

Agreement No. 24-75000-C00448

AGREEMENT BETWEEN THE COUNTY OF SAN MATEO AND LIFEMOVES

This Agreement is entered into December 10, 2024, by and between the County of San Mateo, a political subdivision of the state of California, hereinafter called "County," and LifeMoves, hereinafter called "Contractor."

* * *

Whereas, pursuant to Section 31000 of the California Government Code, County may contract with independent contractors for the furnishing of such services to or for County or any Department thereof; and

Whereas, it is necessary and desirable that Contractor be retained for the purpose of providing street-based homeless outreach services in the Northern, Bayside, and Southern regions of San Mateo County, and dispatch services countywide;

Now, therefore, it is agreed by the parties to this Agreement as follows:

1. Exhibits and Attachments

The following exhibits and attachments are attached to this Agreement and incorporated into this Agreement by this reference:

Exhibit A—Services

Exhibit B—Payments and Rates

Exhibit C—Performance and Reports

Attachment I—§ 504 Compliance

2. Services to be performed by Contractor

In consideration of the payments set forth in this Agreement and in Exhibit B, Contractor shall perform services for County in accordance with the terms, conditions, and specifications set forth in this Agreement and in Exhibits A, C, and Attachment I.

3. Payments

In consideration of the services provided by Contractor in accordance with all terms, conditions, and specifications set forth in this Agreement and in Exhibits A, C, and Attachment I, County shall make payment to Contractor based on the rates and in the manner specified in Exhibit B. County reserves the right to withhold payment if County determines that the quantity or quality of the work performed is unacceptable. In no event shall County's total fiscal obligation under this Agreement exceed SIX MILLION, FOUR HUNDRED AND EIGHTY-FIVE THOUSAND, SEVEN HUNDRED AND EIGHTY-THREE DOLLARS (\$6,485,783). In the event that the County makes any advance payments, Contractor agrees to refund any amounts in excess of the amount owed by the County at the time of contract termination or expiration. Contractor is not entitled to payment for work not performed as required by this agreement.

4. Term

Subject to compliance with all terms and conditions, the term of this Agreement shall be from Wednesday, January 1, 2025 through Wednesday, June 30, 2027.

5. Termination

This Agreement may be terminated by Contractor or by the Director or his/her designee at any time without a requirement of good cause upon thirty (30) days' advance written notice to the other party. Subject to availability of funding, Contractor shall be entitled to receive payment for work/services provided prior to termination of the Agreement. Such payment shall be that prorated portion of the full payment determined by comparing the work/services actually completed to the work/services required by the Agreement.

County may terminate this Agreement or a portion of the services referenced in the Attachments and Exhibits based upon the unavailability of Federal, State, or County funds by providing written notice to Contractor as soon as is reasonably possible after County learns of said unavailability of outside funding.

County may terminate this Agreement for cause. In order to terminate for cause, County must first give Contractor notice of the alleged breach. Contractor shall have five business days after receipt of such notice to respond and a total of ten calendar days after receipt of such notice to cure the alleged breach. If Contractor fails to cure the breach within this period, County may immediately terminate this Agreement without further action. The option available in this paragraph is separate from the ability to terminate without cause with appropriate notice described above. In the event that County provides notice of an alleged breach pursuant to this section, County may, in extreme circumstances, immediately suspend performance of services and payment under this Agreement pending the resolution of the process described in this paragraph. County has sole discretion to determine what constitutes an extreme circumstance for purposes of this paragraph, and County shall use reasonable judgment in making that determination.

6. Contract Materials

At the end of this Agreement, or in the event of termination, all finished or unfinished documents, data, studies, maps, photographs, reports, and other written materials (collectively referred to as "contract materials") prepared by Contractor under this Agreement shall become the property of County and shall be promptly delivered to County. Upon termination, Contractor may make and retain a copy of such contract materials if permitted by law.

7. Relationship to Parties

Contractor agrees and understands that the work/services performed under this Agreement are performed as an independent contractor and not as an employee of County and that neither Contractor nor its employees acquire any of the rights, privileges, powers, or advantages of County employees.

8. Hold Harmless

a. General Hold Harmless

Contractor shall indemnify and save harmless County and its officers, agents, employees, and servants from all claims, suits, or actions of every name, kind, and description resulting from this

Agreement, the performance of any work or services required of Contractor under this Agreement, or payments made pursuant to this Agreement brought for, or on account of, any of the following:

(A) injuries to or death of any person, including Contractor or its employees/officers/agents;

(B) damage to any property of any kind whatsoever and to whomsoever belonging;

(C) any sanctions, penalties, or claims of damages resulting from Contractor's failure to comply, if applicable, with the requirements set forth in the Health Insurance Portability and Accountability Act of 1996 (HIPAA) and all Federal regulations promulgated thereunder, as amended; or

(D) any other loss or cost, including but not limited to that caused by the concurrent active or passive negligence of County and/or its officers, agents, employees, or servants. However, Contractor's duty to indemnify and save harmless under this Section shall not apply to injuries or damage for which County has been found in a court of competent jurisdiction to be solely liable by reason of its own negligence or willful misconduct.

The duty of Contractor to indemnify and save harmless as set forth by this Section shall include the duty to defend as set forth in Section 2778 of the California Civil Code.

9. Assignability and Subcontracting

Contractor shall not assign this Agreement or any portion of it to a third party or subcontract with a third party to provide services required by Contractor under this Agreement without the prior written consent of County. Any such assignment or subcontract without County's prior written consent shall give County the right to automatically and immediately terminate this Agreement without penalty or advance notice.

10. Insurance

10.1. General Requirements

Contractor shall not commence work or be required to commence work under this Agreement unless and until all insurance required under this Section has been obtained and such insurance has been approved by County's Risk Management, and Contractor shall use diligence to obtain such insurance and to obtain such approval. Contractor shall furnish County with certificates of insurance evidencing the required coverage, and there shall be a specific contractual liability endorsement extending Contractor's coverage to include the contractual liability assumed by Contractor pursuant to this Agreement. These certificates shall specify or be endorsed to provide that thirty (30) days' notice must be given, in writing, to County of any pending change in the limits of liability or of any cancellation or modification of the policy.

10.2. Workers' Compensation and Employer's Liability Insurance

Contractor shall have in effect during the entire term of this Agreement workers' compensation and employer's liability insurance providing full statutory coverage. In signing this Agreement, Contractor certifies, as required by Section 1861 of the California Labor Code, that (a) it is aware of the provisions of Section 3700 of the California Labor Code, which require every employer to be insured against liability for workers' compensation or to undertake self-insurance

in accordance with the provisions of the Labor Code, and (b) it will comply with such provisions before commencing the performance of work under this Agreement.

10.3. Liability Insurance

Contractor shall take out and maintain during the term of this Agreement such bodily injury liability and property damage liability insurance as shall protect Contractor and all of its employees/officers/agents while performing work covered by this Agreement from any and all claims for damages for bodily injury, including accidental death, as well as any and all claims for property damage which may arise from Contractor's operations under this Agreement, whether such operations be by Contractor, any subcontractor, anyone directly or indirectly employed by either of them, or an agent of either of them. Such insurance shall be combined single limit bodily injury and property damage for each occurrence and shall not be less than the amounts specified below:

(a) Comprehensive General Liability..... \$1,000,000

County and its officers, agents, employees, and servants shall be named as additional insured on any such policies of insurance, which shall also contain a provision that (a) the insurance afforded thereby to County and its officers, agents, employees, and servants shall be primary insurance to the full limits of liability of the policy and (b) if the County or its officers, agents, employees, and servants have other insurance against the loss covered by such a policy, such other insurance shall be excess insurance only.

In the event of the breach of any provision of this Section, or in the event any notice is received which indicates any required insurance coverage will be diminished or canceled, County, at its option, may, notwithstanding any other provision of this Agreement to the contrary, immediately declare a material breach of this Agreement and suspend all further work and payment pursuant to this Agreement.

11. **Compliance With Laws**

All services to be performed by Contractor pursuant to this Agreement shall be performed in accordance with all applicable Federal, State, County, and municipal laws, ordinances, regulations, and executive orders, including but not limited to the Health Insurance Portability and Accountability Act of 1996 (HIPAA) and the Federal Regulations promulgated thereunder, as amended (if applicable), the Business Associate requirements set forth in Attachment H (if attached), the Americans with Disabilities Act of 1990, as amended, and Section 504 of the Rehabilitation Act of 1973, which prohibits discrimination on the basis of disability in programs and activities receiving any Federal or County financial assistance, as well as any required economic or other sanctions imposed by the United States government or under state law in effect during the term of the Agreement. Such services shall also be performed in accordance with all applicable ordinances and regulations, including but not limited to appropriate licensure, certification regulations, provisions pertaining to confidentiality of records, and applicable quality assurance regulations. In the event of a conflict between the terms of this Agreement and any applicable State, Federal, County, or municipal law, regulation, or executive order, the requirements of the applicable law, regulation, or executive order will take precedence over the requirements set forth in this Agreement.

Contractor will timely and accurately complete, sign, and submit all necessary documentation of compliance.

12. Non-Discrimination and Other Requirements

12.1. General Non-discrimination

No person shall be denied any services provided pursuant to this Agreement (except as limited by the scope of services) on the grounds of race, color, national origin, ancestry, age, disability (physical or mental), sex, sexual orientation, gender identity, marital or domestic partner status, religion, political beliefs or affiliation, familial or parental status (including pregnancy), medical condition (cancer-related), military service, or genetic information.

12.2. Equal Employment Opportunity

Contractor shall ensure equal employment opportunity based on objective standards of recruitment, classification, selection, promotion, compensation, performance evaluation, and management relations for all employees under this Agreement. Contractor's equal employment policies shall be made available to County upon request.

12.3. Section 504 of the Rehabilitation Act of 1973

Contractor shall comply with Section 504 of the Rehabilitation Act of 1973, as amended, which provides that no otherwise qualified individual with a disability shall, solely by reason of a disability, be excluded from the participation in, be denied the benefits of, or be subjected to discrimination in the performance of any services this Agreement. This Section applies only to contractors who are providing services to members of the public under this Agreement.

12.4. Compliance with County's Equal Benefits Ordinance

Contractor shall comply with all laws relating to the provision of benefits to its employees and their spouses or domestic partners, including, but not limited to, such laws prohibiting discrimination in the provision of such benefits on the basis that the spouse or domestic partner of the Contractor's employee is of the same or opposite sex as the employee.

12.5. Discrimination Against Individuals with Disabilities

The nondiscrimination requirements of 41 C.F.R. 60-741.5(a) are incorporated into this Agreement as if fully set forth here, and Contractor and any subcontractor shall abide by the requirements of 41 C.F.R. 60-741.5(a). This regulation prohibits discrimination against qualified individuals on the basis of disability and requires affirmative action by covered prime contractors and subcontractors to employ and advance in employment qualified individuals with disabilities.

12.6. History of Discrimination

Contractor certifies that no finding of discrimination has been issued in the past 365 days against Contractor by the Equal Employment Opportunity Commission, the California Department of Fair Employment and Housing, or any other investigative entity. If any finding(s) of discrimination have been issued against Contractor within the past 365 days by the Equal Employment Opportunity Commission, the California Department of Fair Employment and Housing, or other investigative entity, Contractor shall provide County with a written explanation of the outcome(s) or remedy for the discrimination prior to execution of this Agreement. Failure

to comply with this Section shall constitute a material breach of this Agreement and subjects the Agreement to immediate termination at the sole option of the County.

12.7. Reporting; Violation of Non-discrimination Provisions

Contractor shall report to the County Executive Officer the filing in any court or with any administrative agency of any complaint or allegation of discrimination on any of the bases prohibited by this Section of the Agreement or the Section titled "Compliance with Laws". Such duty shall include reporting of the filing of any and all charges with the Equal Employment Opportunity Commission, the California Department of Fair Employment and Housing, or any other entity charged with the investigation or adjudication of allegations covered by this subsection within 30 days of such filing, provided that within such 30 days such entity has not notified Contractor that such charges are dismissed or otherwise unfounded. Such notification shall include a general description of the circumstances involved and a general description of the kind of discrimination alleged (for example, gender-, sexual orientation-, religion-, or race-based discrimination).

Violation of the non-discrimination provisions of this Agreement shall be considered a breach of this Agreement and subject the Contractor to penalties, to be determined by the County Executive Officer, including but not limited to the following:

- i. termination of this Agreement;
- ii. disqualification of the Contractor from being considered for or being awarded a County contract for a period of up to 3 years;
- iii. liquidated damages of \$2,500 per violation; and/or
- iv. imposition of other appropriate contractual and civil remedies and sanctions, as determined by the County Executive Officer.

To effectuate the provisions of this Section, the County Executive Officer shall have the authority to offset all or any portion of the amount described in this Section against amounts due to Contractor under this Agreement or any other agreement between Contractor and County.

12.8. Compliance with Living Wage Ordinance

As required by Chapter 2.88 of the San Mateo County Ordinance Code, Contractor certifies all contractor(s) and subcontractor(s) obligated under this contract shall fully comply with the provisions of the County of San Mateo Living Wage Ordinance, including, but not limited to, paying all Covered Employees the current Living Wage and providing notice to all Covered Employees and Subcontractors as required under the Ordinance.

13. Compliance with County Employee Jury Service Ordinance

Contractor shall comply with Chapter 2.85 of the County's Ordinance Code, which states that Contractor shall have and adhere to a written policy providing that its employees, to the extent they are full-time employees and live in San Mateo County, shall receive from the Contractor, on an annual basis, no fewer than five days of regular pay for jury service in San Mateo County, with jury pay being provided only for each day of actual jury service. The policy may provide that such employees deposit any fees received for such jury service with Contractor or that the Contractor may deduct from an employee's regular pay the fees received for jury service in San

Mateo County. By signing this Agreement, Contractor certifies that it has and adheres to a policy consistent with Chapter 2.85. For purposes of this Section, if Contractor has no employees in San Mateo County, it is sufficient for Contractor to provide the following written statement to County: "For purposes of San Mateo County's jury service ordinance, Contractor certifies that it has no full-time employees who live in San Mateo County. To the extent that it hires any such employees during the term of its Agreement with San Mateo County, Contractor shall adopt a policy that complies with Chapter 2.85 of the County's Ordinance Code." The requirements of Chapter 2.85 do not apply unless this Agreement's total value listed in the Section titled "Payments", exceeds two-hundred thousand dollars (\$200,000); Contractor acknowledges that Chapter 2.85's requirements will apply if this Agreement is amended such that its total value exceeds that threshold amount.

14. Retention of Records; Right to Monitor and Audit

(a) Contractor shall maintain all required records relating to services provided under this Agreement for three (3) years after County makes final payment and all other pending matters are closed, and Contractor shall be subject to the examination and/or audit by County, a Federal grantor agency, and the State of California.

(b) Contractor shall comply with all program and fiscal reporting requirements set forth by applicable Federal, State, and local agencies and as required by County.

(c) Contractor agrees upon reasonable notice to provide to County, to any Federal or State department having monitoring or review authority, to County's authorized representative, and/or to any of their respective audit agencies access to and the right to examine all records and documents necessary to determine compliance with relevant Federal, State, and local statutes, rules, and regulations, to determine compliance with this Agreement, and to evaluate the quality, appropriateness, and timeliness of services performed.

15. Merger Clause; Amendments

This Agreement, including the Exhibits and Attachments attached to this Agreement and incorporated by reference, constitutes the sole Agreement of the parties to this Agreement and correctly states the rights, duties, and obligations of each party as of this document's date. In the event that any term, condition, provision, requirement, or specification set forth in the body of this Agreement conflicts with or is inconsistent with any term, condition, provision, requirement, or specification in any Exhibit and/or Attachment to this Agreement, the provisions of the body of the Agreement shall prevail. Any prior agreement, promises, negotiations, or representations between the parties not expressly stated in this document are not binding. All subsequent modifications or amendments shall be in writing and signed by the parties.

16. Controlling Law; Venue

The validity of this Agreement and of its terms, the rights and duties of the parties under this Agreement, the interpretation of this Agreement, the performance of this Agreement, and any other dispute of any nature arising out of this Agreement shall be governed by the laws of the State of California without regard to its choice of law or conflict of law rules. Any dispute arising out of this Agreement shall be venued either in the San Mateo County Superior Court or in the United States District Court for the Northern District of California.

17. Notices

Any notice, request, demand, or other communication required or permitted under this Agreement shall be deemed to be properly given when both: (1) transmitted via email to the email address listed below; and (2) sent to the physical address listed below by either being deposited in the United States mail, postage prepaid, or deposited for overnight delivery, charges prepaid, with an established overnight courier that provides a tracking number showing confirmation of receipt.

In the case of County, to:

Name/Title: Selina Toy-Lee, Director of Community Collaborative Outcomes
Address: 500 County Center, Redwood City, CA, 94063
Telephone: 650-802-5120
Email: stoy-lee@smcgov.org

In the case of Contractor, to:

Name/Title: Aubrey Merriman, Chief Executive Officer
Address: 2550 Great America Way Suite 201, Santa Clara, CA 95054
Telephone: 650-685-5880
Email: amerriman@lifemoves.org

18. Electronic Signature

Both County and Contractor wish to permit this Agreement and future documents relating to this Agreement to be digitally signed in accordance with California law and County's Electronic Signature Administrative Memo. Any party to this Agreement may revoke such agreement to permit electronic signatures at any time in relation to all future documents by providing notice pursuant to this Agreement.

19. Personally Identifiable Information

Requirements for County Contractors, Subcontractors, Vendors and Agents

19.1. Definitions

Personally Identifiable Information (PII), or Sensitive Personal Information (SPI), as used in Federal information security and privacy laws, is information that can be used on its own or with other information to identify, contact, or locate a single person, or to identify an individual in context. PII may only be used to assist in the administration of programs in accordance with 45 C.F.R. § 205.40, *et seq.* and California Welfare & Institutions Code section 10850.

a. **"Assist in the Administration of the Program"** means performing administrative functions on behalf of County programs, such as determining eligibility for, or enrollment in, and collecting context PII for such purposes, to the extent such activities are authorized by law.

b. **"Breach"** refers to actual loss, loss of control, compromise, unauthorized disclosure, unauthorized acquisition, unauthorized access, or any similar term referring to situations where persons other than authorized users and for other than authorized purposes have access or potential access to context PII, whether electronic, paper, verbal, or recorded.

c. **“Contractor”** means those contractors, subcontractors, vendors and agents of the County performing any functions for the County that require access to and/or use of PII and that are authorized by the County to access and use PII.

d. **“Personally Identifiable Information” or “PII”** is personally identifiable information that can be used alone, or in conjunction with any other reasonably available information, to identify a specific individual. PII includes, but is not limited to, an individual's name, social security number, driver's license number, identification number, biometric records, date of birth, place of birth, or mother's maiden name. PII may be electronic, paper, verbal, or recorded.

e. **“Security Incident”** means the attempted or successful unauthorized access, use, disclosure, modification, or destruction of PII, or interference with system operations in an information system which processes PII that is under the control of the County or County's Statewide Automated Welfare System (SAWS) Consortium, or under the control of a contractor, subcontractor or vendor of the County, on behalf of the County.

f. **“Secure Areas”** means any area where:

- i. Contractors administer or assist in the administration of County programs; ii. PII is used or disclosed; or
- iii. PII is stored in paper or electronic format.

19.2. Restrictions on Contractor re Use and Disclosure of PII

a. Contractor agrees to use or disclose PII only as permitted in this Agreement and only to assist in the administration of programs in accordance with 45 CFR § 205.50, *et seq.* and California Welfare & Institutions Code section 10850 or as otherwise authorized or required by law. Disclosures, when authorized or required by law, such as in response to a court order, or when made upon the explicit written authorization of the individual, who is the subject of the PII, are allowable. Any other use or disclosure of PII requires the express approval in writing by the County. No Contractor shall duplicate, disseminate or disclose PII except as allowed in this Agreement.

b. Contractor agrees to only use PII to perform administrative functions related to the administration of County programs to the extent applicable.

c. Contractor agrees that access to PII shall be restricted to Contractor's staff who need to perform specific services in the administration of County programs as described in this Agreement.

d. Contractor understands and agrees that any of its staff who accesses, discloses or uses PII in a manner or for a purpose not authorized by this Agreement may be subject to civil and criminal sanctions available under applicable Federal and State laws and regulations

19.3. Use of Safeguards by Contractor to Protect PII

a. Contractor agrees to ensure that any agent, including a subcontractor, to whom it provides PII received from, or created or received by Contractor on behalf of County, agrees to adhere to the same restrictions and conditions contained in this Attachment PII.

b. Contractor agrees to advise its staff who have access to PII, of the confidentiality of the information, the safeguards required to protect the information, and the civil and criminal sanctions for non-compliance contained in applicable Federal and State laws and regulations.

c. Contractor agrees to train and use reasonable measures to ensure compliance by Contractor's staff, including, but not limited to (1) providing initial privacy and security awareness training to each new staff within thirty (30) days of employment; (2) thereafter, providing annual refresher training or reminders of the PII privacy and security safeguards to all Contractor's staff; (3) maintaining records indicating each Contractor's staff name and the date on which the privacy and security awareness training was completed; and (4) retaining training records for a period of three (3) years after completion of the training.

d. Contractor agrees to provide documented sanction policies and procedures for Contractor's staff who fail to comply with privacy policies and procedures or any provisions of these requirements, including termination of employment when appropriate.

e. Contractor agrees that all Contractor's staff performing services under this Agreement sign a confidentiality statement prior to accessing PII and annually thereafter. The signed statement shall be retained for a period of three (3) years, and the statement include at a minimum: (1) general use; (2) security and privacy safeguards; (3) unacceptable use; and (4) enforcement policies.

f. Contractor agrees to conduct a background check of Contractor's staff before they may access PII with more thorough screening done for those employees who are authorized to bypass significant technical and operational security controls. Contractor further agrees that screening documentation shall be retained for a period of three (3) years following conclusion of the employment relationship.

g. Contractor agrees to conduct periodic privacy and security reviews of work activity, including random sampling of work product by Contractor's staff by management level personnel who are knowledgeable and experienced in the areas of privacy and information security in the administration of County's programs and the use and disclosure of PII. Examples include, but are not limited to, access to data, case files or other activities related to the handling of PII.

h. Contractor shall ensure that PII is used and stored in an area that is physically safe from access by unauthorized persons at all times and safeguard PII from loss, theft, or inadvertent disclosure by securing all areas of its facilities where Contractor's staff assist in the administration of the County's programs and use,

disclose, or store PII.

i. Contractor shall ensure that each physical location, where PII is used, disclosed, or stored, has procedures and controls that ensure an individual who is terminated from access to the facility is promptly escorted from the facility by an authorized employee of Contractor and access is revoked.

j. Contractor shall ensure that there are security guards or a monitored alarm system at all times at Contractor's facilities and leased facilities where five hundred (500) or more individually identifiable records of PII is used, disclosed, or stored. Video surveillance systems are recommended.

k. Contractor shall ensure that data centers with servers, data storage devices, and/or critical network infrastructure involved in the use, storage, and/or processing of PII have perimeter security and physical access controls that limit access to only those authorized by this Agreement. Visitors to any Contractor data centers area storing PII as a result of administration of a County program must be escorted at all times by authorized Contractor's staff.

l. Contractor shall have policies that include, based on applicable risk factors, a description of the circumstances under which Contractor staff can transport PII, as well as the physical security requirements during transport.

m. Contractor shall ensure that any PII stored in a vehicle shall be in a non-visible area such as a trunk, that the vehicle is locked, and under no circumstances permit PII be left unattended in a vehicle overnight or for other extended periods of time.

n. Contractor shall ensure that PII shall not be left unattended at any time in airplanes, buses, trains, etc., including baggage areas. This should be included in training due to the nature of the risk.

o. Contractor shall ensure that all workstations and laptops, which use, store and/or process PII, must be encrypted using a FIPS 140-2 certified algorithm 128 bit or higher, such as Advanced Encryption Standard (AES). The encryption solution must be full disk. It is encouraged, when available and when feasible, that the encryption be 256 bit.

p. Contractor shall ensure that servers containing unencrypted PII must have sufficient administrative, physical, and technical controls in place to protect that data, based upon a risk assessment/system security review. It is recommended to follow the guidelines documented in the latest revision of the National Institute of Standards and Technology (NIST) Special Publication (SP) 800-53, Security and Privacy Controls for Federal Information Systems and Organizations.

q. Contractor agrees that only the minimum necessary amount of PII required to perform required business functions will be accessed, copied, downloaded, or exported.

r. Contractor shall ensure that all electronic files, which contain PII data is encrypted when stored on any mobile device or removable media (i.e. USB drives, CD/DVD, smartphones, tablets, backup tapes etc.). Encryption must be a FIPS 140-2 certified algorithm 128 bit or higher, such as AES. It is encouraged, when available and when feasible, that the encryption be 256 bit.

s. Contractor shall ensure that all workstations, laptops and other systems, which process and/or store PII, must install and actively use an antivirus software solution. Antivirus software should have automatic updates for definitions scheduled at least daily. In addition, Contractor shall ensure that:

- i. All workstations, laptops and other systems, which process and/or store PII, must have critical security patches applied, with system reboot if necessary.
- ii. There must be a documented patch management process that determines installation timeframe based on risk assessment and vendor recommendations.

- iii. At a maximum, all applicable patches deemed as critical must be installed within thirty (30) days of vendor release. It is recommended that critical patches which are high risk be installed within seven (7) days.
- iv. Applications and systems that cannot be patched within this time frame, due to significant operational reasons, must have compensatory controls implemented to minimize risk.
- t. Contractor shall ensure that all of its staff accessing Personally Identifiable Information on applications and systems will be issued a unique individual password that is a least eight (8) characters, a non-dictionary word, composed of characters from at least three (3) of the following four (4) groups from the standard keyboard: upper case letters (A-Z); lower case letters (a-z); Arabic numerals (0-9) and special characters (!, @, #, etc.). Passwords are not to be shared and changed if revealed or compromised. All passwords must be changed every (90) days or less and must not be stored in readable format on the computer or server.
- u. Contractor shall ensure that usernames for its staff authorized to access PII will be promptly disabled, deleted, or the password changed upon the transfer or termination of an employee within twenty-four (24) hours. Note: Twenty-four (24) hours is defined as one (1) working day.
- v. Contractor shall ensure when no longer needed, all PII must be cleared, purged, or destroyed consistent with NIST SP 800-88, Guidelines for Media Sanitization, such that the Personally Identifiable Information cannot be retrieved.
- w. Contractor shall ensure that all of its systems providing access to PII must provide an automatic timeout, requiring re-authentication of the user session after no more than twenty (20) minutes of inactivity.
- x. Contractor shall ensure that all of its systems providing access to PII must display a warning banner stating, at a minimum that data is confidential; systems are logged, systems use is for business purposes only by authorized users and users shall log off the system immediately if they do not agree with these requirements.
- y. Contractor will ensure that all of its systems providing access to PII must maintain an automated audit trail that can identify the user or system process which initiates a request for PII, or alters PII. The audit trail shall be date and time stamped; log both successful and failed accesses be read-access only; and be restricted to authorized users. If PII is stored in a database, database logging functionality shall be enabled. The audit trail data shall be archived for at least three (3) years from the occurrence.
- z. Contractor shall ensure that all of its systems providing access to PII shall use role-based access controls for all user authentications, enforcing the principle of least privilege.
- aa. Contractor shall ensure that all data transmissions of PII outside of its secure internal networks must be encrypted using a Federal Information Processing Standard (FIPS) 140-2 certified algorithm that is 128 bit or higher, such as Advanced Encryption Standard (AES) or Transport Layer Security (TLS). It is encouraged, when available and when feasible, that 256 bit encryption be used. Encryption can be end to end at the network level, or the data files containing PII can be encrypted. This requirement pertains to any type of PII in motion such as website access, file transfer, and email.

bb. Contractor shall ensure that all of its systems involved in accessing, storing, transporting, and protecting PII, which are accessible through the Internet, must be protected by an intrusion detection and prevention solution.

cc. Contractor shall ensure that audit control mechanisms are in place. All Contractor systems processing and/or storing Personally Identifiable Information must have a least an annual system risk assessment/security review that ensure administrative, physical, and technical controls are functioning effectively and provide an adequate level of protection. Review shall include vulnerability scanning tools.

dd. Contractor shall ensure that all of its systems processing and/or storing PII must have a process or automated procedure in place to review system logs for unauthorized access.

ee. Contractor shall ensure that all of its systems processing and/or storing PII must have a documented change control process that ensures separation of duties and protects the confidentiality, integrity and availability of data.

ff. Contractor shall establish a documented plan to enable continuation of critical business processes and protection of the security of PII kept in an electronic format in the event of an emergency. Emergency means any circumstance or situation that causes normal computer operations to become unavailable for use in performing the work required under this Agreement for more than twenty-four (24) hours.

gg. Contractor shall ensure its data centers with servers, data storage devices, and critical network infrastructure involved in the use, storage and/or processing of PII, must include environmental protection such as cooling, power, and fire prevention, detection, and suppression.

hh. Contractor shall establish documented procedures to backup PII to maintain retrievable exact copies of PII. The documented backup procedures shall contain a schedule which includes incremental and full backups, storing backups offsite, inventory of backup media, recovery of PII data, an estimate of the amount of time needed to restore PII data.

ii. Contractor shall ensure that PII in paper form shall not be left unattended at any time, unless it is locked space such as a file cabinet, file room, desk or office. Unattended means that information may be observed by an individual not authorized to access the information. Locked spaces are defined as locked file cabinets, locked file rooms, locked desks, or locked offices in facilities which are multi-use, meaning that there are Contractor's staff and non-Contractor functions in one building in work areas that are not securely segregated from each other. It is recommended that all PII be locked up when unattended at any time, not just within multi-use facilities.

jj. Contractor shall ensure that any PII that must be disposed of will be through confidential means, such as crosscut shredding or pulverizing.

kk. Contractor agrees that PII must not be removed from its facilities except for identified routine business purposes or with express written permission of the County.

ll. Contractor shall ensure that faxes containing PII shall not be left unattended and fax machines shall be in secure areas. Faxes containing PII shall contain a confidentiality statement

notifying persons receiving faxes in error to destroy them and notify the sender. All fax numbers shall be verified with the intended recipient before send the fax.

mm. Contractor shall ensure that mailings containing PII shall be sealed and secured from damage or inappropriate viewing of PII to the extent possible. Mailings that include five hundred (500) or more individually identifiable records containing PII in a single package shall be sent using a tracked mailing method that includes verification of delivery.

19.4. Reporting of Breaches Required by Contractor to County; Mitigation

a. Contractor shall report to County within one business day of discovery, to the County contact listed in this agreement by email or telephone as listed in the of unsecured PII, if that PII was, or is, reasonably believed to have been accessed or acquired by an unauthorized person, any suspected security incident, intrusion or unauthorized access, use or disclosure of PII in violation of this Agreement, or potential loss of confidential data affecting this Agreement.

b. Contractor understands that State and Federal Law requires a breaching entity to notify individuals of a breach or unauthorized disclosure of their PII. Contractor shall ensure that said notifications shall comply with the requirements set forth in California Civil Code section 1798.29, and 42 U.S.C. section 17932, and its implementing regulations, including but not limited to, the requirement that the notifications be made without unreasonable delay and in no event later than sixty (60) calendar days.

c. Contractor agrees to promptly mitigate, to the extent practicable, any harmful effect that is known to Contractor stemming from a use or disclosure of PII in violation of the requirements of this Agreement, including taking any action pertaining to such use or disclosure required by applicable Federal and State laws and regulations.

19.5. Permitted Uses and Disclosures of PII by Contractor

Except as otherwise limited in this schedule, Contractor may use or disclose PII to perform functions, activities, or services for, or on behalf of, County as specified in the Agreement; provided that such use or disclosure would not violate the Privacy Rule if done by County.

19.6. Obligations of County

a. County shall provide Contractor with the notice of privacy practices that County produces in accordance with California Welfare and Institutions Code section 10850, as well as any changes to such notice.

b. County shall notify Contractor of any changes in, or revocation of, permission by Individual to use or disclose PII, if such changes affect Contractor's permitted or required uses and disclosures.

c. County shall notify Contractor of any restriction to the use or disclosure of PII that County has agreed to in accordance with California Welfare and Institutions Code section 10850.

19.7. Permissible Requests by County

County shall not request Contractor to use or disclose PII in any manner that would not be permissible under the Privacy Rule if so requested by County, unless Contractor will use or disclose PII for, and if the Agreement provides for, data aggregation or management and administrative activities of Contractor.

19.8. Duties Upon Termination of Agreement

a. Upon termination of the Agreement, for any reason, Contractor shall return or destroy all PII received from County, or created, maintained, or received by Contractor on behalf of County that Contractor still maintains in any form. This provision shall apply to PII that is in the possession of subcontractors or agents of Contractor. Contractor shall retain no copies of the PII.

b. In the event that Contractor determines that returning or destroying PII is infeasible, Contractor shall provide to County notification of the conditions that make return or destruction infeasible. Upon mutual Agreement of the Parties that return or destruction of PII is infeasible, Contractor shall extend the protections of the Agreement to such PII and limit further uses and disclosures of such PII to those purposes that make the return or destruction infeasible, for so long as Contractor maintains such PII.

19.9. Miscellaneous

a. **Regulatory References.** A reference in this Attachment to a section in the Personally Identifiable Information Privacy Rule means the section as in effect or as amended, and for which compliance is required.

b. **Amendment.** The Parties agree to take such action as is necessary to amend this Schedule from time to time as is necessary for County to comply with the requirements of the Privacy Rule and in accordance 45 CFR § 205.40, *et seq.* and California Welfare and Institutions Code section 10850.

c. **Survival.** The respective rights and obligations of Contractor under this Attachment shall survive the termination of the Agreement unless and until the PII is destroyed or returned to the County.

d. **Interpretation.** Any ambiguity in any provision in this Attachment shall be resolved in favor of a meaning that permits County to comply with the Privacy Rule.

e. **Reservation of Right to Monitor Activities.** County reserves the right to monitor the security policies and procedures of Contractor.

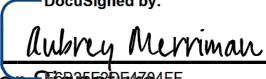
20. **Rehabilitation Act of 1973**

Refer to the attachment required to be completed by the Contractor.

SIGNATURE PAGE TO FOLLOW

In witness of and in agreement with this Agreement's terms, the parties, by their duly authorized representatives, affix their respective signatures:

For Contractor: LifeMoves

<small>DocuSigned by:</small>  Contractor Signature	<small>11/13/2024 4:58 PM PST</small> Date	<small>Aubrey Merriman</small> Contractor Name (please print)
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COUNTY OF SAN MATEO

By: 	Resolution No. 080788
President, Board of Supervisors, San Mateo County	

Date: December 10, 2024

ATTEST:

By: 
Clerk of Said Board

Exhibit A - Services

In consideration of the payments set forth in Exhibit B, Contractor shall provide the following services:

I. Purpose

Provide street-based homeless outreach services in the Northern, Bayside, and Southern regions of San Mateo County. Specific program components include homeless outreach and engagement, after-hours and weekend outreach, intensive case management, facilitation and coordination of multi-disciplinary team meetings, and rapid response to community inquiries or referrals of unsheltered homeless persons. In addition to homeless outreach services in the regions stated above, provide dispatch services countywide by fielding and dispatching rapid response and outreach requests called in by community service providers to outreach teams.

The goal of homeless outreach is to provide services and support to unsheltered homeless individuals and households with the purpose of assisting them with becoming housed. Homeless outreach services coordinate closely with the Coordinated Entry System ("CES") established by San Mateo County Human Services Agency ("HSA"), shelters, Health programs, law enforcement, and other safety net programs to act as an integrated part of the community's homeless crisis response system.

II. Services to be Provided

A. Population and Area to Be Served

1. Provide services targeted specifically to unsheltered (living outdoors, in vehicles, or other places not meant for human habitation) homeless individuals, households, or unaccompanied youth, who are residents of San Mateo County's Northern, Bayside, and Southern regions and are disconnected from mainstream services, homeless services, and other support systems. This includes those with disabilities, little to no income, evictions, criminal convictions, alcohol and/or other substance use, mental and physical health challenges, and other barriers to maintaining housing. Services will be provided via the FTEs and in the regions listed and defined below:

# FTE	Position Name	Region
3.0	Case Manager	Northern SMC - Brisbane, Burlingame, Colma, Daly City, Millbrae, San Bruno, South San Francisco, and the unincorporated areas in central and north county
2.0	Outreach Worker	
1.0	Program Director	
0.25	Associate Director of Outreach	
0.1	Director of Outreach	

4.0	Case Manager	Bayside- Belmont, Foster City, Hillsborough, Redwood City, San Carlos, and San Mateo
3.0	Outreach Worker	
1.0	Program Director	
1.0	Associate Program Director	
0.5	Associate Director of Outreach	
0.1	Director of Outreach	
2.0	Case Manager	Southern SMC - Atherton, East Palo Alto, Menlo Park, Portola Valley, and the unincorporated areas of the southern region of the County east of Interstate 280
2.0	Outreach Worker	
0.5	Program Director	
0.25	Associate Director of Outreach	
0.1	Director of Outreach	
2.0	Outreach Worker (Dispatcher)	Dispatch - Countywide
0.5	Program Director	
0.05	Director of Outreach	

2. Serve both those who are referred by CES as well other unsheltered individuals living in the County encountered by Contractor's outreach staff, to target services towards clients who have been unsheltered the longest and are most in need of services.
3. Program participants will be San Mateo County residents at the time of service. Case management and housing plans may include strategies for out-of-county permanent housing solutions. However, if a client moves out of County, services under this contract would cease and Contractor shall identify resources and service providers in the area of relocation to transfer services.

B. Outreach and Engagement:

Homeless outreach supports the County's efforts to serve the unsheltered homeless population and assist them with returning to housing. Outreach and engagement are essential to building relationships based on trust and respect between the clients and service providers and are key steps toward permanent housing. An outreach worker, who provides outreach, engagement, and rapid response services, would typically be separate from an outreach case manager, who provides intensive, housing-focused case management services.

1. Target Population:
 - a. Unsheltered homeless households in San Mateo County's Northern SMC,

Bayside, and Southern SMC regions with a primary focus on persons who have been unsheltered the longest and/or have the highest barriers to re-entering and maintaining housing. "Household" is defined as a single individual or group of persons who want to share a housing unit.

- b. Individuals are not required to be clean and sober, to have completed or currently be in treatment, to be compliant with medication prescription, or to have income or employment to access outreach resources. Participants will not be screened out for lack of "motivation."
 - c. Street outreach is conducted in areas where unsheltered homeless are known to stay, including traditional and vehicular encampments, streets, under bridges and overpasses, and in isolated areas. Services are provided primarily in the field where clients live and spend time.
 2. Goals and Requirements, under this component Contractor will:
 - a. Identify, contact, and engage as many unsheltered individuals as feasible, including in the evenings and on weekends via rapid responses or other service needs.
 - b. Contact and engage unsheltered homeless people who are disconnected from the homeless and mainstream service systems, and, if engaging with people after hours, connect them to services available during business hours.
 - c. Engage unsheltered homeless people and establish a pathway to permanent housing.
 - d. Receive training on and implement best practices designed to engage unsheltered homeless, e.g., assertive outreach techniques, motivational interviewing.
 3. Under the program component, Contractor will:
 - a. Perform regular canvassing of locations where unsheltered residents are known to reside or are likely to reside, including encampments and other hot spots such as transit stations and parking lots, to check for new residents and/or activity, and to continue attempting engagement with residents who have previously declined services. This activity should occur at least once monthly for each location, and more frequently for larger encampments and more active locations.
 - i. "Encampment" is defined as: any tent, makeshift structure, or accumulation of belongings in a place not meant for human habitation, belonging to at least one person, where the person or people plan to stay in one location continuously with no definite plans to move; a homeless encampment may also include a vehicle/RV or group of vehicles/RV's that are inoperable or stationary, where a person(s) plans to stay in the vehicle/RV(s) continuously with no definite plans to move.
 - b. Have in the field or on-call staff available Monday-Friday 5:00pm-10:00pm and Saturday-Sunday (and County holidays) from 9:00am to 5:00pm to respond to rapid response requests and provide other after-hours services in the community as needed.
 - c. Build rapport and positive relationships with unsheltered homeless individuals to provide pathways to housing and linkages to other homeless system and/or mainstream services.

- d. Identify and conduct regular and ongoing outreach to areas where unsheltered homeless people live.
- e. Assist unsheltered households with accessing interim housing.
- f. Assist individuals and families with connecting to Diversion/CES, either by connecting to a Core Service Agency or by completing the specialized Outreach-CES mobile assessment process.
- g. Work closely with Core Service Agencies and CES staff and program management on referral processes.
- h. Work with and refer individuals and families to Street Medicine, Behavioral Health and Recovery Services (BHRS), Core Service Agencies, and other partners.
- i. Partner with Street Medicine during their work in the community, connect Street Medicine with individuals in need of their services, introduce Street Medicine team to them, and help establish rapport and connections.
- j. Collaborate with city staff, County staff, and other key stakeholders in creating and implementing plans to provide additional services and coordination of services to people living in encampment areas, including areas with multiple RVs and other vehicles being lived in. Maintain ongoing collaboration with staff from the applicable jurisdictions (City, County, etc.).
- k. Coordinate with jurisdictions and other service providers on an ongoing basis, with intensive coordination when a jurisdiction is planning to clear out an encampment. (Homeless outreach teams do not conduct any enforcement activities or encampment clear outs, however they do stay in close communication with jurisdictions regarding the jurisdiction's plans and timelines, and they coordinate with other entities providing services to the individuals.)
- l. Consult at least quarterly with law enforcement for each jurisdiction on the location and composition of traditional and vehicular encampments and other homeless-related issues.
- m. Update client data of unsheltered individuals and encampments in HMIS/Clarity. COH will provide contractor with a by-name list dashboard. Provider must use by-name dashboard to assist with the coordination of services. The by-name list dashboard should be reviewed regularly by program staff and should inform outreach, engagement, case management, and MDT planning.
- n. May provide supplies or other items to assist clients with meeting their basic needs and to build rapport (food, gift cards, socks, glasses, etc.).
- o. Identify immediate needs that require short-term interventions, such as direct assistance for basic needs or emergency calls for urgent medical needs.
- p. Conduct a standardized assessment of immediate needs to facilitate short-term interventions, such as access to emergency shelter and other homeless system services, residential treatment programs, medical facilities, and other short-term assistance, as a step toward permanent housing.
- q. Connect individuals and families with health concerns to health services and support individuals and families with staying connected to these services.
- r. Before and during inclement weather activations and other emergencies, conduct additional outreach and assist clients with accessing shelter,

provide water and other supplies, and connect individuals to other resources.

- s. Conduct outreach and engagement to unsheltered individuals at inclement weather activation sites when activations end. Provide transportation assistance to individuals exiting inclement activations to connect these clients to the Core or other services, or to return to their location of origin.
- t. Provide transportation assistance to assist clients with connecting to services.
- u. Work closely with HSA and other stakeholders on the One Day Homeless Count, ongoing unsheltered counts, and other ad hoc initiatives to collect information regarding people experiencing homelessness

C. Rapid Response

Rapid response provides a mechanism for community stakeholders to request for homeless outreach staff to make contact and provide support to unsheltered homeless households in the County.

1. Target Population
 - a. Unsheltered homeless households on San Mateo County's Northern SMC, Bayside, and Southern SMC regions.
 - b. Outreach staff will deploy to locations of inquiries and make reasonable efforts to make contact and engage.
 - c. Inquiries for rapid response to unsheltered homeless may come from service providers, medical providers, law enforcement, City or County staff, stakeholders, the San Mateo County Homeless Outreach and Mobile Engagement (HOME) App, or other community members.
2. Goals and Requirements
 - a. Outreach staff will conduct outreach within three (3) program operational hours of the request. Program operational hours are defined in Section III.B, Table 1. (Examples: 1. A request received at 6:30pm on Monday should be responded to by 9:30pm on Monday. 2. A request received at 1:00pm on Sunday should be responded to by 4:00pm on Sunday. 3. A request received at 8:00pm on a Thursday should be responded to by 10:00am on Friday. 4. A request received at 6:00pm on a Saturday should be responded to by 12:00pm on Sunday.)
 - b. Respond to and receive rapid response requests from the Dispatch Program and all referral processes developed by HSA, including the HOME App.
 - c. All rapid response requests received from community partners must be redirected to the San Mateo County outreach Dispatcher to be dispatched through the HOME App.
 - d. Communicate process for making rapid response inquiries to service providers, medical providers, law enforcement, City or County staff, stakeholders, and other community members.
 - e. Provide after-hours and weekend coverage to address immediate services or interventions for unsheltered homeless households that may not be able to access mainstream services during business hours.

3. Under the program component, Contractor will:
 - a. Deploy outreach staff to locations of inquiries and make reasonable efforts to contact the unsheltered homeless households.
 - b. Ensure that in-the-field and on-call staff are available to respond to afterhours and weekend rapid response requests.
 - c. If staff are unable to contact the individual during the first attempt, staff will follow up at least two more times within 7 days to try to contact the individual, unless otherwise instructed by HSA.
 - d. If contact is made and client is willing, staff will provide outreach and engagement activities, including all of the outreach and engagement services listed above, with an emphasis on attempting to connect the individual or family to immediate assistance such as interim housing or other residential setting (detox, residential treatment program, etc.).
 - e. May provide supplies or other items to assist clients with meeting their basic needs and to build rapport (examples include food, gift cards, socks, glasses).
 - f. Maintain documentation of all inquiries and responses.

D. Case Management

Case management provides intensive, ongoing services to a set number of individuals, including working with each client to develop and implement a plan to return to permanent housing, as well as assisting them with connecting with other services to meet their other needs (mainstream supportive services, health services, etc.). Clients served under this area must be referred following the CES outreach case management process as determined by HSA in order to ensure that these intensive services are provided to the individuals with the highest needs.

A full-time outreach case manager would typically serve 20-25 individuals with case management services at any given time. This role would typically be separate from the outreach worker, who provides outreach, engagement, and rapid response services.

1. Target Population
 - a. Unsheltered homeless households on San Mateo County's Northern SMC, Bayside, and Southern SMC regions with a primary focus on persons who have been unsheltered the longest and/or have the highest barriers to re-entering and maintaining housing.
 - b. Unsheltered homeless individuals who have been assessed and added to the homeless outreach services caseload via the established process.
2. Goals and Requirements, Contractor will ensure:
 - a. Case management applies a client-centered approach respecting each individual's strengths and preferences and maintains a focus on permanent housing for all clients.
 - b. Case management staff are trained on and implement a trauma-informed approach and use a harm reduction model.
 - c. Individualized case plans (with a primary focus on permanent housing) are developed according to standardized assessments of each client's needs and goals. Case plans are kept updated to reflect the client's current circumstances, needs and goals.

- d. Clients served under this area are referred following the CES outreach case management process as determined by HSA, in order to ensure that these intensive services are provided to the individuals with the highest needs.
 - e. Individuals are not required to be clean and sober, to have completed or currently be in treatment, to be compliant with medication prescription, or to have income or employment to access outreach resources. Participants will not be screened out for lack of “motivation.”
 - f. Case management is guided by Housing First principles. The primary objective of the program is to help unsheltered people transition to safe, secure housing which they can use as a starting place to address other issues.
 - g. Outreach staff will work closely with other service providers (primary and mental health, housing location, etc.), to ensure a “warm transfer” of services once a client is housed or transitions into another program with case management, such as a shelter or residential treatment program.
3. Under the program component, Contractor will:
- a. Create and implement a client-centered housing plan to assist clients with rapidly and sustainably exiting homelessness.
 - b. Make consistent effort to engage unsheltered homeless individuals in case management and other support services, including regular contact and follow up on case plan next steps.
 - c. Based on each client’s unique needs, outreach staff will link unsheltered clients to mainstream, health, and behavioral health services.
 - d. Coordinate with service providers who interact with the client through other systems,
 - e.g. mental health, housing vouchers.
 - e. Provide services at the frequency and level of intensity needed to build engagement and support each client in moving toward permanent housing. Case Managers should create a consistent presence with a minimum of twice monthly in person contacts
 - f. Encourage utilization of shelters as a temporary place to stay, including assisting with accessing interim housing (shelter) and other resources such as medical treatment facilities, while the client continues to pursue permanent housing.
 - g. Provide transportation assistance to assist clients with getting to shelter, appointments, etc.
 - h. Maintain knowledge of eligibility and referral/application processes for a wide range of housing resources, including permanent supportive housing (PSH), rapid re-housing, Housing Readiness Program, Supportive Services for Veterans (SSVF), Veterans Affairs Supportive Housing vouchers (VASH), other subsidies/vouchers, senior housing, shared housing, affordable housing in the community, as well as other applicable resources such as detox services, residential and outpatient substance use treatment programs, and long-term care facilities.
 - i. May provide supplies or other items to assist clients with meeting their basic needs and to build rapport (examples include food, gift cards, socks, glasses).
 - j. Assist clients with completing the application or enrollment processes

- for housing programs.
- k. Support clients with becoming “document ready” and with the eligibility process for housing programs, including intensive support with obtaining documents from agencies such as Social Security and the Department of Motor Vehicles.
- l. When clients transition into shelter, housing, or another program (i.e. residential treatment), case manager will conduct a warm handoff whenever possible and collaborate with new case manager to assist with the transition of services.
- m. In cases where necessary, such as clients not able to be served during daytime hours, provide after-hours (Monday-Friday 5:00pm-10:00pm, Saturday-Sunday and County holidays 9:00am-5:00pm) coverage to provide immediate services or interventions for unsheltered homeless people.
- n. Identify non-housing-related services that clients are already connected to and coordinate with other service providers to facilitate access (e.g., engagement, transportation).
- o. Identify non-housing-related services (e.g., public benefits, mental health) that clients need and connect clients to appropriate service providers and resources.
- p. Connect individuals and families with health concerns to health services for support in accessing medical care and follow up.
- q. Work with shelter providers to facilitate temporary housing interventions and ensure clear roles and responsibilities on case plan and permanent housing goals.
- r. Consistently monitor progress with case plans and reassess needs and goals as needed.
- s. Maintain case files that includes, at a minimum, an initial needs assessment with regular reviews and updates, housing plan/service plan, case notes on services provided and housing plan progress, required documentation for eligibility and housing applications, and current applicable client consent and release of information.
- t. Make emergency calls when needed and report critical incidents to HSA immediately.
- u. When caseload is below capacity, case manager may also provide outreach and engagement services.
- v. Case manager may also provide outreach and engagement services when there is an urgent need, such as to notify individuals of inclement weather or other emergencies/time-sensitive situations.

E. Multi-Disciplinary Team Meetings

Multi-disciplinary teams (MDTs) serve as a forum in which to find solutions for unsheltered homeless individuals working with outreach staff. Case conferencing within an MDT enables outreach staff to identify clients’ needs and resources, and to utilize the broad base of experience to assess and plan the most appropriate course of action. MDTs will also serve as a forum in which to present and discuss updates on region-specific encampments.

MDT meetings will occur monthly and are organized by geographic region. There are currently four regions of the County and one monthly MDT meeting in San Mateo County’s

Northern SMC, Bayside, and Southern SMC regions. At the MDT meetings, outreach staff report on clients who are receiving case management services (and who have signed the applicable Releases of Information forms) and present the housing-focused case plan, updates on the progress toward housing, barriers, and challenges. MDT participating agencies (which include city staff, HSA, mental health programs, and other service providers) provide suggestions, resources, and sometimes also offer direct assistance to the clients in collaboration with the outreach staff.

1. Goals and Requirements, Contractor will:
 - a. Maintain a collaborative environment with representation at MDTs from law enforcement, San Mateo County BHRS, homeless shelters, Core Service Agencies, primary and mental health care, and other safety net and homeless providers.
 - b. Maintain strict confidentiality in case conferencing and follow program confidentiality policies regarding obtaining consent to share information/Release of Information forms.
2. Under this program component, Contractor will:
 - a. Maintain approved participant list of MDT members, maintain active participation by key partners, and confirm that all MDT participants have signed AB210 agreements.
 - b. Host the MDTs, either virtually or in-person. Send recurring calendar invitations to the meetings in advance. If an MDT partner has not been attending consistently, the outreach program supervisor will reach out to that MDT partner and encourage the partner to attend regularly, and the outreach program supervisor will also inform HSA.
 - c. Facilitate each MDT meeting and take written notes, including all action items and next steps for each client's housing-focused case plan. Sufficient outreach staff should be present at the MDT to ensure effective participation and follow-through, including case manager(s) for the region, a note-taker, and, in cases where needed, a program supervisor to provide additional support.
 - d. The staff member who takes notes at the MDT meeting distributes action item notes to applicable partners within four business days of the MDT meeting.
 - e. Provide information to clients on MDT model and obtain consent for case conferencing within the MDT if clients are willing (note: if client does not consent, client can still receive all homeless outreach services but will not be discussed at the MDT).
 - f. At each MDT meeting: Homeless outreach case manager and/or outreach specialist who provides services to clients in the area/region presents each client who is receiving case management. The case manager and/or outreach specialist presents the client's housing-focused case plan, progress toward housing, eligibility for various housing resources, barriers, challenges, concerns, needs, and can request suggestions or support from MDT approved participating agencies.
 - g. Communicate to MDT members outreach coverage and current case management caseload. The program will maintain an appropriate staff to client ratio for quality services.
 - h. Homeless outreach program leadership will present at regional and county-wide steering and oversight meetings (outreach steering and oversight meetings currently exist in some regions and may be launched in other

regions).

F. For all program service components (II.A-E), Contractor will, when applicable:

1. Monitor data entry to ensure services are entered in a timely manner and that ongoing quality checks of data are conducted.
2. Document outreach and engagement activities in the San Mateo County Clarity HMIS system within 72 hours of the outreach and engagement. This includes, but is not limited to, documenting current living situation after each contact, services provided, and updating client and encampment information in the outreach module.
3. Continually train staff on HMIS data collection, entry, and quality assurance policies and procedures.
4. Run reports in HMIS to review the data and outcomes of the program, and review alongside reports run by HSA.
5. Establish and implement internal process and procedures to train staff who have access to HMIS on the security and confidentiality principles and on the Clarity HMIS Privacy Policy documents.
6. Share and protect information in HMIS as set forth in the Clarity HMIS Privacy Policy documents and as required by law.
7. Abide by the Clarity HMIS Privacy Policy, available here: <https://www.smcgov.org/hsa/san-mateo-county-clarity-hmisprivacy-policy>. In addition, the Contractor will abide by any updates to these documents issued by the County.
8. Contractors are encouraged to use tablets and mobile devices to facilitate data entry in the field.
9. When serving families with children, encourage families to and assist them with applying for CalWORKs to access CalWORKs, CalWORKs Temporary Housing Assistance and CalWORKs Housing Support Program.
10. Assist clients access related services, such as CalAIM enhanced care management, RediWheels, other transportation assistance, etc.

G. Dispatch Services

1. Outreach dispatch services allow community stakeholders – including law enforcement, San Mateo County jurisdictions, and service partners – to request that outreach team members conduct rapid response and outreach to particular households or at particular locations. The dispatcher will be responsible for fielding and dispatching these requests to outreach teams.

2. Goals and Requirements

- a. Ensure that community stakeholders have a single point of contact for requesting outreach and engagement of particular individuals and at specific locations.
- b. Ensure that the avenues for requesting rapid response and outreach and engagement are easy to use.
- c. Reduce response times to rapid response requests.

3. Program-Specific Activities

- a. Via 2 FTE, field and dispatch rapid response and outreach requests called in by community service providers and police/first responders during business hours, defined as 9:00 AM to 5:00 PM, Monday through Friday, excluding County holidays.
- b. Field and dispatch rapid response and outreach requests county-wide.

- c. Ensure that rapid response requests are responded to by Outreach within three (3) program operational hours of the request during hours that dispatcher is working.
- d. Field rapid response requests through the HOME App, in addition to requests that a made by phone, text, or email.
- e. Dispatch rapid response requests through the HOME App. This includes entering any requests received via phone, email or other method into the HOME App.
- f. Coordinate with and assign rapid responses to outreach teams in all four San Mateo County service areas.
- g. Coordinate the timely and accurate collection of rapid response outreach data for reporting purposes.
- h. Report back to the original rapid response and outreach requester, as appropriate.
- i. Train requesters and outreach responder teams, provide informational meetings, and/or answer questions about the HOME App and rapid response protocol from homeless system partners as needed (HSA will maintain the role of approving any new agencies to be added as requesters in the HOME App.). Provide a minimum of quarterly requester and responder trainings, as well as any additional ad hoc trainings or technical support as requested by requesters and/or responders
- j. Run reports from the HOME App to identify trends and any challenges related to rapid responses, and collaboratively work with the regional outreach contractors and HSA to address challenges.
- k. As time outside of fielding and coordinating rapid response requests permits, the dispatcher will conduct outreach and engagement as needed

III. Program Requirements

A. Program Principles, Contractor will

- 1. Accept referrals following the process established by the County, including participation in and receiving referrals from CES.
- 2. Implement a Housing First approach, ensuring low barriers to program entry and program rules designed to minimize clients being involuntarily terminated from programs. Low entry barriers mean there are no sobriety requirements, service participation requirements, or other entry criteria designed to screen out households based on lack of “housing readiness.”
- 3. Adopt fair, transparent, and accessible program policies.
- 4. Be client-centered and individualized to meet the needs of each client.
- 5. Support client choice and self-determination.
- 6. Understand the role of emergency shelters and transitional housing as short term.
- 7. Prioritize assistance for households who are unsheltered and those who have the highest need for assistance to resolve their housing crisis.
- 8. Be oriented to help all households return to stable housing as quickly as possible.
- 9. Have funded providers participate in homeless and safety net system planning meetings and collaborate with other community-based organizations and public agency partners.

B. Hours of Services, Contractor will:

- 1. Provide services during times that are tailored to the needs of the clients. Hours of

services will include services during regular business hours, and after-hours services during evenings, nights, and weekends to maximize outreach and connection with the clients to be served. Minimum required program operational hours are listed below:

- 2. By January 1, 2025, Contractor will submit to HSA (Matthew Hayes mhayes@smcgov.org and Marika Buchholz mbuchholz@smcgov.org) a program staff roster using the Outreach Staff Roster and Schedule template provided by HSA, and Contractor will submit a revised roster within 2 business days of any changes, including but not limited to staff departures, new staff hired, staff changing roles, staff changing regions, leave of absence/extended absence, and change of contact information. This schedule will include regular work schedules for all FTEs; an outreach schedule that includes staff conducting outreach, locations outreached to, and the frequency of visits to locations; and in-field and on-call rapid response and after-hours work. Any proposed changes to the schedule after initial approval must be approved by HSA in advance of the changes being implemented.

Table 1: Program Operational Hours for Outreach Services

Service Components	Minimum Required Operational Hours**
Case Management, Outreach and Engagement, and Rapid Response	Monday-Friday: 9:00am-5:00pm
Rapid Response and After-Hours (can be in-field or on-call*)	Monday-Friday: 5:00pm-10:00pm; Saturday-Sunday (and County holidays): 9:00am-5:00pm

*On-call means that staff is receiving requests and will respond in person to rapid response requests or when a specific after hours need arises, within the timeframes listed below

**During exceptional or case-by-case circumstances, such as disaster events, extreme weather, or clients who cannot be served during daytime hours, Contractor may need to provide services during additional hours.

IV. Program Oversight Structure, Contractor will:

- 1. Include a dedicated program manager(s) who will be responsible for overall program operations, including quality assurance and improvement, consistency of services, ongoing training and supervision of staff, partnerships with stakeholders, data tracking, and performance outcomes. The program manager will be responsible for oversight of data quality, ensuring that data is entered timely and accurately, and ensuring that outreach workers and case managers are properly trained to use HMIS/Clarity. The program manager(s) may be full-time or part-time, depending on the size of the program. In order to ensure continuity of services, the program manager may conduct outreach and engagement or provide case management services, as needed. The program may choose to assign a case manager as lead, who could provide some supervision, training, and back up to program manager.

2. Work closely with HSA on program implementation, program structure as it relates to other outreach services in the community, and how this program interacts with other homeless system programs, such as Diversion and Coordinated Entry System, shelters, housing programs, and others. Program manager and other program staff will coordinate closely with outreach programs in other San Mateo County regions to ensure consistency of services countywide and continuity of services for clients moving between regions.
3. Recruit, retain, train, and supervise program staff, including in the following areas:
 - a. Staff should be qualified for their position.
 - b. Staff are trained to work with hard-to-reach and hard-to-serve clients, who may otherwise be disconnected from mainstream and homeless system services and supports. This means providing ongoing, comprehensive staff trainings on best practices in working with homeless individuals with complex needs, safety protocol and procedures, motivational interviewing, job functions and responsibilities, and emergency response protocol.
 - c. Outreach staff are trained in providing outreach before and during inclement weather episodes, including cold weather, rainy weather, heat waves, and during air quality concerns.
 - d. Program must have multilingual outreach and case management staff. This must include at least one Spanish-speaking staff member. The program must also have access to a language/translation service.
 - e. Staff should receive training in trauma informed care, motivational interviewing, harm reduction, mental health, and other areas as needed to ensure they are equipped to work effectively with chronically homeless and unsheltered individuals. Staff should be trained in how to apply a strengths-based, person-centered approach to case management that utilizes motivational interviewing and other current best practices.
 - f. Staff must be trained in Housing First principles and actively work to move the greatest number of unsheltered individuals towards permanent housing.
 - g. Staff must have knowledge of and are well connected to the array of services available within the community. Staff maintain current knowledge of referral/application processes for shelter, housing resources, voucher and subsidy programs, senior housing, affordable housing, shared housing, substance use treatment programs, long-term care/medical facilities, and other applicable resources.
 - h. Staff must receive ongoing training and support to ensure consistent documentation of services and data entry in the San Mateo County Clarity Human Services System (Clarity) Homeless Management Information System (HMIS).
 - i. Provide outreach staff with support, training, and case consultation as needed with staff who have clinical expertise to brainstorm additional methods for engaging and serving clients.
 - j. The provider will maintain written documentation of program policies and procedures and will update the documents on a regular basis, at least once per year. Provider will send a copy of the program policies and procedures to HSA within 30 days of contract execution. Documentation includes all areas of program operations, including the following:
 - i. Frequency of supervision and process for staff to reach manager or designee for urgent needs.
 - ii. Onboarding process and training for new staff, and ongoing training for

- staff
- iii. Thorough, accurate, and timely documentation of all services in the San Mateo County Clarity HMIS system.
- iv. Safety and emergency protocols.
- v. Incident report and resolution process.
- vi. Confidentiality policies and applicable forms.
- vii. How the program implements Housing First principles, serves the hardest to serve homeless, and actively works to move the greatest number of unsheltered individuals towards permanent housing.
- viii. How the program implements a person-centered, strengths-based approach that tailors case management to each client.
- ix. Collaboration with safety net providers, homeless providers, medical and behavioral health providers, substance use treatment programs, law enforcement, and other applicable partners.
- x. Maintain structure, membership, processes for, and active participation regarding MDT within the Northern SMC, Bayside, and Southern SMC regions.
- xi. Programs must have an internal grievance process that clients can use to resolve conflicts within the program. Programs must have written policies and procedures for resolving grievances, including a statement regarding the client's right to request reasonable accommodation, and must post them in a conspicuous place and be accessible to clients. In addition, each client shall receive a copy of the grievance policies and procedures upon intake and upon receiving a warning or discharge notice.

V. Racial Equity Initiatives, Contractor will:

- 1. Implement agency and program-level initiatives to address racial equity and will participate in HSA and Continuum of Care equity initiatives.

VI. Critical Incidents, Contractor will:

- 1. Report all critical incidents to HSA within 24 hours. Critical incidents include, but are not limited to, the following: assault (on client or staff), 911 calls, misconduct, death, suicide attempt, privacy violation.

VII. Referral/Access Process, Contractor will:

- 1. For outreach and engagement, identify clients through their ongoing outreach work in the community; and clients may also be referred for outreach services by HSA and specific agencies designated by HSA.
- 2. For case management, identify and refer clients via the Coordinated Entry System or an alternate process determined by HSA.

VIII. Quality Assurance and Continuous Quality Improvement, Contractor will:

- 1. Implement systematic methods of ensuring consistency and quality of services provided and adhere to program policies and procedures.
- 2. Implement ongoing quality assurance and quality improvement reviews that incorporate data, program outcomes, incident reviews, feedback from clients and others with lived experience of homelessness, feedback from staff, and other sources of information.

IX. Partnerships and Collaborations, Contractor will:

- 1. Maintain close collaborative partnerships with other homeless service

programs, including, the Dispatcher, County-funded outreach programs in all other San Mateo County regions, non-County-funded homeless outreach programs in San Mateo County, interim shelters, rapid re-housing programs, voucher/housing programs, Diversion and CES, Core Service Agencies, and Street Medicine, BHRS programs (including HEAL) and other health services, and law enforcement.

2. Participate in regular meetings with HSA and with other outreach programs, including HSA's quarterly meetings of homeless and safety net providers, the monthly CES Outreach Workgroup meeting, and other meetings as requested.

X. Services Approach, Contractor will:

1. Implement a Housing First approach, ensuring low barriers to program entry and program rules designed to minimize clients being involuntarily terminated from programs. Low entry barriers mean there are no sobriety requirements, service participation requirements, or other entry criteria designed to screen out households based on lack of "housing readiness." Contractor is encouraged to include peer models, where people with recent or current lived experience of services are included in the service delivery structure.

XI. Engagement with people with lived experience of homelessness, Contractor will:

1. In a regular and ongoing way, engage with and incorporate feedback from people with lived experience of homelessness, including people with current and recent experience of unsheltered homelessness. This engagement can include informal or ad hoc processes, but it should include ongoing structured processes to gather input from and have in depth engagement with people with lived experience of homelessness. This input and engagement will be used to help shape program policies and services, and to be responsive to the needs and experiences of those who the program serves.
2. Work with HSA and other homeless service providers on HSA and Continuum of Care initiatives to engage people with lived experience of homelessness.

XII. Data Entry and Requirements to Use the San Mateo County Clarity System, Contractor will:

1. Document all services funded under this contract in the Clarity HMIS used by the San Mateo County Continuum of Care (CoC) (unless there is a specific prohibition against an agency entering into HMIS, such as a domestic violence service provider). Programs must ensure that program staff enter complete and accurate information into Clarity regarding all clients served in a timely manner.
2. Monitor to ensure services are entered in a timely manner and that ongoing quality checks of data are conducted. The program will be responsible for training staff and for quality assurance for all services.

XIII. Additional Requirement, Contractor will:

1. Adjust, modify, or provide additional related services to meet County program goals, as agreed upon by both parties in writing, as long as it does not exceed the total agreement obligation.

Exhibit B – Payments and Rates

In consideration of the services provided by Contractor described in Exhibit A and subject to the terms of the Agreement, County shall pay Contractor based on the following fee schedule and terms:

1. Contractor will invoice County on a monthly basis for actual costs for the services shown in Exhibit A.
2. Contractor will invoice County for indirect costs using the 15% de minimis rate, calculated off modified total direct costs. Documentation supporting these costs must be retained and made available for audit purposes.
3. Invoice will be submitted electronically to Marika Buchholz at mbuchholz@smcgov.org or designated County contact, along with the required reports and backup documentation. Invoice and report due dates are listed in Table 2 below.
4. If contractor would like to request changes to the line-item budget shown below, Contractor will submit the request in writing to HSA, for HSA's review.
5. Program Budget Overview

Table 1 – Northern SMC- Program Budget Amounts Per Fiscal Year

Northern SMC - Program Budget Amounts Per Fiscal Year	
Fiscal Year	Maximum Amount
2024-2025 (01/01/25 to 06/30/25)	\$365,386.00
2025-2026 (07/01/25 to 06/30/26)	\$730,772.00
2026-2027 (07/01/26 to 06/30/27)	\$730,772.00
Total Obligation	\$1,826,930.00

Table 2 – Bayside - Program Budget Amounts Per Fiscal Year

Bayside - Program Budget Amounts Per Fiscal Year	
Fiscal Year	Maximum Amount
2024-2025 (01/01/25 to 06/30/25)	\$584,551.00
2025-2026 (07/01/25 to 06/30/26)	\$1,191,476.00
2026-2027 (07/01/26 to 06/30/27)	\$1,191,476.00
Total Obligation	\$2,967,503.00

Table 3 – Southern SMC - Program Budget Amounts Per Fiscal Year

Southern SMC - Program Budget Amounts Per Fiscal Year	
Fiscal Year	Maximum Amount
2024-2025 (01/01/25 to 06/30/25)	\$255,770.00
2025-2026 (07/01/25 to 06/30/26)	\$511,540.00
2026-2027 (07/01/26 to 06/30/27)	\$511,540.00
Total Obligation	\$1,278,850.00

Table 4 – Dispatcher - Program Budget Amounts Per Fiscal Year

Dispatcher - Program Budget Amounts Per Fiscal Year	
Fiscal Year	Maximum Amount
2024-2025 (01/01/25 to 06/30/25)	\$82,500.00
2025-2026 (07/01/25 to 06/30/26)	\$165,000.00
2026-2027 (07/01/26 to 06/30/27)	\$165,000.00
Total Obligation	\$412,500.00

Table 5- Total Obligation Amounts Per Fiscal Year

Total Budget Amounts Per Fiscal Year	
Fiscal Year	Maximum Amount
2024-2025 (01/01/25 to 06/30/25)	\$1,288,207.00
2025-2026 (07/01/25 to 06/30/26)	\$2,598,788.00
2026-2027 (07/01/26 to 06/30/27)	\$2,598,788.00
Total Agreement Obligation	\$6,485,783.00

Line-Item Budgets

2024-25 (6 months)

FY 24-25 (6 months)				
Region 1	Total Program Budget	Funding Request (how will the funds requested via this RFP be used)		
Revenue				
Funding being requested via this RFP	\$ 365,386	\$ 365,386		
list any other funding planned	\$ -			
	\$ -			
	\$ -			
Total Revenue	\$ 365,386	\$ 365,386		
Expense				
Personnel Expense			FTE	Description/Explanation
List all staff positions, their salary, and the FTE for this program				
Case Managers	\$ 90,480	\$ 88,000	3.00	\$29 x 3FTE x 1040hrs
Outreach Workers	\$ 60,320	\$ 60,000	2.00	\$29 x 2FTE x 1040hrs
Program Director	\$ 46,800	\$ 46,000	1.00	\$45 x 1FTE x 1040hrs
Associate Director of Outreach	\$ 15,000	\$ 14,935	0.25	\$57.69 x .25FTE x 1040hrs
Director of Outreach	\$ 7,800	\$ 7,800	0.10	\$75 x .1FTE x 1040hrs
Overtime	\$ 3,189	\$ -		
Benefits	\$ 91,671	\$ 88,861		41%
Subtotal Personnel	\$ 315,260	\$ 305,596	6.35	
Operating Expenses				Description/Explanation
Client Assistance	\$ 10,613	\$ 9,000		
Client Food	\$ 1,887	\$ 1,500		
Transportation	\$ 4,717	\$ 2,000		
Office Supplies	\$ 1,916	\$ 500		
Phone	\$ 2,188	\$ 500		
Computer SW/HW	\$ 2,000	\$ -		
Training	\$ 625	\$ -		
Subtotal Operating Expenses	\$ 23,946	\$ 13,500		
Admin Expense*				Description/Explanation
Indirect Cost	\$ 61,118	\$ 46,290		15% De minimus
Subtotal Admin Expense	\$ 61,118	\$ 46,290		
Total Expenses	\$ 400,324	\$ 365,386		

FY 24-25 (6 months)				
Region 3	Total Program Budget	Funding Request (how will the funds requested via this RFP be used)		
Revenue				
Funding being requested via this RFP	\$ 584,551	\$ 584,551		
<i>list any other funding planned</i>	\$ -			
	\$ -			
	\$ -			
Total Revenue	\$ 584,551	\$ 584,551		
Expense				
Personnel Expense			FTE	Description/Explanation
<i>List all staff positions, their salary, and the FTE for this program</i>				
Case Manager	\$ 120,640	\$ 120,640	4.00	\$29 x 4FTE x 1040hrs
Outreach Workers	\$ 90,480	\$ 90,480	3.00	\$29 x 3FTE x 1040hrs
Program Director	\$ 46,800	\$ 46,800	1.00	\$45 x 1FTE x 1040hrs
Associate Program Director	\$ 36,400	\$ 36,400	1.00	\$35 x 1FTE x 1040hrs
Associate Director of Outreach	\$ 30,000	\$ 30,000	0.50	\$57.69 x .5FTE x 1040hrs
Director of Outreach	\$ 7,800	\$ 7,800	0.10	\$75 x .1FTE x 1040hrs
Overtime	\$ 4,865	\$ 4,865		
Benefits	\$ 138,162	\$ 138,162		41%
Subtotal Personnel	\$ 475,147	\$ 475,147	9.60	
Operating Expenses				Description/Explanation
Client Assistance	\$ 15,750	\$ 15,750		
Client Food	\$ 2,800	\$ 2,800		
Transportation	\$ 7,000	\$ 7,000		
Office Supplies	\$ 3,088	\$ 3,088		
Phone	\$ 3,990	\$ 3,990		
Computer SW/HW	\$ 2,000	\$ 2,000		
Training	\$ 950	\$ 950		
Subtotal Operating Expenses	\$ 35,578	\$ 35,578		
Admin Expense*				Description/Explanation
Indirect Cost	\$ 92,065	\$ 73,826		15% De minimus
Subtotal Admin Expense	\$ 92,065	\$ 73,826		
Total Expenses	\$ 602,790	\$ 584,551		

FY 24-25 (6 months)				
Region 4	Total Program Budget	Funding Request (how will the funds requested via this RFP be used)		
Revenue				
Funding being requested via this RFP	\$ 255,770	\$ 255,770		
<i>list any other funding planned</i>	\$ -			
	\$ -			
	\$ -			
Total Revenue	\$ 255,770	\$ 255,770		
Expense				
Personnel Expense			FTE	Description/Explanation
<i>List all staff positions, their salary, and the FTE for this program</i>				
Case Manager	\$ 60,320	\$ 53,400	2.00	\$29 x 2FTE x 1040hrs
Outreach Workers	\$ 60,320	\$ 53,400	2.00	\$29 x 2FTE x 1040hrs
Program Director	\$ 23,400	\$ 23,400	0.50	\$45 x .5FTE x 1040hrs
Associate Director of Outreach	\$ 15,000	\$ 15,000	0.25	\$57.69 x .25FTE x 1040hrs
Director of Outreach	\$ 7,800	\$ 6,985	0.10	\$75 x .1FTE x 1040hrs
Overtime	\$ 2,386	\$ -		
Benefits	\$ 69,382	\$ 62,396		41%
Subtotal Personnel	\$ 238,608	\$ 214,581	4.85	
Operating Expenses				Description/Explanation
Client Assistance	\$ 9,000	\$ 5,128		
Client Food	\$ 1,600	\$ 1,000		
Transportation	\$ 4,000	\$ 2,000		
Office Supplies	\$ 1,544	\$ 500		
Phone	\$ 1,995	\$ -		
Computer SW/HW	\$ 2,000	\$ -		
Training	\$ 475	\$ -		
Subtotal Operating Expenses	\$ 20,614	\$ 8,628		
Admin Expense*				Description/Explanation
Indirect Cost	\$ 46,541	\$ 32,561		15% De minimus
Subtotal Admin Expense	\$ 46,541	\$ 32,561		
Total Expenses	\$ 305,763	\$ 255,770		

FY 24-25 (6 months)				
Dispatcher	Total Program Budget	Funding Request (how will the funds requested via this RFP be used)		
Revenue				
Funding being requested via this RFP	\$ 82,500	\$ 82,500		
<i>list any other funding planned</i>	\$ -			
	\$ -			
	\$ -			
Total Revenue	\$ 82,500	\$ 82,500		
Expense				
Personnel Expense			FTE	Description/Explanation
<i>List all staff positions, their salary, and the FTE for this program</i>				
Case Manager	\$ 60,320	\$ 50,879	2.00	\$29 x 2FTE x 1040hrs
Program Director	\$ 23,400	\$ -	0.50	\$45 x .5FTE x 1040hrs
Director of Outreach	\$ 3,900	\$ -	0.05	\$75 x .05FTE x 1040hrs
Overtime	\$ 1,256	\$ -		
Benefits	\$ 36,439	\$ 20,860		41%
Subtotal Personnel	\$ 125,315	\$ 71,739	2.55	
Operating Expenses				Description/Explanation
Client Assistance	\$ -	\$ -		
Client Food	\$ -	\$ -		
Transportation	\$ 2,000	\$ -		
Office Supplies	\$ 63	\$ -		
Phone	\$ 1,050	\$ -		
Computer SW/HW	\$ 2,000	\$ -		
Training	\$ 250	\$ -		
Subtotal Operating Expenses	\$ 5,363	\$ -		
Admin Expense*				Description/Explanation
Indirect Cost	\$ 24,306	\$ 10,761		15% De minimus
Subtotal Admin Expense	\$ 24,306	\$ 10,761		
Total Expenses	\$ 154,984	\$ 82,500		

2025-2026

FY 25-26				
Region 1	Total Program Budget	Funding Request (how will the funds requested via this RFP be used)		
Revenue				
Funding being requested via this RFP	\$ 730,772	\$ 730,772		
<i>list any other funding planned</i>	\$ -			
	\$ -			
	\$ -			
Total Revenue	\$ 730,772	\$ 730,772		
Expense				
Personnel Expense			FTE	Description/Explanation
<i>List all staff positions, their salary, and the FTE for this program</i>				
Case Managers	\$ 188,198	\$ 180,048	3.00	\$29 x 3FTE x 2080hrs x 1.04 COLA
Outreach Workers	\$ 125,466	\$ 118,000	2.00	\$29 x 2FTE x 2080hrs x 1.04 COLA
Program Director	\$ 97,344	\$ 95,000	1.00	\$45 x 1FTE x 2080hrs x 1.04 COLA
Associate Director of Outreach	\$ 31,200	\$ 30,000	0.25	\$57.69 x .25FTE x 2080hrs x 1.04 COLA
Director of Outreach	\$ 16,224	\$ 14,000	0.10	\$75 x .1FTE x 2080hrs x 1.04 COLA
Overtime	\$ 6,633	\$ -		
Benefits	\$ 190,677	\$ 179,190		
Subtotal Personnel	\$ 655,742	\$ 616,238	6.35	41%
Operating Expenses				
Client Assistance	\$ 21,863	\$ 15,000		Description/Explanation
Client Food	\$ 3,887	\$ 2,500		
Transportation	\$ 9,717	\$ 3,000		
Office Supplies	\$ 3,948	\$ 500		
Phone	\$ 5,250	\$ 500		
Training	\$ 1,288	\$ -		
Subtotal Operating Expenses	\$ 45,953	\$ 21,500		
Admin Expense*				Description/Explanation
Indirect Cost	\$ 126,448	\$ 93,034		15% De minimus
Subtotal Admin Expense	\$ 126,448	\$ 93,034		
Total Expenses	\$ 828,143	\$ 730,772		

FY 25-26				
Region 3	Total Program Budget	Funding Request (how will the funds requested via this RFP be used)		
Revenue				
Funding being requested via this RFP	\$ 1,191,476	\$ 1,191,476		
<i>list any other funding planned</i>	\$ -			
	\$ -			
	\$ -			
Total Revenue	\$ 1,191,476	\$ 1,191,476		
Expense				
Personnel Expense			FTE	Description/Explanation
<i>List all staff positions, their salary, and the FTE for this program</i>				
Case Manager	\$ 250,931	\$ 250,931	4.00	\$29 x 4FTE x 2080hrs x 1.04 COLA
Outreach Workers	\$ 188,198	\$ 188,198	3.00	\$29 x 3FTE x 2080hrs x 1.04 COLA
Program Director	\$ 97,344	\$ 97,344	1.00	\$45 x 1FTE x 2080hrs x 1.04 COLA
Associate Program Director	\$ 75,712	\$ 75,712	1.00	\$35 x 1FTE x 2080hrs x 1.04 COLA
Associate Director of Outreach	\$ 62,398	\$ 62,398	0.50	\$57.69 x .5FTE x 2080hrs x 1.04 COLA
Director of Outreach	\$ 16,224	\$ 16,224	0.10	\$75 x .1FTE x 2080hrs x 1.04 COLA
Overtime	\$ 10,119	\$ 2,128		1.5% Labor
Benefits	\$ 287,380	\$ 284,103		41%
Subtotal Personnel	\$ 988,306	\$ 977,038	9.60	
Operating Expenses				Description/Explanation
Client Assistance	\$ 32,445	\$ 30,000		
Client Food	\$ 5,768	\$ 5,000		
Transportation	\$ 14,420	\$ 14,253		
Office Supplies	\$ 6,360	\$ 6,360		
Phone	\$ 7,980	\$ 7,980		
Training	\$ 1,957	\$ -		
Subtotal Operating Expenses	\$ 68,930	\$ 63,593		
Admin Expense*				Description/Explanation
Indirect Cost	\$ 190,611	\$ 150,845		15% De minimus
Subtotal Admin Expense	\$ 190,611	\$ 150,845		
Total Expenses	\$ 1,247,847	\$ 1,191,476		

FY 25-26				
Region 4	Total Program Budget	Funding Request (how will the funds requested via this RFP be used)		
Revenue				
Funding being requested via this RFP	\$ 511,540	\$ 511,540		
<i>list any other funding planned</i>	\$ -			
	\$ -			
	\$ -			
Total Revenue	\$ 511,540	\$ 511,540		
Expense				
Personnel Expense			FTE	Description/Explanation
<i>List all staff positions, their salary, and the FTE for this program</i>				
Case Manager	\$ 125,466	\$ 106,700	2.00	\$29 x 2FTE x 2080hrs x 1.04 COLA
Outreach Workers	\$ 125,466	\$ 106,700	2.00	\$29 x 2FTE x 2080hrs x 1.04 COLA
Program Director	\$ 48,672	\$ 45,082	0.50	\$45 x .5FTE x 2080hrs x 1.04 COLA
Associate Director of Outreach	\$ 31,200	\$ 30,000	0.25	\$57.69 x .25FTE x 2080hrs x 1.04 COLA
Director of Outreach	\$ 16,224	\$ 15,000	0.10	\$75 x .1FTE x 2080hrs x 1.04 COLA
Overtime	\$ 4,962	\$ -		
Benefits	\$ 144,315	\$ 124,428		41%
Subtotal Personnel	\$ 496,305	\$ 427,910	4.85	
Operating Expenses				Description/Explanation
Client Assistance	\$ 18,540	\$ 10,000		
Client Food	\$ 3,296	\$ 1,000		
Transportation	\$ 8,240	\$ 3,500		
Office Supplies	\$ 3,180	\$ 843		
Phone	\$ 3,990	\$ 3,000		
Training	\$ 979	\$ -		
Subtotal Operating Expenses	\$ 38,225	\$ 18,343		
Admin Expense*				Description/Explanation
Indirect Cost	\$ 95,974	\$ 65,287		15% De minimus
Subtotal Admin Expense	\$ 95,974	\$ 65,287		
Total Expenses	\$ 630,504	\$ 511,540		

FY 25-26				
Dispatcher	Total Program Budget	Funding Request (how will the funds requested via this RFP be used)		
Revenue				
Funding being requested via this RFP	\$ 165,000	\$ 165,000		
<i>list any other funding planned</i>	\$ -			
	\$ -			
	\$ -			
Total Revenue	\$ 165,000	\$ 165,000		
Expense				
Personnel Expense			FTE	Description/Explanation
<i>List all staff positions, their salary, and the FTE for this program</i>				
Case Manager	\$ 125,466	\$ 101,758	2.00	\$29 x 2FTE x 2080hrs x 1.04 COLA
Program Director	\$ 48,672	\$ -	0.50	\$45 x .5FTE x 2080hrs x 1.04 COLA
Director of Outreach	\$ 8,112	\$ -	0.05	\$75 x .05FTE x 2080hrs x 1.04 COLA
Overtime	\$ 2,612	\$ -		
Benefits	\$ 75,793	\$ 41,721		41%
Subtotal Personnel	\$ 260,655	\$ 143,479	2.55	
Operating Expenses				Description/Explanation
Client Assistance	\$ -	\$ -		
Client Food	\$ -	\$ -		
Transportation	\$ 4,120	\$ -		
Office Supplies	\$ 129	\$ -		
Phone	\$ 2,100	\$ -		
Training	\$ 515	\$ -		
Subtotal Operating Expenses	\$ 6,864	\$ -		
Admin Expense*				Description/Explanation
Indirect Cost	\$ 49,758	\$ 21,521		15% De minimus
Subtotal Admin Expense	\$ 49,758	\$ 21,521		
Total Expenses	\$ 317,277	\$ 165,000		

2026-2027

FY 26-27				
Region 1	Total Program Budget	Funding Request (how will the funds requested via this RFP be used)		
Revenue				
Funding being requested via this RFP	\$ 730,772	\$ 730,772		
<i>list any other funding planned</i>	\$ -			
	\$ -			
	\$ -			
Total Revenue	\$ 730,772	\$ 730,772		
Expense				
Personnel Expense			FTE	Description/Explanation
<i>List all staff positions, their salary, and the FTE for this program</i>				
Case Managers	\$ 195,726	\$ 180,048	3.00	\$30.16 x 3FTE x 2080hrs x 1.04 COLA
Outreach Workers	\$ 130,484	\$ 118,000	2.00	\$30.16 x 2FTE x 2080hrs x 1.04 COLA
Program Director	\$ 101,238	\$ 95,000	1.00	\$46.8 x 1FTE x 2080hrs x 1.04 COLA
Associate Director of Outreach	\$ 32,448	\$ 30,000	0.25	\$60 x .25FTE x 2080hrs x 1.04 COLA
Director of Outreach	\$ 16,873	\$ 14,000	0.10	\$78 x .1FTE x 2080hrs x 1.04 COLA
Overtime	\$ 6,898	\$ -		
Benefits	\$ 198,304	\$ 179,190		41%
Subtotal Personnel	\$ 681,972	\$ 616,238	6.35	
Operating Expenses				Description/Explanation
Client Assistance	\$ 22,519	\$ 15,000		
Client Food	\$ 4,003	\$ 2,500		
Transportation	\$ 10,008	\$ 3,000		
Office Supplies	\$ 4,066	\$ 500		
Phone	\$ 5,880	\$ 500		
Training	\$ 1,326	\$ -		
Subtotal Operating Expenses	\$ 47,802	\$ 21,500		
Admin Expense*				Description/Explanation
Indirect Cost	\$ 131,550	\$ 93,034		15% De minimus
Subtotal Admin Expense	\$ 131,550	\$ 93,034		
Total Expenses	\$ 861,324	\$ 730,772		

FY 26-27				
Region 3	Total Program Budget	Funding Request (how will the funds requested via this RFP be used)		
Revenue				
Funding being requested via this RFP	\$ 1,191,476	\$ 1,191,476		
<i>list any other funding planned</i>	\$ -			
	\$ -			
	\$ -			
Total Revenue	\$ 1,191,476	\$ 1,191,476		
Expense				
Personnel Expense			FTE	Description/Explanation
<i>List all staff positions, their salary, and the FTE for this program</i>				
Case Manager	\$ 260,968	\$ 250,931	4.00	\$30.16 x 4FTE x 2080hrs x 1.04 COLA
Outreach Workers	\$ 195,726	\$ 188,198	3.00	\$30.16 x 3FTE x 2080hrs x 1.04 COLA
Program Director	\$ 101,238	\$ 97,344	1.00	\$46.8 x 1FTE x 2080hrs x 1.04 COLA
Associate Program Director	\$ 78,740	\$ 75,712	1.00	\$36.4 x 1FTE x 2080hrs x 1.04 COLA
Associate Director of Outreach	\$ 64,893	\$ 62,398	0.50	\$60 x .5FTE x 2080hrs x 1.04 COLA
Director of Outreach	\$ 16,873	\$ 16,224	0.10	\$78 x .1FTE x 2080hrs x 1.04 COLA
Overtime	\$ 10,523	\$ 2,128		1.5% Labor
Benefits	\$ 298,875	\$ 284,103		41%
Subtotal Personnel	\$ 1,027,836	\$ 977,038	9.60	
Operating Expenses				Description/Explanation
Client Assistance	\$ 33,418	\$ 30,000		
Client Food	\$ 5,941	\$ 5,000		
Transportation	\$ 14,853	\$ 14,253		
Office Supplies	\$ 6,551	\$ 6,360		
Phone	\$ 10,080	\$ 7,980		
Training	\$ 2,016	\$ -		
Subtotal Operating Expenses	\$ 72,859	\$ 63,593		
Admin Expense*				Description/Explanation
Indirect Cost	\$ 198,514	\$ 150,845		15% De minimus
Subtotal Admin Expense	\$ 198,514	\$ 150,845		
Total Expenses	\$ 1,299,209	\$ 1,191,476		

FY 26-27				
Region 4	Total Program Budget	Funding Request (how will the funds requested via this RFP be used)		
Revenue				
Funding being requested via this RFP	\$ 511,540	\$ 511,540		
<i>list any other funding planned</i>	\$ -			
	\$ -			
	\$ -			
Total Revenue	\$ 511,540	\$ 511,540		
Expense				
Personnel Expense			FTE	Description/Explanation
<i>List all staff positions, their salary, and the FTE for this program</i>				
Case Manager	\$ 130,484	\$ 106,700	2.00	\$30.16 x 2FTE x 2080hrs x 1.04 COLA
Outreach Workers	\$ 130,484	\$ 106,700	2.00	\$30.16 x 2FTE x 2080hrs x 1.04 COLA
Program Director	\$ 50,619	\$ 45,082	0.50	\$46.8 x .5FTE x 2080hrs x 1.04 COLA
Associate Director of Outreach	\$ 32,448	\$ 30,000	0.25	\$60 x .25FTE x 2080hrs x 1.04 COLA
Director of Outreach	\$ 16,873	\$ 15,000	0.10	\$78 x .1FTE x 2080hrs x 1.04 COLA
Overtime	\$ 5,161	\$ -		
Benefits	\$ 150,088	\$ 124,428		41%
Subtotal Personnel	\$ 516,157	\$ 427,910	4.85	
Operating Expenses				Description/Explanation
Client Assistance	\$ 19,096	\$ 10,000		
Client Food	\$ 3,395	\$ 1,000		
Transportation	\$ 8,487	\$ 3,500		
Office Supplies	\$ 3,276	\$ 843		
Phone	\$ 3,780	\$ 3,000		
Training	\$ 1,008	\$ -		
Subtotal Operating Expenses	\$ 39,042	\$ 18,343		
Admin Expense*				Description/Explanation
Indirect Cost	\$ 99,715	\$ 65,287		15% De minimus
Subtotal Admin Expense	\$ 99,715	\$ 65,287		
Total Expenses	\$ 654,914	\$ 511,540		

FY 26-27				
Dispatcher	Total Program Budget	Funding Request (how will the funds requested via this RFP be used)		
Revenue				
Funding being requested via this RFP	\$ 165,000	\$ 165,000		
<i>list any other funding planned</i>	\$ -			
	\$ -			
	\$ -			
Total Revenue	\$ 165,000	\$ 165,000		
Expense				
Personnel Expense			FTE	Description/Explanation
<i>List all staff positions, their salary, and the FTE for this program</i>				
Case Manager	\$ 130,484	\$ 101,758	2.00	\$30.16 x 2FTE x 2080hrs x 1.04 COLA
Program Director	\$ 50,619	\$ -	0.50	\$46.8 x .5FTE x 2080hrs x 1.04 COLA
Director of Outreach	\$ 8,436	\$ -	0.05	\$78 x .05FTE x 2080hrs x 1.04 COLA
Overtime	\$ 2,717	\$ -		
Benefits	\$ 78,825	\$ 41,721		41%
Subtotal Personnel	\$ 271,081	\$ 143,479	2.55	
Operating Expenses				Description/Explanation
Client Assistance	\$ -	\$ -		
Client Food	\$ -	\$ -		
Transportation	\$ 4,244	\$ -		
Office Supplies	\$ 133	\$ -		
Phone	\$ 2,100	\$ -		
Training	\$ 530	\$ -		
Subtotal Operating Expenses	\$ 7,007	\$ -		
Admin Expense*				Description/Explanation
Indirect Cost	\$ 51,724	\$ 21,521		15% De minimus
Subtotal Admin Expense	\$ 51,724	\$ 21,521		
Total Expenses	\$ 329,812	\$ 165,000		

Table 2 – Invoice and Reporting Due Dates

Reporting Period		Due Date for Invoice (including supporting documentation)	Due Date for Quarterly Report	Due Date for Annual Report
Q1	July	August 20	October 20	July 20
	August	September 20		
	September	October 20		
Q2	October	November 20	January 20	
	November	December 20		
	December	January 20		
	January	February 20		

Q3	February	March 20	April 20	
	March	April 20		
Q4	April	May 20	July 20	
	May	June 20		
	June	June 20 (Due early due to year-end processes)		

County will:

1. Have the right to withhold payment should County determine that the quantity or quality of the work performed is unacceptable. If County should find that the quantity or quality of work is unacceptable, County shall notify Contractor in writing with a detailed statement and plan to correct performance. Contractor shall respond to County within 15 days of receipt of statement and plan to confirm what steps will be taken to correct performance.
2. Have the option to adjust line-item costs across each line item and across fiscal years as agreed upon by both parties in writing, as long as it does not exceed the total obligation amount.
3. Have the option to adjust invoice due dates for year-end invoices and will issue any changes in writing to Contractor.
4. Have the option to modify or add related services and adjust program costs to meet program needs, as agreed upon by both parties, as long as it does not exceed the total obligation amount and is not restricted by any grant or specific funding requirements.

Exhibit C – Performance and Reports

Contractor agrees to meet the following performance measures and provide the following reports:

Quarterly and annual reporting are requirements of payment. Delays in submission of complete reports will delay payments of invoices to Contractor.

Northern SMC			
Measure	FY 24-25 (6 months)	FY 25-26	FY 26-27
Number of unduplicated clients who move from all unsheltered situations into permanent housing	21	42	42
Number of unduplicated clients who move from encampments into permanent housing	13	26	26
Number of unduplicated clients who move from all unsheltered situations into interim housing	82	163	163
Number of unduplicated clients who move from encampments into interim housing	51	100	100
Number of unduplicated clients who are connected to ongoing health services (including mental health/AOD/Street Medicine services)	84	167	167
Number of unduplicated clients who are assisted to connect with Diversion and complete a CES assessment	104	209	209
Number of unduplicated clients who receive outreach and engagement services each Fiscal Year	208	417	417
Number of unduplicated households who receive outreach and engagement services each Fiscal Year	167	334	334
Percentage of rapid response inquiries responded to by Outreach within three (3) program operational hours of the request	95%	95%	95%
Number of unduplicated individuals who receive case management services	83	91	91
Number of unduplicated households who receive case management services	67	73	73

Bayside			
Measure	FY 24-25 (6 months)	FY 25-26	FY 26-27
Number of unduplicated clients who move from all unsheltered situations into permanent housing	24	48	48
Number of unduplicated clients who move from encampments into permanent housing	9	17	17
Number of unduplicated clients who move from all unsheltered situations into interim housing	103	205	205
Number of unduplicated clients who move from encampments into interim housing	36	70	70
Number of unduplicated clients who are connected to ongoing health services (including mental health/AOD/Street Medicine services)	95	190	190
Number of unduplicated clients who are assisted to connect with Diversion and complete a CES assessment	118	237	237
Number of unduplicated clients who receive outreach and engagement services each Fiscal Year	236	473	473
Number of unduplicated households who receive outreach and engagement services each Fiscal Year	189	379	379
Percentage of rapid response inquiries responded to by Outreach within three (3) program operational hours of the request	95%	95%	95%
Number of unduplicated individuals who receive case management services	101	110	110
Number of unduplicated households who receive case management services	81	88	88

Southern SMC			
Measure	FY 24-25 (6 months)	FY 25-26	FY 26-27

Number of unduplicated clients who move from all unsheltered situations into permanent housing	17	33	33
Number of unduplicated clients who move from encampments into permanent housing	8	14	14
Number of unduplicated clients who move from all unsheltered situations into interim housing	49	98	98
Number of unduplicated clients who move from encampments into interim housing	21	41	41
Number of unduplicated clients who are connected to ongoing health services (including mental health/AOD/Street Medicine services)	65	130	130
Number of unduplicated clients who are assisted to connect with Diversion and complete a CES assessment	81	162	162
Number of unduplicated clients who receive outreach and engagement services each Fiscal Year	162	324	324
Number of unduplicated households who receive outreach and engagement services each Fiscal Year	130	260	260
Percentage of rapid response inquiries responded to by Outreach within three (3) program operational hours of the request	95%	95%	95%
Number of unduplicated individuals who receive case management services	51	55	55
Number of unduplicated households who receive case management services	40	44	44

Dispatch			
Measure	FY 24-25 (6 months)	FY 25-26	FY 26-27
Percentage of rapid response inquiries dispatched to Outreach teams within 1 business hour of the request being made (between 9:00am-5:00pm M-F)	95%	95%	95%

Percentage of rapid response and outreach requests dispatched through the HOME App (between 9:00am-5:00pm M-F)	95%	95%	95%
Percentage of rapid response inquiries responded to by Outreach within 3 program operational hours of the request	70%	85%	85%

A. Performance Measures

For all performance measures, the following definitions will be used, if applicable:

1. Household: a single individual or group of persons who want to share a housing unit
2. Encampment: Any tent, makeshift structure, or accumulation of belongings in a place not meant for human habitation, belonging to at least one person, where the person or people plan to stay in one location continuously with no definite plans to move; a homeless encampment may also include a vehicle/RV or group of vehicles/RV's that are inoperable or stationary, where a person(s) plans to stay in the vehicle/RV(s) continuously with no definite plans to move.
3. Interim housing: A supervised facility designated for temporary living arrangements for at least 14 days (includes hotels/motels paid for by government programs or charitable organizations, congregate shelters, transitional housing, or residential treatment programs that meet the above criteria). Examples include the following: Navigation Center, Safe Harbor, WeHOPE, Spring Street Shelter, Overflow Shelter Program, THA, Star Vista Daybreak Shelter. Interim housing does not include Inclement Weather Program or after-hours overnight beds.
4. Permanent housing: Any housing situation which falls under the following criteria:
 - i. Moved from one HOPWA-funded project to HOPWA Permanent Housing (PH)
 - ii. Owned by client, no ongoing housing subsidy
 - iii. Owned by client, with ongoing housing subsidy
 - iv. Rental by client with GPD TIP housing subsidy
 - v. Rental by client with VASH housing subsidy
 - vi. Rental by client with other ongoing housing subsidy
 - vii. Permanent housing (other than Rapid Re-Housing (RRH)) for formerly homeless persons
 - viii. Rental by client with Housing Choice Voucher (HCV) (tenant or project-based)
 - ix. Rental by client in a public housing unit
 - x. Rental by client with RRH or equivalent subsidy
 - xi. Rental by client, no ongoing housing subsidy
 - xii. Staying or living with family/friends, permanent tenure

B. Reporting Requirements, Contractor will:

1. Submit quarterly and annual reports electronically to Marika Buchholz (mbuchholz@smcgov.org) or County designee, by the due date listed in Exhibit B Table 2.
 - a. Quarterly Report will include:
 - i. Performance measure report (results for performance measures listed in table above for the current quarter and for fiscal year-to-date)
 - ii. Narrative describing trends, successes, challenges during the reporting period and for the program to date
 - b. Annual Report will include:
 - iii. Annual results for each performance measure
 - iv. Information on the impact that program has had throughout the entire service year.
2. Provide County with annual audited financial statements in accordance with generally accepted government auditing standards annually within nine months after each fiscal year's end.
3. Agree to participate in site review and/or contract compliance visits made by County. Contractor will receive two weeks' notice of visit or review unless there is an urgent programmatic need to expedite the process.
4. Participate in program evaluations and other analyses of the homeless system conducted by County, and work with the County to implement changes in the program based on evaluation results and recommendations.

C. County will:

1. Have the option to request additional reports or data to meet its program goals. County will provide Contractor with a minimum of four weeks' notice requesting the additional information, unless there is an urgent programmatic need to expedite the data/report.
2. Have the option to modify or add related performance measures, goals, and targets to meet its program goals. County will discuss requests with and collaborate with Contractor on planning for any changes. County will provide at least 60 days advance notice to Contractor if County makes any modifications unless there is an urgent programmatic need to expedite the changes.

ATTACHMENT I
Assurance of Compliance with Section 504 of the Rehabilitation Act of 1973, as Amended

The undersigned (hereinafter called "Contractor(s)") hereby agrees that it will comply with Section 504 of the Rehabilitation Act of 1973, as amended, all requirements imposed by the applicable DHHS regulation, and all guidelines and interpretations issued pursuant thereto.

The Contractor(s) gives/give this assurance in consideration of for the purpose of obtaining contracts after the date of this assurance. The Contractor(s) recognizes/recognize and agrees/agree that contracts will be extended in reliance on the representations and agreements made in this assurance. This assurance is binding on the Contractor(s), its successors, transferees, and assignees, and the person or persons whose signatures appear below are authorized to sign this assurance on behalf of the Contractor(s).

The Contractor(s): (Check a or b)

- ☐ a. Employs fewer than 15 persons.
- ☒ b. Employs 15 or more persons and, pursuant to section 84.7 (a) of the regulation (45 C.F.R. 84.7 (a), has designated the following person(s) to coordinate its efforts to comply with the DHHS regulation.

Name of 504 Person:

Aubrey Merriman

Name of Contractor(s):

LifeMoves

Street Address or P.O. Box:

2550 Great America Way, Suite 201

City, State, Zip Code:

Santa Clara, CA, 95054

I certify that the above information is complete and correct to the best of my knowledge

Signature:

DocuSigned by:
Aubrey Merriman
E6B25F2DF4704FF...

Title of Authorized Official:

Aubrey Merriman, Chief Executive Officer

Date:

11/13/2024 | 4:58 PM PST

*Exception: DHHS regulations state that: "If a recipient with fewer than 15 employees finds that, after consultation with a disabled person seeking its services, there is no method of complying with (the facility accessibility regulations) other than making a significant alteration in its existing facilities, the recipient may, as an alternative, refer the handicapped person to other providers of those services that are accessible."