

Agreement No. _____

AGREEMENT BETWEEN THE COUNTY OF SAN MATEO AND SAMARITAN HOUSE

This Agreement is entered into this _____ day of _____, 20_____, by and between the County of San Mateo, a political subdivision of the state of California, hereinafter called "County," and Samaritan House, 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 Diversion and Coordinated Entry System services for the County of San Mateo.

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 Reporting and Monitoring
- Exhibit F—Clarity Human Services System Usage and Data Sharing Agreement
- Attachment I—§ 504 Compliance
- Attachment P—Personally Identifiable Information

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, F, I, and P.

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, F, I, and P, 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 **FOUR MILLION THIRTY-TWO THOUSAND AND NINETY-THREE DOLLARS (\$4,032,093)**. 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 July 1, 2024 through June 30, 2027.

5. Termination

This Agreement may be terminated by Contractor or by the Director of the Human Services Agency 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 of 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**

a. **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.

b. 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.

c. 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, and regulations, 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. 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 or regulation, the requirements of the applicable law or regulation will take precedence over the requirements set forth in this Agreement.

Further, Contractor certifies that it and all of its subcontractors will adhere to all applicable provisions of Chapter 4.107 of the San Mateo County Ordinance Code, which regulates the use of disposable food service ware. Accordingly, Contractor shall not use any non-recyclable plastic disposable food service ware when providing prepared food on property owned or leased by the County and instead shall use biodegradable, compostable, reusable, or recyclable plastic food service ware on property owned or leased by the County.

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

12. Non-Discrimination and Other Requirements

a. 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.

b. 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.

c. 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.

d. 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.

e. 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.

f. 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.

g. Reporting: Violation of Non-discrimination Provisions

Contractor shall report to the County Manager 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 Manager, 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 Manager.

To effectuate the provisions of this Section, the County Manager 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.

h. 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 facsimile to the telephone number listed below or 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 Collaborative Community 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: Laura Bent, CEO
Address: 4031 Pacific Blvd, San Mateo, CA 94403
Telephone: (650) 523-0810
Email: laura@samaritanhousesanmateo.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. Payment of Permits/Licenses

Contractor bears responsibility to obtain any license, permit, or approval required from any agency for work/services to be performed under this Agreement at Contractor's own expense prior to commencement of said work/services. Failure to do so will result in forfeit of any right to compensation under this Agreement.

* * *

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

For Contractor: **Samaritan House**

DocuSigned by:
Laura Bent
CAB21E0AA7FE422

6/19/2024 | 8:52 AM PDT

Laura Bent

Contractor Signature

Date

Contractor Name (please print)

COUNTY OF SAN MATEO

By:

President, Board of Supervisors, San Mateo County

Date:

ATTEST:

By:

Clerk of Said Board

Exhibit A

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

A. Purpose

Provide Diversion and Coordinated Entry System (CES) services for the San Mateo County Homeless System. Services are for all homeless individuals and households (families with children, adults, and youth). Services include providing initial screening of households experiencing homelessness or at imminent risk of homelessness; providing Diversion to households found to be homeless or imminently at risk of homelessness; completing a standardized assessment with all households who have received Diversion and who cannot identify an alternative housing resolution and placing households into available emergency shelter/ interim housing based on the results of the assessment; and coordinating with the San Mateo County Human Services Agency's (HSA) matching and referral process for housing interventions.

The overall goal of CES is to help San Mateo County advance its goal of reaching functional zero homelessness by coordinating access into the programs available through the homelessness response system. CES creates a standardized process that ensures that households with the greatest needs are prioritized for available resources while providing Diversion to support as many households as possible in securing a housing solution without entering a shelter or other homeless system program.

B. Services to be Provided

Contractor will provide CES services to the following target population: people experiencing homelessness or at imminent risk of homelessness (including families with children, adults, and youth). Participants will be San Mateo County residents at the time of program referral. Households receiving Diversion services may receive assistance to relocate outside of San Mateo County. For program participants who identify a housing resource outside of San Mateo County, the program may provide limited assistance to facilitate the relocation. Services will be provided county-wide to ensure that services are available to residents in all areas of the County.

Program Philosophy and Design – The San Mateo County CES is designed in accordance with a “Housing First” philosophy. The purpose of the system is to help people who are experiencing homelessness access housing as rapidly as possible; providing streamlined access and removing barriers along the way. The CES assumes that everyone who is unhoused is “ready for housing” and the process does not introduce any screening or filtering for “housing readiness” or motivation on the part of clients to secure housing. The contractor will embrace Housing First principles in the overall approach to service provision, will adopt a strengths-based and trauma-informed approach to interacting with clients, and will value and support client choice.

The basic structure of the CES in San Mateo County has been determined by HSA, in collaboration with homeless system and safety net partners. The system is subject to ongoing adjustment and refinement as the County gathers data and evaluates results. Contractor will work closely with HSA and maintain an openness to problem-solving and iterative efforts of continuous quality improvement for the CES. The contractor will work with HSA to ensure services are consistent with CES requirements and guidance from HUD, including integrating any new regulations or requirements that are issued.

Initial Screening – Contractor will work closely with the Core Service Agencies, domestic violence survivor service provider (Community Overcoming Relationship Abuse (CORA)), homeless outreach teams, and any other entry points into CES identified by HSA who will conduct screening of all households seeking homeless or housing assistance prior to receiving shelter Diversion services. Contractor will ensure that screening providers direct those who are not homeless or at risk of homelessness to other resources; contractor will work with all agencies that conduct the initial screening on quality assurance and consistency of screening process; and Contractor will provide technical assistance, training and/or problem solving when challenges arise. Contractor will review client information to ensure that the clients referred from the entry points are eligible for CES services.

Diversion – Contractor will provide Diversion, also known as housing problem-solving, as a strengths-based and flexible approach to help people experiencing homelessness identify an immediate or quick pathway to housing without having to enter shelter or be placed on a waiting list for a housing program. Diversion services will be provided to all clients who have been screened by the Core Service Agencies or other screening agencies as designated by HSA and found to be homeless or imminently at risk of homelessness and eligible for CES services. Contractor will have a Diversion conversation with clients to identify and explore potential housing options within the client's support network, such as family or friends, returning to previous housing, and exploring possible safe, nontraditional housing options.

If the client identifies a potential housing solution, Diversion follow-up activities may include: reaching out to family members along with clients to reestablish communication; mediation and/or dispute resolution with previous landlords, family or friends; making connections to existing County programs and/or community-based resources for which the client may be eligible; collaborating with other programs currently serving the client, such as Behavioral Health and Recovery Services (BHRS) programs, homeless outreach and other services; and assisting the client with connecting with other housing and self-sufficiency programs/services for which he/she may be eligible.

Diversion may also include limited financial assistance if the financial assistance can address the barriers to maintaining or securing a housing option. Financial assistance may include: short-term assistance with food or other items that would be required to facilitate access to a potential housing resource (i.e., a relative with whom the client can live, but the relative's apartment needs modifications such as shower grab bars in order for the client to live there); landlord fees such as: credit check payment assistance, application fees, holding fees, and other administrative fees; time-limited rental assistance; security deposit; utility bill payment

assistance, including utility deposits or arrears; work or education-related materials; and other items/costs that assist a household with returning to a housed situation.

Assessment and Shelter Placement – Contractor will complete a standardized assessment in HMIS with all households who have received Diversion and who cannot identify an alternative housing resolution. Contractor will place households into available emergency shelter/ interim housing based on the results of the assessment and program eligibility criteria, availability, and shelter placement policies issued by HSA. If there are insufficient shelter beds to meet the current need, the contractor will maintain and manage waiting lists for shelter placement. The contractor will also coordinate with shelter providers to conduct referrals to shelter beds (confirming which clients are being referred to which shelter, communicating with the clients and the shelter, ensuring ongoing communication and coordination with all shelter providers, collaborating with shelters and other partners to modify communication processes to maximize outcomes) and will ensure the information on bed availability is updated daily to facilitate the shelter placement process.

Coordination with HSA Matching and Referral – HSA staff are responsible for managing the centralized priority list for housing assistance and making referrals into available housing assistance programs that participate in CES. Contractor will coordinate with HSA on any questions or issues that arise relating to the assessment process and Contractor will ensure staff provide clients with accurate information about what they can expect regarding housing program availability and housing program referrals.

Community Awareness and Communication to Stakeholders – Contractor will conduct community outreach and information to inform community partners about how residents can access homeless services through CES, and to respond to questions from stakeholders about the process to request homeless services.

Institutions Diversion Component – Contractor will operate the Institutions Diversion program, providing the same services as the overall CES program, but for clients referred by designated institutions. HSA, along with contractor, will plan and determine which institutions (hospital, correctional facility, etc.) are referring entities for the Institutions Diversion program, and Contractor will accept referrals only from the institutions identified by HSA. Contractor will track Institutions Diversion services clients and outcomes separately, as shown in reporting in Exhibit C.

In addition:

1. Contractor will maintain a written policies and procedures for the CES Program and will provide to HSA copies of such upon execution of this contract and whenever there are revisions or additions.
2. Contractor is responsible for training staff and for quality assurance for all services.
3. Staff training – Contractor will ensure its staff receive comprehensive training including the following

- Staff are trained on best practices in working with people experiencing homelessness with complex needs
 - Staff are trained and supported to be adept at building relationships based on trust and respect with clients, as well as with other service providers.
 - Staff receive comprehensive training in Diversion practices, as part of new hire training for all CES staff and as ongoing training and coaching for all CES staff. This includes program model and best practice training, including opportunities for guided practice and including ongoing peer learning on Diversion approaches and practices to support staff's continuing growth in their Diversion skills.
 - Staff receive training on safety protocol and procedures, job functions and Diversion responsibilities, and emergency response protocol.
 - Staff are trained in and practice cultural competence and sensitivity.
 - Staff are trained in Housing First principles and actively work to encourage clients to seek permanent housing.
 - Staff are aware of and well connected to the array of services available within the community.
 - Staff 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 people experiencing homelessness.
 - Staff receive training regarding racial equity and understand the disparities found among those experiencing homelessness.
 - All staff who administer the standard assessment tool will receive training on the tool and assessment process.
4. Languages – Contractor will provide services in English and in Spanish and will have a process in place to provide services via translation in other languages as needed to meet client needs.
5. Contractor will document all services in the Clarity Human Services System (Clarity), which is the Homeless Management Information System (HMIS) used by the San Mateo County CoC. The contractor will ensure that program staff follow Clarity confidentiality and security requirements and enter complete and accurate information into Clarity regarding all clients served in a timely manner. Data entry will be entered during or as soon as possible after the services, with a goal to enter all data on the same day as the service was provided. Under all circumstances, data entry will be completed within 4 business days of the service provision. The contractor will monitor to ensure that services are entered in a timely manner and that ongoing quality checks of data are conducted.
6. Contractor will maintain procedures for the use of the standardized assessment tool and shelter placement in close collaboration with HSA and shelter providers.

7. Contractor will work with all agencies that receive shelter referrals and will collaboratively work with them and HSA to refine and problem solve regarding the referral policies and procedures as needed.
8. Contractor will monitor consistency of services being provided county-wide
9. Contractor will collaborate with CORA to determine most appropriate Diversion, housing or shelter plans for clients who are experiencing or have experienced domestic violence.

Continuous Quality Improvement - On an ongoing basis, Contractor will conduct quality assurance reviews and continuous quality improvement including ongoing training, coaching, and reviews of services and data to ensure quality of services, consistency of services and adherence to policies and procedures. Contractor will work closely with homeless system stakeholders to review services, assess challenges, and pilot or implement strategies for improvement.

Contractor will implement a quality improvement plan utilizing various sources of information and data, such as data on services and trends, performance measure data, client case reviews, customer feedback, staff input, stakeholder feedback, reviews of incidents and grievances, data on community need, and feedback from individuals with lived experience.

Contractor will develop a plan to regularly utilize feedback from homeless system stakeholders and to utilize feedback to continually refine and improve services, policies and procedures, and training.

Contractor will implement strategies to increase engagement with and feedback from people with lived experience of homelessness regarding CES services.

Contractor will maintain all policies, procedures and tools for staff and ensure that they are updated to be in alignment with current HUD guidance as appropriate, CES best practices, and the County's CES structure as determined by HSA.

C. Other Contractor Responsibilities

1. Contractor will provide services that are culturally appropriate to the populations served.
2. Contractor will report any and all critical incidents electronically via email within 24 hours to the HSA, Center on Homelessness staff. Critical incidents include death, homicide, suicide or suicide attempt, and assault to client or staff.
3. Contractor will provide services from Monday – Friday; between the hours of 8:30AM to 5PM excluding holidays.
4. Contractor will provide services in person and via phone, in order to allow accessibility for clients to access services via phone or in person. Contractor will develop a schedule for in person services (hours and locations) and will submit the proposed schedule to

HSA for review and approval. Once approved, Contractor will operate services as listed in this plan, unless a change request is submitted to and approved by the County.

5. Contractor will participate in County homeless and safety net service planning meetings.
6. Contractor will participate in point-in-time counts and surveys.

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 Anne Okada at aokada2@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 – Program Budget Amounts Per Fiscal Year

Program Budget Amounts Per Fiscal Year	
Fiscal Year	Maximum Amount
2024-2025 (07/01/24 to 06/30/25)	\$1,344,031
2025-2026 (07/01/25 to 06/30/26)	\$1,344,031
2026-2027 (07/01/26 to 06/30/27)	\$1,344,031
Total Agreement Obligation	\$4,032,093

Line-Item Budgets

FY 24-25

Expense			
Personnel Expenses <i>List all staff positions that will be part of this program.</i>			FTE for this Program
CES Program Manager (1.00 FTE)	\$ 82,000.00	\$ 82,000.00	1.00
CES Assistant Prog Mgr/CaseMgr #1 (1 FTE)	\$ 62,732.00	\$ 62,732.00	1.00
CES Assistant Prog Mgr/Institutional CaseMgr #2 (1 FTE)	\$ 62,732.00	\$ 62,732.00	1.00
CES Diversion Specialists (8 FTE)	\$ 467,248.00	\$ 467,248.00	8.00
Associate Director of Programs and Services (.10 FTE)	\$ 13,000	\$ 13,000	0.10
CES Program Data Analyst (1 FTE)	\$ 62,733	\$ 62,733	1.00
Chief Operating Officer-program (.10 FTE)	\$ 19,055	\$ 19,055	0.10
Accounting Asst (FA eligibility review and issuance) (.15)	\$ 8,761	\$ 8,761	0.15
Taxes and Fringes (22%)	\$ 171,217	\$ 171,217	
Subtotal Personnel	\$ 949,478	\$ 949,478	
Operating Expenses			
Office/Program Supplies	\$ 8,085	\$ 8,085	
Communications/Telephone	\$ 11,288	\$ 11,288	
Occupancy & Utilities	\$ 4,200	\$ 4,200	
Repairs & Maintenance	\$ -	\$ -	
Recruitment	\$ -	\$ -	
Travel, Meetings & Conferences	\$ 735	\$ 735	
Mileage Reimbursement	\$ -	\$ -	
Employee Training	\$ 4,200	\$ 4,200	
Equipment Rental	\$ 3,150	\$ 3,150	
Outside Services - Non IT	\$ 15,500	\$ 15,500	
Outside Services - IT	\$ 25,211	\$ 25,211	
Diversion/CES General Flexible Funding	\$ 169,380	\$ 169,380	
Subtotal Operating Expenses	\$ 241,749	\$ 241,749	
Administrative Expense			
15% of modified total direct costs (MTDC) de minimus indirect / admin costs	\$ 152,804	\$ 152,804	
Subtotal Admin Expense	\$ 152,804	\$ 152,804	
Total Expenses	\$ 1,344,031	\$ 1,344,031	

FY25-26

Expense			
Personnel Expenses <i>List all staff positions that will be part of this program.</i>			FTE for this Program
CES Program Manager (1.00 FTE)	\$ 82,000.00	\$ 82,000.00	1.00
CES Assistant Prog Mgr/CaseMgr #1 (1 FTE)	\$ 62,732.00	\$ 62,732.00	1.00
CES Assistant Prog Mgr/Institutional CaseMgr #2 (1 FTE)	\$ 62,732.00	\$ 62,732.00	1.00
CES Diversion Specialists (8 FTE)	\$ 467,248.00	\$ 467,248.00	8.00
Associate Director of Programs and Services (.10 FTE)	\$ 13,000	\$ 13,000	0.10
CES Program Data Analyst (1 FTE)	\$ 62,733	\$ 62,733	1.00
Chief Operating Officer-program (.10 FTE)	\$ 19,055	\$ 19,055	0.10
Accounting Asst (FA eligibility review and issuance) (.15)	\$ 8,761	\$ 8,761	0.15
Taxes and Fringes (22%)	\$ 171,217	\$ 171,217	
Subtotal Personnel	\$ 949,478	\$ 949,478	
Operating Expenses			
Office/Program Supplies	\$ 8,085	\$ 8,085	
Communications/Telephone	\$ 11,288	\$ 11,288	
Occupancy & Utilities	\$ 4,200	\$ 4,200	
Repairs & Maintenance			
Recruitment			
Travel, Meetings & Conferences	\$ 735	\$ 735	
Mileage Reimbursement			
Employee Training	\$ 4,200	\$ 4,200	
Equipment Rental	\$ 3,150	\$ 3,150	
Outside Services - Non IT	\$ 15,500	\$ 15,500	
Outside Services - IT	\$ 25,211	\$ 25,211	
Diversion/CES General Flexible Funding	\$ 169,380	\$ 169,380	
Subtotal Operating Expenses	\$ 241,749	\$ 241,749	
Administrative Expense			
15% of modified total direct costs (MTDC) de minimus indirect / admin costs	\$ 152,804	\$ 152,804	
Subtotal Admin Expense	\$ 152,804	\$ 152,804	
Total Expenses	\$ 1,344,031	\$ 1,344,031	

FY 26-27

Expense					
Personnel Expenses <i>List all staff positions that will be part of this program.</i>				FTE for this Program	
CES Program Manager (1.00 FTE)	\$	82,000.00	\$	82,000.00	1.00
CES Assistant Prog Mgr/CaseMgr #1 (1 FTE)	\$	62,732.00	\$	62,732.00	1.00
CES Assistant Prog Mgr/Institutional CaseMgr #2 (1 FTE)	\$	62,732.00	\$	62,732.00	1.00
CES Diversion Specialists (8 FTE)	\$	467,248.00	\$	467,248.00	8.00
Associate Director of Programs and Services (.10 FTE)	\$	13,000	\$	13,000	0.10
CES Program Data Analyst (1 FTE)	\$	62,733	\$	62,733	1.00
Chief Operating Officer-program (.10 FTE)	\$	19,055	\$	19,055	0.10
Accounting Asst (FA eligibility review and issuance) (.15)	\$	8,761	\$	8,761	0.15
Taxes and Fringes (22%)	\$	171,217	\$	171,217	
Subtotal Personnel	\$	949,478	\$	949,478	
Operating Expenses					
Office/Program Supplies	\$	8,085	\$	8,085	
Communications/Telephone	\$	11,288	\$	11,288	
Occupancy & Utilities	\$	4,200	\$	4,200	
Repairs & Maintenance	\$	-	\$	-	
Recruitment	\$	-	\$	-	
Travel, Meetings & Conferences	\$	735	\$	735	
Mileage Reimbursement	\$	-	\$	-	
Employee Training	\$	4,200	\$	4,200	
Equipment Rental	\$	3,150	\$	3,150	
Outside Services - Non IT	\$	15,500	\$	15,500	
Outside Services - IT	\$	25,211	\$	25,211	
Diversion/CES General Flexible Funding	\$	169,380	\$	169,380	
Subtotal Operating Expenses	\$	241,749	\$	241,749	
Administrative Expense					
15% of modified total direct costs (MTDC) de minimus indirect / admin costs	\$	152,805	\$	152,805	
Subtotal Admin Expense	\$	152,805	\$	152,805	
Total Expenses	\$	1,344,031	\$	1,344,031	

Table 2 – Invoice and Reporting Due Dates

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

Q3	January	February 20	February 20	April 20
	February	March 20	March 20	
	March	April 20	April 20	
Q4	April	May 20	May 20	July 20
	May	June 20	June 20	
	June	June 20 (due early due to year end processes)	June 30 (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 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 agreements.

Exhibit C – Performance and Reports

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

Monthly and quarterly reporting are a requirement of payment. Delays in submission of complete reports will delay payments of invoices to Contractor.

I. Performance Measures

Table 3 – Performance Measures and Targets for Coordinated Entry Services for Non-Institutional Referrals

Coordinated Entry Services for Non-Institutional Referrals			
Measure	Targets		
	FY 2024-25	FY 2025-26	FY 2026-27
Percentage of households who receive an initial screening for homeless assistance and are referred for Diversion who receive Diversion services on the same day	97%	97%	97%
Data quality <ul style="list-style-type: none"> • Percentage of completed fields in Clarity (first name, last name) • Percentage of completed fields in Clarity (date of birth, race, ethnicity, gender, veteran status, disabling condition) 	<ul style="list-style-type: none"> • 99% • 97% 	<ul style="list-style-type: none"> • 99% • 97% 	<ul style="list-style-type: none"> • 99% • 97%
Percentage of all households served with Diversion who are successfully diverted from homelessness	Families – 20% Adults – 8%	Families – 20% Adults – 8%	Families – 20% Adults – 8%
Percentage of all households who are successfully diverted from homelessness and do not get placed on the waitlist or enter shelter within 30 days of when the household first requested homeless assistance	70%	70%	70%
Percentage of all households who are successfully diverted from homelessness and do not get placed on the waitlist or enter shelter within 6 months of when the household first requested homeless assistance	60%	60%	60%

Table 4 – Performance Measures and Targets for Coordinated Entry Services for Individuals Exiting Institutions

Diversion Services to Prevent Individuals from Exiting Institutions into Homelessness			
Measure	Targets		
	FY 2024-25	FY 2025-26	FY 2026-27
Percent of clients whose first contact occurs within 2 business days of referral	96%	96%	96%
Percentage of clients who do not become unsheltered upon exit from institution	90%	90%	90%

II. Reporting Requirements, Contractor will:

1. Submit monthly, quarterly and annual reports electronically to Anne Okada at aokada2@smcgov.org or County designee, by the due date listed Exhibit B Table 2.

a. Monthly Report will include:

- Monthly invoices with supporting documentation
- Narrative description of activities performed
- Number of households served during the month including:
 - Number of families
 - Number of single adults
 - Number of Veterans
 - Number of Domestic Violence Survivors
 - Number of Youth/Transition Age Youth
 - Split out by CES (general) and CES Institutions

b. Quarterly Report will include:

- Performance measure report (results for performance measures listed in Table 3 and Table 4 above for the current quarter and for fiscal year-to-date).
- Clarity Annual Performance Report (APR).
- Report on type of financial assistance and total financial assistance per household, including average amount of financial assistance per household, by category of financial assistance (i.e. rent, home repair, etc.)
- Narrative describing trends, successes, challenges during the reporting period.
- Narrative on how information, data and feedback collected throughout the fiscal year (as indicated in the Continuous Quality Improvement section in Exhibit A) was incorporated into the program.

c. Annual Report will include:

- Information on the impact that CES services had throughout the entire service year.
 - Annual results for each performance measures.
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 analysis of the homeless system conducted by County.
 5. Participate in the County's CES evaluation by participating in interviews, providing data and input, assisting with obtaining input from clients and other methods of participation.
 6. Participate in technical assistance with the County via Homebase and other applicable technical assistance resources.
 7. Work with the County to implement changes in the program, based on the evaluation results and recommendations.

III. **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.

Exhibit F
Revised April 2024
Clarity Human Services System
Usage and Data Sharing Agreement for Core Service Agencies and
Homeless Service Providers

In 2014, Core Service Agencies and homeless service providers migrated to the secure, private and confidential Clarity Human Services system network by Bitfocus (“Clarity”). This migration to Clarity allows for data sharing across providers.

Commitment to Data Entry

The Core Service Agencies and homeless service providers (agency name, hereinafter “the Agency”) agrees to enter into Clarity’s secure system timely and accurate data about the clients to whom they provide safety net services and homeless services pursuant to their contracts with the County of San Mateo (“County”). Timely entry of this data is crucial to the community’s ability to match and refer clients to appropriate safety net and homeless services provided by other providers; to report accurate performance measures; and to capture data on community need.

If the Agency experiences difficulty with the timely entry of data into Clarity, they will notify HSA of the delay, seek technical assistance if necessary, and provide a plan within one week to bring the data entry current as soon as possible.

Confidentiality of Client Data

The Agency will establish appropriate administrative, technical, and physical safeguards to protect the confidentiality of client data and to prevent unauthorized use or access to it.

The data in Clarity shall not be disclosed to anyone or any entity except in connection with the administration of the Agency’s safety net and homeless service programs, as necessary to achieve the provision of homeless and safety net services, or for analysis of the data to show performance measurements, including that of contract compliance.

The data may be reviewed by San Mateo County personnel on a need-to-know basis to check performance measurements, community trends, client services, and for the purpose of monitoring contract compliance. Summary results (e.g., non-identifying information such as general statistical data, caseload, provider data, funding, and expenditure information) are non-confidential may be shared upon request. Data that contains identifying information will be accessible and shared on a need-to-know basis only, and only to the extent permitted by applicable law.

The Agency acknowledges that these confidential data are proprietary to the County and agrees to comply with all applicable State and Federal confidentiality laws and regulations.

The Agency may collect Personally Identifiable Information (“PII”, as defined in Federal information security and privacy laws as information that can be used on its own or in conjunction with other information to identify, contact, or locate a single person, or to identify an individual in context) only when appropriate for the purposes for which the information is obtained or when required by law. The Agency must collect PII by lawful and fair means and, where appropriate, with the knowledge of the individual. The Agency must post the San Mateo County Clarity HMIS Privacy Notice (“Notice”) at each building that provides direct services. If services are being provided by phone, the Agency will offer to read the Notice and also will make efforts to provide a written copy of the Notice via mail or other means. A copy of the Clarity HMIS Privacy Policy (“Policy”) must be made available to clients upon request. Consent of the individual for data collection may be assumed when the Notice is properly displayed according to the Policy. See the attachment or the following link for a copy of the current Policy: <https://www.smcgov.org/hsa/san-mateo-county-clarity-hmis-privacy-policy>.

Licensing

Only the Agency’s staff who provide safety net or homeless services shall be granted access to Clarity. When the Agency requests a Clarity license for a new staff member, the Agency director or manager will review with the staff member the confidentiality and security rules regarding Clarity. The staff member will be asked to review and accept the Clarity oath of confidentiality upon their initial login into Clarity and annually thereafter while they retain access to the system.

ACCESS TO THE CLARITY SYSTEM AFTER EMPLOYMENT ENDS IS PROHIBITED. If an authorized user separates from employment with the Agency, notification must be made as soon as possible to the HSA Service Desk in advance of the employee leaving. The request will provide a license termination date.

If any license goes unused for more than 90 days, that license may be deactivated. The Agency holding the license will be notified prior to deactivation of the license and the Agency will have 5 business days to respond with a request if the license is to be continued.

System Configuration Change Requests

All Clarity user agencies’ requests to change Clarity system configuration will be evaluated by HSA. For the cost of all Change Requests unique to one or a group of agencies and for non-Core or non-HMIS standard programs, payment shall be made by the requesting agency(ies).

User Support

If the Agency experiences any technical difficulty with the system, the Agency’s staff will send a service request to the Human Services Agency Business Systems Group at hsa_servicedesk@smcgov.org or (650) 802-7573.

Staff Responsibilities

The Agency agrees to train its staff and to establish internal processes and procedures to ensure all staff and volunteers safeguard clients' confidentiality and privacy and enter accurate, complete data. It is understood that accessing Clarity's secure, private, and confidential network is for the sole purpose of serving clients. All authorized individuals accessing the Clarity network of Core Service Agencies and homeless service providers must have a legitimate business reason when searching and accessing information. All activity is logged, and participating agencies understand and agree that this audit trail can be viewed at any time by authorized County personnel.

Contractor/Service Provider Agreement

BY ENTERING INTO THIS AGREEMENT, THE AGENCY AGREES TO THE FOLLOWING:

The Agency agrees that all Agency staff provided with Clarity access will be trained to safeguard the information contained in the SMC secure and private network of Core Service Agencies and homeless services providers.

The Agency agrees to provide internal process and procedures to train the Agency's staff on the security and confidentiality principles that guard this secure and private network.

The Agency understands and agrees that Agency and its representatives will share and protect information in the Clarity system as set forth herein and as required by law.

The Agency agrees to abide by the Clarity HMIS Privacy Policy and policy management document, available here: <https://www.smcgov.org/hsa/san-mateo-county-clarity-hmis-privacy-policy> (current version attached). The Agency agrees to further abide by any updates to these documents.

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:

Name of Contractor(s):

Street Address or P.O. Box:

City, State, Zip Code:

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

Signature:

DocuSigned by:
Laura Bent
CAB21E0AA7EF42Z...

Title of Authorized Official:

Chief Executive Officer

Date:

6/19/2024 | 8:52 AM PDT

*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."

Attachment P

Personally Identifiable Information

Requirements for County Contractors, Subcontractors, Vendors and Agents

I. 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.

II. 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

III. 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 cross cut 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.

IV. 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.

V. 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.

VI. 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.

VII. 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.

VIII. 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.

IX. 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.