of criminal record, reducing felonies to misdemeanors, and assistance with restoring driver licenses.
- Section 8 – assist with preserving Section 8 subsidies and public housing.
- Employment Law –assist recently fired employees to obtain unemployment benefits.
- Debt Collection Relief – assist families to clear their financial debt.
- Government Benefits – assist with securing and reinstating public benefits such as SSI, SSDI, CalWORKs, UIB, etc., to avoid eviction.

4.7.2 LS Contractor shall serve eligible families with Legal Services based on agency's capacity and allocated funding within each fiscal year which includes formal legal representation (by Staff Attorneys) to ensure that participant's rights are preserved and that issues are resolved with the participant's best interest and safety in mind. Contractor shall also ensure services assist participants in removing barriers and preventing homelessness.

## 5.0 SERVICE PROVIDERS

The CES for Families is a coordinated regionally-based and community-driven system to prevent families from becoming homeless, and to rapidly rehouse homeless families and connect them to needed supportive services as quickly as possible. Contractor shall provide and ensure Subcontractors provide CES for Families services to eligible homeless and at-risk of homelessness families.

### 5.1 Family Solutions Centers (FSCs)

#### 5.1.1 Minimum Requirements

- 5.1.1.1 Each FSC shall have a Family Response Team (FRT) and FSC Housing Navigator, designed to support each family.
- 5.1.1.2 The FSCs shall provide a work space for each out-stationed DPSS HCM, Department of Public Health (DPH) Substance Use Counselor, and Department of Mental Health (DMH) Mental Health Staff. The work spaces shall include the following:
- Desk and chair.
  - Telephone.
  - Locking cabinet.
  - Access to a copier and fax machine.
  - Private area to conduct family interviews.
- 5.1.1.3 The FSCs shall have a dedicated phone line and after-hours hotline as specified in the SOW, Section 2.0, Management Services, subparagraph 2.15.
- 5.1.1.4 Families are referred to an FSC as follows:
- a. The CalWORKs District HCM will make direct referrals to an FSC (via telephone), once it has been determined that DPSS cannot provide needed benefits and services. The District HCM will call the FSC with the family present. The FSC staff will screen the family on the phone and provide an appointment date to be seen at the FSC or coordinate immediate assistance to address family's immediate housing and other crisis needs.

- b. Families working with LAHSA, Crisis Housing agencies, IPs, other shelter agencies, Skid Row Assessment Team, and other Los Angeles County Departments will be referred directly to an FSC to be screened and provide an appointment date to be seen at the FSC for an assessment.
- c. A family that is self-referring must call 211 L.A. County in order to be screened and referred to an FSC. Families who call before 10:00 pm will be screened by 211 L.A. County for homelessness, SPA of residence and location of school(s) in which a child or children are enrolled. 211 L.A. County will then immediately refer the homeless family to a FRT within the appropriate FSC. If the family needs emergency shelter, the FRT will arrange for a motel voucher or access to emergency shelter/interim housing. Families who call after 10 pm will be informed to call back the next day after 8 am.
- d. Families that walk directly into a FSC (walk-ins) will be screened on site by a FRT and provided with a follow up appointment for an actual assessment by an FSC Housing Navigator. If time permits, the family may be screened and assessed on the day the family walked into the FSC.
- e. All families will receive a scheduled face to face appointment within one business day from the screening/referral date.
- f. Alternate means of referrals approved by DPSS in writing.

5.1.1.5 Each FSC may work with one (1) IP per SPA to screen families and schedule assessment appointments for the first 90-days of the contract. After the initial 90-days, DPSS' CCPM will evaluate whether to permit expanding the usage of IPs by FSCs.

### **5.1.2 Family Response Team (FRT)**

The FRT is the first point of contact within the FSC. The FRT shall address the families' emergency crisis, conduct child safety screenings, arrange for crisis housing, provide transportation and connect to any needed immediate supportive services. Once the

FRT has addressed each family's crisis and immediate needs, they shall schedule an appointment with a FSC Housing Navigator.

The FSC FRT shall be responsible for addressing the family's immediate needs (Crisis Intervention) for housing and supportive services as follows:

5.1.2.1 Assess family's needs for crisis housing and services

5.1.2.2 Conduct Child Safety Screening:

FRT will conduct a child safety screening. Each FSC will employ one mental health professional with a master's degree in Social Work (MSW) or an equivalent clinician to serve as the Program Manager. These individuals are mandated reporters of child abuse and therefore must report any indications or suspicions of child abuse or neglect. As homeless families are screened/assessed and served by the FRT and case management teams, any concerns of child abuse or neglect will be brought to the attention of the MSW. The MSW will evaluate the family, and if child abuse or neglect is suspected, the MSW will contact the Department of Children and Family Services (DCFS) Hotline and complete the applicable DCFS Reporting documents. To ensure that homeless families are appropriately screened for child safety, DCFS-Skid Row Assessment Team will provide annual mandated reporter trainings to the FSCs, as well as any additional consultation needed to ensure that the same protocol used by the SRAT will be used by the FSCs.

5.1.2.3 Arranges for immediate crisis housing and transportation, if needed:

The FSC will assist families in securing crisis housing while preferably keeping families close to employment, the children's school and community based supportive services. If the FSC does not have direct access to crisis housing, the FSC must work with an CES for families Crisis Housing Agency, preferably in their SPA area. If the family has an option for housing and may be able to avoid entering the shelter system, the FRT will work with the family to connect them with housing. Such assistance may involve negotiating an alternate housing option to stay with family/friends/current

landlord. If the family does not have an option for housing, the FRT will arrange for immediate housing, either shelter or motel, and provide transportation services to location.

- 5.1.2.4 Connect family to needed services:  
If family needs immediate supportive services such as mental health, health, substance abuse, child care, employment, etc., they will be connected to services within their community.
- 5.1.2.5 Schedule appointment with FSC Case Manager within one business day from the screening/referral date for a standardized assessment, child safety evaluation, and individualized comprehensive housing plan based on the amount of barriers a family has to address to become stable in permanent housing.

### **5.1.3 FSC Housing Navigator(s)**

- 5.1.3.1 The FSC Housing Navigator must obtain verification from the out-stationed HCM or designated CalWORKs District HCMs verifying the CalWORKs families' initial and ongoing eligibility before benefits and services can be provided to the family under this Contract. In the event there are any discrepancies on eligibility, DPSS (CalWORKs Program Section) shall have the final determination.
- 5.1.3.2 For initial and ongoing eligibility for CalWORKs families to funding under this Contract, the FSC Housing Navigator must submit a "Participant Eligibility Request Form", Technical Exhibit 3, to the Out-stationed HCM. The Out-stationed HCM will complete (by viewing LRS and return the request form to the FSC Case Manager, providing verification that the participant is meeting the above eligibility requirements.
- 5.1.3.3 For initial and ongoing eligibility to funding under this Contract, the FSCs must also obtain clarification from DPSS on the amount of shelter days (4 months) the family has previously received under the Emergency Shelter Services and/or the Homeless CalWORKs Families Project.

- 5.1.3.4 The FSC Housing Navigator shall provide comprehensive standardized assessments, ongoing case management, permanent housing plan, housing retention services and connect families to supportive services within their community. The FSC Housing Navigator shall continue to provide housing retention support to ensure the family remains housed and stable.
- 5.1.3.5 The FSC Housing Navigator shall complete an assessment for housing based on family's housing barrier levels, and services for all homeless CalWORKs families referred to the FSC and any eligible CalWORKs/Non-CalWORKs at-risk of homelessness. The Standardized Assessment should identify at a minimum the family's history of homelessness, family composition, employment/educational history, health history, criminal history, and use of emergency or other homeless resources. Based on the Assessment for housing and services, the FSC Case Manager shall determine the families' appropriateness for Homeless Benefits and services.
- 5.1.3.6 All families will receive a standardized assessment within five business days from the screening/referral date.
- 5.1.3.7 The FSC Housing Navigator must ensure that a permanent housing and services plan is conducted for each homeless CalWORKs family and CalWORKs/Non-CalWORKs at risk of homeless family based on the Standardized Assessment.
- 5.1.3.8 The FSC Housing Navigator shall maintain a Homeless Benefits payment log for all families assisted on a daily basis, including shelter days, motel/hotel vouchers, rental subsidies and other financial assistance.
- 5.1.3.9 The FSC Housing Navigator must maintain a file for each family that contains the following, but is not limited to:
- [CES for Families](#) Consent and Release Agreement, Technical Exhibit 4.

- Participant Eligibility Request Form, Technical Exhibit 3.
- LRS printout verifying WtW participation.
- Benefits and Services Tracking Log that documents the Benefits and Services provided to the family, including the population and the funding source.
- Standardized Assessment tool.
- Individualized Housing Plan.

5.1.3.10 All families enrolled into CES for Families, must meet with the collocated Substance Use Counselor, in order to receive substance use services information. If the homeless CalWORKs WtW family needs substance abuse services, the FSC Housing Navigator shall inform and refer the family to substance abuse services through the collocated DPH contracted provider. If referrals are made to other community based recovery support services providers, services will not be funded by DPSS. **All** homeless CalWORKs families identified with a potential substance abuse need and are willing to accept a referral, will be referred to substance abuse services within one business day of being identified.

5.1.3.11 All families enrolled into CES for Families, must meet with the collocated Mental Health Clinician, in order to receive mental health services information. If the homeless CalWORKs WtW family needs mental health services, the FSC Housing Navigator shall inform and refer the family to mental health services through the DPSS funded DMH contracted provider. If referrals are made to other community based mental health providers, the services will not be funded by DPSS. **All** homeless CalWORKs families identified with a potential mental health need and are willing to accept a referral, will be referred to mental health services within one business day of being identified.

## 5.2 Crisis Housing Agency

### 5.2.1 Minimum Requirements

5.2.1.1 Upon referral from FRT or FSC Housing Navigator, Crisis Housing Agencies shall provide short-term crisis housing.

Short-term Crisis Housing includes emergency shelter and/or hotel/motel vouchers to eligible homeless CalWORKs families and CalWORKs/Non-CalWORKs families at-risk of homelessness referred by FSC. The expected length of stay is up to 90 days. In certain circumstances when there is an identified special need, the 90 days limit can be extended with Contractor's prior approval, as long as the funding under this Contract does not exceed 4 months.

All unsheltered families shall be offered crisis housing by the FSCs within 24 hours when the need is identified.

Housing Navigation and Stabilization services remain with the FSC.

5.2.1.2 Subcontractors that operate solely as Crisis Housing Agencies shall work with and be available to the FSCs during business hours (Monday through Friday, 8:00 am – 6:00 pm).

5.2.1.3 Health and Safety

5.2.1.3.1 Clean and Safe Facilities

Contractor understands and agrees that, for the duration of this Contract, Contractor shall ensure that shelter and motel/hotel facilities are meeting all local State, and federal health and safety requirements. All Contract Crisis Housing service sites, including shelter and motel/hotel sites, are sanitary healthful and otherwise safe for their intended or actual use. Failure to do so will result in the termination of this Contract pursuant to Section 8.0, Subsection 8.43, Termination for Default.

5.2.1.3.2 Inspections

Authorized representatives of County and State agencies shall have the right to monitor and conduct on-site inspections at any Subcontractors' site(s) that house and provide Shelter services to homeless families. County reserves the right to

conduct unannounced site visits, as deemed necessary.

5.2.1.3.3 Health and Fire Inspections

Contractor understands and agrees that County may have the appropriate Department of Public Health or Fire (Los Angeles County or jurisdictional city) inspect the Contract service sites, including shelters and motel/hotel sites, as often as once every three months or upon receipt of a complaint to determine if the facility is sanitary, healthful, and otherwise safe for its intended or actual use.

Contractor shall be provided with a written report as to the conditions at the facility and shall either correct any and all deficiencies within thirty (30) calendar days of receipt of the report or may request an extension of time from the appropriate Public Health or Fire Department to make such corrections. Contractor shall forward a copy of the Health or Fire Department's response to County. Failure to permit inspection or cure the defect(s) in a timely manner shall constitute grounds for the termination of this Contract.

5.2.1.4 Crisis Housing agencies shall provide trained security personnel and/or appropriate security measures for the safety of families and staff.

5.2.1.5 Crisis Housing agencies are required to designate a staff person to ensure that children are enrolled in school and the family is connected to appropriate services within the community.

**5.2.2 Collaboration with FSC**

5.2.2.1 All Crisis Housing agencies funded under this Contract must work in collaboration with the selected regionally-based FSCs.

5.2.2.2 Crisis Housing agencies can only bill for families whose eligibility for Homeless Benefits under this Contract was verified by FSC. Crisis Housing agencies shall not bill DPSS for families whose eligibility was not verified; however, agencies may utilize other funding sources. If families subsequently were found eligible, DPSS will not make retroactive payments.

5.2.2.3 Crisis housing agencies must provide appropriate short-term crisis housing and must work with the FSC Case Manager to ensure the crisis housing is tracked on HMIS to ensure eligible CalWORKs WtW do not exceed four months (and up to four additional months for families enrolled in the Family Stabilization Program), CalWORKs non-WtW families and at risk of homeless families do not exceed eight months of total DPSS benefits, including other Homeless Benefits issued under this Contract funding.

## 6.0 PERFORMANCE OUTCOME MEASURES

Contractor shall meet the following performance outcomes:

- a. 70% of homeless CalWORKs families served will obtain permanent housing within 6 months.
- b. 50% of homeless CalWORKs families served will obtain permanent housing within 4 months.
- c. 70% of homeless CalWORKs families that obtain permanent housing will not re-enter shelter within 12 months.
- d. 60% of homeless CalWORKs families that obtain to permanent housing will not re-enter shelter within 24 months.
- e. 70% of families assisted under prevention services that exit to permanent housing do not enter crisis housing within one year.
- f. 75% of families assisted under prevention services will retain or obtain Permanent Housing.

## **7.0 COUNTY RESPONSIBILITIES**

The County will administer the Contract according to Section 6.0, Administration of Contract – County. County may provide the following:

### **7.1 Eligibility Determination, Referrals, and Coordination**

7.1.1 DPSS shall determine participant eligibility for CalWORKs families.

7.1.2 CalWORKs District HCMs will refer homeless and at risk of homelessness CalWORKs families directly to the FSCs via telephone.

7.1.3 Designated District HCMs will assist the FSC Housing Navigator with assessing and connecting CalWORKs families to DPSS Programs and Services whenever an out-stationed HCM is not available.

### **7.2 Out-stationed DPSS Homeless Case Manager (HCM)**

7.2.1 Out-stationed HCMs (out-stationed at the FSCs) will screen and connect families to DPSS Programs and Services (such as housing assistance and subsidized employment). For FSC families that are not receiving CalWORKs, the Out-stationed HCM can assist families with applying for CalWORKs via Your Benefits Now (YBN) or directing them to a CalWORKs District Office.

7.2.2 Out-stationed HCM will complete the “Participant Eligibility Request Form”, Technical Exhibit 3, and return to the FSC staff providing verification that the CalWORKs participant is meeting initial and ongoing eligibility. The Participant Eligibility Request Form shall be completed by reviewing DPSS’ LRS system and the Permanent Housing Assistance Service system.

### **7.3 Training**

7.3.1 County will arrange for the Civil Rights biennial training of Contractor and Subcontractor staff by County trainers.

7.3.2 County may provide cultural awareness and sensitivity training, and materials to Contractor and Subcontractors. If County provides such training, Contractor shall ensure that all staff providing services under the Contract is trained.

### **7.4 Materials**

County shall provide the following items for Contractor’s use:

- 7.4.1 A list of County observed holidays prior to the start of each calendar year.
- 7.4.2 Civil rights complaint forms, Complaint of Discriminatory Treatment, Technical Exhibit 6, and Civil Rights Complaint Investigation Process, Technical Exhibit 8, for use by CES for Families participants in reporting civil rights complaints.

## **8.0 CONTRACTOR RESPONSIBILITIES**

### **8.1 Contract Manager**

- 8.1.1 Contractor shall provide a Contract Manager who is a full-time employee of Contractor and a designated alternate. Contractor shall provide a telephone number and email address where the Contract Manager may be reached from Monday-Friday 8:00 am – 6:00 pm. The alternate shall be designated in writing. Contract Manager, or alternate, shall respond to inquiries within twenty-four (24) hours, excluding weekends and holidays.
- 8.1.2 In case of an emergency, after normal business hours, DPSS may contact the Contract Manager or designee via email, text, or phone. Contractor shall provide contact phone number to the CCA and CCPM.
- 8.1.3 The Contract Manager shall act as a central point of contact with the County for all administrative and contractual matters relating to this contract.
- 8.1.4 The Contract Manager shall have a minimum of two years of experience providing services similar to or the same (e.g., experience that demonstrates the ability to comply with the reporting and monitoring requirements) as the services required in this Contract and an Associate of Arts or higher business-related degree. The alternate must have a minimum of two years of the experience described above and an Associate of Arts or higher business-related degree (a Bachelor Degree or higher reduces the minimum experience requirement of both the Contract Manager and alternate by one year).
- 8.1.5 The Contract Manager/alternate shall have authority to act for Contractor on all matters relating to the daily operation of the Contract. The Contract Manager/alternate shall be able to effectively communicate in English, both orally and in writing.
- 8.1.6 The Contract Manager is not authorized to make any changes in the Contract and is not authorized to obligate Contractor to DPSS in any way whatsoever.

8.1.7 Contractor shall notify County in writing within 5 business days whenever there is a change in Contract Manager.

## **8.2 Personnel**

8.2.1 Contractor shall ensure that both Contractor and Subcontractor provide staff with background experience and expertise to provide the services required in the Statement of Work.

8.2.2 Contractor shall assign, and shall ensure that Subcontractor assigns, a sufficient number of employees to perform the required work. At least one employee on site shall have authority to act for the Contractor or Subcontractor on all matters relating to the daily operation of the Contract.

8.2.3 Contractor shall ensure that Subcontractors provide bilingual staff to meet the needs of the families served under this contract, as described in Subsection 2.18 through 2.20. When a family's primary language is other than English or the family is hearing-impaired, information shall be provided either through written materials in the appropriate language or by presentation of an interpreter in the language the family understands. Contractor may utilize an interpreter provided by the family (e.g., a relative or friend), if the family requests the use of a family member or a friend. The use of minors as interpreters is strongly discouraged, except in emergency situations and at the family's request.

8.2.4 Contractor shall ensure that the Subcontractors have a methodology for verifying that bilingual employees are competent in reading, writing and speaking both English and the other language(s) in which they are providing services. Contractor's methodology shall be shared with County upon request.

## **8.3 Materials, Equipment, and Inventory**

8.3.1 The purchase of all materials/equipment to provide the needed services is the responsibility of the Contractor. Contractor shall use materials and equipment that are safe for the environment and safe for use by the employee.

8.3.2 Contractor shall establish and maintain an inventory to include the following information when materials/equipment are purchased with County funds:

8.3.2.1 Name and phone number of Contractor's contact person where equipment is located;

8.3.2.2 Address where equipment is located;

8.3.2.3 Type of equipment;

8.3.2.4 Brand and model number of equipment; and

8.3.2.5 Cost of equipment, funding source(s), and amount of County funds used in the purchase, as appropriate.

8.3.3 Contractor shall update the equipment inventory on no less than an annual basis and shall provide County an updated Contractor's Equipment Control Form, Technical Exhibit 14, during the term of this Contract upon request.

8.3.4 Contractor shall provide and shall ensure that Subcontractors provide all equipment necessary to perform all services required by this Contract.

8.3.5 Contractor shall provide and its Subcontractors shall provide sufficient telephone lines at its site(s).

8.3.6 Contractor and Subcontractors shall have responsibility for installation, repair and replacement of telephones and/or lines. This may include reasonable costs for replacement of cell phones.

#### **8.4 Computer Equipment Supplies and Security**

8.4.1 Contractor shall provide and shall ensure its Subcontractors provide necessary computer equipment and supplies (e.g., terminals, controller, paper, printer ribbons, etc.) to provide services.

8.4.2 Contractor shall report to the CCA, the loss, vandalism or theft of computer supplies and equipment within 24 hours after discovery. For stolen equipment, Contractor and/or Subcontractor shall contact the local law enforcement agency and submit a copy of the police report to the CCA within 24 hours of receipt of the police report, excluding weekends and holidays.

8.4.3 Contractor shall provide and shall ensure Subcontractors provide all security for computers and printers and computer access to ensure that the equipment is secure.

#### **8.5 Training**

8.5.1 Contractor shall provide and shall ensure its Subcontractors provide training programs for all new employees and continuing in-service training for all employees.

8.5.2 All employees shall be trained in their assigned tasks and in the safe handling of equipment. All equipment shall be checked daily for

safety. All employees must wear safety and protective gear according to Occupational Safety and Health Administration (OSHA) standards.

- 8.5.3 Contractor's and Subcontractors' employees performing services under this Contract shall attend annual Mandated Reporter trainings provided by the DCFS.

## **8.6 Contractor's Office**

Contractor shall maintain an office with a telephone in the company's name where Contractor conducts business. The office shall be staffed during the hours of 8:00 am – 6:00 pm, Monday through Friday, by at least one employee who can respond to inquiries and complaints which may be received about the Contractor's performance of the Contract. When the office is closed, an answering service shall be provided to receive calls.

**The Contractor shall answer calls received by the answering service within the next business day.**

Contractor shall maintain County recognized holidays.

## **8.7 Reports**

### **8.7.1 Rapid Re-Housing Monthly Management Report (MMR)**

Contractor shall submit a Rapid Re-Housing MMR, Technical Exhibit 11, to the DPSS CCPM by the 20<sup>th</sup> calendar day of the month following the month of service or the next business day thereafter.

### **8.7.2 Prevention MMR**

Contractor shall submit a Prevention MMR, Technical Exhibit 11, to the DPSS CCPM by the 20<sup>th</sup> calendar day of the month following the month of service or the next business day thereafter. A roster of participants shall be extracted from the details of the MMR.

### **8.7.3 CalWORKs Housing Support Program (HSP) Report**

Contractor shall submit CalWORKs Housing Support Program (HSP) Monthly Status Report, Exhibit A, SOW Technical Exhibit 14, to DPSS no later than the 20<sup>th</sup> day of the following month.

### **8.7.4 Monthly Benefits Tracking Log Report**

Contractor shall submit a Monthly Benefits Tracking Log, Technical Exhibit 13, to the CCPM by the 20<sup>th</sup> calendar day of the month following the month of service.

#### **8.7.5 Ad Hoc Reports**

At various times, County may request data or other information from Contractor on an ad hoc basis, as needed by the DPSS, County Board of Supervisors, the State, or other County agencies or entities for budgetary or other purposes. Contractor shall provide the requested data, if available, to County in a mutually agreeable time period.

#### **8.7.6 Monthly Complaint Logs**

Contractor shall submit all Monthly Complaint Logs, Technical Exhibit 7, per SOW Section 10.0, Complaints, to the CCPM, with a copy to the CCA, by the 20<sup>th</sup> calendar day of the month following the month of service.

### **9.0 FRAUD REFERRALS**

Contractor shall make fraud referrals to the DPSS Welfare Fraud Prevention & Investigations (WFP&I). Information can be found on the Internet at [http://dpss.lacounty.gov/dpss/fraud/online\\_reporting.cfm](http://dpss.lacounty.gov/dpss/fraud/online_reporting.cfm)

### **10.0 COMPLAINTS**

#### **10.1 DPSS Received Complaints**

County shall refer complaints to Contractor in writing for resolution. Contractor shall notify County in writing of the resolution within five (5) days. Inquiries shall not be considered complaints. Calls not referred to Contractor for resolution shall not be considered complaints.

#### **10.2 Contractor Received Complaints**

10.2.1 Contractor shall maintain and shall ensure that Subcontractors maintain a Monthly Complaint Log, Technical Exhibit 7, recording each complaint directly by Contractor. Contractor shall include in the Monthly Complaint Log, complaints involving families complaints about providers, about the Contractor or about other County Departments providing services at the FSCs and/or Crisis Housing agencies.

10.2.2 Contractor shall complete and shall ensure that Subcontractors complete an Incident Report form, Technical Exhibit 10, of all incidences received directly by Contractor or Subcontractor,

respectively. Incident reports shall include incidents involving CalWORKS families, complaints about the providers, about the Contractor or about other County Departments providing CES for Families services, and resolution to the incident.

10.2.3 Incident Reports shall be submitted within 24 hours of incident to CCPM listed on Contract's Exhibit E - County Administration.

10.2.4 Contractor shall maintain and shall ensure that Subcontractors maintain the Incident Report per this Contract, Section 8.0, Subsection 8.38, Record Retention and Inspection/Audit Settlement.

10.2.5 Complaints which indicate abuse, neglect or exploitation of children shall be referred by Contractor and Subcontractors to the DCFS within 24 hours of receipt, per this Contract, Section 8.0 Standard Terms and Conditions, Subsection 8.6, Child and Elder Abuse Fraud Reporting.

### **10.3 Civil Rights Complaints Procedure**

Contractor and Subcontractors shall comply with DPSS Civil Rights requirements, which include but are not limited to the following:

10.3.1 Ensure public-contact staff attend the mandatory Civil Rights training provided by DPSS.

10.3.2 Ensure notices and correspondences provided to the participants, are in their designated threshold language and provide interpreters to ensure meaningful access to services to all participants.

10.3.3 Maintain a record of all Civil Rights materials provided by DPSS and ensure all participants are provided with the Civil Rights materials.

10.3.4 Use the Civil Rights forms, Complaint of Discriminatory Treatment, Technical Exhibit 6, Civil Rights Complaint Investigation Process, Technical Exhibit 8, and Civil Rights Training Report, Technical Exhibit 9, as needed when a participant complains of discriminatory treatment, including alleged Americans with Disabilities Act violation complaints.

10.3.5 Develop and implement procedures for receiving Civil Rights complaints as follows:

10.3.5.1 Contractor and Subcontractors shall provide and assist families with completing a PA 607, Complaint of Discriminatory Treatment, Technical Exhibit 6, in the participant's primary language available at:  
<http://dpss.lacounty.gov/dpss/civilrights/forms.cfm>.

- 10.3.5.2 Contractor shall maintain a log of civil rights complaints using the CES for Families Monthly Complaint Log, Technical Exhibit 7.
- 11.3.5.3 Contractor's Contract Manager (CCM) shall act as the Civil Rights Liaison (CRL) between the Contractor and the County Contract Administrator (CCA) and the Civil Rights Section (CRS).
- 10.3.5.4 CCM/CRLs shall forward all PA 607s to the CCA within two (2) business days.
- 10.3.5.5 CCM/CRLs shall not attempt to investigate Civil Right complaints. Investigations are handled by CRS.

## **11.0 CUSTOMER SERVICE**

### **11.1 Customer Service Program**

Contractor shall implement an active Customer Service Program that is consistent with the County's vision, as detailed in this Contract's Preamble. The Customer Service Program must be approved by DPSS and recommended changes to the Program must be made allowing a minimum of ten (10) business days for review.

### **11.2 Customer Service Complaints**

For any Customer Service Complaints, Contractor shall follow this SOW, Section 10.0, Complaints.

## **12.0 QUALITY CONTROL**

The Contractor shall establish and utilize a comprehensive Quality Control Plan, including internal monitoring, Subcontractor monitoring, and staff training to assure the County that the requirements of this Contract are met, and that a consistent high level of services are provided throughout the term of this Contract. Contractor shall monitor Subcontractors at a minimum of a semi-annual basis or as often as needed, for adherence to all terms and conditions of the Contract. All monitoring records shall be provided to the County upon request.

- 12.1 The Quality Control Plan shall be submitted to the CCA for review within ninety (90) days of the effective date of this Contract. The plan shall include, but may not be limited to the following:

- 12.1.1 Method of monitoring to ensure that Contract requirements are being met; a monitoring system covering all Contract services including but not limited to those requirements listed in Performance Requirements

Summary, Technical Exhibit 1, identifying specific activities to be monitored, and the frequency of monitoring.

12.1.2 Monitoring of employee files, provider files, families' files/records, and payment records for accuracy and timeliness of work; a review of the functioning of system quality controls; and observance of staff to ensure that employees rendering services under this Contract do not present themselves by commission or omission as agents, employees, or representatives of DPSS.

12.1.3 Method for identifying, preventing and correcting deficiencies in the quality of service before the level of performance becomes unacceptable. Record keeping of all monitoring conducted by Contractor identification of all errors found, a clear description of the problem, the corrective action taken, and the time elapsed between identification and completed correction.

12.1.4 Training plan for newly hired staff.

12.1.5 Samples of forms to be used in monitoring.

12.1.6 Samples of records to be maintained of staff training.

12.1.7 A written report of all investigations conducted by the Contractor documenting any corrective action and the resolution of the problem shall include, but is not limited to, the time a problem is first identified, a clear description of the problem, the length of time taken until the corrective action was taken, and the corrective action taken, shall be provided to the County upon request.

12.2 Contractor's Quality Control Plan shall also cover monitoring of the FSC and Crisis Housing Subcontractors which shall include:

12.2.1 Monitoring Subcontractors for quality of services provided to families.

12.2.2 Monitoring for Benefits and Services provided, which may include but not limited to:

1. Number of families that received benefits and services.
2. Type of benefits and services received.
3. Funding used by source.
4. Invoices.
5. Complaints received.
6. Families provided with hotel/motel voucher.
7. Families provided with emergency shelter.
8. Families obtained permanent housing.

9. Families identified with supportive services needs and referred to needed services.

12.2.3 Monitoring Subcontractors for Contract compliance in the areas of administrative accountability, fiscal responsibility and service delivery requirement.

12.2.4 Monitoring procedure of Subcontractors to verify initial and ongoing families' eligibility.

12.2.5 Data collection and monitoring systems to ensure that services are equitable for all families served under this contract.

12.2.6 Monitor Subcontractors in a timely manner and maintain records of monitoring activities, documentation of findings, and a written monitoring report.

12.2.7 Monitoring of Subcontractors' employee files, participants' records, and reports.

12.2.8 Ensuring that Subcontractors' employees performing services under this Contract meet the background and security investigation requirements as set forth in Section 7.0 Administration of Contract, Subsection 7.4 Background and Security Investigations.

12.2.9 Monitoring of Subcontractors' shelter facilities for health and safety requirements as set forth in the SOW, Section 5.0, Service Providers, Subsection 5.2.1.3 Health and Safety.

12.2.10 Monitoring reports are to be submitted to County no later than 45 calendar days after Subcontractor monitoring is completed by Contractor. Upon the expiration or termination of the Contract, Contractor shall submit pending monitoring reports to County within 90 days from the Contract end date.

### **13.0 PERFORMANCE REQUIREMENTS SUMMARY**

**13.1** A Performance Requirements Summary (PRS) chart, Technical Exhibit 1, lists required services that will be monitored by the County during the term of this Contract. Contractor shall adhere to the PRS Chart which lists the following:

- Required services most critical to satisfactory Contract performance (Column 1).
- Performance indicator used to determine that the standards have been met (Column 2).
- Standard of performance for each required service (Column 3).

- Minimum Acceptable Quality Level (AQL) for each required service that is allowed before County assesses Unsatisfactory (Column 4).
- Monitoring methods to be used to evaluate Contractor's performance in meeting the Contract requirements (Column 5).
- Action required for not meeting the minimum AQL, for each listed Contract service requirement (Column 6).

**13.2** All listings of services used in the Performance Requirements Summary (PRS) are intended to be completely consistent with the Contract and the SOW, and are not meant in any case to create, extend, revise, or expand any obligation of Contractor beyond that defined in the Contract and the SOW. In any case of apparent inconsistency between services as stated in the Contract and the SOW and this PRS, the meaning apparent in the Contract and the SOW will prevail. If any service seems to be created in this PRS which is not clearly and forthrightly set forth in the Contract and the SOW, that apparent service will be null and void and place no requirement on Contractor.

### **13.3 Monitoring**

13.3.1 Contractor shall be monitored at a minimum on an annual basis or as often as needed. Contractor may be monitored for adherence to all terms and conditions of the contract. In addition, Contractor may be monitored for required services listed on the PRS. Contractor's deficiencies, which County determines are severe or continuing and may place performance of the Contract in jeopardy if not corrected, will be reported to the CEO and Board of Supervisors.

Contractor's performance may be evaluated by a variety of inspection methods. The methods of monitoring that may be used are:

13.3.1.1 Review of Contractor's documentation/results on the monitoring of their Subcontractors;

13.3.1.2 Review of Subcontractor monitoring reports;

13.3.1.3 Review of the timeliness of monitoring Subcontractors;

13.3.1.4 Review results of Contractor's interviews/written surveys with participants and providers;

13.3.1.5 Review of Contractor's procedures and reports for investigating, responding to, and resolving of complaints;

13.3.1.6 On-site evaluations of Contractor's compliance with

administrative requirements.

13.3.1.7 Review of employee files, Subcontractors' records and reports maintained by the Contractor;

13.3.1.8 Review of Contractor's procedure for verifying participants' eligibility; and

13.3.1.9 Random sampling; a standardized method for monitoring product (output) quality wherein all products within a lot (batch) stands a statistically equal chance of being selected for inspection;

### 13.3.2 Performance Evaluation Meetings

Contractor is required to attend a Performance Evaluation meeting as often as deemed necessary. However, if a Contract Discrepancy Report (CDR) is issued, at the discretion of the CCA, a meeting, in person or by phone, shall be held within five (5) days, at a mutually agreed upon time and place to discuss the problem. Failure to attend will cause issuance of second Contract Discrepancy Report for failure to attend, and Corrective Action Plan.

### 13.3.3 Contract Discrepancy Report (SOW Technical Exhibit 2)

13.3.3.1 Verbal notification of a Contract discrepancy will be made to the Contractor's Project Director and Contract Manager as soon as possible whenever a Contract discrepancy is identified. The problem shall be resolved within a time period mutually agreed upon by the County and the Contractor.

13.3.3.2 The CCA will determine whether a formal CDR shall be issued. Upon receipt of this document, the Contractor is required to respond in writing to the CCA within ten (10) workdays from the date of the CDR, acknowledging the reported discrepancies or presenting contrary evidence. A plan for correction of all deficiencies identified in the CDR shall be submitted with a timetable for correction of all deficiencies identified in the CDR to the CCA within ten (10) workdays.

### 13.3.4 Government Observations

In addition to departmental contracting staff, other federal, State and/or County personnel, may observe performance, activities, and review documents relevant to this Contract at any time during normal

business hours. However, these personnel may not unreasonably interfere with the Contractor's performance.

#### **13.4 Notices of County Review Findings**

13.4.1 Upon completion of a monitoring review, County shall provide Contractor with a notice of the findings, including a Contract Discrepancy Report, Technical Exhibit 2, if necessary, per SOW, Section 13.0, Performance Requirements Summary, Subsection 13.3, Monitoring.

13.4.2 Contractor shall adhere to procedures set forth in SOW, Section 13.0, Performance Requirements Summary.

#### **13.5 Remedy of Defects**

Notwithstanding a finding of unsatisfactory service and assessment of Unsatisfactory Performance, Contractor shall, within ten (10) workdays, remedy any and all defects in the provision of the Contractor's services and, as deemed necessary by the CCA, perform such services again at an acceptable level.

#### **13.6 Unsatisfactory Performance Remedies**

13.6.1 When Contractor's performance does not conform to the requirements of this Contract, the County will have the option to apply the following nonperformance remedies:

13.6.1.1 Require the Contractor to implement a formal CAP, subject to approval by the County. In the plan, Contractor must include reasons for the unacceptable performance, specific steps to return performance to an acceptable level, and monitoring methods to prevent recurrence.

13.6.1.2 Contractor deficiencies which the County determines are severe or recurring and that may place performance of the contract in jeopardy, if not corrected, may be reported to the CEO and Board of Supervisors.

13.6.2 Failure of the Contractor to comply with or satisfy the request(s) for improvement of performance or to perform the neglected work specified within ten (10) business days shall constitute authorization for the County to have the service(s) performed by others. The entire cost of such work performed by others as a consequence of the Contractor's failure to perform said service(s), as determined by the County, shall be credited to the County on the Contractor's future invoice.

13.6.3 Suspend or cancel the contract for systematic, deliberate misrepresentations. This section does not preclude the County's right to terminate the Contract as provided for in Standard Terms and Conditions, Section 8.0, Subsection 8.42, Termination for Convenience, herein above.

**COORDINATED ENTRY SYSTEM (CES) FOR FAMILIES  
PERFORMANCE REQUIREMENTS SUMMARY CHART**

<b>Specific Performance Reference</b>	<b>Required Service</b>	<b>Standards of Performance</b>	<b>Acceptable Quality Level (AQL)</b>	<b>Monitoring Methods</b>	<b>Action Required</b>
Contract, Section 5.0, Contract Sum, Subsection 5.7, Invoices and Payments	Contractor shall submit complete and accurate monthly invoices of actual costs to the County no later than thirty (30) calendar days after the month service was rendered.	Accurate invoice shall be submitted by the due date each month.	One business day	Review delivery date to ensure receipt by the due date	Issue CDR; Complete and Implement Corrective Action Plan
Contract Section 7.0, Administration of Contract - Contractor, Subsection 7.4, Background and Security Investigations	Contractor shall ensure that staff performing services under this contract shall undergo and pass a background investigation.	Documentation on file.	100%	Review of employee files.	Issue CDR; Complete and Implement Corrective Action Plan
Contract, Section 7.0, Administration of Contract – Contractor, Subsection 7.5, Confidentiality	Contractor adhere to provisions of the Contractor Employee Acknowledgment and Confidentiality Agreement, Exhibit J1, Contractor Employee Acknowledgement and Confidentiality Agreement, Exhibit J2	Completed/signed form in employee/non-employee folder.	98%	Review employee folder.	Issue CDR; Complete and Implement Corrective Action Plan
Contract, Section 8.0, Standard Terms and Conditions, Subsection 8.5, Complaints	Contractor shall develop, maintain and operate procedures for receiving, investigating and responding to complaints.	Contractor shall provide County with a policy for receiving, investigating and responding to complaints within 15 business days after the Contract effective date.	Two business days	Review the Contractor's policy of receiving participants' complaints.	Issue CDR; Complete and Implement Corrective Action Plan
Exhibit A, SOW, Section 2.0, Management Services, Subsection 2.17	Contractor shall ensure interim replacement of staff vacancies and notify County in writing within 15 days.	Timely replacement of staff.	Three business days	Review new hire information.	Issue CDR; Complete and Implement Corrective Action Plan
Exhibit A, SOW, Section 2.0, Management Services, Subsection 2.18	Contractor shall provide County within 10 business days of the commencement of this Contract with standards the subcontractors use to certify fluency of staff reading, writing, and speaking both English and the other languages in which they are providing services other than English.	Certification of bilingual staff	100%	Review of standards and personnel records.	Issue CDR; Complete and Implement Corrective Action Plan

**COORDINATED ENTRY SYSTEM (CES) FOR FAMILIES  
PERFORMANCE REQUIREMENTS SUMMARY CHART**

<b>Specific Performance Reference</b>	<b>Required Service</b>	<b>Standards of Performance</b>	<b>Acceptable Quality Level (AQL)</b>	<b>Monitoring Methods</b>	<b>Action Required</b>
Exhibit A, SOW Section 4.0, Services and Benefits, Subsection 4.3 and 4.6	Contractor shall maintain and track through HMIS the participants receiving Homeless Benefits under this Contract funding to ensure that the limit for benefits is not exceeded.	Documentation on file indicating 4-month limit for CalWORKs WtW families (up to 4 additional months if family is enrolled in the Family Stabilization Program) or eight-month time limit for CalWORKs non-WtW families and at risk of homelessness families.	100%	Review of system	Issue CDR; Complete and Implement Corrective Action Plan
Exhibit A, SOW Section 5.1, Family Solutions Centers, Subsection 5.1.1.4e	All families will receive a scheduled face to face appointment within 1 business day from the screening/referral date.	Documentation of screening and referral process.	95%	Review of the documentation that tracks the screenings and referrals.	Issue CDR; Complete and Implement Corrective Action Plan
Exhibit A, SOW Section 5.1, Family Solutions Centers, Subsection 5.1.3.6	All families will receive a standardized assessment within 5 business days from the screening/referral date.	Documentation of the referral date and the standardized assessment, which includes the date it was completed	95%	Review of the documentation that tracks the referrals and review of the standardized assessment.	Issue CDR; Complete and Implement Corrective Action Plan
Exhibit A, SOW Section 5.1, Family Solutions Centers, Subsection 5.1.3.10	All homeless CalWORKs families identified with a potential substance abuse need are referred to substance abuse services within 1 business day.	Documentation of the screening and the referral, which includes the screening and referral dates.	95%	Review of the documentation that tracks the screenings and referrals.	Issue CDR; Complete and Implement Corrective Action Plan
Exhibit A, SOW Section 5.1, Family Solutions Centers Subsection 5.1.3.11	All homeless CalWORKs families identified with a potential mental health need are referred to mental health services within 1 business day.	Documentation of the screening and the referral, which includes the screening and referral dates.	95%	Review of the documentation that tracks the screenings and referrals.	Issue CDR; Complete and Implement Corrective Action Plan
Exhibit A, SOW Section 5.2 Crisis Housing Agency Subsection 5.2.1.1	All unsheltered families shall be offered crisis housing by the FSCs within 24 hours when the need is identified.	Documentation of shelter services provided which includes the date of request and the date the services were provided.	100%	Review the MMR and the documentation that tracks the benefits/services that are provided.	Issue CDR; Complete and Implement Corrective Action Plan
Exhibit A, SOW Section 6.0, Performance Outcome Measures, letter "a"	Homeless CalWORKs families will obtain permanent housing within six months.	Documentation that verifies the family secured permanent housing and any benefits issued to secure the permanent housing.	70%	Review the MMR and the documentation that tracks the benefits/services that are provided.	Issue CDR; Complete and Implement Corrective Action Plan

**COORDINATED ENTRY SYSTEM (CES) FOR FAMILIES  
PERFORMANCE REQUIREMENTS SUMMARY CHART**

<b>Specific Performance Reference</b>	<b>Required Service</b>	<b>Standards of Performance</b>	<b>Acceptable Quality Level (AQL)</b>	<b>Monitoring Methods</b>	<b>Action Required</b>
Exhibit A, SOW Section 6.0, Performance Outcome Measures, letter "b"	Homeless CalWORKs families will obtain permanent housing within 4 months.	Documentation that verifies the family secured permanent housing and any benefits issued to secure the permanent housing.	50%	Review the MMR and the documentation that tracks the benefits/services that are provided.	Issue CDR; Complete and Implement Corrective Action Plan
Exhibit A, SOW Section 6.0, Performance Outcome Measures, letter "c"	Homeless CalWORKs families that obtain permanent housing will not re-enter shelter within 12 months.	Documentation that verifies the family secured and maintained permanent housing.	70%	Review the MMR and the documentation that tracks when the family secured permanent housing.	Issue CDR; Complete and Implement Corrective Action Plan
Exhibit A, SOW Section 6.0, Performance Outcome Measures, letter "d"	Homeless CalWORKs families that obtain permanent housing will not re-enter shelter within 24 months.	Documentation that verifies the family secured and maintained permanent housing.	60%	Review the MMR and the documentation that tracks when the family secured permanent housing.	Issue CDR; Complete and Implement Corrective Action Plan
Exhibit A, SOW, Section 6.0, Performance Outcome Measures, letter "e"	Families assisted under prevention services that exit to permanent housing do not enter Crisis Housing within one year.	Documentation that verifies families did not enter Crisis Housing.	70%	Review the MMR and the documentation that tracks the benefits/services that are being provided	Issue CDR, Complete and Implement Corrective Action Plan
Exhibit A, SOW, Section 6.0, Performance Outcome Measures, letter "f"	Families assisted under prevention services will retain or obtain Permanent Housing	Documentation that verifies families retained or obtained Permanent Housing.	75%	Review the MMR and the documentation that tracks the benefits/services that are being provided	Issue CDR, Complete and Implement Corrective Action Plan
Exhibit A, SOW, Section 8.0, Contractor Responsibilities, Subsection 8.6, Contractor's Office	Contractor shall be available to provide Services during hours of operations.	Available M-F, 8:00 A.M.- 6:00 P.M.	100%	Site Monitoring	Issue CDR; Complete and Implement Corrective Action Plan
Exhibit A, SOW, Section 8.0, Contractor Responsibilities, Subsection 8.7.1 and 8.7.2 Technical Exhibit 11, MMR	Contractor shall provide a Rapid Re-Housing and a Prevention Monthly Management Report (MMR), which contains all information on the families served under this contract.	MMRs shall be submitted by the 20th calendar day of each month or the next business day thereafter.	95%	Review MMR delivery by 20th of the month.	Issue CDR; Complete and Implement Corrective Action Plan

**COORDINATED ENTRY SYSTEM (CES) FOR FAMILIES  
PERFORMANCE REQUIREMENTS SUMMARY CHART**

<b>Specific Performance Reference</b>	<b>Required Services</b>	<b>Standards of Performance</b>	<b>Acceptable Quality Level (AQL)</b>	<b>Monitoring Methods</b>	<b>Action Required</b>
Exhibit A, SOW, Section 8.0, Complaints, Subsection 8.7.5, Technical Exhibit 7, Monthly Complaint Log	Contractor shall provide a Monthly Complaint Log which contains complaints involving families' complaints about providers, the Contractor, or other County Departments for services provided at the FSCs and/or Crisis Housing agencies.	Monthly Complaint Log shall be submitted by the 20th calendar day of each month (excluding weekends and/or County holidays).	One business day	Review report receipt delivery by 20th of the month.	Issue CDR; Complete and Implement Corrective Action Plan
Exhibit A, SOW, Section 10.0, Civil Rights Complaints Procedures, Subsection 10.3	Contractor shall ensure all public contact staff attend biannually the mandatory Civil Rights Training provided by DPSS.	Monitor and request training to ensure compliance.	Within 90 days of employee beginning work under the Contract.	Review employee attendance log.	Issue CDR; Complete and Implement Corrective Action Plan
Exhibit A, SOW, Section 12.0, Quality Control, Subsection 12.1	The Quality Control Plan shall be submitted to the CCA for review within ninety (90) days of the effective date of this Contract	Contractor shall provide County with Quality Control Plan.	Within 90 days of the effective date of this Contract	Review delivery date to ensure receipt by the due date	Issue CDR; Complete and Implement Corrective Action Plan

**CES FOR FAMILIES CONTRACT DISCREPANCY REPORT**

**TO:** \_\_\_\_\_

**FROM:** \_\_\_\_\_

**DATE:** \_\_\_\_\_

**Date returned by Contractor:** \_\_\_\_\_

**Date action completed:** \_\_\_\_\_

**DISCREPANCY:**

**The following discrepancies were identified during the month of:** \_\_\_\_\_:

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

\_\_\_\_\_  
Signature of CCA

\_\_\_\_\_  
Date

**CONTRACTOR RESPONSE by or no later than \_\_\_\_\_ (Cause and Corrective Action):**

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

\_\_\_\_\_  
Signature of Contractor

\_\_\_\_\_  
Date

**COUNTY EVALUATION OF CONTRACTOR RESPONSE:**

\_\_\_\_\_  
\_\_\_\_\_

\_\_\_\_\_  
Signature of CCA

\_\_\_\_\_  
Date

**COUNTY ACTIONS:**

\_\_\_\_\_

**CONTRACTOR NOTIFIED OF ACTION:**

CCA Signature and Date: \_\_\_\_\_

Contractors Representative's Signature and Date: \_\_\_\_\_

**Contractor shall respond via fax at (562) 908-0590 or email a response to the DPSS, County Contract Administrator within ten (10) business days of receipt of this document.**

**DPSS-CES FOR FAMILIES PARTICIPANT ELIGIBILITY REQUEST FORM**

- Prevention  
 Rapid Re-Housing

- New Request  
 Re-Clearance

**To be completed by Family Solutions Center (FSC) Staff**

CalWORKs Case #: _____	Today's Date: _____
Participant Name: _____	Date of Birth: _____
<b>First</b>	<b>Last</b>
Participant SS #: _____	Participant Phone #: (____) _____
FSC Agency: _____	FSC Staff Name: _____
FSC Phone #: (____) _____	FSC Fax #: (____) _____
Family referred to the FSC by: _____	
CES For Families Program Release and Consent Agreement Completed <input type="checkbox"/> Yes	
HMIS reviewed for DPSS Funding <input type="checkbox"/> Yes	

**For DPSS use only**

Eligibility Questions	YES	NO	INITIAL
<b>1. Does the family have an open/active CalWORKs case?</b>	<input type="checkbox"/>	<input type="checkbox"/>	
<b>2. Is an adult in the CalWORKs family enrolled (including "Good Cause") in GAIN Welfare-to-Work (WtW)?</b> If enrolled in GAIN, start and end date of the GAIN activity or Good Cause: Start Date: _____ End Date: _____	<input type="checkbox"/>	<input type="checkbox"/>	
<b>3. If enrolled in GAIN, is the adult in the family enrolled in the Family Stabilization?</b>	<input type="checkbox"/>	<input type="checkbox"/>	

**For DPSS use only**

<b>ELIGIBILITY DETERMINATION:</b>
Eligibility Month/Year: _____
<b>Prevention</b>
<input type="checkbox"/> CalWORKs Family <b>Potentially ELIGIBLE</b> for Fraud Incentive (Prevention) funding
<b>Rapid Re-Housing</b>
<input type="checkbox"/> CalWORKs WtW Family <b>Potentially ELIGIBLE</b> for WtW funding
<input type="checkbox"/> CalWORKs WtW Family in Family Stabilization– <b>Potentially ELIGIBLE</b> for four additional months of WtW funding
<input type="checkbox"/> CalWORKs Non-WtW Family <b>Potentially ELIGIBLE</b> for the Housing Support Program (HSP) funding
<input type="checkbox"/> CalWORKs WtW Family <b>Potentially ELIGIBLE</b> for the Housing Support Program (HSP) funding
<b>NOTE:</b> Although the family is determined "potentially eligible" for the above funding, it is the responsibility of the FSCs to ensure the family receives the correct amount and number of months of funding.
APPROVED BY:
_____
HCM Name (Print) <span style="float: right;">Signature <span style="float: right;">Date</span></span>

**COORDINATED ENTRY SYSTEM (CES) FOR FAMILIES  
Consent and Release Agreement**

1. I understand that provisions of law, including but not limited to Welfare & Institutions Code Section 10850, protect the identity of applicants and participants of public assistance and also protect the unauthorized release of confidential welfare information that is not directly connected to the Department of Public Social Services (DPSS).
2. I have been told that the County of Los Angeles wants to use my information to assist DPSS and other agencies to expand and coordinate services, create interagency partnerships, evaluate outreach services, make necessary policy and regulatory changes, and to be more efficient in our service delivery to your family.
3. I understand that if I sign this agreement, DPSS may share the information on my case with the Los Angeles Homeless Services Authority (LAHSA) and its Subcontractors working together as part of the CES FOR FAMILIES to better provide services to my family.
4. I voluntarily consent and authorize DPSS, its agents and employees to share the information on my cases. I understand and agree that I will receive no money or other benefits from the County of Los Angeles or any other party as a result of consenting to the release of such information.
5. I agree to release DPSS, its agents and employees from any liability whatsoever, including for injuries, damages and losses, known or unknown, resulting from sharing the information with other County departments, LAHSA, and its Subcontractors with whom the County collaborates as part of the CES FOR FAMILIES.
6. I acknowledge that before signing this consent and release agreement, I have carefully read and fully understand its terms.
7. This Consent and Release Agreement shall expire one year from the date of my case discontinuance.
8. I understand that if I agree to sign this Consent and Release Agreement, which I am not required to do, I must be provided with a signed copy of the form. I understand that I may refuse to sign this Consent and Release Agreement without affecting my ability to obtain services.
9. I understand that I have the right to revoke this authorization at any time by saying so in writing. I also understand that a revocation will not affect the sharing of information done in reliance on this Consent and Release Agreement prior to its being revoked.

I \_\_\_\_\_ give permission to \_\_\_\_\_ at  
Name of Client (Print Name) Agency

\_\_\_\_\_ to release my information.  
Agency Address

\_\_\_\_\_  
Client's Signature Date

\_\_\_\_\_  
Witness Signature Date

\_\_\_\_\_  
Witness (Print Name)/ Job Title

**COORDINATED ENTRY SYSTEM (CES) FOR FAMILIES  
Subcontractors Contract List by Service Planning Area (SPA)**

SPA	AGENCY NAME	ADDRESS	PROGRAM CONTRACT	PHONE NUMBER	DPSS FUNDING AMOUNT	OTHER FUNDING
-----	-------------	---------	------------------	--------------	---------------------	---------------

**FSC Site**


**Short-term Crisis Housing**


**Legal Services  
Provider**


Total Funding Amount

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**COMPLAINT OF DISCRIMINATORY TREATMENT**

TO: DEPARTMENT OF PUBLIC SOCIAL SERVICES  
CIVIL RIGHTS SECTION  
12860 CROSSROADS PARKWAY SOUTH  
CITY OF INDUSTRY, CALIFORNIA 91746

**CASE NAME:** \_\_\_\_\_

**CASE NUMBER:** \_\_\_\_\_

I, \_\_\_\_\_, hereby file this complaint of discriminatory treatment  
(Please print your name) and request that an investigation be conducted.

**I believe I was discriminated against because of my:**

<input type="checkbox"/> RACE	<input type="checkbox"/> DISABILITY	<input type="checkbox"/> ETHNIC GROUP IDENTIFICATION
<input type="checkbox"/> NATIONAL ORIGIN	<input type="checkbox"/> RELIGION	<input type="checkbox"/> SEX
<input type="checkbox"/> MARITAL STATUS	<input type="checkbox"/> AGE	<input type="checkbox"/> COLOR
<input type="checkbox"/> POLITICAL AFFILIATION	<input type="checkbox"/> SEXUAL ORIENTATION	<input type="checkbox"/> OTHER: _____

**DATE OF OCCURRENCE:** \_\_\_\_\_

**NAME(S) AND TITLE(S) OF THE PERSON(S) WHO I BELIEVE DISCRIMINATED AGAINST ME:**

\_\_\_\_\_  
\_\_\_\_\_

**THE ACTION, DECISION OR CONDITION WHICH CAUSED ME TO FILE THIS COMPLAINT IS AS FOLLOWS:**

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**I WISH TO HAVE THE FOLLOWING CORRECTIVE ACTION TAKEN:**

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

\_\_\_\_\_ Initial on the line above if you give consent.

**CONSENT GRANTED** – By initialing this option, I am authorizing the Department of Public Social Services, Civil Rights Section (CRS) to reveal my identity and other personal information to persons at the organization or institution under investigation and to other Federal and State agencies in accordance with applicable federal and state laws and regulations. I hereby authorize CRS to receive material and information including, but not limited to applications, case files, personal records, and medical records. The material and information shall be used for authorized civil rights compliance and enforcement activities. I understand that I am not required to authorize this release and I do so voluntarily.

\_\_\_\_\_ Initial on the line above if you do not give consent.

**CONSENT DENIED** – I do not give my consent for the release of my name or other personally identifying information. I understand that this complaint may not be investigated as a result of my refusal to give my consent for the release of information.

\_\_\_\_\_  
(SIGNATURE) (DATE) ADDRESS: \_\_\_\_\_

TELEPHONE: \_\_\_\_\_

### CES FOR FAMILIES Monthly Complaint Log

FSC / Crisis  
Housing  
Site:

Service  
Month:

FSC / Crisis Housing Site or Staff:	_____	Date:	_____
Client's Name:	_____	CaWORKs Case #:	_____
		Primary Language:	_____

Complaints: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

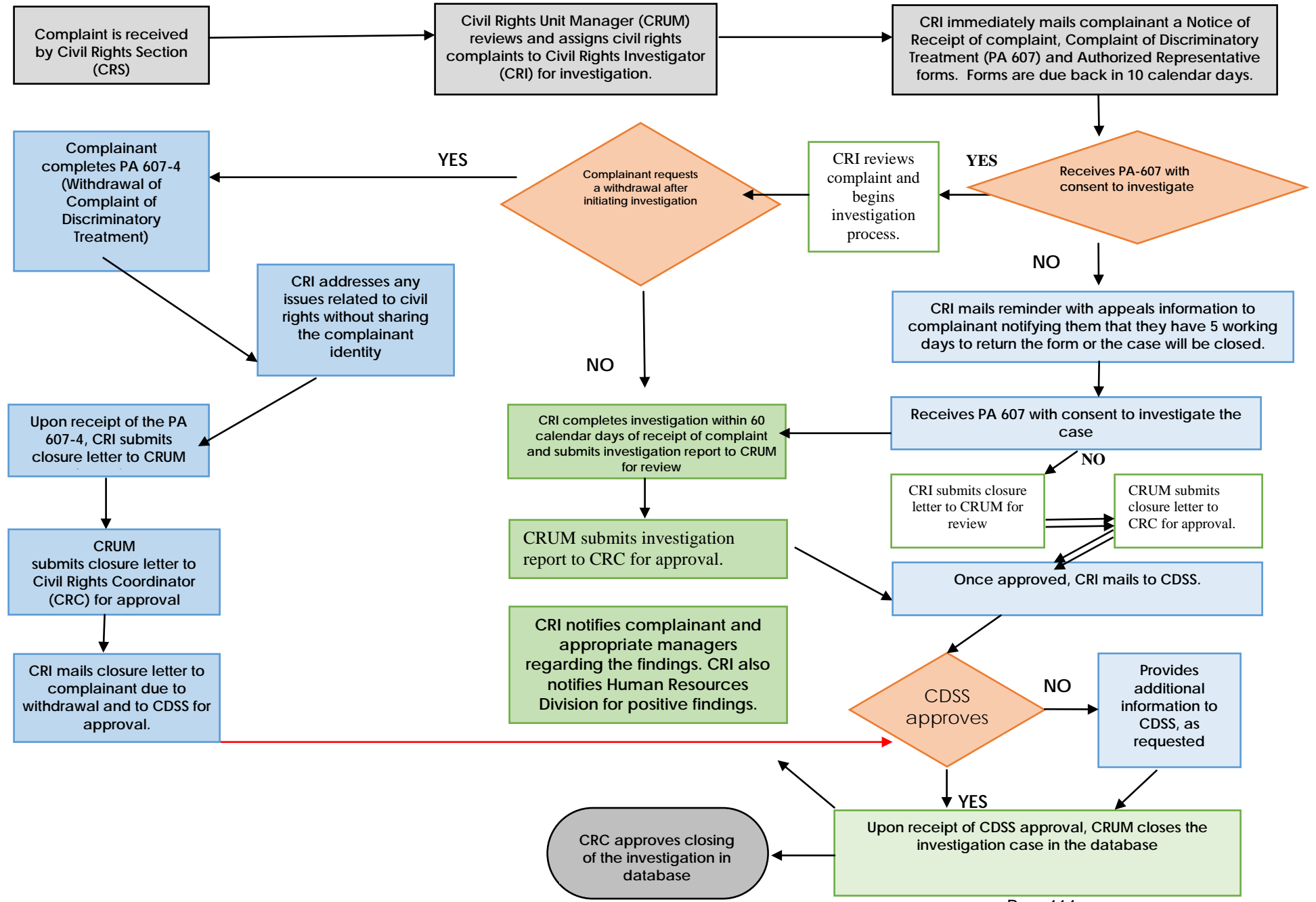
Comments: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Resolution: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Staff  
Completing  
Report \_\_\_\_\_ Date: \_\_\_\_\_ Time: \_\_\_\_\_  
Supervisor's  
Name &  
Signature \_\_\_\_\_ Date: \_\_\_\_\_

**Note: If a complaint is filed, attach a copy of the Complaint Log to the MMR.**  
Civil Rights Complaints must be on a PA 607 in Participant's preferred language.

## Department of Public Social Services Civil Rights Complaint Investigation Process



## CIVIL RIGHTS TRAINING REPORT

Contractor: \_\_\_\_\_

Address: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Contract Manager: \_\_\_\_\_

Phone Number: \_\_\_\_\_

Number of staff who attended Civil Rights Training: \_\_\_\_\_

Date of Civil Rights Training: \_\_\_\_\_

Miscellaneous Information: \_\_\_\_\_

\_\_\_\_\_

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### CES FOR FAMILIES Incident Report Form

**FSC / Crisis**

**Housing Site:** \_\_\_\_\_ **Service Month:** \_\_\_\_\_  
**Case/Participant Name:** \_\_\_\_\_ **CalWORKs Case #:** \_\_\_\_\_

Staff: \_\_\_\_\_ Program/Project: \_\_\_\_\_  
 Staff: \_\_\_\_\_ Program/Project: \_\_\_\_\_  
 Staff: \_\_\_\_\_ Program/Project: \_\_\_\_\_  
 Staff: \_\_\_\_\_ Program/Project: \_\_\_\_\_  
 Report Date: \_\_\_\_\_ Time: \_\_\_\_\_

**Were participants involved in anyway:** Yes: \_\_\_\_\_ No: \_\_\_\_\_

**Incident location:** \_\_\_\_\_

**Where were you when the incident/accident occurred?**

**Were you or your team member involved in the incident?** Yes: \_\_\_\_\_ No: \_\_\_\_\_

**Type of incident (check all that apply):**

Adult Abuse or Neglect		Threat of Violence		Property Damage		Vehicle Accident		Other	
Child Abuse or Neglect		Domestic Violence		Property Lost		Mental Health Crisis		Other	
Client Assaulted		Staff Assaulted		Property Stolen		Other		Other	

**Describe persons directly involved:**

**Witness(s) information:**

	Name:	Address:	Phone:
1)			
2)			
3)			
4)			

**Additional information for this page:**

### CES FOR FAMILIES Incident Report Form

**Police contacted?** Yes: \_\_\_\_\_ No: \_\_\_\_\_  
**Was a police report filed/taken?** Yes: \_\_\_\_\_ No: \_\_\_\_\_  
**Report filed on:** Date: \_\_\_\_\_ Time: \_\_\_\_\_  
**Report available on:** Date: \_\_\_\_\_ Time: \_\_\_\_\_

**Anyone require medical attention:** Yes: \_\_\_\_\_ No: \_\_\_\_\_  
**Was an ambulance called:** Yes: \_\_\_\_\_ No: \_\_\_\_\_  
**Anyone taken to the hospital:** Yes: \_\_\_\_\_ No: \_\_\_\_\_

**Describe:** \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_

**Vehicle(s) involved/observed:**

License plate: \_\_\_\_\_ Make: \_\_\_\_\_ Driver: \_\_\_\_\_  
 Model: \_\_\_\_\_ Year: \_\_\_\_\_ Passenger: \_\_\_\_\_  
 Color: \_\_\_\_\_ Body Type: \_\_\_\_\_ VIN #: \_\_\_\_\_  
 Other information regarding vehicle(s): \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_

**Incident reported to LAHSA staff:** Yes: \_\_\_\_\_ No: \_\_\_\_\_  
 Reported to: \_\_\_\_\_ Date: \_\_\_\_\_ Time: \_\_\_\_\_

**Notified by (check all that apply):**

In person		By phone		In writing		Email		Other	
-----------	--	----------	--	------------	--	-------	--	-------	--

**Information on client(s) involved:**

Name: \_\_\_\_\_ Contact number: \_\_\_\_\_  
 Name: \_\_\_\_\_ Contact number: \_\_\_\_\_  
 Name: \_\_\_\_\_ Contact number: \_\_\_\_\_  
 Name: \_\_\_\_\_ Contact number: \_\_\_\_\_

**General description of incident/behavior/other information:**  
 \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_

**Resolution: (Use additional Pages if needed)**

\_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_

**Prepared by:** \_\_\_\_\_ **Date:** \_\_\_\_\_

<b>Planning Regions (SPA):</b>	
<b>Agency:</b>	
<b>Contract Number:</b>	
<b>Program:</b>	
<b>Start Date:</b>	
<b>End Date:</b>	
<b>Population:</b>	

**CES for Families RRH Monthly Management Report - Service Month of:**

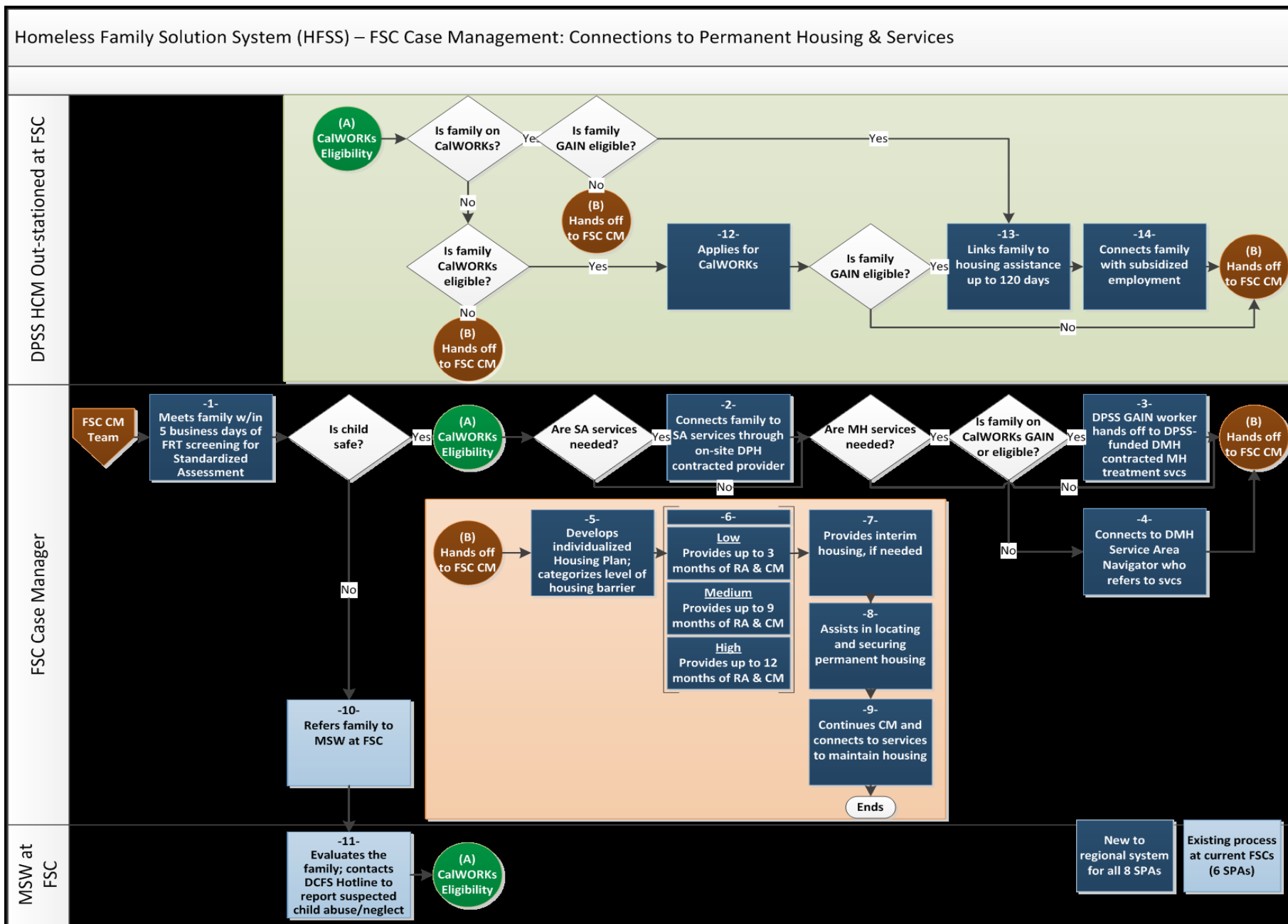
1. DATA POINTS :	Totals - This Month			Totals - YTD						
	WTW	Non-WTW	ALL	WTW	Non-WTW	ALL				
# of homeless Families screened for CES for Families.										
# of homeless CalWORKS (CW) Families screened for CES for Families.										
# of unduplicated/new CW families enrolled in CES for Families.										
# of unduplicated CW families who received a Standardized Assessment.										
# of unduplicated CW families who received crisis housing in a shelter facility.										
# of unduplicated CW families who received crisis housing in a hotel/motel.										
# of unduplicated CW families who were placed in transitional housing during the service month.										
# of unduplicated CW families placed in permanent housing.										
# of unduplicated CW families placed in permanent supportive housing.										
# of unduplicated CW families who received transportation services within the service month.										
# of unduplicated CW families who received bus tokens.										
# of unduplicated CW families who exited CES for Families during the service month.										
2. OUTCOMES	WTW	Non-WTW	A	%	A	WTW	Non-WTW	A	%	AQL
# of unduplicated CW families that were placed in permanent housing within 4 months of entering the CES for Families.				%	#				%	50%
# of unduplicated CW families that were placed in permanent housing within 6 months of entering the CES for Families.				%	#				%	70%
# of unduplicated CW families that obtained permanent housing and did not reenter shelter within 12 months.				%	#				%	70%
# of unduplicated CW families that obtained permanent housing and did not reenter shelter within 24 months.				%	#				%	60%
3. PERFORMANCE REQUIREMENTS	WTW	Non-WTW	A	%	A	WTW	Non-WTW	A	%	AQL
# of unduplicated CW families that received a scheduled face to face appointment within 1 business day from the screening/referral date.				%	#				%	100%
# of unduplicated CW families who received a Standardized Assessment within 5 business days from the screening/referral date.				%	#				%	100%
# of CW families that were in need, accepted, and provided with temporary shelter within 24 hours of their requests.				%	#				%	100%
# of unduplicated CW families that were identified as having a mental health need, were willing to accept a referral and were referred to mental health services within 1 business day of being identified.				%	#				%	100%
# of unduplicated CW families that were identified as having a substance use need, were willing to accept a referral and were referred to substance use services within 1 business day of being identified.				%	#				%	100%

<b>Planning Regions (SPA):</b>	
<b>Agency:</b>	
<b>Contract Number:</b>	
<b>Program:</b>	
<b>Start Date:</b>	
<b>End Date:</b>	
<b>Population:</b>	

**CES for Families Prevention Monthly Management Report - Service Month of:**

1. DATA POINTS :	Totals - This Month				Totals - YTD							
	WTW	Non-WTW	Non-CW	ALL	WTW	Non-WTW	Non-CW	ALL				
# of homeless Families screened for CES for Families.												
# of unduplicated/new families who enrolled CES for Families PREVENTION.												
# of unduplicated families who received a Standardized Assessment.												
# of unduplicated families who received crisis housing in a shelter facility.												
# of unduplicated families who received crisis housing in a hotel/motel.												
# of families who were placed in transitional housing during the service month.												
# of unduplicated families that received "Prevention" services and remained in their permanent												
# of unduplicated families that were unable to remain in their permanent housing; however, were												
# of unduplicate families that were unable to remain in a temporary living situation and were assisted in moving into permanent housing.												
# of unduplicated families that were unable to remain in their permanent housing and was assisted with crisis housing.												
# of unduplicated families that were assisted with crisis housing, then moved into permanent												
# of unduplicated families placed in permanent supportive housing.												
# of unduplicated families that remained in permanent housing and did not enter shelter within 12												
# of unduplicated families that remained in permanent housing and did not enter shelter within 24												
# of unduplicate families that were referred to "Eviction Defense Services".												
# of unduplicate families that were referred to other "Legal Services".												
# of unduplicate families that received "Legal Services".												
# of unduplicated families that received "Eviction Defense Services" that prevented an eviction.												
# of unduplicated families that received "Eviction Defense Services" that did not prevent an eviction.												
# of families who received transportation services within the service month.												
# of families who received bus tokens.												
# of unduplicated families who exited CES for Families during the service month.												
2. OUTCOMES	WTW	Non-WTW	Non-CW	A	%	A	WTW	Non-WTW	Non-CW	AL	%	AQL
# of unduplicated families that retained or obtained permanent housing					%	#					%	75%
3. PERFORMANCE REQUIREMENTS	WTW	Non-WTW	Non-CW	A	%	A	WTW	Non-WTW	Non-CW	AL	%	AQL
# of unduplicated families that received a scheduled face to face appointment within 1 business day					%	#					%	####
# of unduplicated families who received a Standardized Assessment within 5 business days from the					%	#					%	####
# of families that were in need, accepted, and provided with temporary shelter within 24 hours of their					%	#					%	####
# of unduplicated families that were identified as having a mental health need, were willing to accept a referral and were referred to mental health services within 1 business day of being identified.					%	#					%	####
# of unduplicated families that were identified as having a substance use need, were willing to accept a referral and were referred to substance use services within 1 business day of being identified.					%	#					%	####

### BUSINESS PROCESS FLOW CHART





## Instructions

Housing Staus Type Guide:		Benefit Type:	
PH	Permanent Housing	HTL	Hotel
TH	Transitional Housing	MTL	Motel
ES	Emergency Shelter	ES	Emergency Shelter
WOU	Without Placement/Unknown	TH	Transitional Housing
DIS	Dismissed for non-compliance	TRNS	Transportation
ARS	Arrested	SD	Security Deposit
FF	Friends/Family	UD	Utility Deposit
OTH	Other	RS	Rental Subsidy
<b>Income Type Guide:</b>			
SSI	Social Security Income		
SSDI	Social Security Disability Income		
GPA	General Relief		
TANF	CalWORKs		
VB	Veterans Benefits		
EI	Employment Income		
UB	Unemployment Benefits		
OTH	Other		
None	No Income		

### CONTRACTOR'S EQUIPMENT CONTROL FORM

CCA's Name: \_\_\_\_\_ and Phone #: \_\_\_\_\_

	<i>On Site Contact Person and Phone Number</i>	<i>Type of Equipment</i>	<i>Brand and Model #</i>	<i>Bar Coded</i>		<i>Purchase or Delivery Date</i>	<i>Cost of Equipment</i>	<i>Address where Equipment is Located</i>
				Yes	No			
1								
2								
3								
4								
5								
6								
7								
8								
9								
10								
11								
12								
13								
14								
15								

# HSP MONTHLY STATUS REPORT

This Report is subject to change

**CalWORKs Housing Support Program (HSP)  
Monthly Status Report  
HSP 14**

DOWNLOAD REPORT FORM FROM:  
<http://www.cdss.ca.gov/dsadb>  
EMAIL COMPLETED REPORT FORM TO:  
[admhap14@dss.ca.gov](mailto:admhap14@dss.ca.gov)

COUNTY NAME	VERSION <input type="checkbox"/> INITIAL <input type="checkbox"/> REVISED	REPORT MONTH	REPORT YEAR
<i>When completing the report each month, complete items 1 and 11 first, using last month's report as reported to CDSS as the source.</i>			
<b>PART A. APPLICATIONS (Requests for Services)</b>			<b>Total Applications</b>
<b>Applications Received</b>			
1. Applications pending at the end of last month, as reported to CDSS in item 10 on last month's report.....			1
2. Applications adjustment (correction)..... <i>This item is a correction to last month's item 10 entry. This item is automatically calculated. It is item 3 minus item 1. If item 2 is zero, leave the Comments item 2 Explanation box blank. If item 2 is not zero, explain the reason for the adjustment/correction in the Comments item 2 Explanation box.</i>			
3. Applications pending at the beginning of the month.....			3
4. Applications received during the month.....			4
5. Total applications on hand during the month (item 3 plus item 4).....			7
<b>Applications Denied</b>			
6. Applications denied during the month (Sum of items 6a through 6e)..... <i>Select the primary reason for the denial.</i>			
a. Family no longer has a CalWORKs recipient.....			7
b. Family is not in an eligible residence situation (not homeless or not in imminent danger of becoming homeless).....			8
c. Family does not meet additional county eligibility criteria.....			9
d. HSP funding is not available.....			10
e. Other denials including withdrawals and cancellations (Explain in item 6e Explanation Box).....			11
<b>Applications Approved</b>			
7. Applications approved during the month.....			12
8. Of the applications in item 7, total persons in the family (items 8a through 8d) <i>Include all persons in the family, including those not in the Assistance Unit.</i>			13
a. Age 0 - 23 months.....			14
b. Age 2 - 5 years.....			15
c. Age 6 years and older.....			16
d. Adults (18 years and older).....			17
9. Of the applications in item 7, the family's residence status at time of application (item 9a plus 9b)			18
a. Family lacking fixed and regular nighttime residence (item 9a1 plus 9a2)			19
1) Family having a primary nighttime residence that is a supervised publicly or privately operated shelter designed to provide temporary living accommodations.....			20
2) Family residing in a public or private place not designed for, or ordinarily used as, a regular sleeping accommodation for human beings.....			21
b. Family in receipt of a judgment for eviction, as ordered by the court.....			22
10. Applications pending at the end of the month (item 5 minus item 6 minus item 7)..... <i>This month's item 10 will be next month's item 1.</i>			23
<b>PART B. CASELOAD MOVEMENT</b>			<b>Total Cases</b>
<b>Active Cases</b>			
11. Cases carried forward from last month, as reported to CDSS in item 19 on last month's report.....			24
12. Case adjustment (correction)..... <i>This item is a correction to last month's item 19 entry. This item is automatically calculated. It is item 13 minus item 11. If item 12 is zero, leave the Comments item 12 Explanation box blank. If item 12 is not zero, explain the reason for the adjustment in the Comments item 12 Explanation box.</i>			25
13. Cases at the beginning of the month.....			26
14. New cases added during the month (Same as item 7 Applications approved).....			27
15. Total cases on hand during the month (item 13 plus item 14).....			28
<b>Cases Discontinued (Family Exits)</b>			
16. Cases discontinued (family exits) during the month (Sum of items 16a through 16f) <i>Select the primary reason for exiting.</i>			
a. Family completed the HSP program (HSP services were provided, but are no longer needed or family reached county's funding maximum).....			29
b. Family no longer has a CalWORKs recipient.....			30
c. Family is non-compliant with HSP requirements.....			31
d. Family is no longer eligible per county requirements.....			32
e. Family moved out of county.....			33
f. Family has other reason for exiting (Explain in item 16f Explanation Box).....			34
17. Of the cases in item 16, the family's housing situation at exit (Sum of items 17a through 17f, also equal to item 16)			35
a. Family is in permanent housing and is receiving no outside subsidy.....			36
b. Family is in permanent housing and is receiving subsidy from another source.....			37
c. Family is sharing housing with relatives/friends.....			38
d. Family is in a shelter or nighttime residence that is a supervised.....			39

STATE OF CALIFORNIA - HEALTH AND HUMAN SERVICES AGENCY

CALIFORNIA DEPARTMENT OF SOCIAL SERVICES  
DATA SYSTEMS AND SURVEY DESIGN BUREAU

publicly or privately operated shelter.....			
e. Family is residing in a public or private place not designed for, or ordinarily used as, a regular sleeping accommodation for human beings.....	62		63
f. Family has other housing situation (Explain in Item 17f Explanation Box).....	64	65	66
<b>18. Of the cases in 17a, 17b, 17c or 17f, families with permanent housing at the time of exit (Sum of Items 18a through 18d).....</b>	67		68
<b>Length of time in HSP after placed in permanent housing:</b>			
a. Thirty days or less (includes all families receiving only deposit and/or first month's rent).....	69		70
b. Two - three months.....	71		72
c. Four - five months.....	73		74
d. Six months or more.....	75		76
<b>Status at the End of the Month</b>			<b>Total Cases</b>
19. Cases on hand at the end of the month (Item 15 minus Item 16) (This month's Item 19 will be next month's Item 15).....			77
20. Of the cases in Item 15, the housing status of the family at the end of the month (Sum of Items 20a through 20c).....			78
a. Family is not in permanent housing.....			79
b. Family is in permanent housing: Is in the same residence as at the time of the application (Of those reported in 9b).....			80
<b>Item 20c is to be completed ONLY in the month the family obtains permanent housing.</b>			
c. Family is in permanent housing: Placed in or moved into PH during the month (Sum of Items 20c1 through 20c4).....			81
<b>The calendar days between application and placement in permanent housing:</b>			
1) 13 days or less.....			82
2) 14 - 29 days.....			83
3) 30 - 45 days.....			84
4) 46 days or more.....			85
d. Family is in ongoing permanent housing.....			86
<b>PART C. FINANCIAL ASSISTANCE</b>			<b>Total Cases</b>
21. Of the cases in Item 15, cases that received financial assistance during the month (Unduplicated cases).....	87		87
<i>Of the cases in Item 21, select all the services in Items 22, 23, 24, 25, 26 and 27 that apply. Families entered in Item 22a cannot be entered in Item 22b.</i>			
22. Total rental assistance received during the month (Item 22a plus 22b).....	88		89
a. Full monthly rental subsidy received (Sum of Items 22a1 through 22a6).....	90		91
1) Less than \$501.....	92		93
2) \$501 - \$750.....	94		95
3) \$751 - \$1,000.....	96		97
4) \$1,001 - \$1,300.....	98		99
5) \$1,301 - \$1,800.....	100		101
6) More than \$1,800.....	102		103
b. Partial rental assistance received (Sum of Items 22b1 through 22b6).....	104		105
<i>(Cases in which the client pays some portion of monthly rent)</i>			
1) Less than \$501.....	106		107
2) \$501 - \$750.....	108		109
3) \$751 - \$1,000.....	110		111
4) \$1,001 - \$1,300.....	112		113
5) \$1,301 - \$1,800.....	114		115
6) More than \$1,800.....	116		117
23. Security and utility deposits received during the month.....	118		119
24. Utility payments received during the month.....	120		121
25. Moving costs received during the month.....	122		123
26. Motel and hotel vouchers received during the month.....	124		125
27. Other financial assistance received during the month (Explain in Item 27 Explanation Box).....	126		127
<b>PART D. HOUSING RELOCATION AND STABILIZATION SERVICES</b>			
28. Of the cases in Item 15, cases that received housing relocation and stabilization services during the month (Unduplicated cases).....			128
29. Services provided to the cases in Item 28 (Sum of Items 29a through 29f).....	129		130
Select all services that apply:			
a. Case management.....	131		132
b. Landlord engagement.....	133		134
c. Housing search and placement.....	135		136
d. Legal services.....	137		138
e. Credit repair.....	139		140
f. Other (Explain in Item 29f Explanation Box).....	141		142
<b>COMMENTS</b>			
General Comments			
Item 2 Explanation			
Item 6e Explanation			
Item 12 Explanation			
Item 16f Explanation			
Item 17f Explanation			
Item 27 Explanation			
Item 29f Explanation			
Revised Report Explanation			
CONTACT PERSON	TELEPHONE	EXTENSION	FAX
JOB TITLE/CLASSIFICATION	E-MAIL		DATE SUBMITTED

DRAFT

<b>CES FOR FAMILIES Budget Summary</b>				
	<b>FY 2017-18</b>	<b>FY 2018-19</b>	<b>FY2019-20</b>	
<b>I. Administrative Costs</b>				
<b>CalWORKS SA</b>	730,000	730,000	730,000	
<b>HSP</b>	400,000	400,000	400,000	
<b>FI</b>	150,000	-	-	
<b>SUBTOTAL</b>	\$ 1,280,000	\$ 1,130,000	\$ 1,130,000	
<b>II. Direct Services</b>				
<b>CalWORKs SA</b>	6,570,000	6,570,000	6,570,000	
<b>HSP</b>	3,600,000	3,600,000	3,600,000	
<b>FI</b>	2,850,000	-	-	
<b>SUBTOTAL</b>	\$ 13,020,000	\$ 10,170,000	\$ 10,170,000	
<b>GRAND TOTAL</b>	<b>\$ 14,300,000</b>	<b>\$ 11,300,000</b>	<b>\$ 11,300,000</b>	
<b>Annular Funding For Direct Services by SPA</b>				
	<b>Funding Source</b>			
<b>SPA</b>	<b>CalWORKs SA</b>	<b>HSP</b>	<b>FI*</b>	<b>TOTAL</b>
1	459,900	252,000	199,500	\$ 911,400
2	1,116,900	612,000	484,500	\$ 2,213,400
3	525,600	288,000	228,000	\$ 1,041,600
4	1,445,400	792,000	627,000	\$ 2,864,400
5	591,300	324,000	256,500	\$ 1,171,800
6	1,116,900	612,000	484,500	\$ 2,213,400
7	525,600	288,000	228,000	\$ 1,041,600
8	788,400	432,000	342,000	\$ 1,562,400
<b>TOTAL</b>	<b>\$ 6,570,000</b>	<b>\$ 3,600,000</b>	<b>\$ 2,850,000</b>	<b>\$ 13,020,000</b>
*FI applies only to FY 17-18				

<b>CalWORKs SINGLE ALLOCATION (SA) BUDGET</b>				
<b>SUMMARY</b>				
Project Name:	COORDINATED ENTRY SYSTEM (CES) FOR FAMILIES			
Contractor:	Los Angeles Homeless Services Authority			
Contract Period:	07/01/2017 - 06/30/2020			
SA Budget Period:	07/01/2017 - 06/30/2020			
Contact Person:	Stuart Jackson			
Title:	CFO			
Telephone Number:	(213) 683-3333			
	<b>FY 2017-18</b>	<b>FY 2018-19</b>	<b>FY 2019-20</b>	<b>Grand Total</b>
<b>I. Administrative Costs*</b>				
<b>Total</b>	730,000	730,000	730,000	2,190,000
<b>II. Direct Service Costs</b>				
<b>Case Management</b>	2,910,065	2,910,065	2,910,065	8,730,195
<b>Financial Assistance</b>	2,961,531	2,961,531	2,961,531	8,884,593
<b>Program Costs</b>	698,404	698,404	698,404	2,095,212
<b>Total Budget</b>	<b>\$ 7,300,000</b>	<b>\$ 7,300,000</b>	<b>\$ 7,300,000</b>	<b>\$ 21,900,000</b>
<b>Footnote:</b>				
	*Administrative Costs my not exceed 10% of the Annual Maximum Amount			

EXHIBIT B

CaIWORKs SINGLE ALLOCATION (SA) LINE ITEM BUDGET SUMMARY										
Project Name:	COORDINATED ENTRY SYSTEM (CES) FOR FAMILIES				Contact Person:	Stuart Jackson				
Contractor:	Los Angeles Homeless Services Authority				Title:	CFO				
Contract Period:	07/01/2017 - 06/30/2020				Telephone Number:	(213) 683-3333				
SA Budget Period:	07/01/2017 - 06/30/2018									
Fiscal Year:	2017 - 2018									
<b>ADMINISTRATIVE COSTS (up to 10% of Annual Budget)</b>					\$	730,000				
<b>DIRECT SERVICE COSTS</b>	<b>SPA 1</b>	<b>SPA 2</b>	<b>SPA 3</b>	<b>SPA 4</b>	<b>SPA 5</b>	<b>SPA 6</b>	<b>SPA 7</b>	<b>SPA 8</b>	<b>TOTAL</b>	
	<b>7%</b>	<b>17%</b>	<b>8%</b>	<b>22%</b>	<b>9%</b>	<b>17%</b>	<b>8%</b>	<b>12%</b>	<b>100%</b>	
Case Management	249,488	584,447	269,762	588,822	281,366	341,046	228,130	367,004	2,910,065	
Financial Assistance	181,269	454,270	193,363	685,636	213,886	639,451	277,886	315,770	2,961,531	
Program Costs	29,143	78,183	62,475	170,942	96,048	136,403	19,584	105,626	698,404	
<b>SUBTOTAL</b>	<b>459,900</b>	<b>1,116,900</b>	<b>525,600</b>	<b>1,445,400</b>	<b>591,300</b>	<b>1,116,900</b>	<b>525,600</b>	<b>788,400</b>	<b>6,570,000</b>	
<b>TOTAL</b>	<b>459,900</b>	<b>1,116,900</b>	<b>525,600</b>	<b>1,445,400</b>	<b>591,300</b>	<b>1,116,900</b>	<b>525,600</b>	<b>788,400</b>	<b>6,570,000</b>	
<b>GRAND TOTAL CONTRACT COSTS:</b>		\$		<b>7,300,000</b>						
									6570000	

EXHIBIT B

<b>Project Name:</b>	<b>COORDINATED ENTRY SYSTEM (CES) FOR FAMILIES</b>	Contact Person:	Stuart Jackson
Contractor:	Los Angeles Homeless Services Authority	Title:	CFO
Contract Period:	07/01/2017 - 06/30/2020	Telephone Number:	(213) 683-3333
SA Budget Period:	07/01/2017 - 06/30/2018		
Fiscal Year:	2017 - 2018		

<b>CalWORKs SINGLE ALLOCATION (SA) DIRECT SERVICES COST - SUBCONTRACTOR</b>
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Subcontractor	LAHSA	SPA 1	SPA 2	SPA 3	SPA 4	SPA 5	SPA 6	SPA 7	SPA 8	TOTAL
	Contract Number	7%	17%	8%	22%	9%	17%	8%	12%	100%
TBD	TBD	\$ 459,900								\$ 459,900
TBD	TBD		\$ 1,116,900							\$1,116,900
TBD	TBD			\$ 525,600						\$ 525,600
TBD	TBD				\$ 1,445,400					\$1,445,400
TBD	TBD					\$ 591,300				\$ 591,300
TBD	TBD						\$ 1,116,900			\$1,116,900
TBD	TBD							\$ 525,600		\$ 525,600
TBD	TBD								\$ 788,400	\$ 788,400
										\$ -
										\$ -
										\$ -
										\$ -
										\$ -
										\$ -
<b>TOTAL</b>		<b>\$ 459,900</b>	<b>\$ 1,116,900</b>	<b>\$ 525,600</b>	<b>\$ 1,445,400</b>	<b>\$ 591,300</b>	<b>\$ 1,116,900</b>	<b>\$ 525,600</b>	<b>\$ 788,400</b>	<b>\$6,570,000</b>
<b>Total Direct Services Costs</b>			<b>\$ 6,570,000</b>							





EXHIBIT B

CalWORKs SINGLE ALLOCATION (SA) LINE ITEM BUDGET SUMMARY										
Project Name:	COORDINATED ENTRY SYSTEM (CES) FOR FAMILIES					Contact Person:	Stuart Jackson			
Contractor:	Los Angeles Homeless Services Authority					Title:	CFO			
Contract Period:	07/01/2017 - 06/30/2020					Telephone Num:	(213) 683-3333			
SA Budget Period:	07/01/2018 - 06/30/2019									
Fiscal Year:	2018 - 2019									
<b>ADMINISTRATIVE COSTS (up to 10% of Annual Budget)</b>						\$	730,000			
<b>DIRECT SERVICE COSTS</b>	<b>SPA 1</b>	<b>SPA 2</b>	<b>SPA 3</b>	<b>SPA 4</b>	<b>SPA 5</b>	<b>SPA 6</b>	<b>SPA 7</b>	<b>SPA 8</b>	<b>TOTAL</b>	
	7%	17%	8%	22%	9%	17%	8%	12%	100%	
Case Management	249,488	584,447	269,762	588,822	281,366	341,046	228,130	367,004	2,910,065	
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Program Costs	29,143	78,183	62,475	170,942	96,048	136,403	19,584	105,626	698,404	
<b>SUBTOTAL</b>	<b>459,900</b>	<b>1,116,900</b>	<b>525,600</b>	<b>1,445,400</b>	<b>591,300</b>	<b>1,116,900</b>	<b>525,600</b>	<b>788,400</b>	<b>6,570,000</b>	
<b>TOTAL</b>	<b>459,900</b>	<b>1,116,900</b>	<b>525,600</b>	<b>1,445,400</b>	<b>591,300</b>	<b>1,116,900</b>	<b>525,600</b>	<b>788,400</b>	<b>6,570,000</b>	
<b>GRAND TOTAL CONTRACT COSTS:</b>		<b>\$ 7,300,000</b>								<b>(59,130,000)</b>

EXHIBIT B

<b>Project Name:</b>	<b>COORDINATED ENTRY SYSTEM (CES) FOR FAMILIES</b>	Contact Person:	Stuart Jackson
<b>Contractor:</b>	Los Angeles Homeless Services Authority	Title:	CFO
<b>Contract Period:</b>	07/01/2017 - 06/30/2020	Telephone Number:	(213) 683-3333
<b>SA Budget Period:</b>	07/01/2018 - 06/30/2019		
<b>Fiscal Year:</b>	2018 - 2019		

<b>CaIWORKs SINGLE ALLOCATION (SA) DIRECT SERVICES COST - SUBCONTRACTOR</b>
---

Subcontractor	LAHSA	SPA 1	SPA 2	SPA 3	SPA 4	SPA 5	SPA 6	SPA 7	SPA 8	TOTAL
	Contract Number	7%	17%	8%	22%	9%	17%	8%	12%	100%
TBD	TBD	\$ 459,900								\$ 459,900
TBD	TBD		#####							\$1,116,900
TBD	TBD			\$ 525,600						\$ 525,600
TBD	TBD				\$1,445,400					\$1,445,400
TBD	TBD					\$ 591,300				\$ 591,300
TBD	TBD						\$ 1,116,900			\$1,116,900
TBD	TBD							\$ 525,600		\$ 525,600
TBD	TBD								\$ 788,400	\$ 788,400
										\$ -
										\$ -
										\$ -
										\$ -
										\$ -
										\$ -
<b>TOTAL</b>		<b>\$ 459,900</b>	<b>#####</b>	<b>\$ 525,600</b>	<b>\$1,445,400</b>	<b>\$ 591,300</b>	<b>\$ 1,116,900</b>	<b>\$ 525,600</b>	<b>\$ 788,400</b>	<b>\$6,570,000</b>
<b>Total Direct Services Costs</b>			<b>\$ 6,570,000</b>							



COORDINATED ENTRY SYSTEM (CES) FOR FAMILIES								
CalWORKs SINGLE ALLOCATION (SA) ADMINSTATIVE PERSONNEL SCHEDULE								
FY 2017 - 2018 BUDGET								
Contractor: Los Angeles Homeless Services Authority					Contact Person: Stuart Jackson			
Contract Period: 07/01/2017 - 06/30/2020					Title: CFO			
SA Budget Period: 07/01/2018 - 06/30/2019					Telephone No.: (213) 683-3333			
Fiscal Year: 2018 - 2019								
<b>Section I</b>								
Annual Personnel Salaries	Position Classification	Staff	Number of Positions	% Time Allocation	FTE	Monthly Salary Per Position	Total Monthly Cost	Total Annual Cost
			a	b	c=a X b	d	e=c X d	f=e X 12
	Associate Director of Systems - Programs	Duncan, Paul	1	0%	-		\$ -	\$ -
	Family Systems Integration Manager	Hall, Joshua	1	13%	0.13		\$ 862	\$ 10,344
	Homeless Systems Analyst	Chenet, Chris	1	32%	0.32		\$ 1,399	\$ 16,788
	Homeless Systems Analyst	Williams, Sylvia	1	19%	0.19		\$ 1,149	\$ 13,788
	Outcomes Unit Manager	Costello, Ian	1	19%	0.19		\$ 1,260	\$ 15,120
	Analyst, Report	Farahni, Hamid	1	32%	0.32		\$ 1,556	\$ 18,672
	Specialist, Outcomes	Romero, Vanessa	1	32%	0.32		\$ 1,358	\$ 16,296
	Analyst, Data	Ortega, Rene	1	19%	0.19		\$ 856	\$ 10,272
	Specialist, Data	Various	3	19%	0.57		\$ 2,096	\$ 25,152
	Manager, Contract Unit	Zeferjahn, Shalon	1	0%	-		\$ -	\$ -
	Specialist, Contract	Various	5	10%	0.50		\$ 2,299	\$ 27,588
	Controller	Dixon, Kristina	1	0%	-		\$ -	\$ -
	Manager, Finance Monitoring and Compliance	Duarte, Richard	1	6%	0.06		\$ 414	\$ 4,968
	Manager, Program Monitoring and Compliance	Mulholland, Darcie	1	6%	0.06		\$ 414	\$ 4,968
	Analyst, Monitoring & Compliance	Potapenko, Lidiya	1	10%	0.10		\$ 486	\$ 5,832
	Manager, Financial	Gomis, Vincent	1	10%	0.10		\$ 690	\$ 8,280
	Analyst, Financial	Jordan, Jack	1	13%	0.13		\$ 821	\$ 9,852
	Manager, Budget	Chen, Kathy	1	6%	0.06		\$ 405	\$ 4,860
	Analyst, Budget	Various	2	13%	0.26		\$ 1,291	\$ 15,492
	Manager, Program Financial	Cevene, Loida	1	13%	0.13		\$ 884	\$ 10,608
	Accountant, Administration	Various	2	13%	0.26		\$ 1,195	\$ 14,340
	Sr. Accountant	Lee, Rainbow	1	13%	0.13		\$ 575	\$ 6,900
	Accountant	Various	6	19%	1.14		\$ 4,838	\$ 58,056
	Supervisor, Finance Monitoring	Various	6	19%	1.14		\$ 6,390	\$ 76,680
	Supervisor, Program Monitoring	Verjan, Yesenia	1	19%	0.19		\$ 1,008	\$ 12,096
	Monitor, Finance	Various	6	19%	1.14		\$ 4,838	\$ 58,056
	Monitor, Program	Various	6	19%	1.14		\$ 5,140	\$ 61,680
	Administrative Assistant	Various	2	10%	0.20		\$ 699	\$ 8,388
				0%	-		\$ -	\$ -
				0%	-		\$ -	\$ -
				0%	-		\$ -	\$ -
				0%	-		\$ -	\$ -
							\$ -	\$ -
	<b>TOTAL</b>		<b>57</b>		<b>8.97</b>	<b>\$ 159,916</b>	<b>\$ 42,923</b>	<b>\$ 515,076</b>
<b>Section II</b>								
<b>Employee Benefits by Classification</b>								<b>TOTAL</b>
Payroll Taxes								\$ 43,009
Health and Dental								\$ 64,436
LTD & Life Insurance								\$ 773
401A Pension Plan								\$ 25,754
Worker's Compensation								\$ 3,863
Transportation Benefits								\$ 13,455
Taxes and Benefits								<b>Total Taxes and Benefits are calculated at 30% of salaries</b>
Fringe Benefit Subtotal								\$ 151,290
Total # of Positions by Classification								
<b>Total Fringe Benefits:</b>								<b>\$ 151,290</b>

EXHIBIT B

CaIWORKs SINGLE ALLOCATION (SA) LINE ITEM BUDGET SUMMARY										
Project Name:	COORDINATED ENTRY SYSTEM (CES) FOR FAMILIES					Contact Person:	Stuart Jackson			
Contractor:	Los Angeles Homeless Services Authority					Title:	CFO			
Contract Period:	07/01/2017 - 06/30/2020					Telephone Num	(213) 683-3333			
SA Budget Period:	<b>07/01/2019-06/30/2020</b>									
Fiscal Year:	<b>2019-2020</b>									
<b>ADMINISTRATIVE COSTS (up to 10% of Annual Budget)</b>						\$	730,000			
<b>DIRECT SERVICE COSTS</b>	<b>SPA 1</b>	<b>SPA 2</b>	<b>SPA 3</b>	<b>SPA 4</b>	<b>SPA 5</b>	<b>SPA 6</b>	<b>SPA 7</b>	<b>SPA 8</b>	<b>TOTAL</b>	
	7.0%	17.0%	8.0%	22.0%	9.0%	17.0%	8.0%	12.0%	100%	
Case Management	249,488	584,447	269,762	588,822	281,366	341,046	228,130	367,004	2,910,065	
Financial Assistance	181,269	454,270	193,363	685,636	213,886	639,451	277,886	315,770	2,961,531	
Program Costs	29,143	78,183	62,475	170,942	96,048	136,403	19,584	105,626	698,404	
<b>SUBTOTAL</b>	<b>459,900</b>	<b>1,116,900</b>	<b>525,600</b>	<b>1,445,400</b>	<b>591,300</b>	<b>1,116,900</b>	<b>525,600</b>	<b>788,400</b>	<b>6,570,000</b>	
<b>TOTAL</b>	<b>459,900</b>	<b>1,116,900</b>	<b>525,600</b>	<b>1,445,400</b>	<b>591,300</b>	<b>1,116,900</b>	<b>525,600</b>	<b>788,400</b>	<b>6,570,000</b>	
<b>GRAND TOTAL CONTRACT COSTS:</b>		<b>\$ 7,300,000</b>								

COORDINATED ENTRY SYSTEM (CES) FOR FAMILIES CONTRACT BUDGET		
ADMINISTRATIVE COST LINE ITEM BUDGET DETAIL		
CalWORKs SINGLE ALLOCATION BUDGET		
FOR FY 2019-2020		
<b>Personnel (from Page 5, Admin. Personnel Schedule)</b>	<b>Amount</b>	
Salaries	520,500	
Benefits	152,472	
<b>Total Personnel</b>		<b>672,972</b>
<b>Operating Costs</b>		
Rent	\$ 35,052	
Utilities		
Telephone		
EDP (From pages 6-7, EDP Schedule)		
Insurance		
Supplies	\$ 13,185	
Maintenance		
Equipment		
Parking & Mileage	\$ 3,077	
Postage		
Travel & Training (DPSS requested and pre-approved)	\$ 2,198	
Other - Specify in Budget Narrative (Payroll & Audit fee)	\$ 3,516	
Indirect Cost ( %)	\$ -	
<b>Total Operating Costs</b>		<b>\$ 57,028</b>
<b>Total Administrative Costs</b>		<b>\$ 730,000</b>





EXHIBIT B

BUDGET NARRATIVE								
Complete a budget narrative for each separate line item in the Annual administrative budget								
Position	Description	Specific Activities on Contract	FTE	Cost	FTE	Cost	FTE	Cost
SALARIES			FY 2017-18		FY 2018-19		FY 2019-20	
Executive Director	Oversee LAHSA's operations.	Responsible for the organization's consistent achievement of its mission, programmatic, development and financial and administrative objectives. Provide oversight for the strategic goals and objectives of LAHSA and the HFSS. Give direction and leadership toward the achievement of HFSS, Continuum of Care and LAHSA's mission, strategy, and its annual goals. Provide oversight in the design, delivery and quality of administration of programs and services, Assure LAHSA and its mission, programs and services are consistently presented in strong, positive image to relevant stakeholders. Give vision and leadership to the strategic and day-to-day implementation of homeless systems and Continuum of Care programs.	0%	\$ -	0%	\$ -	0%	\$ -
Director of Programs	Oversee Programs Department	Give direction and leadership to the strategic and day-to-day implementation of the HFSS program. Review and approve reports and other documents prior to their release; Review and approves contracts; Manage and delegate staff activities related to carrying out and completing the work as required in the contract.	0%	\$ -	0%	\$ -	0%	\$ -
Associate Director of Operations - Programs	Oversee Programs Operations	Give direction and leadership to the strategic and day-to-day operations within LAHSA Programs Operations. Review and approves contracts; Manage and delegate staff activities related to carrying out and completing the work as required in the contract.	0%	\$ -	0%	\$ -	0%	\$ -
Associate Director of Systems - Programs	Oversee Programs Operations	Give direction and leadership to the strategic and day-to-day operations within LAHSA Programs Systems. Manage and delegate staff activities related to carrying out and completing the work as required in the contract.	0%	\$ -	0%	\$ -	0%	\$ -
Family Systems Integration Manager	Manage and administer implementation and ongoing management of the Homeless Family Solutions System	Manage day-to-day administration of the HFSS program. Provide technical assistance to service providers to ensure quality of services and standardization of service delivery. Review and approve system-level reports and other system-level documents prior to their submission to management and funding agencies. Coordinate with other LAHSA departments and units for administration of the system.	29%	\$ 22,404	13%	\$ 10,344	13%	\$ 10,656
Homeless Systems Analyst (2)	Provide support to FSIM in the administration, implementation and ongoing operation of the HFSS	Provide technical assistance to service providers to ensure quality of services and standardization of service delivery in conjunction with the FSIM. Assemble, analyze and review reports, notices, and other provider level information for review by the FSIM. Coordinate with other LAHSA departments and units for administration of programs at the subrecipient level. Provide verification of families' previous utilization (or lack of) as required by DPSS 120-day emergency shelter regulations.	1 staff @ 34% and 1 staff @ 29%	\$ 37,752	1 staff @ 32% and 1 staff @ 19%	\$ 30,576	1 staff @ 26% and 1 staff @ 19%	\$ 28,248

EXHIBIT B

Outcomes Unit Manager	Manage the Outcomes Unit	Review and approve Outcomes reports prior to submission to the FSIM and the Director. Manage and delegate staff activities related to the compiling of reports and system analysis.	17%	\$ 13,128	19%	\$ 15,120	19%	\$ 15,576
Analyst, Report	Process reporting for local funders	Extract data, review and assemble ongoing and regular reports for review by the Outcomes Unit Manager for submission to funders.	29%	\$ 16,428	32%	\$ 18,672	26%	\$ 15,624
Specialist, Outcomes	Process ad hoc reporting requests, create public facing reports	Extract data, review and assemble ad hoc reports, conduct data analysis of various components for HFSS reporting.	29%	\$ 14,340	32%	\$ 16,296	26%	\$ 13,632
Analyst, Data	Monitor HMIS data quality and assists providers in data quality	Monitor HMIS data quality on a weekly basis, including extracting data from the HMIS, evaluation of that data and tracking resolution of data quality challenges. Assist service providers to improve data quality.	17%	\$ 8,928	19%	\$ 10,272	19%	\$ 10,584
Specialist, Data (3)	Enter data and services in HMIS	Assist each FSC site enter information into HMIS including demographic data, financial assistance services, case management services, housing search and location services. Assist FSC providers in checking and verifying information provided for monthly reports.	34%	\$ 43,704	19%	\$ 25,152	19%	\$ 25,908
Manager, Contract	Manage the Contracts Unit	Review and approve contracts, amendments, and other legally binding agreements prior to their submission to the Director and FSIM. Manage and delegate staff activities related to the contracting process.	6%	\$ 4,776	0%	\$ -	0%	\$ -
Specialist, Contract (5)	Assemble and administer subrecipient contracts.	Assemble and administer subrecipient contracts; including preparation of amendments and change notices as needed.	9%	\$ 24,096	10%	\$ 27,588	10%	\$ 28,416
CFO	Oversee all LAHSA financial management	Oversee all fiscal and compliance activities and maintain the overall integrity of LAHSA fiscal data. Provide monthly financial reports to the LAHSA Commission and LAHSA grantors.	0%	\$ -	0%	\$ -	0%	\$ -
Controller	Manage ongoing day to day operations of the finance department	Oversee LAHSA budget administration and management, financial management, cash management, cost control, financial analyses, accounting practices, and the overall integrity of LAHSA's financial data.	0%	\$ -	0%	\$ -	0%	\$ -
Manager, Finance Monitoring and Compliance	Manage and assist in the conduct of fiscal and programmatic monitoring activities with LAHSA subrecipients.	Oversee, conduct and supervise monitoring reviews of program subrecipients to verify accuracy of records, compliance with standards, laws, regulations, performance and policies and procedures. Manage operations of the Monitoring and Compliance program and monitoring staff with the completion of fiscal and programmatic sub-recipient monitoring, including finalization of reports. Provide guidance to LAHSA staff in compliance and monitoring standards and practices. Develop training materials for subcontractor technical assistance in compliance issues and work closely with subrecipients with ongoing compliance issues.	9%	\$ 7,236	6%	\$ 4,968	6%	\$ 5,112

EXHIBIT B

Manager, Program Monitoring and Compliance	Manage and assist in the conduct of fiscal and programmatic monitoring activities with LAHSA subrecipients.	Oversee, conduct and supervise monitoring reviews of program subrecipients to verify accuracy of records, compliance with standards, laws, regulations, performance and policies and procedures. Manage operations of the Monitoring and Compliance program and monitoring staff with the completion of fiscal and programmatic sub-recipient monitoring, including finalization of reports. Provide guidance to LAHSA staff in compliance and monitoring standards and practices. Develop training materials for subcontractor technical assistance in compliance issues and work closely with subrecipients with ongoing compliance issues.	9%	\$ 7,236	6%	\$ 4,968	6%	\$ 5,112
Analyst, Monitoring & Compliance	Manage and assist in the conduct of fiscal and programmatic monitoring activities with LAHSA subrecipients.	Responsible for ensuring the smooth operations of the Monitoring and Compliance unit of the Los Angeles Homeless Services Authority (LAHSA) of the Finance department by providing administrative support to Department staff.	11%	\$ 6,228	10%	\$ 5,832	10%	\$ 6,012
Manager, Financial	Manage LAHSA accounting staff including financial analysts, administrative accountants, subrecipient accountants	Oversee the subrecipient funding request and vendor payment process. Ensure costs are DPSS eligible. Manage and review funding request process for submission to DPSS and the associated accounts receivables process. Review and approve bank reconciliations. Generate financial reports required for financial analysis of program. Supervise payroll and timesheets processes.	9%	\$ 7,236	10%	\$ 8,280	10%	\$ 8,520
Analyst, Financial	Process DPSS funding requests and perform program financial analysis.	Prepare the DPSS funding requests and quarterly reconciliations. Review payment requisition coding in accounting system. Ensure costs are DPSS eligible. Maintain accuracy of general ledger coding and process any required journal vouchers entries. Prepare general ledger reports required for financial analysis of the program. Perform daily bank reconciliations.	11%	\$ 8,100	13%	\$ 9,852	13%	\$ 10,152
Manager, Budget	Work with the Homeless services funders and LAHSA Family Systems Integrations Manager to ensure compliance with contract terms, policies and procedures	Develop budget tools and templates reflecting business needs of HFSS Program and create new templates and tools as necessary. Review and approve funding requests from HFSS subrecipients in accordance with grant management practices and applicable federal, state, County and City regulations. Ensure costs are DPSS eligible. Monitor and analyze HFSS subrecipient financial performance to ensure compliance with budget timelines of funding sources for HFSS. Assist in providing technical assistance and training to subrecipients.	9%	\$ 7,080	6%	\$ 4,860	6%	\$ 5,004

EXHIBIT B

Analyst, Budget (2)	Work with LAHSA Family Systems Integrations and HFSS subrecipients to ensure compliance with budget and contract terms. Provide any necessary technical assistance.	Review and process funding requests submitted by HFSS subrecipients in accordance grant management practices and applicable federal, state, County and City regulations on the monthly basis. Ensure costs are DPSS eligible. Assist Budget Manager with preparation of monthly budget reports for distribution to Family Systems Integration Manager, homeless services funders and HFSS subrecipients. Analyze monthly HFSS budgeting and accounting reports to maintain expenditure control. Track, report, and make professional level recommendations with regard to subrecipient fiscal performance, including subcontract budget provisions, budget modifications and/or amendments. Assist in providing technical assistance and training to subrecipients,	11%	\$ 12,732	13%	\$ 15,492	13%	\$ 15,960
Manager, Program Financial	Manage LAHSA accounting staff including financial analysts, administrative accountants, subrecipient accountants	Oversee the subrecipient funding request and vendor payment process. Ensure costs are DPSS eligible. Manage and review funding request process for submission to DPSS and the associated accounts receivables process. Review and approve bank reconciliations. Generate financial reports required for financial analysis of program. Supervise payroll and timesheets processes.	11%	\$ 8,712	13%	\$ 10,608	13%	\$ 10,920
Accountant, Administration (2)	General accounting, accounts payable and payroll	Process vendor invoices. Ensure costs are DPSS eligible. Record accounts receivables and cash receivables in general ledger. Processes check runs and ACH payments to subrecipients and vendors. Prepare supporting documentations for monthly DPSS funding request and quarterly reconciliations. Review electronic timesheets and process payroll.	11%	\$ 11,784	13%	\$ 14,340	13%	\$ 14,772
Sr. Accountant	Support financial manager in subrecipient funding request process and program analysis	Process funding requests to ensure expenditures are properly recorded in the general ledger in accordance with grant Review and process funding requests submitted by HFSS subrecipients in accordance grant management practices and applicable federal, state, County and City regulations on the monthly basis. Ensure costs are DPSS eligible.	11%	\$ 5,664	13%	\$ 6,900	13%	\$ 7,104
Accountant (6)	Support financial manager in subrecipient funding request process and program analysis	Process funding requests to ensure expenditures are properly recorded in the general ledger in accordance with grant Review and process funding requests submitted by HFSS subrecipients in accordance grant management practices and applicable federal, state, County and City regulations on the monthly basis. Ensure costs are DPSS eligible.	17%	\$ 50,424	19%	\$ 58,056	19%	\$ 59,796

EXHIBIT B

Spervisor, Finance Monitoring (6)	Team leader in the conduct of monitoring activities for LAHSA subrecipients.	Act as team leader in ensuring subrecipient compliance with laws, rules, regulations, policies and procedures. Conduct and supervise fiscal monitoring of program subrecipients to verify accuracy of records and compliance with standards, regulations and policies and procedures and compile monitoring findings and communicate results and recommendations for improvements to systems and procedures. Perform risk assessments and assist in the identification of risk and work with management to mitigate risk. Assist in providing technical assistance and training to subrecipients.	17%	\$ 66,612	19%	\$ 76,680	19%	\$ 78,972
Supervisor, Program Monitoring	Team leader in the conduct of monitoring activities for LAHSA subrecipients.	Act as team leader in ensuring subrecipient compliance with laws, rules, regulations, policies and procedures. Conduct and supervise fiscal monitoring of program subrecipients to verify accuracy of records and compliance with standards, regulations and policies and procedures and compile monitoring findings and communicate results and recommendations for improvements to systems and procedures. Perform risk assessments and assist in the identification of risk and work with management to mitigate risk. Assist in providing technical assistance and training to subrecipients.	17%	\$ 10,512	19%	\$ 12,096	19%	\$ 12,456
Monitor, Finance (6)	Support Supervising Subrecipient Fiscal Monitor in monitoring fiscal activities of HFSS subrecipients	Assist with fiscal compliance monitoring of subrecipients. Assist in preparing for and conducting site and desk monitoring reviews of program subrecipients to verify accuracy of records, compliance with standards, laws, regulations, policies and procedures and in compiling monitoring findings and finalizing and communicating results and recommendations for improvements to systems and procedures.	17%	\$ 50,424	19%	\$ 58,056	19%	\$ 59,796
Monitor, Program (6)	Support Supervising Subrecipient Fiscal Monitor in monitoring of programmatic activities of the HFSS	Conduct programmatic compliance monitoring of subrecipients to ensure documentation of eligibility, verify accuracy of records and compliance with standards and regulations. Compile written documentation regarding programmatic compliance findings for improvements to system and procedures, Perform risk assessments and assist in the identification of risk and work with management to mitigate risk. Analyze data and program's target population to provide technical assistance in programmatic strengths and weaknesses.	17%	\$ 53,592	19%	\$ 61,680	19%	\$ 63,528
Administrative Assistant (2)	Provide administrative support for Fiscal and Programmatic administration activities	Provide administrative support in the financial, contractual and programmatic administration of the HFSS program.	9%	\$ 7,332	10%	\$ 8,388	10%	\$ 8,640

EXHIBIT B

<b>BENEFITS</b>							
Payroll Taxes		Legally required employer taxes		\$ 42,289		\$ 43,009	\$ 43,462
Health and Dental costs		Employer portion of health and dental benefit costs		\$ 63,358		\$ 64,436	\$ 65,115
LTD & life insurance		Employer paid benefit		\$ 760		\$ 773	\$ 781
401A pension plan		Employer contribution to retirement plan		\$ 25,323		\$ 25,754	\$ 26,025
Worker's Compensation				\$ 3,798		\$ 3,863	\$ 3,904
Transportation benefit		IRS qualified transportation fringe benefit		\$ 13,560		\$ 13,455	\$ 13,185
<b>NON-PRSONNEL</b>							
Rent		Allocated rent cost for LAHSA offices located at 811 Wilshire Blvd., Los Angeles, CA 90017, allocation methodology based on the LAHSA cost allocation plan.		\$ 51,852		\$ 41,208	\$ 35,052
Telephone		Telephone costs allocated based on the LAHSA cost allocation plan.		\$ -		\$ -	\$ -
Insurance		Allocation of corporate insurance costs required by contract		\$ -		\$ -	\$ -
Supplies		Office supplies and other program related supplies, allocated based on the LAHSA cost allocation plan.		\$ 13,560		\$ 13,455	\$ 13,185
Parking & Mileage		Costs associated with monitoring of subrecipients		\$ 3,164		\$ 3,140	\$ 3,077
Other (Annual A-133 Audit and Payroll Fee)		Allocation of annual financial audit and federally required A-133 audit and payroll fee		\$ 3,616		\$ 3,588	\$ 3,516
Travel & Training		Costs associated with attending DPSS requested and pre-approved travel expenses (airfare, meals, local transportation)		\$ 2,260		\$ 2,243	\$ 2,198
<b>Total</b>				<b>\$ 730,000</b>		<b>\$730,000</b>	<b>\$730,000</b>

<b>COORDINATED ENTRY SYSTEM (CES) FOR FAMILIES CONTRACT BUDGET</b>			
<b>ADMINISTRATIVE COST LINE ITEM BUDGET DETAIL</b>			
<b>CalWORKs SINGLE ALLOCATION BUDGET</b>			
<b>Comparison</b>			
	FY2017 - 2018	FY2018 - 2019	FY2019 - 2020
<b>Personnel</b>			
Salaries	506,460	515,076	520,500
Benefits	<u>149,088</u>	<u>151,290</u>	<u>152,472</u>
<b>Total Personnel</b>	<b>\$ 655,548</b>	<b>\$ 666,366</b>	<b>\$ 672,972</b>
<b>Operating Costs</b>			
Rent	51,852	41,208	35,052
Utilities	-	-	-
Telephone	-	-	-
EDP (From pages 6-7, EDP Schedule)	-	-	-
Insurance	-	-	-
Supplies	13,560	13,455	13,185
Maintenance	-	-	-
Equipment	-	-	-
Parking & Mileage	3,164	3,140	3,077
Postage	-	-	-
Travel & Training (DPSS requested and pre-approved)	2,260	2,243	2,198
Other - Specify in Budget Narrative (Payroll & Audit fee)	3,616	3,588	3,516
Indirect Cost ( %)	<u>-</u>	<u>-</u>	<u>-</u>
<b>Total Operating Costs</b>	<b>\$ 74,452</b>	<b>\$ 63,634</b>	<b>\$ 57,028</b>
<b>Total Administrative Costs</b>	<b>\$ 730,000</b>	<b>\$ 730,000</b>	<b>\$ 730,000</b>

<b>HOUSING SUPPORT PROGRAM (HSP) BUDGET</b>				
<b>SUMMARY</b>				
Project Name: COORDINATED ENTRY SYSTEM (CES) FOR FAMILIES				
Contractor: Los Angeles Homeless Services Authority				
Contract Period: 07/01/2017 - 06/30/2020				
SA Budget Period: 07/01/2017 - 06/30/2020				
Contact Person: Stuart Jackson				
Title: CFO				
Telephone Number: (213) 683-3333				
	<b>FY 2017-18</b>	<b>FY 2018-19</b>	<b>FY 2019-20</b>	<b>Grand Total</b>
<b>I. Administrative Costs*</b>				
<b>Total</b>	400,000	400,000	400,000	1,200,000
<b>II. Direct Service Costs</b>				
<b>Case Management</b>	852,280	852,280	852,280	2,556,840
<b>Financial Assistance</b>	2,348,389	2,348,389	2,348,389	7,045,167
<b>Program Costs</b>	399,331	399,331	399,331	1,197,993
<b>Total Budget</b>	\$ 4,000,000	\$ 4,000,000	\$ 4,000,000	\$ 12,000,000
<b>Footnote:</b>				\$ 10,800,000
*Administrative Costs my not exceed 10% of the Annual Maximum Amount				

EXHIBIT B

HOUSING SUPPORT PROGRAM (HSP) LINE ITEM BUDGET SUMMARY										
Project Name:	COORDINATED ENTRY SYSTEM (CES) FOR FAMILIES					Contact Person:	Stuart Jackson			
Contractor:	Los Angeles Homeless Services Authority					Title:	CFO			
Contract Period:	07/01/2017 - 06/30/2020					Telephone Number:	(213) 683-3333			
SA Budget Period:	07/01/2017 - 06/30/2018									
Fiscal Year:	2017 - 2018									
<b>ADMINISTRATIVE COSTS (up to 10% of Annual Budget)</b>						\$	400,000			
<b>DIRECT SERVICE COSTS</b>	<b>SPA 1</b>	<b>SPA 2</b>	<b>SPA 3</b>	<b>SPA 4</b>	<b>SPA 5</b>	<b>SPA 6</b>	<b>SPA 7</b>	<b>SPA 8</b>	<b>TOTAL</b>	
	<b>7%</b>	<b>17%</b>	<b>8%</b>	<b>22%</b>	<b>9%</b>	<b>17%</b>	<b>8%</b>	<b>12%</b>	<b>100%</b>	
Case Management	112,832	124,568	133,326	62,777	130,952	127,739	77,350	82,736	<b>852,280</b>	
Financial Assistance	121,592	449,947	119,920	569,578	150,702	419,140	182,092	335,418	<b>2,348,389</b>	
Program Costs	17,576	37,485	34,754	159,645	42,346	65,121	28,558	13,846	<b>399,331</b>	
<b>SUBTOTAL</b>	<b>252,000</b>	<b>612,000</b>	<b>288,000</b>	<b>792,000</b>	<b>324,000</b>	<b>612,000</b>	<b>288,000</b>	<b>432,000</b>	<b>3,600,000</b>	
<b>TOTAL</b>	<b>252,000</b>	<b>612,000</b>	<b>288,000</b>	<b>792,000</b>	<b>324,000</b>	<b>612,000</b>	<b>288,000</b>	<b>432,000</b>	<b>3,600,000</b>	
<b>GRAND TOTAL CONTRACT COSTS:</b>		\$		<b>4,000,000</b>						

EXHIBIT B

<b>Project Name:</b>	<b>COORDINATED ENTRY SYSTEM (CES) FOR FAMILIES</b>	Contact Person:	Stuart Jackson
<b>Contractor:</b>	Los Angeles Homeless Services Authority	Title:	CFO
<b>Contract Period:</b>	07/01/2017 - 06/30/2020	Telephone Number:	(213) 683-3333
<b>SA Budget Period:</b>	07/01/2017 - 06/30/2018		
<b>Fiscal Year:</b>	2017 - 2018		

<b>HOUSING SUPPORT PROGRAM (HSP) DIRECT SERVICES COST - SUBCONTRACTOR</b>
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Subcontractor	LAHSA	SPA 1	SPA 2	SPA 3	SPA 4	SPA 5	SPA 6	SPA 7	SPA 8	TOTAL
	Contract Number	7%	17%	8%	22%	9%	17%	8%	12%	100%
TBD	TBD	\$ 252,000								\$ 252,000
TBD	TBD		\$ 612,000							\$ 612,000
TBD	TBD			\$ 288,000						\$ 288,000
TBD	TBD				\$ 792,000					\$ 792,000
TBD	TBD					\$ 324,000				\$ 324,000
TBD	TBD						\$ 612,000			\$ 612,000
TBD	TBD							\$ 288,000		\$ 288,000
TBD	TBD								\$ 432,000	\$ 432,000
										\$ -
										\$ -
										\$ -
										\$ -
										\$ -
										\$ -
<b>TOTAL</b>		<b>\$ 252,000</b>	<b>\$ 612,000</b>	<b>\$ 288,000</b>	<b>\$ 792,000</b>	<b>\$ 324,000</b>	<b>\$ 612,000</b>	<b>\$ 288,000</b>	<b>\$ 432,000</b>	<b>\$3,600,000</b>
<b>Total Direct Services Costs</b>			<b>\$ 3,600,000</b>							





EXHIBIT B

HOUSING SUPPORT PROGRAM (HSP) LINE ITEM BUDGET SUMMARY										
Project Name:	COORDINATED ENTRY SYSTEM (CES) FOR FAMILIES					Contact Person:	Stuart Jackson			
Contractor:	Los Angeles Homeless Services Authority					Title:	CFO			
Contract Period:	07/01/2017 - 06/30/2020					Telephone Number:	(213) 683-3333			
SA Budget Period:	07/01/2018 - 06/30/2019									
Fiscal Year:	2018 - 2019									
<b>ADMINISTRATIVE COSTS (up to 10% of Annual Budget)</b>						\$	400,000			
<b>DIRECT SERVICE COSTS</b>	<b>SPA 1</b>	<b>SPA 2</b>	<b>SPA 3</b>	<b>SPA 4</b>	<b>SPA 5</b>	<b>SPA 6</b>	<b>SPA 7</b>	<b>SPA 8</b>	<b>TOTAL</b>	
	7%	17%	8%	22%	9%	17%	8%	12%	100%	
Case Management	112,832	124,568	133,326	62,777	130,952	127,739	77,350	82,736	852,280	
Financial Assistance	121,592	449,947	119,920	569,578	150,702	419,140	182,092	335,418	2,348,389	
Program Costs	17,576	37,485	34,754	159,645	42,346	65,121	28,558	13,846	399,331	
<b>SUBTOTAL</b>	<b>252,000</b>	<b>612,000</b>	<b>288,000</b>	<b>792,000</b>	<b>324,000</b>	<b>612,000</b>	<b>288,000</b>	<b>432,000</b>	<b>3,600,000</b>	
<b>TOTAL</b>	<b>252,000</b>	<b>612,000</b>	<b>288,000</b>	<b>792,000</b>	<b>324,000</b>	<b>612,000</b>	<b>288,000</b>	<b>432,000</b>	<b>3,600,000</b>	
<b>GRAND TOTAL CONTRACT COSTS:</b>		<b>\$ 4,000,000</b>								

EXHIBIT B

<b>Project Name:</b>	<b>COORDINATED ENTRY SYSTEM (CES) FOR FAMILIES</b>	Contact Person:	Stuart Jackson
<b>Contractor:</b>	Los Angeles Homeless Services Authority	Title:	CFO
<b>Contract Period:</b>	07/01/2017 - 06/30/2020	Telephone Number:	(213) 683-3333
<b>SA Budget Period:</b>	07/01/2018 - 06/30/2019		
<b>Fiscal Year:</b>	2018 - 2019		

<b>HOUSING SUPPORT PROGRAM (HSP) DIRECT SERVICES COST - SUBCONTRACTOR</b>
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Subcontractor	LAHSA	SPA 1	SPA 2	SPA 3	SPA 4	SPA 5	SPA 6	SPA 7	SPA 8	TOTAL
	Contract Number	7%	17%	8%	22%	9%	17%	8%	12%	100%
TBD	TBD	\$ 252,000								\$ 252,000
TBD	TBD		\$ 612,000							\$ 612,000
TBD	TBD			\$ 288,000						\$ 288,000
TBD	TBD				\$ 792,000					\$ 792,000
TBD	TBD					\$ 324,000				\$ 324,000
TBD	TBD						\$ 612,000			\$ 612,000
TBD	TBD							\$ 288,000		\$ 288,000
TBD	TBD								\$ 432,000	\$ 432,000
										\$ -
										\$ -
										\$ -
										\$ -
										\$ -
										\$ -
<b>TOTAL</b>		<b>\$ 252,000</b>	<b>\$ 612,000</b>	<b>\$ 288,000</b>	<b>\$ 792,000</b>	<b>\$ 324,000</b>	<b>\$ 612,000</b>	<b>\$ 288,000</b>	<b>\$ 432,000</b>	<b>\$3,600,000</b>
<b>Total Direct Services Costs</b>			<b>\$ 3,600,000</b>							



COORDINATED ENTRY SYSTEM (CES) FOR FAMILIES HOUSING SUPPORT PROGRAM (HSP) ADMINISTRATIVE PERSONNEL SCHEDULE FY2018 - 2019 BUDGET								
Contractor: Los Angeles Homeless Services Authority				Contact Person: Stuart Jackson				
Contract Period: 07/01/2017 - 06/30/2020				Title: CFO				
SA Budget Period: 07/01/2018 - 06/30/2019				Telephone No.: (213) 683-3333				
Fiscal Year: 2018 - 2019								
<b>Section I</b>								
Annual Personnel Salaries	Position Classification	Staff	Number of Positions	% Time Allocation	FTE	Monthly Salary Per Position	Total Monthly Cost	Total Annual Cost
			a	b	c=a X b	d	e=c X d	f=e X 12
	Associate Director of Systems - Programs	Duncan, Paul	1	0%	-		\$ -	\$ -
	Family Systems Integration Manager	Hall, Joshua	1	7%	0.07		\$ 464	\$ 5,568
	Homeless Systems Analyst	Chenet, Chris	1	18%	0.18		\$ 787	\$ 9,444
	Homeless Systems Analyst	Williams, Sylvia	1	11%	0.11		\$ 665	\$ 7,980
	Outcomes Unit Manager	Costello, Ian	1	11%	0.11		\$ 729	\$ 8,748
	Analyst, Report	Farahni, Hamid	1	18%	0.18		\$ 875	\$ 10,500
	Specialist, Outcomes	Romero, Vanessa	1	18%	0.18		\$ 764	\$ 9,168
	Analyst, Data	Ortega, Rene	1	11%	0.11		\$ 496	\$ 5,952
	Specialist, Data	Various	3	11%	0.33		\$ 1,214	\$ 14,568
	Manager, Contract Unit	Zeferjahn, Shalon	1	0%	-		\$ -	\$ -
	Specialist, Contract	Various	5	5%	0.25		\$ 1,149	\$ 13,788
	Controller	Dixon, Kristina	1	0%	-		\$ -	\$ -
	Manager, Finance Monitoring and Compliance	Duarte, Richard	1	4%	0.04		\$ 276	\$ 3,312
	Manager, Program Monitoring and Compliance	Mulholland, Darcie	1	4%	0.04		\$ 276	\$ 3,312
	Analyst, Monitoring & Compliance	Potapenko, Lidiya	1	5%	0.05		\$ 243	\$ 2,916
	Manager, Financial	Gomis, Vincent	1	5%	0.05		\$ 345	\$ 4,140
	Analyst, Financial	Jordan, Jack	1	7%	0.07		\$ 442	\$ 5,304
	Manager, Budget	Chen, Kathy	1	4%	0.04		\$ 270	\$ 3,240
	Analyst, Budget	Various	2	7%	0.14		\$ 695	\$ 8,340
	Manager, Program Financial	Cevene, Loida	1	7%	0.07		\$ 476	\$ 5,712
	Accountant, Administration	Various	2	7%	0.14		\$ 644	\$ 7,728
	Sr. Accountant	Lee, Rainbow	1	7%	0.07		\$ 309	\$ 3,708
	Accountant	Various	6	11%	0.66		\$ 2,801	\$ 33,612
	Supervisor, Finance Monitoring	Various	6	11%	0.66		\$ 3,699	\$ 44,388
	Supervisor, Program Monitoring	Verjan, Yesenia	1	11%	0.11		\$ 584	\$ 7,008
	Monitor, Finance	Various	6	11%	0.66		\$ 2,801	\$ 33,612
	Monitor, Program	Various	6	11%	0.66		\$ 2,976	\$ 35,712
	Administrative Assistant	Various	2	5%	0.10		\$ 349	\$ 4,188
				0%	-		\$ -	\$ -
				0%	-		\$ -	\$ -
				0%	-		\$ -	\$ -
				0%	-		\$ -	\$ -
							\$ -	\$ -
	<b>TOTAL</b>		<b>57</b>		<b>5.08</b>	<b>\$ 159,916</b>	<b>\$ 24,329</b>	<b>\$ 291,948</b>
<b>Section II</b>								
<b>Employee Benefits by Classification</b>							<b>TOTAL</b>	
Payroll Taxes							\$ 24,378	
Health and Dental							\$ 36,523	
LTD & Life Insurance							\$ 438	
401A Pension Plan							\$ 14,597	
Worker's Compensation							\$ 2,190	
Transportation Benefits							\$ 7,620	
Taxes and Benefits							Total Taxes and Benefits are calculated at 30% of salaries	
Fringe Benefit Subtotal							\$ 85,746	
Total # of Positions by Classification								
<b>Total Fringe Benefits:</b>							<b>\$ 85,746</b>	

EXHIBIT B

HOUSING SUPPORT PROGRAM (HSP) LINE ITEM BUDGET SUMMARY									
Project Name:	COORDINATED ENTRY SYSTEM (CES) FOR FAMILIES				Contact Person:	Stuart Jackson			
Contractor:	Los Angeles Homeless Services Authority				Title:	CFO			
Contract Period:	07/01/2017 - 06/30/2020				Telephone Number:	(213) 683-3333			
SA Budget Period:	07/01/2019 - 06/30/2020								
Fiscal Year:	2019 - 2020								
<b>ADMINISTRATIVE COSTS (up to 10% of Annual Budget)</b>					\$	400,000			
<b>DIRECT SERVICE COSTS</b>	<b>SPA 1</b>	<b>SPA 2</b>	<b>SPA 3</b>	<b>SPA 4</b>	<b>SPA 5</b>	<b>SPA 6</b>	<b>SPA 7</b>	<b>SPA 8</b>	<b>TOTAL</b>
	<b>7%</b>	<b>17%</b>	<b>8%</b>	<b>22%</b>	<b>9%</b>	<b>17%</b>	<b>8%</b>	<b>12%</b>	<b>100%</b>
Case Management	112,832	124,568	133,326	62,777	130,952	127,739	77,350	82,736	<b>852,280</b>
Financial Assistance	121,592	449,947	119,920	569,578	150,702	419,140	182,092	335,418	<b>2,348,389</b>
Program Costs	17,576	37,485	34,754	159,645	42,346	65,121	28,558	13,846	<b>399,331</b>
<b>SUBTOTAL</b>	<b>252,000</b>	<b>612,000</b>	<b>288,000</b>	<b>792,000</b>	<b>324,000</b>	<b>612,000</b>	<b>288,000</b>	<b>432,000</b>	<b>3,600,000</b>
<b>TOTAL</b>	<b>252,000</b>	<b>612,000</b>	<b>288,000</b>	<b>792,000</b>	<b>324,000</b>	<b>612,000</b>	<b>288,000</b>	<b>432,000</b>	<b>3,600,000</b>
<b>GRAND TOTAL CONTRACT COSTS:</b>		<b>\$ 4,000,000</b>							



COORDINATED ENTRY SYSTEM (CES) FOR FAMILIES								
HOUSING SUPPORT PROGRAM (HSP) ADMINISTATIVE PERSONNEL SCHEDULE								
FY 2019 - 2020 BUDGET								
Contractor:	Los Angeles Homeless Services Authority				Contact Person:	Stuart Jackson		
Contract Period:	07/01/2017 - 06/30/2020				Title:	CFO		
SA Budget Period:	07/01/2019-06/30/2020				Telephone No.:	(213) 683-3333		
Fiscal Year:	2019-2020							
<b>Section I</b>								
Annual Personnel Salaries Per Position	Position Classification	Staff	Number of Positions	% Time Allocation	FTE	Monthly Salary Per Position	Total Monthly Cost	Total Annual Cost
			a	b	c=a X b	d	e=c X d	f=e X 12
	Associate Director of Systems - Programs	Duncan, Paul	1	0%	-		\$ -	\$ -
	Family Systems Integration Manager	Hall, Joshua	1	7%	0.07		\$ 478	\$ 5,736
	Homeless Systems Analyst	Chenet, Chris	1	14%	0.14		\$ 630	\$ 7,560
	Homeless Systems Analyst	Williams, Sylvia	1	11%	0.11		\$ 685	\$ 8,220
	Outcomes Unit Manager	Costello, Ian	1	11%	0.11		\$ 751	\$ 9,012
	Analyst, Report	Farahni, Hamid	1	14%	0.14		\$ 701	\$ 8,412
	Specialist, Outcomes	Romero, Vanessa	1	14%	0.14		\$ 612	\$ 7,344
	Analyst, Data	Ortega, Rene	1	11%	0.11		\$ 511	\$ 6,132
	Specialist, Data	Various	3	11%	0.33		\$ 1,250	\$ 15,000
	Manager, Contract Unit	Zeferjahn, Shalon	1	0%	-		\$ -	\$ -
	Specialist, Contract	Various	5	5%	0.25		\$ 1,184	\$ 14,208
	Manager, Finance Monitoring and Compliance	Duarte, Richard	1	4%	0.04		\$ 284	\$ 3,408
	Manager, Program Monitoring and Compliance	Mulholland, Darcie	1	4%	0.04		\$ 284	\$ 3,408
	Analyst, Monitoring & Compliance	Potapenko, Lidiya	1	5%	0.05		\$ 250	\$ 3,000
	Manager, Financial	Gomis, Vincent	1	5%	0.05		\$ 355	\$ 4,260
	Analyst, Financial	Jordan, Jack	1	7%	0.07		\$ 455	\$ 5,460
	Manager, Budget	Chen, Kathy	1	4%	0.04		\$ 278	\$ 3,336
	Analyst, Budget	Various	2	7%	0.14		\$ 716	\$ 8,592
	Manager, Program Financial	Cevene, Loida	1	7%	0.07		\$ 490	\$ 5,880
	Accountant, Administration	Various	2	7%	0.14		\$ 663	\$ 7,956
	Sr. Accountant	Lee, Rainbow	1	7%	0.07		\$ 319	\$ 3,828
	Accountant	Various	6	11%	0.66		\$ 2,885	\$ 34,620
	Supervisor, Finance Monitoring	Various	6	11%	0.66		\$ 3,810	\$ 45,720
	Supervisor, Program Monitoring	Verjan, Yesenia	1	11%	0.11		\$ 601	\$ 7,212
	Monitor, Finance	Various	6	11%	0.66		\$ 2,885	\$ 34,620
	Monitor, Program	Various	6	11%	0.66		\$ 3,065	\$ 36,780
	Administrative Assistant	Various	2	5%	0.10		\$ 360	\$ 4,320
				0%	-		\$ -	\$ -
				0%	-		\$ -	\$ -
				0%	-		\$ -	\$ -
				0%	-		\$ -	\$ -
				-	-		\$ -	\$ -
				-	-		\$ -	\$ -
	<b>TOTAL</b>		<b>57</b>		<b>4.96</b>	<b>\$ 146,634</b>	<b>\$ 24,502</b>	<b>\$ 294,024</b>
<b>Section II</b>								
<b>Employee Benefits by Classification</b>							<b>TOTAL</b>	
Payroll Taxes							\$ 24,551	
Health and Dental							\$ 36,782	
LTD & Life Insurance							\$ 441	
401A Pension Plan							\$ 14,701	
Worker's Compensation							\$ 2,205	
Transportation Benefits							\$ 7,440	
Taxes and Benefits	<b>Total Taxes and Benefits are calculated at</b>					<b>30%</b> of salaries		
Fringe Benefit Subtotal							\$ 86,120	
Total # of Positions by Classification								
<b>Total Fringe Benefits:</b>							<b>\$ 86,120</b>	



FRAUD INCENTIVE (FI) BUDGET				
SUMMARY				
Project Name: COORDINATED ENTRY SYSTEM (CES) FOR FAMILIES				
Contractor: Los Angeles Homeless Services Authority				
Contract Period: 07/01/2017 - 06/30/2020				
SA Budget Period: 07/01/2017 - 06/30/2020				
Contact Person: Stuart Jackson				
Title: CFO				
Telephone Number: (213) 683-3333				
	FY 2017-18	FY 2018-19	FY 2019-20	Grand Total
<b>I. Administrative Costs*</b>				
<b>Total</b>	150,000	-	-	150,000
<b>II. Direct Service Costs</b>				
<b>Case Management</b>	551,004	-	-	551,004
<b>Financial Assistance</b>	1,824,556	-	-	1,824,556
<b>Legal Services</b>	174,000			174,000
<b>Program Costs</b>	300,440	-	-	300,440
<b>Total Budget</b>	\$ 3,000,000	\$ -	\$ -	\$ 3,000,000
<b>Footnote:</b>	*Administrative Costs may not exceed 5% of the Annual Maximum Amount			

EXHIBIT B

FRAUD INCENTIVE (FI) LINE ITEM BUDGET SUMMARY									
Project Name:	COORDINATED ENTRY SYSTEM (CES) FOR FAMILIES				Contact Person:	Stuart Jackson			
Contractor:	Los Angeles Homeless Services Authority				Title:	CFO			
Contract Period:	07/01/2017 - 06/30/2020				Telephone Number:	(213) 683-3333			
SA Budget Period:	07/01/2017 - 06/30/2018								
Fiscal Year:	2017 - 2018								
<b>ADMINISTRATIVE COSTS (up to 10% of Annual Budget)</b>					\$	150,000			
<b>DIRECT SERVICE COSTS</b>	<b>SPA 1</b>	<b>SPA 2</b>	<b>SPA 3</b>	<b>SPA 4</b>	<b>SPA 5</b>	<b>SPA 6</b>	<b>SPA 7</b>	<b>SPA 8</b>	<b>TOTAL</b>
	<b>7%</b>	<b>17%</b>	<b>8%</b>	<b>22%</b>	<b>9%</b>	<b>17%</b>	<b>8%</b>	<b>12%</b>	<b>100%</b>
Case Management	22,478	49,797	55,068	172,435	41,040	90,665	57,832	61,689	<b>551,004</b>
Financial Assistance	157,349	344,959	126,509	353,232	166,338	321,290	128,448	226,431	<b>1,824,556</b>
Legal Services	12,180	29,580	13,920	38,280	15,660	29,580	13,920	20,880	<b>174,000</b>
Program Costs	7,493	60,164	32,503	63,053	33,462	42,965	27,800	33,000	<b>300,440</b>
<b>SUBTOTAL</b>	<b>199,500</b>	<b>484,500</b>	<b>228,000</b>	<b>627,000</b>	<b>256,500</b>	<b>484,500</b>	<b>228,000</b>	<b>342,000</b>	<b>2,850,000</b>
<b>TOTAL</b>	<b>199,500</b>	<b>484,500</b>	<b>228,000</b>	<b>627,000</b>	<b>256,500</b>	<b>484,500</b>	<b>228,000</b>	<b>342,000</b>	<b>2,850,000</b>
<b>GRAND TOTAL CONTRACT COSTS:</b>		<b>\$ 3,000,000</b>							

EXHIBIT B

<b>Project Name:</b>	<b>COORDINATED ENTRY SYSTEM (CES) FOR FAMILIES</b>	Contact Person:	Stuart Jackson
<b>Contractor:</b>	Los Angeles Homeless Services Authority	Title:	CFO
<b>Contract Period:</b>	07/01/2017 - 06/30/2020	Telephone Number:	(213) 683-3333
<b>SA Budget Period:</b>	07/01/2017 - 06/30/2018		
<b>Fiscal Year:</b>	2017 - 2018		

<b>PREVENTION PROGRAM DIRECT SERVICES COST - SUBCONTRACTOR</b>
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Subcontractor	LAHSA	SPA 1	SPA 2	SPA 3	SPA 4	SPA 5	SPA 6	SPA 7	SPA 8	TOTAL
	Contract Number	7%	17%	8%	22%	9%	17%	8%	12%	100%
TBD	TBD	\$ 187,320								\$ 187,320
TBD	TBD		\$ 454,920							\$ 454,920
TBD	TBD			\$ 214,080						\$ 214,080
TBD	TBD				\$ 588,720					\$ 588,720
TBD	TBD					\$ 240,840				\$ 240,840
TBD	TBD						\$ 454,920			\$ 454,920
TBD	TBD							\$ 214,080		\$ 214,080
TBD	TBD								\$ 321,120	\$ 321,120
Inner City Law	TBD	\$ 12,180	\$ 29,580	\$ 13,920	\$ 38,280	\$ 15,660	\$ 29,580	\$ 13,920	\$ 20,880	\$ 174,000
										\$ -
										\$ -
										\$ -
										\$ -
										\$ -
<b>TOTAL</b>		<b>\$ 199,500</b>	<b>\$ 484,500</b>	<b>\$ 228,000</b>	<b>\$ 627,000</b>	<b>\$ 256,500</b>	<b>\$ 484,500</b>	<b>\$ 228,000</b>	<b>\$ 342,000</b>	<b>\$2,850,000</b>
<b>Total Direct Services Costs</b>			<b>\$ 2,850,000</b>							

<b>COORDINATED ENTRY SYSTEM (CES) FOR FAMILIES CONTRACT BUDGET</b>			
<b>ADMINISTRATIVE COST LINE ITEM BUDGET DETAIL</b>			
<b>FRAUD INCENTIVE BUDGET</b>			
<b>FOR FY 2017 - 2018</b>			
<b>Personnel (from Page 5, Admin. Personnel Schedule)</b>	<b>Amount</b>		
Salaries	111,324		
Benefits	32,776		
<b>Total Personnel</b>			<b>144,100</b>
<b>Operating Costs</b>			
Rent	\$ 3,159		
Utilities			
Telephone			
EDP (From pages 6-7, EDP Schedule)			
Insurance			
Supplies	\$ 750		
Maintenance			
Equipment			
Parking & Mileage	\$ 697		
Postage			
Travel & Training (DPSS requested and pre-approved)	\$ 498		
Other - Specify in Budget Narrative (Payroll & Audit fee)	\$ 796		
Indirect Cost (                   %)	\$ -		
<b>Total Operating Costs</b>			<b>\$ 5,900</b>
<b>Total Administrative Costs</b>			<b>\$ 150,000</b>



<b>BUDGET NARRATIVE</b>				
<b>Complete a budget narrative for each separate line item in the Annual administrative budget</b>				
<b>Position</b>	<b>Description</b>	<b>Specific Activities on Contract</b>	<b>FTE</b>	<b>Cost</b>
<b>SALARIES</b>			<b>FY 2017-18</b>	
Associate Director of Systems - Programs	Oversee Programs Operations	Give direction and leadership to the strategic and day-to-day operations within LAHSA Programs Systems. Manage and delegate staff activities related to carrying out and completing the work as required in the contract.	0%	\$ -
Family Systems Integration Manager	Manage and administer implementation and ongoing management of the Homeless Family Solutions System	Manage day-to-day administration of the HFSS program. Provide technical assistance to service providers to ensure quality of services and standardization of service delivery. Review and approve system-level reports and other system-level documents prior to their submission to management and funding agencies. Coordinate with other LAHSA departments and units for administration of the system.	6%	\$ 4,632
Homeless Systems Analyst (2)	Provide support to FSIM in the administration, implementation and ongoing operation of the HFSS	Provide technical assistance to service providers to ensure quality of services and standardization of service delivery in conjunction with the FSIM. Assemble, analyze and review reports, notices, and other provider level information for review by the FSIM. Coordinate with other LAHSA departments and units for administration of programs at the subrecipient level. Provide verification of families' previous utilization (or lack of) as required by DPSS 120-day emergency shelter regulations.	1 staff @ 7% and 1 staff @ 6%	\$ 7,788
Outcomes Unit Manager	Manage the Outcomes Unit	Review and approve Outcomes reports prior to submission to the FSIM and the Director. Manage and delegate staff activities related to the compiling of reports and system analysis.	4%	\$ 3,096
Analyst, Report	Process reporting for local funders	Extract data, review and assemble ongoing and regular reports for review by the Outcomes Unit Manager for submission to funders.	6%	\$ 3,396
Specialist, Outcomes	Process ad hoc reporting requests, create public facing reports	Extract data, review and assemble ad hoc reports, conduct data analysis of various components for HFSS reporting.	6%	\$ 2,964
Analyst, Data	Monitor HMIS data quality and assists providers in data quality	Monitor HMIS data quality on a weekly basis, including extracting data from the HMIS, evaluation of that data and tracking resolution of data quality challenges. Assist service providers to improve data quality.	4%	\$ 2,100
Specialist, Data (3)	Enter data and services in HMIS	Assist each FSC site enter information into HMIS including demographic data, financial assistance services, case management services, housing search and location services. Assist FSC providers in checking and verifying information provided for monthly reports.	7%	\$ 9,000
Manager, Contract	Manage the Contracts Unit	Review and approve contracts, amendments, and other legally binding agreements prior to their submission to the Director and FSIM. Manage and delegate staff activities related to the contracting process.	1%	\$ 792
Specialist, Contract (5)	Assemble and administer subrecipient contracts.	Assemble and administer subrecipient contracts; including preparation of amendments and change notices as needed.	2%	\$ 5,352
Controller	Manage ongoing day to day operations of the finance department	Oversee LAHSA budget administration and management, financial management, cash management, cost control, financial analyses, accounting practices, and the overall integrity of LAHSA's financial data.	0%	\$ -
Manager, Finance Monitoring and Compliance	Manage and assist in the conduct of fiscal and programmatic monitoring activities with LAHSA subrecipients.	Oversee, conduct and supervise monitoring reviews of program subrecipients to verify accuracy of records, compliance with standards, laws, regulations, performance and policies and procedures. Manage operations of the Monitoring and Compliance program and monitoring staff with the completion of fiscal and programmatic sub-recipient monitoring, including finalization of reports. Provide guidance to LAHSA staff in compliance and monitoring standards and practices. Develop training materials for subcontractor technical assistance in compliance issues and work closely with subrecipients with ongoing compliance issues.	2%	\$ 1,608

EXHIBIT B

Manager, Program Monitoring and Compliance	Manage and assist in the conduct of fiscal and programmatic monitoring activities with LAHSA subrecipients.	Oversee, conduct and supervise monitoring reviews of program subrecipients to verify accuracy of records, compliance with standards, laws, regulations, performance and policies and procedures. Manage operations of the Monitoring and Compliance program and monitoring staff with the completion of fiscal and programmatic sub-recipient monitoring, including finalization of reports. Provide guidance to LAHSA staff in compliance and monitoring standards and practices. Develop training materials for subcontractor technical assistance in compliance issues and work closely with subrecipients with ongoing compliance issues.	2%	\$ 1,608
Analyst, Monitoring & Compliance	Manage and assist in the conduct of fiscal and programmatic monitoring activities with LAHSA subrecipients.	Responsible for ensuring the smooth operations of the Monitoring and Compliance unit of the Los Angeles Homeless Services Authority (LAHSA) of the Finance department by providing administrative support to Department staff.	2%	\$ 1,128
Manager, Financial	Manage LAHSA accounting staff including financial analysts, administrative accountants, subrecipient accountants	Oversee the subrecipient funding request and vendor payment process. Ensure costs are DPSS eligible. Manage and review funding request process for submission to DPSS and the associated accounts receivables process. Review and approve bank reconciliations. Generate financial reports required for financial analysis of program. Supervise payroll and timesheets processes.	2%	\$ 1,608
Analyst, Financial	Process DPSS funding requests and perform program financial analysis.	Prepare the DPSS funding requests and quarterly reconciliations. Review payment requisition coding in accounting system. Ensure costs are DPSS eligible. Maintain accuracy of general ledger coding and process any required journal vouchers entries. Prepare general ledger reports required for financial analysis of the program. Perform daily bank reconciliations.	2%	\$ 1,476
Manager, Budget	Work with the Homeless services funders and LAHSA Family Systems Integrations Manager to ensure compliance with contract terms, policies and procedures	Develop budget tools and templates reflecting business needs of HFSS Program and create new templates and tools as necessary. Review and approve funding requests from HFSS subrecipients in accordance with grant management practices and applicable federal, state, County and City regulations. Ensure costs are DPSS eligible. Monitor and analyze HFSS subrecipient financial performance to ensure compliance with budget timelines of funding sources for HFSS. Assist in providing technical assistance and training to subrecipients.	2%	\$ 1,572
Analyst, Budget (2)	Work with LAHSA Family Systems Integrations and HFSS subrecipients to ensure compliance with budget and contract terms. Provide any necessary technical assistance.	Review and process funding requests submitted by HFSS subrecipients in accordance grant management practices and applicable federal, state, County and City regulations on the monthly basis. Ensure costs are DPSS eligible. Assist Budget Manager with preparation of monthly budget reports for distribution to Family Systems Integration Manager, homeless services funders and HFSS subrecipients. Analyze monthly HFSS budgeting and accounting reports to maintain expenditure control. Track, report, and make professional level recommendations with regard to subrecipient fiscal performance, including subcontract budget provisions, budget modifications and/or amendments. Assist in providing technical assistance and training to subrecipients,	2%	\$ 2,316
Manager, Program Financial	Manage LAHSA accounting staff including financial analysts, administrative accountants, subrecipient accountants	Oversee the subrecipient funding request and vendor payment process. Ensure costs are DPSS eligible. Manage and review funding request process for submission to DPSS and the associated accounts receivables process. Review and approve bank reconciliations. Generate financial reports required for financial analysis of program. Supervise payroll and timesheets processes.	2%	\$ 1,584

EXHIBIT B

Accountant, Administration (2)	General accounting, accounts payable and payroll	Process vendor invoices. Ensure costs are DPSS eligible. Record accounts receivables and cash receivables in general ledger. Processes check runs and ACH payments to subrecipients and vendors. Prepare supporting documentations for monthly DPSS funding request and quarterly reconciliations. Review electronic timesheets and process payroll.	2%	\$ 2,148
Sr. Accountant	Support financial manager in subrecipient funding request process and program analysis	Process funding requests to ensure expenditures are properly recorded in the general ledger in accordance with grant Review and process funding requests submitted by HFSS subrecipients in accordance grant management practices and applicable federal, state, County and City regulations on the monthly basis. Ensure costs are DPSS eligible.	2%	\$ 1,032
Accountant (6)	Support financial manager in subrecipient funding request process and program analysis	Process funding requests to ensure expenditures are properly recorded in the general ledger in accordance with grant Review and process funding requests submitted by HFSS subrecipients in accordance grant management practices and applicable federal, state, County and City regulations on the monthly basis. Ensure costs are DPSS eligible.	4%	\$ 11,868
Spervisor, Finance Monitoring (6)	Team leader in the conduct of monitoring activities for LAHSA subrecipients.	Act as team leader in ensuring subrecipient compliance with laws, rules, regulations, policies and procedures. Conduct and supervise fiscal monitoring of program subrecipients to verify accuracy of records and compliance with standards, regulations and policies and procedures and compile monitoring findings and communicate results and recommendations for improvements to systems and procedures. Perform risk assessments and assist in the identification of risk and work with management to mitigate risk. Assist in providing technical assistance and training to subrecipients.	4%	\$ 15,672
Supervisor, Program Monitoring	Team leader in the conduct of monitoring activities for LAHSA subrecipients.	Act as team leader in ensuring subrecipient compliance with laws, rules, regulations, policies and procedures. Conduct and supervise fiscal monitoring of program subrecipients to verify accuracy of records and compliance with standards, regulations and policies and procedures and compile monitoring findings and communicate results and recommendations for improvements to systems and procedures. Perform risk assessments and assist in the identification of risk and work with management to mitigate risk. Assist in providing technical assistance and training to subrecipients.	4%	\$ 2,472
Monitor, Finance (6)	Support Supervising Subrecipient Fiscal Monitor in monitoring fiscal activities of HFSS subrecipients	Assist with fiscal compliance monitoring of subrecipients. Assist in preparing for and conducting site and desk monitoring reviews of program subrecipients to verify accuracy of records, compliance with standards, laws, regulations, policies and procedures and in compiling monitoring findings and finalizing and communicating results and recommendations for improvements to systems and procedures.	4%	\$ 11,868
Monitor, Program 96)	Support Supervising Subrecipient Fiscal Monitor in monitoring of programmatic activities of the HFSS	Conduct programmatic compliance monitoring of subrecipients to ensure documentation of eligibility, verify accuracy of records and compliance with standards and regulations. Compile written documentation regarding programmatic compliance findings for improvements to system and procedures, Perform risk assessments and assist in the identification of risk and work with management to mitigate risk. Analyze data and program's target population to provide technical assistance in programmatic strengths and weaknesses.	4%	\$ 12,612
Administrative Assistant (2)	Provide administrative support for Fiscal and Programmatic administration activities	Provide administrative support in the financial, contractual and programmatic administration of the HFSS program.	2%	\$ 1,632

## EXHIBIT B

<b>BENEFITS</b>				<b>\$ 111,324</b>
Payroll Taxes		Legally required employer taxes		\$ 9,296
Health and Dental costs		Employer portion of health and dental benefit costs		\$ 13,927
LTD & life insurance		Employer paid benefit		\$ 167
401A pension plan		Employer contribution to retirement plan		\$ 5,566
Worker's Compensation				\$ 835
Transportation benefit		IRS qualified transportation fringe benefit		\$ 2,985
<b>NON-PERSONNEL</b>				<b>\$ 32,776</b>
Rent		Allocated rent cost for LAHSA offices located at 811 Wilshire Blvd., Los Angeles, CA 90017, allocation methodology based on the LAHSA cost allocation plan.		\$ 3,159
Telephone		Telephone costs allocated based on the LAHSA cost allocation plan.		\$ -
Insurance		Allocation of corporate insurance costs required by contract		\$ -
Supplies		Office supplies and other program related supplies, allocated based on the LAHSA cost allocation plan.		\$ 750
Parking & Mileage		Costs associated with monitoring of subrecipients		\$ 697
Other (Annual A-133 Audit and Payroll Fee)		Allocation of annual financial audit and federally required A-133 audit and payroll fee		\$ 796
Travel & Training		Costs associated with attending DPSS requested and pre-approved travel expenses (airfare, meals, local transportation)		\$ 498
<b>Total</b>				<b>\$ 294,100</b>

EXHIBIT B

BUDGET NARRATIVE									
Complete a budget narrative for each separate line item in the Annual administrative budget									
Position	Description	Specific Activities on Contract	FTE	Cost	FTE	Cost	FTE	Cost	
SALARIES			FY 2017-18		FY 2018-19		FY 2019-20		
Associate Director of Systems - Programs	Oversee Programs Operations	Give direction and leadership to the strategic and day-to-day operations within LAHSA Programs Systems. Manage and delegate staff activities related to carrying out and completing the work as required in the contract.	0%	\$ -	0%	\$ -	0%	\$ -	
Family Systems Integration Manager	Manage and administer implementation and ongoing management of the Homeless Family Solutions System	Manage day-to-day administration of the HFSS program. Provide technical assistance to service providers to ensure quality of services and standardization of service delivery. Review and approve system-level reports and other system-level documents prior to their submission to management and funding agencies. Coordinate with other LAHSA departments and units for administration of the system.	16%	\$ 12,360	7%	\$ 5,568	7%	\$ 5,736	
Homeless Systems Analyst (2)	Provide support to FSIM in the administration, implementation and ongoing operation of the HFSS	Provide technical assistance to service providers to ensure quality of services and standardization of service delivery in conjunction with the FSIM. Assemble, analyze and review reports, notices, and other provider level information for review by the FSIM. Coordinate with other LAHSA departments and units for administration of programs at the subrecipient level. Provide verification of families' previous utilization (or lack of) as required by DPSS 120-day emergency shelter regulations.	1 staff @ 19% and 1 staff @ 16%	\$ 20,940	1 staff @ 18% and 1 staff @ 11%	\$ 17,424	1 staff @ 14% and 1 staff @ 11%	\$ 15,780	
Outcomes Unit Manager	Manage the Outcomes Unit	Review and approve Outcomes reports prior to submission to the FSIM and the Director. Manage and delegate staff activities related to the compiling of reports and system analysis.	9%	\$ 6,948	11%	\$ 8,748	11%	\$ 9,012	
Analyst, Report	Process reporting for local funders	Extract data, review and assemble ongoing and regular reports for review by the Outcomes Unit Manager for submission to funders.	16%	\$ 9,060	18%	\$ 10,500	14%	\$ 8,412	
Specialist, Outcomes	Process ad hoc reporting requests, create public facing reports	Extract data, review and assemble ad hoc reports, conduct data analysis of various components for HFSS reporting.	16%	\$ 7,908	18%	\$ 9,168	14%	\$ 7,344	
Analyst, Data	Monitor HMIS data quality and assists providers in data quality	Monitor HMIS data quality on a weekly basis, including extracting data from the HMIS, evaluation of that data and tracking resolution of data quality challenges. Assist service providers to improve data quality.	9%	\$ 4,728	11%	\$ 5,952	11%	\$ 6,132	
Specialist, Data (3)	Enter data and services in HMIS	Assist each FSC site enter information into HMIS including demographic data, financial assistance services, case management services, housing search and location services. Assist FSC providers in checking and verifying information provided for monthly reports.	19%	\$ 24,420	11%	\$ 14,568	11%	\$ 15,000	
Manager, Contract	Manage the Contracts Unit	Review and approve contracts, amendments, and other legally binding agreements prior to their submission to the Director and FSIM. Manage and delegate staff activities related to the contracting process.	3%	\$ 2,388	0%	\$ -	0%	\$ -	

EXHIBIT B

Specialist, Contract (5)	Assemble and administer subrecipient contracts.	Assemble and administer subrecipient contracts; including preparation of amendments and change notices as needed.	5%	\$ 13,392	5%	\$ 13,788	5%	\$ 14,208
Controller	Manage ongoing day to day operations of the finance department	Oversee LAHSA budget administration and management, financial management, cash management, cost control, financial analyses, accounting practices, and the overall integrity of LAHSA's financial data.	0%	\$ -	0%	\$ -	0%	\$ -
Manager, Finance Monitoring and Compliance	Manage and assist in the conduct of fiscal and programmatic monitoring activities with LAHSA subrecipients.	Oversee, conduct and supervise monitoring reviews of program subrecipients to verify accuracy of records, compliance with standards, laws, regulations, performance and policies and procedures. Manage operations of the Monitoring and Compliance program and monitoring staff with the completion of fiscal and programmatic sub-recipient monitoring, including finalization of reports. Provide guidance to LAHSA staff in compliance and monitoring standards and practices. Develop training materials for subcontractor technical assistance in compliance issues and work closely with subrecipients with ongoing compliance issues.	5%	\$ 4,020	4%	\$ 3,312	4%	\$ 3,408
Manager, Program Monitoring and Compliance	Manage and assist in the conduct of fiscal and programmatic monitoring activities with LAHSA subrecipients.	Oversee, conduct and supervise monitoring reviews of program subrecipients to verify accuracy of records, compliance with standards, laws, regulations, performance and policies and procedures. Manage operations of the Monitoring and Compliance program and monitoring staff with the completion of fiscal and programmatic sub-recipient monitoring, including finalization of reports. Provide guidance to LAHSA staff in compliance and monitoring standards and practices. Develop training materials for subcontractor technical assistance in compliance issues and work closely with subrecipients with ongoing compliance issues.	5%	\$ 4,020	4%	\$ 3,312	4%	\$ 3,408
Analyst, Monitoring & Compliance	Manage and assist in the conduct of fiscal and programmatic monitoring activities with LAHSA subrecipients.	Responsible for ensuring the smooth operations of the Monitoring and Compliance unit of the Los Angeles Homeless Services Authority (LAHSA) of the Finance department by providing administrative support to Department staff.	6%	\$ 3,396	5%	\$ 2,916	5%	\$ 3,000
Manager, Financial	Manage LAHSA accounting staff including financial analysts, administrative accountants, subrecipient accountants	Oversee the subrecipient funding request and vendor payment process. Ensure costs are DPSS eligible. Manage and review funding request process for submission to DPSS and the associated accounts receivables process. Review and approve bank reconciliations. Generate financial reports required for financial analysis of program. Supervise payroll and timesheets processes.	5%	\$ 4,020	5%	\$ 4,140	5%	\$ 4,260

EXHIBIT B

Analyst, Financial	Process DPSS funding requests and perform program financial analysis.	Prepare the DPSS funding requests and quarterly reconciliations. Review payment requisition coding in accounting system. Ensure costs are DPSS eligible. Maintain accuracy of general ledger coding and process any required journal vouchers entries. Prepare general ledger reports required for financial analysis of the program. Perform daily bank reconciliations.	6%	\$ 4,416	7%	\$ 5,304	7%	\$ 5,460
Manager, Budget	Work with the Homeless services funders and LAHSA Family Systems Integrations Manager to ensure compliance with contract terms, policies and procedures	Develop budget tools and templates reflecting business needs of HFSS Program and create new templates and tools as necessary. Review and approve funding requests from HFSS subrecipients in accordance with grant management practices and applicable federal, state, County and City regulations. Ensure costs are DPSS eligible. Monitor and analyze HFSS subrecipient financial performance to ensure compliance with budget timelines of funding sources for HFSS. Assist in providing technical assistance and training to subrecipients.	5%	\$ 3,936	4%	\$ 3,240	4%	\$ 3,336
Analyst, Budget (2)	Work with LAHSA Family Systems Integrations and HFSS subrecipients to ensure compliance with budget and contract terms. Provide any necessary technical assistance.	Review and process funding requests submitted by HFSS subrecipients in accordance grant management practices and applicable federal, state, County and City regulations on the monthly basis. Ensure costs are DPSS eligible. Assist Budget Manager with preparation of monthly budget reports for distribution to Family Systems Integration Manager, homeless services funders and HFSS subrecipients. Analyze monthly HFSS budgeting and accounting reports to maintain expenditure control. Track, report, and make professional level recommendations with regard to subrecipient fiscal performance, including subcontract budget provisions, budget modifications and/or amendments. Assist in providing technical assistance and training to subrecipients,	6%	\$ 6,948	7%	\$ 8,340	7%	\$ 8,592
Manager, Program Financial	Manage LAHSA accounting staff including financial analysts, administrative accountants, subrecipient accountants	Oversee the subrecipient funding request and vendor payment process. Ensure costs are DPSS eligible. Manage and review funding request process for submission to DPSS and the associated accounts receivables process. Review and approve bank reconciliations. Generate financial reports required for financial analysis of program. Supervise payroll and timesheets processes.	6%	\$ 4,752	7%	\$ 5,712	7%	\$ 5,880
Accountant, Administration (2)	General accounting, accounts payable and payroll	Process vendor invoices. Ensure costs are DPSS eligible. Record accounts receivables and cash receivables in general ledger. Processes check runs and ACH payments to subrecipients and vendors. Prepare supporting documentations for monthly DPSS funding request and quarterly reconciliations. Review electronic timesheets and process payroll.	6%	\$ 6,432	7%	\$ 7,728	7%	\$ 7,956

EXHIBIT B

Sr. Accountant	Support financial manager in subrecipient funding request process and program analysis	Process funding requests to ensure expenditures are properly recorded in the general ledger in accordance with grant Review and process funding requests submitted by HFSS subrecipients in accordance grant management practices and applicable federal, state, County and City regulations on the monthly basis. Ensure costs are DPSS eligible.	6%	\$ 3,096	7%	\$ 3,708	7%	\$ 3,828
Accountant (6)	Support financial manager in subrecipient funding request process and program analysis	Process funding requests to ensure expenditures are properly recorded in the general ledger in accordance with grant Review and process funding requests submitted by HFSS subrecipients in accordance grant management practices and applicable federal, state, County and City regulations on the monthly basis. Ensure costs are DPSS eligible.	9%	\$ 26,700	11%	\$ 33,612	11%	\$ 34,620
Spervisor, Finance Monitoring (6)	Team leader in the conduct of monitoring activities for LAHSA subrecipients.	Act as team leader in ensuring subrecipient compliance with laws, rules, regulations, policies and procedures. Conduct and supervise fiscal monitoring of program subrecipients to verify accuracy of records and compliance with standards, regulations and policies and procedures and compile monitoring findings and communicate results and recommendations for improvements to systems and procedures. Perform risk assessments and assist in the identification of risk and work with management to mitigate risk. Assist in providing technical assistance and training to subrecipients.	9%	\$ 35,268	11%	\$ 44,388	11%	\$ 45,720
Supervisor, Program Monitoring	Team leader in the conduct of monitoring activities for LAHSA subrecipients.	Act as team leader in ensuring subrecipient compliance with laws, rules, regulations, policies and procedures. Conduct and supervise fiscal monitoring of program subrecipients to verify accuracy of records and compliance with standards, regulations and policies and procedures and compile monitoring findings and communicate results and recommendations for improvements to systems and procedures. Perform risk assessments and assist in the identification of risk and work with management to mitigate risk. Assist in providing technical assistance and training to subrecipients.	9%	\$ 5,568	11%	\$ 7,008	11%	\$ 7,212
Monitor, Finance (6)	Support Supervising Subrecipient Fiscal Monitor in monitoring fiscal activities of HFSS subrecipients	Assist with fiscal compliance monitoring of subrecipients. Assist in preparing for and conducting site and desk monitoring reviews of program subrecipients to verify accuracy of records, compliance with standards, laws, regulations, policies and procedures and in compiling monitoring findings and finalizing and communicating results and recommendations for improvements to systems and procedures.	9%	\$ 26,700	11%	\$ 33,612	11%	\$ 34,620

EXHIBIT B

Monitor, Program (6)	Support Supervising Subrecipient Fiscal Monitor in monitoring of programmatic activities of the HFSS	Conduct programmatic compliance monitoring of subrecipients to ensure documentation of eligibility, verify accuracy of records and compliance with standards and regulations. Compile written documentation regarding programmatic compliance findings for improvements to system and procedures, Perform risk assessments and assist in the identification of risk and work with management to mitigate risk. Analyze data and program's target population to provide technical assistance in programmatic strengths and weaknesses.	9%	\$ 28,368	11%	\$ 35,712	11%	\$ 36,780
Administrative Assistant (2)	Provide administrative support for Fiscal and Programmatic administration activities	Provide administrative support in the financial, contractual and programmatic administration of the HFSS program.	5%	\$ 4,068	5%	\$ 4,188	5%	\$ 4,320
<b>BENEFITS</b>								
Payroll Taxes		Legally required employer taxes		\$ 22,867		\$ 24,378		\$ 24,551
Health and Dental costs		Employer portion of health and dental benefit costs		\$ 34,259		\$ 36,523		\$ 36,782
LTD & life insurance		Employer paid benefit		\$ 411		\$ 438		\$ 441
401A pension plan		Employer contribution to retirement plan		\$ 13,693		\$ 14,597		\$ 14,701
Worker's Compensation				\$ 2,054		\$ 2,190		\$ 2,205
Transportation benefit		IRS qualified transportation fringe benefit		\$ 7,335		\$ 7,620		\$ 7,440
<b>NON-PERSONNEL</b>								
Rent		Allocated rent cost for LAHSA offices located at 811 Wilshire Blvd., Los Angeles, CA 90017, allocation methodology based on the LAHSA cost allocation plan.		\$ 33,303		\$ 12,838		\$ 10,336
Telephone		Telephone costs allocated based on the LAHSA cost allocation plan.		\$ -		\$ -		\$ -
Insurance		Allocation of corporate insurance costs required by contract		\$ -		\$ -		\$ -
Supplies		Office supplies and other program related supplies, allocated based on the LAHSA cost allocation plan.		\$ 7,335		\$ 5,200		\$ 4,560
Parking & Mileage		Costs associated with monitoring of subrecipients		\$ 1,712		\$ 1,778		\$ 1,736
Other (Annual A-133 Audit and Payroll Fee)		Allocation of annual financial audit and federally required A-133 audit and payroll fee		\$ 1,956		\$ 1,270		\$ 1,984
Travel & Training		Costs associated with attending DPSS requested and pre-approved travel expenses (airfare, meals, local transportation)		\$ 1,223		\$ 1,220		\$ 1,240
<b>Total</b>				<b>\$ 400,000</b>		<b>\$400,000</b>		<b>\$400,000</b>

<b>COORDINATED ENTRY SYSTEM (CES) FOR FAMILIES CONTRACT BUDGET</b>			
<b>ADMINISTRATIVE COST LINE ITEM BUDGET DETAIL</b>			
<b>HOUSING SUPPORT PROGRAM (HSP) BUDGET</b>			
<b>Comparison</b>			
	FY2017 - 2018	FY2018 - 2019	FY2019 - 2020
Personnel			
Salaries	273,852	291,948	294,024
Benefits	<u>80,619</u>	<u>85,746</u>	<u>86,120</u>
Total Personnel	<u>\$ 354,471</u>	<u>\$ 377,694</u>	<u>\$ 380,144</u>
Operating Costs			
Rent	33,303	12,838	10,336
Utilities	-	-	-
Telephone	-	-	-
EDP (From pages 6-7, EDP Schedule)	-	-	-
Insurance	-	-	-
Supplies	7,335	5,200	4,560
Maintenance	-	-	-
Equipment	-	-	-
Parking & Mileage	1,712	1,778	1,736
Postage	-	-	-
Travel & Training (DPSS requested and pre-approved)	1,223	1,220	1,240
Other - Specify in Budget Narrative (Payroll & Audit fee)	1,956	1,270	1,984
Indirect Cost ( %)	<u>-</u>	<u>-</u>	<u>-</u>
Total Operating Costs	<u>\$ 45,529</u>	<u>\$ 22,306</u>	<u>\$ 19,856</u>
<b>Total Administrative Costs</b>	<u><b>\$ 400,000</b></u>	<u><b>\$ 400,000</b></u>	<u><b>\$ 400,000</b></u>

**HOMELESS FAMILY SOLUTION SYSTEM  
MONTHLY INVOICE  
FUNDING SOURCE: CalWORKs SINGLE ALLOCATION**

Project Name: CES for Families	Invoice Number: _____
Contractor: Los Angeles Homeless Services Authority	Service Month: _____
Contract Period: _____	Fiscal Year: _____
Contract Number: _____	Invoice Date: _____

<b>I. Administrative Cost</b> Attach Schedule of Line Item Expenses	\$ _____
<b>II. Direct Services Cost - Subcontractors</b>	
Case Management	\$ _____
Financial Assistance	\$ _____
Program Costs	\$ _____
<b>Subtotal</b>	\$ _____
<b>III. Total Invoice Amount (I + II)</b>	\$ _____
<b>IV. Advance Payment Recoupment</b>	\$ _____
<b>Total Amount to be Paid (III-IV)</b>	\$ _____

_____ CONTRACTOR Signature	_____ Date Signed
_____ CONTRACTOR Name/Title (Print Please)	_____ Telephone Number

<b>FOR DPSS USE ONLY</b>	
Adjustment Amount: _____	Total Payment to Contractor after Adjustment: _____
<b>Approved By:</b>	
_____ County Contract Administrator (CCA) Signature	_____ CCA Name (Print Please)
_____ CCA Phone Number	_____ Approval Date

**HOMELESS FAMILY SOLUTION SYSTEM  
MONTHLY INVOICE  
FUNDING SOURCE: HOUSING SUPPORT PROGRAM**

Project Name: CES for Families	Invoice Number: _____
Contractor: Los Angeles Homeless Services Authority	Service Month: _____
Contract Period:	Fiscal Year: _____
Contract Number: _____	Invoice Date: _____

<b>I. Administrative Cost</b> Attach Schedule of Line Item Expenses	\$ _____
<b>II. Direct Services Cost - Subcontractors</b>	
Case Management	\$ _____
Financial Assistance	\$ _____
Program Costs	\$ _____
<b>Subtotal</b>	\$ _____
<b>III. Total Invoice Amount (I + II)</b>	\$ _____
<b>IV. Advance Payment Recoupment</b>	\$ _____
<b>Total Amount to be Paid (III-IV)</b>	\$ _____

\_\_\_\_\_  
CONTRACTOR Signature

\_\_\_\_\_  
Date Signed

\_\_\_\_\_  
CONTRACTOR Name/Title (Print Please)

\_\_\_\_\_  
Telephone Number

**FOR DPSS USE ONLY**

Adjustment Amount: \_\_\_\_\_

Total Payment to Contractor after Adjustment: \_\_\_\_\_

**Approved  
By:**

\_\_\_\_\_  
County Contract Administrator (CCA)  
Signature

\_\_\_\_\_  
CCA Name (Print Please)

\_\_\_\_\_  
CCA Phone Number

\_\_\_\_\_  
Approval Date

**HOMELESS FAMILY SOLUTION SYSTEM  
MONTHLY INVOICE  
FUNDING SOURCE: Fraud Incentive Funding**

Project Name: CES for Families	Invoice Number: _____
Contractor: Los Angeles Homeless Services Authority	Service Month: _____
Contract Period: _____	Fiscal Year: _____
Contract Number: _____	Invoice Date: _____

<b>I. Administrative Cost</b> <b>Attach Schedule of Line Item Expenses</b>	\$ _____
<b>II. Direct Services Cost - Subcontractors</b>	
Case Management	\$ _____
Financial Assistance	\$ _____
Legal Services	\$ _____
Program Costs	\$ _____
<b>Subtotal</b>	\$ _____
<b>III. Total Invoice Amount (I + II)</b>	\$ _____
<b>IV. Advance Payment Recoupment</b>	\$ _____
<b>Total Amount to be Paid (III-IV)</b>	\$ _____

_____ CONTRACTOR Signature	_____ Date Signed
_____ CONTRACTOR Name/Title (Print Please)	_____ Telephone Number

<b>FOR DPSS USE ONLY</b>	
Adjustment Amount: _____	Total Payment to Contractor after Adjustment: _____
<b>Approved By:</b>	
_____ County Contract Administrator (CCA) Signature	_____ CCA Name (Print Please)
_____ CCA Phone Number	_____ Approval Date

**CONTRACTOR'S EEO CERTIFICATION**


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 Contractor Name

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 Address

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 Internal Revenue Service Employer Identification Number
**GENERAL CERTIFICATION**

In accordance with Section 4.32.010 of the Code of the County of Los Angeles, the contractor, supplier, or vendor certifies and agrees that all persons employed by such firm, its affiliates, subsidiaries, or holding companies are and will be treated equally by the firm without regard to or because of race, religion, ancestry, national origin, or sex and in compliance with all anti-discrimination laws of the United States of America and the State of California.

**CONTRACTOR'S SPECIFIC CERTIFICATIONS**

- |    |   |                              |                             |
|----|---|------------------------------|-----------------------------|
| 1. | The Contractor has a written policy statement prohibiting discrimination in all phases of employment.   | Yes <input type="checkbox"/> | No <input type="checkbox"/> |
| 2. | The Contractor periodically conducts a self-analysis or utilization analysis of its work force.   | Yes <input type="checkbox"/> | No <input type="checkbox"/> |
| 3. | The Contractor has a system for determining if its employment practices are discriminatory against protected groups.  | Yes <input type="checkbox"/> | No <input type="checkbox"/> |
| 4. | Where problem areas are identified in employment practices, the Contractor has a system for taking reasonable corrective action, to include establishment of goals or timetables. | Yes <input type="checkbox"/> | No <input type="checkbox"/> |

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 Authorized Official's Printed Name and Title

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 Authorized Official's Signature

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 Date

## COUNTY'S ADMINISTRATION

### **CONTRACT NO. CES for Families**

#### **COUNTY CONTRACT DIRECTOR:**

Name:  
Title Address: 12900 Crossroads Parkway South, 2<sup>nd</sup> Floor, City of Industry, CA 91746  
Telephone: (562) 908-3530 Facsimile: (562) 908-0590  
E-Mail Address:

#### **SUPERVISING COUNTY CONTRACT ADMINISTRATOR (SCCA):**

Name:  
Title: Administrative Services Manager II, CMD Section IV  
Address: 12900 Crossroads Parkway South, 2<sup>nd</sup> Floor, City of Industry, CA 91746  
Telephone: (562) 908-3525 Facsimile: (562) 908-0590  
E-Mail Address:

#### **COUNTY CONTRACT ADMINISTRATOR (CCA) Monitoring:**

Name:  
Title: Administrative Services Manager I, CMD Section IV  
Address: 12900 Crossroads Parkway South, 2<sup>nd</sup> Floor, City of Industry, CA 91746  
Telephone: (562) 908-xxxx Facsimile: (562) 908-0590  
E-Mail Address:

#### **COUNTY CONTRACT ADMINISTRATOR (CCA) Invoicing:**

Name:  
Title: Administrative Services Manager I, CMD Section I  
Address: 12900 Crossroads Parkway South, 2<sup>nd</sup> Floor, City of Industry, CA 91746  
Telephone: (562) 908-xxxx Facsimile: (562) 908-0590  
E-Mail Address:

#### **CONTRACT PROGRAM MONITOR (CPM):**

Name:  
Title: Contract Program Monitor, CMD Section IV  
Address: 12900 Crossroads Parkway South, 2<sup>nd</sup> Floor, City of Industry, CA 91746  
Telephone: (562) 908-xxxx Facsimile: (562) 908-0590  
E-Mail Address:

#### **COUNTY CONTRACT PROGRAM MANAGER (CCPM):**

Name: Deon Arline  
Title: Human Services Administrator I  
Address: 12820 Crossroads Parkway South - Main  
Telephone: (562) 908-3578 Facsimile: (562) 699-2791  
E-Mail Address: [deonarline@dps.lacounty.gov](mailto:deonarline@dps.lacounty.gov)

# CONTRACTOR'S ADMINISTRATION

**CONTRACTOR'S NAME:** \_\_\_\_\_

**CONTRACT NO:** \_\_\_\_\_

**CONTRACTOR'S CONTRACT MANAGER:**

Name: \_\_\_\_\_

Title: \_\_\_\_\_

Address: \_\_\_\_\_

\_\_\_\_\_

Telephone: \_\_\_\_\_ Facsimile: \_\_\_\_\_

E-Mail Address: \_\_\_\_\_

**ALTERNATE CONTRACTOR'S CONTRACT MANAGER:**

Name: \_\_\_\_\_

Title: \_\_\_\_\_

Address: \_\_\_\_\_

\_\_\_\_\_

Telephone: \_\_\_\_\_ Facsimile: \_\_\_\_\_

E-Mail Address: \_\_\_\_\_

**CONTRACTOR'S AUTHORIZED OFFICIAL(S):**

Name: \_\_\_\_\_

Title: \_\_\_\_\_

Address: \_\_\_\_\_

\_\_\_\_\_

Telephone: \_\_\_\_\_ Facsimile: \_\_\_\_\_

E-Mail Address: \_\_\_\_\_

**Notices to Contractor shall be sent to the following:**

Name: \_\_\_\_\_

Title: \_\_\_\_\_

Address: \_\_\_\_\_

\_\_\_\_\_

Telephone: \_\_\_\_\_ Facsimile: \_\_\_\_\_

E-Mail Address: \_\_\_\_\_

**BIDDER'S/OFFEROR'S NONDISCRIMINATION IN SERVICE CERTIFICATION**

\_\_\_\_\_  
Contractor's Name

\_\_\_\_\_  
Address

\_\_\_\_\_  
Internal Revenue Service Employer Identification Number

**GENERAL**

In accordance with Subchapter VI and VII of the Civil Rights Act of 1964, Section 504 of the Rehabilitation Act of 1973, as amended, the Age Discrimination Act of 1975, the Food Stamp Act of 1977, and the American with Disabilities Act of 1990, the Contractor, supplier, or proposer certifies and agrees that all persons serviced by such firm, its affiliates, subsidiaries, or holding companies are and will be treated equally by the firm without regard to or because of race, color, gender, religion, ancestry, national origin, age, condition of disability, marital status, political affiliation or sex and in compliance with all anti-discrimination laws of the United States of America and the State of California.

**PROPOSER'S CERTIFICATION**

(Circle one)

- |    |   |     |    |
|----|---|-----|----|
| 1. | The Proposer has a written policy statement prohibiting discrimination in providing services and benefits.  | Yes | No |
| 2. | The Proposer periodically monitors the equal provision of services to ensure nondiscrimination.   | Yes | No |
| 3. | Where problem areas are identified in equal provisions of services and benefits, the Proposer has a system for taking reasonable corrective action within a specified length of time. | Yes | No |

\_\_\_\_\_  
Authorized Official's Printed Name and Title

\_\_\_\_\_  
Authorized Official's Signature

\_\_\_\_\_  
Date

**Title 2 ADMINISTRATION**  
**Chapter 2.203.010 through 2.203.090**  
**CONTRACTOR EMPLOYEE JURY SERVICE**

**2.203.010 Findings.**

The board of supervisors makes the following findings. The county of Los Angeles allows its permanent, full-time employees unlimited jury service at their regular pay. Unfortunately, many businesses do not offer or are reducing or even eliminating compensation to employees who serve on juries. This creates a potential financial hardship for employees who do not receive their pay when called to jury service, and those employees often seek to be excused from having to serve. Although changes in the court rules make it more difficult to excuse a potential juror on grounds of financial hardship, potential jurors continue to be excused on this basis, especially from longer trials. This reduces the number of potential jurors and increases the burden on those employers, such as the county of Los Angeles, who pay their permanent, full-time employees while on juror duty. For these reasons, the county of Los Angeles has determined that it is appropriate to require that the businesses with which the county contracts possess reasonable jury service policies. (Ord. 2002-0015 § 1 (part), 2002).

**2.203.020 Definitions.**

The following definitions shall be applicable to this chapter:

- A. "Contractor" means a person, partnership, corporation or other entity which has a contract with the county or a subcontract with a county contractor and has received or will receive an aggregate sum of \$50,000 or more in any 12-month period under one or more such contracts or subcontracts.
- B. "Employee" means any California resident who is a full-time employee of a contractor under the laws of California.
- C. "Contract" means any agreement to provide goods to, or perform services for or on behalf of, the county but does not include:
  - 1. A contract where the board finds that special circumstances exist that justify a waiver of the requirements of this chapter; or
  - 2. A contract where federal or state law or a condition of a federal or state program mandates the use of a particular contractor; or
  - 3. A purchase made through a state or federal contract; or
  - 4. A monopoly purchase that is exclusive and proprietary to a specific manufacturer, distributor, or reseller, and must match and inter-member with existing supplies, equipment or systems maintained by the county pursuant to the Los Angeles County Purchasing Policy and Procedures Manual, Section P-3700 or a successor provision; or
  - 5. A revolving fund (petty cash) purchase pursuant to the Los Angeles County Fiscal Manual, Section 4.4.0 or a successor provision; or
  - 6. A purchase card purchase pursuant to the Los Angeles County Purchasing Policy and Procedures Manual, Section P-2810 or a successor provision; or

7. A non-agreement purchase with a value of less than \$5,000 pursuant to the Los Angeles County Purchasing Policy and Procedures Manual, Section A-0300 or a successor provision; or
  8. A bona fide emergency purchase pursuant to the Los Angeles County Purchasing Policy and Procedures Manual, Section PP-1100 or a successor provision.
- D. "Full time" means 40 hours or more worked per week, or a lesser number of hours if:
1. The lesser number is a recognized industry standard as determined by the chief administrative officer, or
  2. The contractor has a long-standing practice that defines the lesser number of hours as full time.
- E. "County" means the county of Los Angeles or any public entities for which the board of supervisors is the governing body. (Ord. 2002-0040 § 1, 2002: Ord. 2002-0015 § 1 (part), 2002).

**2.203.030 Applicability.**

This chapter shall apply to contractors who enter into contracts that commence after July 11, 2002. This chapter shall also apply to contractors with existing contracts which are extended into option years that commence after July 11, 2002. Contracts that commence after May 28, 2002, but before July 11, 2002, shall be subject to the provisions of this chapter only if the solicitations for such contracts stated that the chapter would be applicable. (Ord. 2002-0040 § 2, 2002: Ord. 2002-0015 § 1 (part), 2002).

**2.203.040 Contractor Jury Service Policy.**

A contractor shall have and adhere to a written policy that provides that its employees shall receive from the contractor, on an annual basis, no less than five days of regular pay for actual jury service. The policy may provide that employees deposit any fees received for such jury service with the contractor or that the contractor deduct from the employees' regular pay the fees received for jury service. (Ord. 2002-0015 § 1 (part), 2002).

**2.203.050 Other Provisions.**

- A. Administration. The chief administrative officer shall be responsible for the administration of this chapter. The chief administrative officer may, with the advice of county counsel, issue interpretations of the provisions of this chapter and shall issue written instructions on the implementation and ongoing administration of this chapter. Such instructions may provide for the delegation of functions to other county departments.
- B. Compliance Certification. At the time of seeking a contract, a contractor shall certify to the county that it has and adheres to a policy consistent with this chapter or will have and adhere to such a policy prior to award of the contract. (Ord. 2002-0015 § 1 (part), 2002)

**2.203.060 Enforcement and Remedies.**

For a contractor's violation of any provision of this chapter, the county department head responsible for administering the contract may do one or more of the following:

1. Recommend to the board of supervisors the termination of the contract; and/or,
2. Pursuant to chapter 2.202, seek the debarment of the contractor. (Ord. 2002-0015 § 1 (part), 2002)

**2.203.070. Exceptions.**

- A. Other Laws. This chapter shall not be interpreted or applied to any contractor or to any employee in a manner inconsistent with the laws of the United States or California.
- B. Collective Bargaining Agreements. This chapter shall be superseded by a collective bargaining agreement that expressly so provides.
- C. Small Business. This chapter shall not be applied to any contractor that meets all of the following:
  1. Has ten or fewer employees during the contract period; and,
  2. Has annual gross revenues in the preceding twelve months which, if added to the annual amount of the contract awarded, are less than \$500,000; and,
  3. Is not an affiliate or subsidiary of a business dominant in its field of operation.

“Dominant in its field of operation” means having more than ten employees and annual gross revenues in the preceding twelve months which, if added to the annual amount of the contract awarded, exceed \$500,000.

“Affiliate or subsidiary of a business dominant in its field of operation” means a business which is at least 20 percent owned by a business dominant in its field of operation, or by partners, officers, directors, majority stockholders, or their equivalent, of a business dominant in that field of operation. (Ord. 2002-0015 § 1 (part), 2002)

**2.203.090. Severability.**

If any provision of this chapter is found invalid by a court of competent jurisdiction, the remaining provisions shall remain in full force and effect. (Ord. 2002-0015 § 1 (part), 2002).

# *Safely* Surrendered



No shame. No blame. No names.

In Los Angeles County: 1-877-BABY SAFE • 1-877-222-9723

[www.babysafela.org](http://www.babysafela.org)



# Safely Surrendered Baby Law

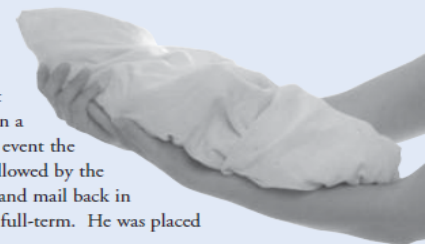
## What is the Safely Surrendered Baby Law?

California's Safely Surrendered Baby Law allows parents or other persons, with lawful custody, which means anyone to whom the parent has given permission to confidentially surrender a baby. As long as the baby is three days (72 hours) of age or younger and has not been abused or neglected, the baby may be surrendered without fear of arrest or prosecution.

*Every baby deserves a chance for a healthy life. If someone you know is considering abandoning a baby, let her know there are other options. For three days (72 hours) after birth, a baby can be surrendered to staff at any hospital or fire station in Los Angeles County.*

## A baby's story

Early in the morning on April 9, 2005, a healthy baby boy was safely surrendered to nurses at Harbor-UCLA Medical Center. The woman who brought the baby to the hospital identified herself as the baby's aunt and stated the baby's mother had asked her to bring the baby to the hospital on her behalf. The aunt was given a bracelet with a number matching the anklet placed on the baby; this would provide some identification in the event the mother changed her mind about surrendering the baby and wished to reclaim the baby in the 14-day period allowed by the Law. The aunt was also provided with a medical questionnaire and said she would have the mother complete and mail back in the stamped return envelope provided. The baby was examined by medical staff and pronounced healthy and full-term. He was placed with a loving family that had been approved to adopt him by the Department of Children and Family Services.



## How does it work?

A distressed parent who is unable or unwilling to care for a baby can legally, confidentially, and safely surrender a baby within three days (72 hours) of birth. The baby must be handed to an employee at a hospital or fire station in Los Angeles County. As long as the baby shows no sign of abuse or neglect, no name or other information is required. In case the parent changes his or her mind at a later date and wants the baby back, staff will use bracelets to help connect them to each other. One bracelet will be placed on the baby, and a matching bracelet will be given to the parent or other surrendering adult.

## What if a parent wants the baby back?

Parents who change their minds can begin the process of reclaiming their baby within 14 days. These parents should call the Los Angeles County Department of Children and Family Services at 1-800-540-4000.

## Can only a parent bring in the baby?

No. While in most cases a parent will bring in the baby, the Law allows other people to bring in the baby if they have lawful custody.

## Does the parent or surrendering adult have to call before bringing in the baby?

No. A parent or surrendering adult can bring in a baby anytime, 24 hours a day, 7 days a week, as long as the parent or surrendering adult surrenders the baby to someone who works at the hospital or fire station.

## Does the parent or surrendering adult have to tell anything to the people taking the baby?

No. However, hospital or fire station personnel will ask the surrendering party to fill out a questionnaire designed to gather important medical history information, which is very useful in caring for the baby. The questionnaire includes a stamped return envelope and can be sent in at a later time.

## What happens to the baby?

The baby will be examined and given medical treatment. Upon release from the hospital, social workers immediately place the baby in a safe and loving home and begin the adoption process.

## What happens to the parent or surrendering adult?

Once the parent or surrendering adult surrenders the baby to hospital or fire station personnel, they may leave at any time.

## Why is California doing this?

The purpose of the Safely Surrendered Baby Law is to protect babies from being abandoned, hurt or killed by their parents. You may have heard tragic stories of babies left in dumpsters or public bathrooms. Their parents may have been under severe emotional distress. The mothers may have hidden their pregnancies, fearful of what would happen if their families found out. Because they were afraid and had no one or nowhere to turn for help, they abandoned their babies. Abandoning a baby is illegal and places the baby in extreme danger. Too often, it results in the baby's death. The Safely Surrendered Baby Law prevents this tragedy from ever happening again in California.

# *Ley de* Entrega de Bebés *Sin Peligro*



*Los recién nacidos pueden ser entregados en forma segura al personal de cualquier hospital o cuartel de bomberos del Condado de Los Ángeles*

Sin pena. Sin culpa. Sin nombres.

En el Condado de Los Ángeles: 1-877-BABY SAFE • 1-877-222-9723

[www.babysafela.org](http://www.babysafela.org)



# Ley de Entrega de Bebés Sin Peligro

## ¿Qué es la Ley de Entrega de Bebés sin Peligro?

La Ley de Entrega de Bebés sin Peligro de California permite la entrega confidencial de un recién nacido por parte de sus padres u otras personas con custodia legal, es decir cualquier persona a quien los padres le hayan dado permiso. Siempre que el bebé tenga tres días (72 horas) de vida o menos, y no haya sufrido abuso ni negligencia, pueden entregar al recién nacido sin temor de ser arrestados o procesados.

*Cada recién nacido se merece la oportunidad de tener una vida saludable. Si alguien que usted conoce está pensando en abandonar a un recién nacido, infórmele que tiene otras opciones. Hasta tres días (72 horas) después del nacimiento, se puede entregar un recién nacido al personal de cualquier hospital o cuartel de bomberos del condado de Los Angeles.*

## Historia de un bebé

A la mañana temprano del día 9 de abril de 2005, se entregó un recién nacido saludable a las enfermeras del Harbor-UCLA Medical Center. La mujer que llevó el recién nacido al hospital se dio a conocer como la tía del bebé, y dijo que la madre le había pedido que llevara al bebé al hospital en su nombre. Le entregaron a la tía un brazalete con un número que coincidía con la pulsera del bebé; esto serviría como identificación en caso de que la madre cambiara de opinión con respecto a la entrega del bebé y decidiera recuperarlo dentro del período de 14 días que permite esta ley. También le dieron a la tía un cuestionario médico, y ella dijo que la madre lo llenaría y lo enviaría de vuelta dentro del sobre con franqueo pagado que le habían dado. El personal médico examinó al bebé y se determinó que estaba saludable y a término. El bebé fue ubicado con una buena familia que ya había sido aprobada para adoptarlo por el Departamento de Servicios para Niños y Familias.



### ¿Cómo funciona?

El padre/madre con dificultades que no pueda o no quiera cuidar de su recién nacido puede entregarlo en forma legal, confidencial y segura dentro de los tres días (72 horas) del nacimiento. El bebé debe ser entregado a un empleado de cualquier hospital o cuartel de bomberos del Condado de Los Ángeles. Siempre que el bebé no presente signos de abuso o negligencia, no será necesario suministrar nombres ni información alguna. Si el padre/madre cambia de opinión posteriormente y desea recuperar a su bebé, los trabajadores utilizarán brazaletes para poder vincularlos. El bebé llevará un brazalete y el padre/madre o el adulto que lo entregue recibirá un brazalete igual.

### ¿Qué pasa si el padre/madre desea recuperar a su bebé?

Los padres que cambien de opinión pueden comenzar el proceso de reclamar a su recién nacido dentro de los 14 días. Estos padres deberán llamar al Departamento de Servicios para Niños y Familias (Department of Children and Family Services) del Condado de Los Ángeles al 1-800-540-4000.

### ¿Sólo los padres podrán llevar al recién nacido?

No. Si bien en la mayoría de los casos son los padres los que llevan al bebé, la ley permite que otras personas lo hagan si tienen custodia legal.

### ¿Los padres o el adulto que entrega al bebé deben llamar antes de llevar al bebé?

No. El padre/madre o adulto puede llevar al bebé en cualquier momento, las 24 horas del día, los 7 días de la semana, siempre y cuando entreguen a su bebé a un empleado del hospital o cuartel de bomberos.

### ¿Es necesario que el padre/madre o adulto diga algo a las personas que reciben al bebé?

No. Sin embargo, el personal del hospital o cuartel de bomberos le pedirá a la persona que entregue al bebé que llene un cuestionario con la finalidad de recabar antecedentes médicos importantes, que resultan de gran utilidad para cuidar bien del bebé. El cuestionario incluye un sobre con el sello postal pagado para enviarlo en otro momento.

### ¿Qué pasará con el bebé?

El bebé será examinado y le brindarán atención médica. Cuando le den el alta del hospital, los trabajadores sociales inmediatamente ubicarán al bebé en un hogar seguro donde estará bien atendido, y se comenzará el proceso de adopción.

### ¿Qué pasará con el padre/madre o adulto que entregue al bebé?

Una vez que los padres o adulto hayan entregado al bebé al personal del hospital o cuartel de bomberos, pueden irse en cualquier momento.

### ¿Por qué se está haciendo esto en California? ?

La finalidad de la Ley de Entrega de Bebés sin Peligro es proteger a los bebés para que no sean abandonados, lastimados o muertos por sus padres. Usted probablemente haya escuchado historias trágicas sobre bebés abandonados en basureros o en baños públicos. Los padres de esos bebés probablemente hayan estado pasando por dificultades emocionales graves. Las madres pueden haber ocultado su embarazo, por temor a lo que pasaría si sus familias se enteraran. Abandonaron a sus bebés porque tenían miedo y no tenían nadie a quien pedir ayuda. El abandono de un recién nacido es ilegal y pone al bebé en una situación de peligro extremo. Muy a menudo el abandono provoca la muerte del bebé. La Ley de Entrega de Bebés sin Peligro impide que vuelva a suceder esta tragedia en California.

**CONTRACTOR ACKNOWLEDGEMENT AND CONFIDENTIALITY AGREEMENT**

CONTRACTOR NAME: **Los Angeles Homeless Services Authority (LAHSA)** Contract No. \_\_\_\_\_

**GENERAL INFORMATION:**

The Contractor referenced above has entered into a contract with the County of Los Angeles to provide certain services to the County. The County requires the Corporation to sign this Contractor Acknowledgement and Confidentiality Agreement.

**CONTRACTOR ACKNOWLEDGEMENT:**

Contractor understands and agrees that the Contractor employees, consultants, Outsourced Vendors and independent contractors (Contractor's Staff) that will provide services in the above referenced agreement are Contractor's sole responsibility. Contractor understands and agrees that Contractor's Staff must rely exclusively upon Contractor for payment of salary and any and all other benefits payable by virtue of Contractor's Staff's performance of work under the above-referenced contract.

Contractor understands and agrees that Contractor's Staff are not employees of the County of Los Angeles for any purpose whatsoever and that Contractor's Staff do not have and will not acquire any rights or benefits of any kind from the County of Los Angeles by virtue of my performance of work under the above-referenced contract. Contractor understands and agrees that Contractor's Staff will not acquire any rights or benefits from the County of Los Angeles pursuant to any agreement between any person or entity and the County of Los Angeles.

**CONFIDENTIALITY AGREEMENT:**

Contractor and Contractor's Staff may be involved with work pertaining to services provided by the County of Los Angeles and, if so, Contractor and Contractor's Staff may have access to confidential data and information pertaining to persons and/or entities receiving services from the County. In addition, Contractor and Contractor's Staff may also have access to proprietary information supplied by other vendors doing business with the County of Los Angeles. The County has a legal obligation to protect all such confidential data and information in its possession, especially data and information concerning health, criminal, and welfare recipient records. Contractor and Contractor's Staff understand that if they are involved in County work, the County must ensure that Contractor and Contractor's Staff, will protect the confidentiality of such data and information. Consequently, Contractor must sign this Confidentiality Agreement as a condition of work to be provided by Contractor's Staff for the County.

Contractor and Contractor's Staff hereby agrees that they will not divulge to any unauthorized person any data or information obtained while performing work pursuant to the above-referenced contract between Contractor and the County of Los Angeles. Contractor and Contractor's Staff agree to forward all requests for the release of any data or information received to County's Project Manager.

Contractor and Contractor's Staff agree to keep confidential all health, criminal, and welfare recipient records and all data and information pertaining to persons and/or entities receiving services from the County, design concepts, algorithms, programs, formats, documentation, Contractor proprietary information and all other original materials produced, created, or provided to Contractor and Contractor's Staff under the above-referenced contract. Contractor and Contractor's Staff agree to protect these confidential materials against disclosure to other than Contractor or County employees who have a need to know the information. Contractor and Contractor's Staff agree that if proprietary information supplied by other County vendors is provided to me during this employment, Contractor and Contractor's Staff shall keep such information confidential.

Contractor and Contractor's Staff agree to report any and all violations of this agreement by Contractor and Contractor's Staff and/or by any other person of whom Contractor and Contractor's Staff become aware.

Contractor and Contractor's Staff acknowledge that violation of this agreement may subject Contractor and Contractor's Staff to civil and/or criminal action and that the County of Los Angeles may seek all possible legal redress.

SIGNATURE: \_\_\_\_\_

DATE: \_\_\_\_/\_\_\_\_/\_\_\_\_

PRINTED NAME: \_\_\_\_\_

POSITION: \_\_\_\_\_

**CONTRACTOR EMPLOYEE ACKNOWLEDGEMENT AND CONFIDENTIALITY AGREEMENT**

**Note: Contractor is to retain in Employee Personnel records**

CONTRACTOR NAME: Los Angeles Homeless Services Authority (LAHSA) Contract No. \_\_\_\_\_

Employee Name \_\_\_\_\_

**GENERAL INFORMATION:**

Your employer referenced above has entered into a contract with the County of Los Angeles to provide certain services to the County. The County requires your signature on this Contractor Employee Acknowledgement and Confidentiality Agreement.

**EMPLOYEE ACKNOWLEDGEMENT:**

I understand and agree that the Contractor referenced above is my sole employer for purposes of the above-referenced contract. I understand and agree that I must rely exclusively upon my employer for payment of salary and any and all other benefits payable to me or on my behalf by virtue of my performance of work under the above-referenced contract.

I understand and agree that I am not an employee of the County of Los Angeles for any purpose whatsoever and that I do not have and will not acquire any rights or benefits of any kind from the County of Los Angeles by virtue of my performance of work under the above-referenced contract. I understand and agree that I do not have and will not acquire any rights or benefits from the County of Los Angeles pursuant to any agreement between any person or entity and the County of Los Angeles.

I understand and agree that I may be required to undergo a background and security investigation(s). I understand and agree that my continued performance of work under the above-referenced contract is contingent upon my passing, to the satisfaction of the County, any and all such investigations. I understand and agree that my failure to pass, to the satisfaction of the County, any such investigation shall result in my immediate release from performance under this and/or any future contract.

**CONFIDENTIALITY AGREEMENT:**

I may be involved with work pertaining to services provided by the County of Los Angeles and, if so, I may have access to confidential data and information pertaining to persons and/or entities receiving services from the County. In addition, I may also have access to proprietary information supplied by other vendors doing business with the County of Los Angeles. The County has a legal obligation to protect all such confidential data and information in its possession, especially data and information concerning health, criminal, and welfare recipient records. I understand that if I am involved in County work, the County must ensure that I, too, will protect the confidentiality of such data and information. Consequently, I understand that I must sign this agreement as a condition of my work to be provided by my employer for the County. I have read this agreement and have taken due time to consider it prior to signing.

I hereby agree that I will not divulge to any unauthorized person any data or information obtained while performing work pursuant to the above-referenced contract between my employer and the County of Los Angeles. I agree to forward all requests for the release of any data or information received by me to my immediate supervisor.

I agree to keep confidential all health, criminal, and welfare recipient records and all data and information pertaining to persons and/or entities receiving services from the County, design concepts, algorithms, programs, formats, documentation, Contractor proprietary information and all other original materials produced, created, or provided to or by me under the above-referenced contract. I agree to protect these confidential materials against disclosure to other than my employer or County employees who have a need to know the information. I agree that if proprietary information supplied by other County vendors is provided to me during this employment, I shall keep such information confidential.

I agree to report to my immediate supervisor any and all violations of this agreement by myself and/or by any other person of whom I become aware. I agree to return all confidential materials to my immediate supervisor upon completion of this contract or termination of my employment with my employer, whichever occurs first.

SIGNATURE: \_\_\_\_\_

DATE: \_\_\_\_/\_\_\_\_/\_\_\_\_

PRINTED NAME: \_\_\_\_\_

POSITION: \_\_\_\_\_

**EXHIBIT J2**

**CONTRACTOR NON-EMPLOYEE ACKNOWLEDGEMENT AND CONFIDENTIALITY AGREEMENT**

(Note: This certification is to be executed and returned to County with Contractor's executed Contract. Work cannot begin on the Contract until County receives this executed document.)

Contractor Name \_\_\_\_\_ Contract No. \_\_\_\_\_

Non-Employee Name \_\_\_\_\_

**GENERAL INFORMATION:**

The Contractor referenced above has entered into a contract with the County of Los Angeles to provide certain services to the County. The County requires your signature on this Contractor Non-Employee Acknowledgement and Confidentiality Agreement.

**NON-EMPLOYEE ACKNOWLEDGEMENT:**

I understand and agree that the Contractor referenced above has exclusive control for purposes of the above-referenced contract. I understand and agree that I must rely exclusively upon the Contractor referenced above for payment of salary and any and all other benefits payable to me or on my behalf by virtue of my performance of work under the above-referenced contract.

I understand and agree that I am not an employee of the County of Los Angeles for any purpose whatsoever and that I do not have and will not acquire any rights or benefits of any kind from the County of Los Angeles by virtue of my performance of work under the above-referenced contract. I understand and agree that I do not have and will not acquire any rights or benefits from the County of Los Angeles pursuant to any agreement between any person or entity and the County of Los Angeles.

I understand and agree that I may be required to undergo a background and security investigation(s). I understand and agree that my continued performance of work under the above-referenced contract is contingent upon my passing, to the satisfaction of the County, any and all such investigations. I understand and agree that my failure to pass, to the satisfaction of the County, any such investigation shall result in my immediate release from performance under this and/or any future contract.

**CONFIDENTIALITY AGREEMENT:**

I may be involved with work pertaining to services provided by the County of Los Angeles and, if so, I may have access to confidential data and information pertaining to persons and/or entities receiving services from the County. In addition, I may also have access to proprietary information supplied by other vendors doing business with the County of Los Angeles. The County has a legal obligation to protect all such confidential data and information in its possession, especially data and information concerning health, criminal, and welfare recipient records. I understand that if I am involved in County work, the County must ensure that I, too, will protect the confidentiality of such data and information. Consequently, I understand that I must sign this agreement as a condition of my work to be provided by the above-referenced Contractor for the County. I have read this agreement and have taken due time to consider it prior to signing.

I hereby agree that I will not divulge to any unauthorized person any data or information obtained while performing work pursuant to the above-referenced contract between the above-referenced Contractor and the County of Los Angeles. I agree to forward all requests for the release of any data or information received by me to the above-referenced Contractor.

I agree to keep confidential all health, criminal, and welfare recipient records and all data and information pertaining to persons and/or entities receiving services from the County, design concepts, algorithms, programs, formats, documentation, Contractor proprietary information, and all other original materials produced, created, or provided to or by me under the above-referenced contract. I agree to protect these confidential materials against disclosure to other than the above-referenced Contractor or County employees who have a need to know the information. I agree that if proprietary information supplied by other County vendors is provided to me, I shall keep such information confidential.

I agree to report to the above-referenced Contractor any and all violations of this agreement by myself and/or by any other person of whom I become aware. I agree to return all confidential materials to the above-referenced Contractor upon completion of this contract or termination of my services hereunder, whichever occurs first.

SIGNATURE: \_\_\_\_\_

DATE: \_\_\_\_/\_\_\_\_/\_\_\_\_

PRINTED NAME: \_\_\_\_\_

POSITION: \_\_\_\_\_

**CERTIFICATION OF COMPLIANCE WITH THE COUNTY'S  
DEFAULTED PROPERTY TAX REDUCTION PROGRAM**

Company Name: Los Angeles Homeless Services Authority		
Company Address: 811 Wilshire Blvd., 6th Floor		
City: Los Angeles	State: CA	Zip Code: 90017
Telephone Number: (213) 683-3324	Email address:	
Solicitation/Contract for: <u>Homeless Family Solutions System</u>		

The Proposer/Bidder/Contractor certifies that:

- It is familiar with the terms of the County of Los Angeles Defaulted Property Tax Reduction Program, Los Angeles County Code Chapter 2.206; **AND**

To the best of its knowledge, after a reasonable inquiry, the Proposer/Bidder/Contractor is not in default, as that term is defined in Los Angeles County Code Section 2.206.020.E, on any Los Angeles County property tax obligation; **AND**

The Proposer/Bidder/Contractor agrees to comply with the County's Defaulted Property Tax Reduction Program during the term of any awarded contract.

**- OR -**

- I am exempt from the County of Los Angeles Defaulted Property Tax Reduction Program, pursuant to Los Angeles County Code Section 2.206.060, for the following reason:

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*I declare under penalty of perjury under the laws of the State of California that the information stated above is true and correct.*

Print Name: G. Michael Arnold	Title: Executive Director
Signature:	Date:

**CERTIFICATION OF NO CONFLICT OF INTEREST**

The Los Angeles County Code, Section 2.180.010, provides as follows:

**CONTRACTS PROHIBITED**

Notwithstanding any other section of this Code, the County shall not contract with, and shall reject any proposals submitted by, the persons or entities specified below, unless the Board of Supervisors finds that special circumstances exist which justify the approval of such contract:

1. Employees of the County or of public agencies for which the Board of Supervisors is the governing body;
2. Profit-making firms or businesses in which employees described in Number 1 serve as officers, principals, partners, or major shareholders;
3. Persons who, within the immediately preceding 12 months, came within the provisions of Number 1, and who:
  - a. Were employed in positions of substantial responsibility in the area of service to be performed by the contract; or
  - b. Participated in any way in developing the contract or its service specifications; and
4. Profit-making firms or businesses in which the former employees, described in Number 3, serve as officers, principals, partners, or major shareholders.

Contracts submitted to the Board of Supervisors for approval or ratification shall be accompanied by an assurance by the department submitting, district or agency that the provisions of this section have not been violated.

\_\_\_\_\_  
Authorized Official's Printed Name

\_\_\_\_\_  
Authorized Official Title

\_\_\_\_\_  
Authorized Official's Signature

## **EXHIBIT M**

### **CERTIFICATION OF COMPLIANCE WITH DATA SECURITY**

## CHARITABLE CONTRIBUTIONS CERTIFICATION

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Company Name

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Address

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Internal Revenue Service Employer Identification Number

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California Registry of Charitable Trusts "CT" number (if applicable)

The Nonprofit Integrity Act (SB 1262, Chapter 919) added requirements to California's Supervision of Trustees and Fundraisers for Charitable Purposes Act which regulates those receiving and raising charitable contributions.

**Check the Certification below that is applicable to your company.**

- Proposer or Contractor has examined its activities and determined that it does not now receive or raise charitable contributions regulated under California's Supervision of Trustees and Fundraisers for Charitable Purposes Act. If Proposer engages in activities subjecting it to those laws during the term of a County contract, it will timely comply with them and provide County a copy of its initial registration with the California State Attorney General's Registry of Charitable Trusts when filed.

**OR**

- Proposer or Contractor is registered with the California Registry of Charitable Trusts under the CT number listed above and is in compliance with its registration and reporting requirements under California law. Attached is a copy of its most recent filing with the Registry of Charitable Trusts as required by Title 11 California Code of Regulations, sections 300-301 and Government Code sections 12585-12586.

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Signature

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Date

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Name and Title of Signer (please print)

**IRS NOTICE 1015**

(Obtain latest version from IRS website)  
<http://www.irs.gov/pub/irs-pdf/n1015.pdf>



Department of the Treasury  
Internal Revenue Service

**Notice 1015**

(Rev. December 2012)

## **Have You Told Your Employees About the Earned Income Credit (EIC)?**

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**What is the EIC?**

The EIC is a refundable tax credit for certain workers.

**Which Employees Must I Notify About the EIC?**

You must notify each employee who worked for you at any time during the year and from whom you did not withhold income tax. However, you do not have to notify any employee who claimed exemption from withholding on Form W-4, Employee's Withholding Allowance Certificate.

**Note.** You are encouraged to notify each employee whose wages for 2012 are less than \$50,270 that he or she may be eligible for the EIC.

**How and When Must I Notify My Employees?**

You must give the employee one of the following:

- The IRS Form W-2, Wage and Tax Statement, which has the required information about the EIC on the back of Copy B.
- A substitute Form W-2 with the same EIC information on the back of the employee's copy that is on Copy B of the IRS Form W-2.
- Notice 797, Possible Federal Tax Refund Due to the Earned Income Credit (EIC).
- Your written statement with the same wording as Notice 797.

If you are required to give Form W-2 and do so on time, no further notice is necessary if the Form W-2 has the required information about the EIC on the back of the employee's copy. If a substitute Form W-2 is given on time but does not have the required information, you must

notify the employee within 1 week of the date the substitute Form W-2 is given. If Form W-2 is required but is not given on time, you must give the employee Notice 797 or your written statement by the date Form W-2 is required to be given. If Form W-2 is not required, you must notify the employee by February 7, 2013.

You must hand the notice directly to the employee or send it by first-class mail to the employee's last known address. You will not meet the notification requirements by posting Notice 797 on an employee bulletin board or sending it through office mail. However, you may want to post the notice to help inform all employees of the EIC. You can get copies of the notice from IRS.gov or by calling 1-800-829-3676.

**How Will My Employees Know If They Can Claim the EIC?**

The basic requirements are covered in Notice 797. For more detailed information, the employee needs to see Pub. 596, Earned Income Credit (EIC), or the instructions for Form 1040, 1040A, or 1040EZ.

**How Do My Employees Claim the EIC?**

Eligible employees claim the EIC on their 2012 tax return. Even employees who have no tax withheld from their pay or owe no tax can claim the EIC and get a refund, but they must file a tax return to do so. For example, if an employee has no tax withheld in 2012 and owes no tax but is eligible for a credit of \$800, he or she must file a 2012 tax return to get the \$800 refund.

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Notice 1015 (Rev. 12-2012)  
Cat. No. 205991

## **CERTIFICATION REGARDING DEBARMENT, SUSPENSION, INELIGIBILITY AND VOLUNTARY EXCLUSION - LOWER TIERED COVERED TRANSACTIONS (45 C.F.R. PART 76)**

### Instructions for Certification Regarding Debarment, Suspension, Ineligibility and Voluntary Exclusion -- Lower Tier Covered Transactions (45 C.F.R. Part 76)

1. This certification is a material representation of fact upon which reliance was placed when this transaction was entered into. If it is later determined that Proposer knowingly rendered an erroneous certification, in addition to other remedies available to the Federal Government, the department or agency with which this transaction originated may pursue available remedies, including suspension and/or debarment.
2. Proposer shall provide immediate written notice to the person to whom this proposal is submitted if at any time Proposer learns that its certification was erroneous when submitted or has become erroneous by reason of changed circumstances.
3. The terms “covered transaction,” “debarred,” “suspended,” “ineligible,” “lower tier covered transaction,” “Participant,” “person,” “primary covered transaction,” “principal,” “proposal,” and “voluntarily excluded,” as used in this certification, have the meaning set out in the Definitions and Coverage sections of rules implementing Executive Order 12549. You may contact the person to which this proposal is submitted for assistance in obtaining a copy of those regulations.
4. Proposer agrees by submitting this proposal that, should the proposed covered transaction be entered into, it shall not knowingly enter into any lower tier covered transaction with a person who is proposed for debarment under 48 CFR part 9, subpart 9.4, debarred, suspended, declared ineligible, or voluntarily excluded from participation in this covered transaction, unless authorized by the department or agency with which this transaction originated.
5. Proposer further agrees by submitting this proposal that it will include the provision entitled Certification Regarding Debarment, Suspension, Ineligibility and Voluntary Exclusion --Lower Tier Covered Transaction (45 C.F.R. Part 76),” as set forth in the text of the Sample Agreement attached to the Request for Proposals, without modification, in all lower tier covered transactions and in all solicitations for lower tier covered transactions.
6. Proposer acknowledges that a Participant in a covered transaction may rely upon a certification of a prospective Participant in a lower tier covered transaction that it is not proposed for debarment under 48 C.F.R. part 9, subpart 9.4, debarred, suspended, ineligible, or voluntarily excluded from covered transaction, unless it knows that the certification is erroneous.

Proposer acknowledges that a Participant may decide the methods and frequency by which it determines the eligibility of its principals. Proposer acknowledges that each

Participant may, but is not required to; check the List of Parties Excluded from Federal Procurement and Non-Procurement Programs.

7. Nothing contained in the foregoing shall be construed to require establishment of a system of records in order to render in good faith the required certification. The knowledge and information of a Participant is not required to exceed that which is normally possessed by a prudent person in the ordinary course of business dealings.
8. Expert for transactions authorized under paragraph 4 of these instructions, if a Participant in a covered transaction knowingly enters into a lower tier covered transaction with a person who is proposed for debarment under 48 CFR part 9, subpart 9.4, suspended, debarred, ineligible, or voluntarily excluded from participation in this transaction, in addition to other remedies available to the Federal Government, the department or agency with which this transaction originated may pursue available remedies, including suspension and/or debarment.
9. Where Proposer and/or its subcontractor/Subcontractor(s) is or are unable to certify to any of the statements in this Certification, Proposer shall attach a written explanation to its proposal in lieu of submitting this Certification. Proposer's written explanation shall describe the specific circumstances concerning the inability to certify. It further shall identify any owner, officer, partner, director, or other principal of the Proposer and/or subcontractor/Subcontractor who is currently suspended, debarred, ineligible, or excluded from securing federally funded contracts. The written explanation shall provide that person's or those persons' job description(s) and function(s) as they relate to the agreement which is being solicited by this Request for Proposals.

Certification Regarding Debarment, Suspension, Ineligibility and Voluntary Exclusion--Lower Tier Covered transactions (45 C.F.R. Part 76)

Proposer hereby certifies that neither it nor any of its owners, officers, partners, directors, other principals or subcontractor/Subcontractors is currently debarred, suspended, proposed for debarment, declared ineligible or excluded from securing federally funded contracts by any federal department or agency.

\_\_\_\_\_  
Dated

\_\_\_\_\_  
Signature of Authorized Representative

\_\_\_\_\_  
Title of Authorized Representative

\_\_\_\_\_  
Printed Name of Authorized Representative

## ZERO TOLERANCE POLICY ON HUMAN TRAFFICKING CERTIFICATION

Company Name:		
Company Address:		
City:	State:	Zip Code:
Telephone Number:	Email address:	
Solicitation/Contract for _____ Services		

### PROPOSER CERTIFICATION

Los Angeles County has taken significant steps to protect victims of human trafficking by establishing a zero tolerance policy on human trafficking that prohibits contractors found to have engaged in human trafficking from receiving contract awards or performing services under a County contract.

Proposer acknowledges and certifies compliance with Section 8.54 (Compliance with County's Zero Tolerance Policy on Human Trafficking) of the proposed Contract and agrees that proposer or a member of his staff performing work under the proposed Contract will be in compliance. Proposer further acknowledges that noncompliance with the County's Zero Tolerance Policy on Human Trafficking may result in rejection of any proposal, or cancellation of any resultant Contract, at the sole judgment of the County.

**I declare under penalty of perjury under the laws of the State of California that the information herein is true and correct and that I am authorized to represent this company.**

Print Name:	Title:
Signature:	Date:

## COORDINATED ENTRY SYSTEM FOR FAMILIES

## PROJECTED ANNUAL FUNDING BY SOURCE AND FISCAL YEAR

<b>Funding Source</b>	<b>FY 2017-18</b>	<b>FY 2018-19</b>	<b>FY 2019-20</b>
CalWORKs Single Allocation	\$7,300,000	\$7,300,000	\$7,300,000
Housing Support Program (HSP)*	\$4,000,000	\$4,000,000	\$4,000,000
Fraud Incentive (FI)	\$3,000,000	~	~
<b>Annual Maximum</b>	<b>\$14,300,000</b>	<b>\$11,300,000</b>	<b>\$11,300,000</b>

\*FYs 2018-19 and 2019-20 HSP funding is contingent upon the State's budget and the receipt of funds from the State to the County.

## COORDINATED ENTRY SYSTEM FOR FAMILIES

## DIRECT SERVICES

FY 2017-18

Service Planning Areas (SPA)	Percent of 2016 Homeless Count	Direct Services Funding Distribution by SPA*
1	7%	\$900,900
2	17%	\$2,187,900
3	8%	\$1,029,600
4	22%	\$2,831,400
5	9%	\$1,158,300
6	17%	\$2,187,900
7	8%	\$1,029,600
8	12%	\$1,544,400
<b>TOTAL</b>	<b>100%</b>	<b>\$12,870,000</b>

\*Includes \$3 million Fraud Incentive funds

**SOLE SOURCE CHECKLIST**

Check (✓)	<p align="center"><b>JUSTIFICATION FOR SOLE SOURCE CONTRACTS</b></p> <p align="center">Identify applicable justification and provide documentation for each checked item.</p>
	<p>➤ Only one bona fide source (monopoly) for the service exists; performance and price competition are not available. Monopoly is an “<i>Exclusive control of the supply of any service in a given market. If more than one source in a given market exists, a monopoly does not exist.</i>”</p>
	<p>➤ Compliance with applicable statutory and/or regulatory provisions.</p>
	<p>➤ Compliance with State and/or federal programmatic requirements.</p>
✓	<p>➤ Services provided by other public or County-related entities.</p>
	<p>➤ Services are needed to address an emergent or related time-sensitive need.</p>
	<p>➤ The service provider(s) is required under the provisions of a grant or regulatory requirement.</p>
	<p>➤ Additional services are needed to complete an ongoing task and it would be prohibitively costly in time and money to seek a new service provider.</p>
	<p>➤ Maintenance service agreements exist on equipment which must be serviced by the original equipment manufacturer or an authorized service representative.</p>
	<p>➤ It is more cost-effective to obtain services by exercising an option under an existing contract.</p>
	<p>➤ It is in the best economic interest of the County (e.g., significant costs to replace an existing system or infrastructure, administrative cost savings and excessive learning curve for a new service provider, etc.) In such cases, departments must demonstrate due diligence in qualifying the cost-savings or cost-avoidance associated with the best economic interest of the County.</p>

\_\_\_\_\_  
Chief Executive Officer

\_\_\_\_\_  
Date