

**AMENDMENT TO AGREEMENT  
BETWEEN THE COUNTY OF SAN MATEO AND  
EXEMPLAR HUMAN SERVICES, LLC**

THIS AMENDMENT TO THE AGREEMENT, entered into this \_\_\_\_ day of \_\_\_\_\_, 20\_\_\_\_, by and between the COUNTY OF SAN MATEO, hereinafter called "County," and Exemplar Human Services, LLC, hereinafter called "Contractor";

W I T N E S S E T H:

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

WHEREAS, on May 16, 2017, the parties entered into an agreement (the "Agreement") for the purposes of providing analytic subscription services to enable access and utilize key performance management outcome data for the term of July 1, 2017 through June 30, 2020 for a total obligation amount of \$522,000; and

WHEREAS, the parties wish to amend the Agreement to increase funding in the amount of \$176,000 for a new total obligation amount of \$698,000 and with no change to the term in order to expand the current subscription services and include a new online training component.

**NOW, THEREFORE, IT IS HEREBY AGREED BY THE PARTIES HERETO AS FOLLOWS:**

**1. Paragraph 1. Exhibits and Attachments is hereby amended to read as follows:**

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

**Exhibit A-Services (revised 12/2018)**  
**Exhibit B - Payments and Rates (revised 12/2018)**  
Exhibit C - Monitoring Requirements  
Attachment H - HIPAA  
Attachment P – Personally Identifiable Information  
Attachment I-§504 Compliance

**2. Paragraph 3. Payments is hereby amended to read as follows:**

In consideration of the services provided by Contractor in accordance with all terms, conditions, and specifications set forth in this Agreement and in Exhibit A (revised

12/2018), County shall make payment to Contractor based on the rates and in the manner specified in Exhibit B (revised 12/2018). County reserves the right to withhold payment if County determines that the quantity or quality of the work performed is unacceptable. This amendment adds \$176,000 of which \$112,500 supports services under the Employment Services branch, and \$63,500 supports services for the Economic Self-Sufficiency branch. In no event shall County's total fiscal obligation under this Agreement exceed **SIX HUNDRED NINETY EIGHT THOUSAND DOLLARS** (\$698,000). In the event that County makes any advance payments, Contractor agrees to refund any amounts in excess of the amount owed by County at the time of contract termination or expiration. Contractor is not entitled to payment for work not performed as required by this Agreement.

2. **Exhibit A – Services (revised 12/2018) replaces original Exhibit A in its entirety and is attached hereto.**
3. **Exhibit B – Payments and Rates (revised 12/2018) replaces original Exhibit B in its entirety and is attached hereto.**
4. **Exhibit C – Monitoring Requirements, is hereby amended to include paragraph IV. Performance Measures:**

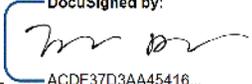
Contractor agrees to meet the following measures:

| Measure   | FY 2018-19 Anticipated | FY 2018-19 Projected |
|---|------------------------|----------------------|
| Percentage of CFET participants contacted by Exemplar within 24 hours of being referred to schedule their training orientation. | 85%                    | 90%                  |

5. **All other terms and conditions of the Agreement dated May 16, 2017 between County and Contractor shall remain in full force and effect.**

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

For Contractor: EXEMPLAR HUMAN SERVICES, LLC

|   |                          |                                |
|---|--------------------------|--------------------------------|
| <br>ACDF37D3AA45416... | 11/13/2018   4:43 PM PST | Michael De La Rosa             |
| Contractor Signature  | Date                     | Contractor Name (please print) |

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COUNTY OF SAN MATEO

By:  
President, Board of Supervisors, San Mateo County

Date:

ATTEST:

By:  
Clerk of Said Board

## Exhibit A – Services (revised 12/2018)

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

### **Performance Management Analysis**

Contractor will provide data for analysis and reports from HSA through the Business Systems Group (BSG).

1. Contractor will provide alert dashboards for line staff and supervisors that consolidates many reports into one dashboard, detailing the key priorities that need to be addressed for a given caseload or workload.
2. County will have the option to set customized thresholds for performance on given measures and Contractor will monitor whether performance is in desirable ranges. If performance falls below minimum thresholds, County will be notified to take appropriate action or follow-up.
3. Contractor will provide the Operational Alerts & Triggers™ Analytic Service, a powerful suite of analytic tools that can help agency managers target key challenge and opportunity areas for enhancing overall performance. The analytic service also empowers front-line supervisors and workers to use data to enhance decision making and service delivery to clients.
4. Contractor will provide **Employment Services (ES)** reports for the WTW program to Contract Manger ([JRogers@smcgov.org](mailto:JRogers@smcgov.org)). Reports will include but are not limited to:
  - E2Lite WPR Case Engagement Tool
  - E2Lite WPR Sample Data Reporting Tool
  - OCAT Alerts
  - Children and Family Services (CFS) Social Worker (SW) Crossover report
  - CalFresh Employment and Training (CFET) Program Engagement Report
5. Contractor will provide the following **Economic Self Sufficiency (ESS)** reports and will be submitted daily, electronically to [NRodriguez@smcgov.org](mailto:NRodriguez@smcgov.org). Reports will include but are not limited to:
  - SAR 7 Completion Rate
  - Overdue SAR 7 (prior month)
  - Medi-Cal Overdue (RRR)

### **ULearn Online Training Subscription**

Contractor's ULearn platform is an online training subscription service that enables participants to access online training and certification, 24 hours a day, for up to six months. ULearn is offered in multiple languages, and learning models that allow learners to customize the way that they learn (auditory, visual, and applied).

1. Contractor will provide subscription services to the ULearn online training platform for a minimum of 87 CalFresh Employment and Training (CFET) program participants. Subscription service includes access to training curriculum designated by the County; 24/7/365 online technical assistance and support; and online orientation for each new CFET subscriber.

2. County will refer eligible participants to Contractor. Contractor will enroll participants in ULearn within 24 business hours of receipt of referral.
3. Contractor will provide a CFET Engagement report that includes, but is not limited to, training hours completed; courses completed; and hours spent in Job Search. Reports will be provided upon request by County. Report will be submitted electronically to the Contract Manger Jennifer Rogers ([JRogers@smcgov.org](mailto:JRogers@smcgov.org)).
4. County shall have the option to adjust, modify, or add related services to meet its project goals as agreed upon by both parties in writing as long as it does not exceed the total cost of the Agreement.

**Exhibit B – Payments and Rates (revised 12/2018)**

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

1. County shall have the option to adjust, modify or add related services to meet its projects goals as agreed upon by both parties and adjust costs accordingly as long as it does not exceed the total agreement obligation.
2. Contractor will submit a separate itemized invoice each month for the following services and rates:
  - Employment Services Reports and Performance Management \$14,500
  - Economic Self Sufficiency Reports and Performance Management \$3,500
  - ULearn Training Enrollment \$1,250 (each subscriber)
3. Invoices must be submitted by the 10<sup>th</sup> of the month for the previous months service and will be submitted to:
  - a. Employment Services and ULearn invoices will be submitted to Jennifer Rogers at 400 Harbor Boulevard, Building B in Belmont, CA 94002, [JRogers@smcgov.org](mailto:JRogers@smcgov.org).
  - b. Economic Self-Sufficiency Invoices shall be submitted to Nancy Rodriguez at 400 Harbor Boulevard, Building B, Belmont, CA 94002, or [NRodriguez@smcgov.org](mailto:NRodriguez@smcgov.org).
4. County shall pay Contractor upon receipt and approval of itemized invoices.
5. In no event shall taxes, services and fees exceed the total amount of the Agreement obligation of **SIX HUNDRED NINETY EIGHT THOUSAND DOLLARS** (\$698,000).