

**AMENDMENT TWO TO AGREEMENT
BETWEEN THE COUNTY OF SAN MATEO AND
THE INSTITUTE ON AGING**

THIS AMENDMENT TO THE AGREEMENT, entered into this ____ day of _____, 20____, by and between the COUNTY OF SAN MATEO, hereinafter called "County," and The Institute on Aging, 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, the parties entered into an Agreement providing a Measure K funded Friendship Line services on December 13, 2019; and

WHEREAS, the parties entered into an amendment on February 12, 2020 to increase contract amount by \$6,180 to \$212,180; and

WHEREAS, the parties wish to amend the Agreement by replacing Exhibit A (rev.12/13/2019) with Exhibit A (rev. 4/1/2020); and

WHEREAS, the parties wish to amend the Agreement to replace Exhibit B (rev. 1/28/2020) with Exhibit B (rev. 4/1/2020)

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

1. Section 2, Paragraph 1 of the agreement is amended to read as follows:

In consideration of the payments set forth in this Agreement and in Exhibit B (rev. 4/1/2020), Contractor shall perform services for County in accordance with the terms, conditions, and specifications set forth in this Agreement and in Exhibit A (rev.4/1/2020).

2. Section 3, Paragraph 1 of the agreement is 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 (rev. 4/1/2020), County shall make payment to Contractor based on the rates and in the manner specified in Exhibit B (rev. 4/1/2020). County reserves the right to withhold payment if County determines that the quantity or quality of the work performed is unacceptable. Contractor's failure to deliver services by the timeline would constitute a breach. In no event shall County's total fiscal obligation under this Agreement exceed TWO HUNDRED SIXTY-TWO THOUSAND ONE HUNDRED AND EIGHTY DOLLARS (\$262,180). 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.

3. Exhibit A (rev. 12/13/2019) is replaced by Exhibit A (rev. 4/1/2020).

4. Exhibit B (rev. 1/28/2020) is replaced by Exhibit B (rev. 4/1/2020).

5. All other terms and conditions of the agreement dated December 13, 2019 and amendment one dated February 12, 2020, between the County and Contractor shall remain in full force and effect.

THIS CONTRACT IS NOT VALID UNTIL SIGNED BY ALL PARTIES. NO WORK WILL COMMENCE UNTIL THIS DOCUMENT HAS BEEN SIGNED BY THE COUNTY PURCHASING AGENT OR AUTHORIZED DESIGNEE.

For Contractor:


Contractor Signature

4/2/2020
Date


Contractor Name (please print)



For County:

Purchasing Agent Signature
(Department Head or
Authorized Designee)
County of San Mateo

Date

Lisa Mancini, Director, Aging & Adult Services
Purchasing Agent Name (please print)
(Department Head or **Authorized** Designee)
County of San Mateo

Purchasing Agent or **Authorized** Designee
Job Title (please print)
County of San Mateo

EXHIBIT A
(Rev. 4/1/2020)
INSTITUTE ON
AGING
FY 2019-20 DESCRIPTION OF SERVICES

In consideration of the payments set forth in Exhibit B, Contractor shall provide Measure K supported Friendship Line.

I. DESCRIPTION OF SERVICES TO BE PERFORMED BY CONTRACTOR

- A. The Institute on Aging's (IOA) Friendship Line (FL) is the United States' only 24-hour, hotline offering suicide intervention and prevention for seniors and disabled adults. Traditional suicide prevention centers do not provide appropriate services for this population, creating a high level of need for crisis prevention services. FL provides crisis support services, including active suicide intervention as well as offering a unique call-out service. The call-out service acts as an intervention to prevent suicide in the long term, and to improve the quality of life and connectedness of lonely and isolated callers. FL staff connect with clients on a regular basis and develop a rapport with them, helping to monitor their physical and mental health concerns. FL is staffed primarily by volunteers (ages 18 and over), clinical psychology graduate students, and social work interns. Volunteers receive ongoing training to ensure they can meet the unique needs of this population, in areas such as depression, bereavement, elder abuse, and suicide risk.
- B. IOA's FL will provide services to older adults and adults with disabilities in San Mateo County. Referrals will come directly from residents of San Mateo County, as well as clients served or referred by County programs including child welfare, safety net services, Behavioral Health and Recovery Services, Aging and Adult Services, probation and reentry programs, self-sufficiency programs and housing assistance programs.
- C. Data Analysis
 - 1. FL tracks call-volume using an on-line data base system. Data will be tracked for all incoming and outgoing calls. Information will be collected from callers and from the phone system on the area code and ideally zip code/city from where the call originates.
 - 2. Data collected from incoming calls will include data on suicidal intent using the Suicide Assessment Rating Scale. The scale will be completed at the beginning and ending of all calls. The scale is scored on a scale of one to five, with one being "Not Likely" and five being "Extremely Likely." These data will be analyzed to show the decrease in suicidal intention on call.
 - 3. Data will be collected on the effectiveness of outreach and educational efforts. This data will be analyzed to show the increase in knowledge in caring for older adults.
- D. Training

Contractor will provide 20 hours of training to all volunteers prior to beginning their work on the line. In addition, IOA provides one (1) month of on-line phone training (including shadowing, role play, and auditing), along with clinical training by supervisors ongoing for all volunteers and staff who work on the line.
- E. The Suicide Assessment Rating Scale is utilized by all call centers across California who are a part of the California Suicide Prevention network and is recognized to be an effective tool in demonstrating decrease in suicidal intent.

- F. For every inbound caller that contacts the FL, volunteers and staff will ask about the caller's suicidal ideation and will complete a Suicide Assessment Rating at the beginning and the end of the call. The Suicide Assessment Rating is scored on a scale of one to five, with one being "Not Likely" and five being "Extremely Likely." For callers in crisis or deemed to be at risk for self-harm, volunteers and staff will counsel the client to help reduce risk and create safety. The Friendship Line is fully accredited by the American Association of Suicidology. Staff and volunteers complete the American Association of Suicidology required training and orientation on how to address suicidal callers, complete a suicide lethality assessment, and make arrangements for follow-up of clients who remain at risk.
- G. The FL is a toll-free hotline with staff and volunteers answering calls from adults who may be experiencing distress due to chronic, progressive mental health problems, including loneliness and depression, and/or physical health concerns. Callers in distress can receive emotional support and counseling as well as information and referrals via the FL. Many of these callers are suffering with chronic, progressive mental illness. By calling the FL, they will receive a friendly, kind, and caring response to their stressful situations. Call-ins can be made 365/ 24/7.
- H. Callers enrolled in the Call-Out Emotional Support Program will receive outreach calls for emotional support in order to help them remain in their own home. The emotional support call is also a source for health monitoring and assessment. A unique service of the FL is consistent call-outs to frail, isolated, depressed, abused, and/or homebound older adults. Past surveys have indicated that FL call-outs are often their only daily social contact. Older adults receive emotional support, health monitoring, and counseling via the FL. These call-outs are made from 8:00 a.m. to 8:00 p.m. Monday through Sunday, holidays included.
- I. The Friendship Line and Center for Elderly Suicide Prevention will provide high quality services to clients and training to San Mateo service providers to help improve the system of care for older adults and adults with disabilities in San Mateo County.
- J. During the duration of the COVID-19 crisis response (4/1/20 – 6/30/20) Contractor will provide increased call capacity to address the immediate risk of increasing social isolation while social distancing and quarantining measures are in place. This will include additional Friendship Line staffing for inbound calls, prioritization of San Mateo County callers, and increased capacity for outbound calls to be made to clients newly referred by County of San Mateo programs

II. ADMINISTRATIVE REQUIREMENTS

- A. Contractor agrees to provide client addresses or zip codes on clients served upon request.
- B. Exhibit B specifies the performance measure data, narrative reports and deliverables.
- C. Performance measure data, narrative reports, and invoices will be received by October 10, 2019, January 10, 2020, April 10, 2020, and July 5, 2020. Contractor will provide prior notification in the event that data reporting and invoice submission are anticipated to be delayed
- D. The data and narrative reports describing program outcomes and status of performance toward goals, may be used for press releases, Measure K dashboard and other public documents.

EXHIBIT B (Rev. 4/1/2020)
THE INSTITUTE ON AGING
FY 2019-2020 PAYMENT 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:

Period	Deliverables	Amount	Invoice Due
Q1 2019 7/01/19- 9/30/19	Progress report with performance measure data, a narrative report, and invoice by 10/10/19: <ul style="list-style-type: none"> • Friendship Line will receive at least 450 Calls-in between 7/01/19 through 9/30/19. [APS13] • Friendship Line will place at least 900 Calls-out between 7/01/19 through 9/30/19. [APS14] 	\$51,500	10/10/19
Q2 2019 10/1/19- 12/31/19	Progress report with performance measure data, narrative report, and invoice received by 1/10/20: <ul style="list-style-type: none"> • Friendship Line will receive at least 450 Calls-in between 10/01/19 through 12/31/19. [APS13] • Friendship Line will place at least 900 Calls-out between 10/01/19 through 12/31/19. [APS14] • Percent of clients who indicate excellent or good quality of services (July-December 2019) Goal of 90%. [APS15] • Percent of individuals attending a Center for Elderly Suicide Prevention training (July-December 2019), who report enhanced knowledge. Goal of 100%. [APS17] 	\$51,500	1/10/20
Q3 2020 1/01/20- 3/31/20	Progress report (Q3) with performance measure data, a narrative report, and invoice by 4/10/20. <ul style="list-style-type: none"> • Friendship Line will receive at least 450 Calls-in between 1/01/20 through 3/31/20. [APS13] • Friendship Line will place at least 900 Calls-out between 1/01/20 through 3/31/20. [APS14] 	\$51,500	4/10/20
Q4 2020 4/01/20- 6/30/20	Progress report with performance measure data, narrative report, and invoice received by 7/05/20: <ul style="list-style-type: none"> • Friendship Line will receive at least 450 Calls-in between 4/01/20 through 6/30/20. [APS13] • Friendship Line will place at least 900 Calls-out between 4/01/20 through 6/30/20. [APS14] • Percent of clients who indicate excellent or good quality of services (January-June 2020) Goal of 90%. [APS15] • Percent of individuals attending a Center for Elderly Suicide Prevention training (January-June 2020), who report enhanced knowledge. Goal of 100%. [APS17] 	\$57,680	7/05/20
	COVID-19 – Added Fees and Terms Progress report with performance measure data, narrative report, and invoice received by 7/05/20: <ul style="list-style-type: none"> • Friendship Line will handle at least 1,200 additional total calls, both calls-in in and calls-out, between 4/01/20 through 6/30/20. [APS13,14] 	\$50,000	7/05/20

The Quarterly Performance Measures are targets for each quarter and will be monitored by AAS staff. The goal is to provide the total number of clients with services identified by the end of the contract year. A variance of 10% is acceptable and will ensure full payment of submitted invoices.

Contract Advance: After the agreement is fully executed, the Contractor may request from the County one (1) advance payment request not to exceed 20% of the contract value. The Contractor must submit a request to the County and document the rationale for requesting a contract advance. Approval of any contract advance is subject to the discretion of the County. Contract advances will be recuperated and deducted from remaining invoices evenly. If this agreement is terminated with a remaining contract advance balance, the Contractor must return the remaining balance within 30 days.