

**AMENDMENT TO AGREEMENT  
BETWEEN THE COUNTY OF SAN MATEO  
AND  
COASTSIDE HOPE**

THIS AMENDMENT TO THE AGREEMENT, entered into this \_\_\_\_ day of \_\_\_\_\_, 20\_\_\_\_, by and between the COUNTY OF SAN MATEO, hereinafter called "County," and Coastside Hope, 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 for Core services on May 24, 2007

WHEREAS, the parties wish to amend the Agreement to add funding for the remaining of the Agreement terms.

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

- 1. Exhibit A2 – Program/Project Description is added to the Agreement.**
- 2. Exhibit B1 – Method and Rate of Payment is added to the Agreement.**
- 3. Exhibit C1 – Contractor’s Declaration Form is added to the Agreement.**
- 4. Exhibit G1 – Outcome Based Management Initiative is added to the Agreement.**
- 5. All other terms and conditions of the Agreement dated May 24, 2007, between the County and Contractor shall remain in full force and effect.**

IN WITNESS WHEREOF, the parties hereto, by their duly authorized representatives, have affixed their hands.

COUNTY OF SAN MATEO

By: \_\_\_\_\_  
Adrienne J. Tissier, President, Board of Supervisors,  
San Mateo County

Date: \_\_\_\_\_

ATTEST:

By: \_\_\_\_\_  
Clerk of Said Board

Coastside Hope  
99 Avenue Alhambra – P.O.Box 1089  
El Granada, CA 94018  
Fatima Soares, Executive Director

\_\_\_\_\_

Contractor's Signature

Date: \_\_\_\_\_

**Exhibit A2**  
**Program/Project Description**

**Coastside Hope**  
**Core Services FY 2008-10**

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In consideration of payments provided for in this Agreement, Contractor shall, under the general direction of the Director of Human Services Agency, or her authorized representatives, provide services as described below:

The funding provided through this Agreement represents 21% of the contractor's overall operational expenses for the provision of the following services.

**1. CLIENTS TO BE SERVED:** Low-income families, single parents, seniors, disabled and individuals needing assistance in meeting basic human needs relating to housing, food, shelter, clothing, financial support, energy assistance, advocacy, case management counseling, and follow-up. Low-income families and individuals needing help in assessing appropriate resources to meet their needs including education, employment, health, child care and legal assistance. Services will be provided in English and Spanish.

**2. CLIENT SERVICES:** Contractor will provide safety net services to 1100 unduplicated individuals and families per year for the term of this Agreement in the following service areas. On a quarterly basis Contractor will report the actual number of unduplicated individuals provided services in the following categories: Emergency Material Assistance, Emergency Shelter Services, and Case Management to provide those services. Definitions for and additional information regarding each category set forth below are located in the Core Services Procedure Manual at Section 15 Glossary, page 318. Contractor and County agree that the definitions set forth in the Glossary of the Core Services Manual are incorporated by reference as it is fully set forth in this Agreement. The Contractor will provide the following services, supporting activities and related information from July 1, 2007 through June 30, 2010.

- A. Contacts** with residents of the County by phone, walk-in or outreach.
- B. Comprehensive Needs Assessments.**
- C. Emergency Material Assistance** (food, clothing, shelter, infant needs and transportation) based on a comprehensive Needs Assessment that identifies need.
- D. Emergency Shelter Services.**
- E. Crisis Intervention.**
- F. Provision of technical assistance services including translation or interpretation services, forms completion and letter writing.**
- G. Information and Referral** to appropriate social service programs for English and non-English speakers.
- H. Employment Assistance** including referral to employment or job training programs.
- I. Advocacy Services.**
- J. Financial Evaluation** for individuals who are applying for contractor's programs and/or screening for other financial aid programs offered to residents of this County.
- K. Follow-up Services** of case intakes.

- L. **Housing Services** to families through the Season of Sharing Housing Assistance Fund, Housing Industry Fund, and other housing assistance programs.
3. **EFFECTS OF SERVICE:** Services will allow County residents in crisis to stabilize their situation over the short-term and to receive assistance in working towards long-term solutions to emergency situations.
4. **OUTCOMES:** On a quarterly basis Contractor will collect and report data to County outcomes of various program activities, and will continue to work with the OBM staff to refine outcome measures.
- A. **Emergency Services** For Emergency Assistance including: clothing, food, shelter vouchers and transportation, delivery of the service itself will be the outcome. The estimated outcome for the FY 2007-10 will be 2500 emergency services delivered per year.
  - B. **Homelessness Prevention** All Rental Assistance and move-in costs paid will be tracked. A follow-up six months after the assistance ends will be completed to determine the client's housing status. Client should be informed of follow-up at time of assistance and three stable contact phone numbers of those likely to know client's whereabouts will be collected. The estimated outcome of the number of eligible households provided rental assistance will be 20 per year and the percentage of known clients still housed after six months will be 90%.
5. **OTHER CONTRACTOR RESPONSIBILITIES**
- A. The Contractor will provide a written policy to the Human Services Agency for review, pursuant to which recipients of service shall have the opportunity to express and have considered their views, grievances, and complaints regarding the delivery of services.
  - B. The Contractor agrees to report to the Human Services Agency on a quarterly basis its services and activities under this contract, and to accept appropriately referred clients from the County for its contract services as part of their client base.
  - C. The Contractor will establish written procedures and provide them to the Human Services Agency for review, to ensure that all Contractor employees, volunteers, consultants, subcontractors, or agents performing services under this Agreement report child abuse or neglect to a child protective agency defined in Penal Code Section 11165(k).
  - D. The Contractor will provide the Human Services Agency with a current budget which clearly states the total agency budget. In addition, the Contractor will maintain all pertinent records and data collection forms that reflect activities listed in this contract for a period of three (3) years. The Contractor will notify the Human Services Agency within 30 working days of any changes to the agency budget and financial statements (*Non profit Contractors will include any changes in board composition or board meeting schedules*).

E. Contractor will develop and maintain an agency written policy on confidentiality and will assure that the staff is trained and follows the policy.

F. Contractor will enter client data in the Homeless Management Information System (HMIS/HOPE).

G. Contractor will participate in HOPE (Housing Our People Effectively) strategic program as it relates to their agency. HOPE is a ten-year action plan that brings together the business, nonprofit, and public sector communities to address the challenging issue of homelessness at its core, rather than manage it at the margins.

**6. SERVICE INTEGRATION:** Contractor and a designated Human Services Agency representative will coordinate service delivery so that clients receive timely and accurate services. Contractor will coordinate training to insure that its staff is knowledgeable and up to date on the services provided by Human Services Agency, other community agencies and the current needs experienced in the community.

**7. WORKING RELATIONSHIP:** Contractor will participate in decision-making on issues that impact Contractor's obligations under this Agreement. Contractor has final say on Contractor issues not related to state regulations. Human Services Agency (HSA) encourages communication between HSA and Contractor's staff. Contractor will meet Quarterly with the HSA Regional Program Manager to coordinate programs and to develop and monitor Contractor's progress.

**8. CONFLICT RESOLUTION:** Contractor and the Human Services Agency will meet on a regular basis to identify areas of potential disagreement and develop ways to address the issues.

**A. Intake** Contractor shall use a standard form for intake. After addressing any emergency needs, if Contractor identifies a client as being eligible for TANF or other HSA services, that client will be referred to HSA staff for further assistance. If further Core services are needed, HSA staff will refer the client back to Contractor. If the client is not eligible for HSA services, then the client remains with Contractor for services.

**B. Education and Training** Contractor's staff will participate in training provided by HSA as necessary to improve coordination and delivery of services

**C. Family Self-Sufficiency Teams (FSST)** Contractor will continue to participate in the FSST. Contractor's staff may be primary case managers for FSST cases, when they have the requisite training and experience.

**D. Release of information** A signed client consent to services and release of information between the Contractor and the Human Services Agency will be obtained. Feedback on referrals will be timely.

**E. Evaluation** HSA and Contractor, with the assistance of an HSA Planning and Evaluation Specialist, will develop appropriate measures to assess the outcome of services.

**Exhibit B1  
Method and Rate of Payment  
Coastside Hope  
Core Services - FY 2008-10**

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In full consideration of the services provided by the Contractor pursuant to this Agreement, the County shall pay the Contractor according to the following schedule:

<b>Fiscal Year</b>	<b>Contract Amount</b>	<b>Monthly Payment</b>
<b>FY 2008-09</b>	\$ 67,438.00	\$ 5,619.83
<b>FY 2009-10</b>	\$ 67,438.00	\$ 5,619.83

The Contractor shall submit invoices within 30 days of the end of the service month, and the County shall pay the invoices within 20 working days following receipt of invoice and required reports as shown below. The total amount of the Agreement for the FY 2008-10 shall not exceed \$67,438 which includes a 3% Cost of Business Increase (COBI) per year.

Payments will be based on availability of funds and approval of this Agreement.

County may terminate this Agreement or a portion of the services referred to in Exhibit A1, based upon availability of federal, state, or County funds by providing a thirty (30) day written notice to Contractor. The County reserves the right to withhold payment if the County determines that the quantity or quality of the work performed is unacceptable.

All Quarterly Reports and Invoices are to be submitted to the County of San Mateo Center on Homelessness, Ali Shirkhani – 262 Harbor Blvd – Belmont, CA 94002, Phone (650) 802-7675. Invoices will not be paid without Quarterly Reports.

**Required Reports to process invoices:**

Quarterly Reports must contain the following information:
• Client services delivered
• Documentation of successfully funded commitments of new or increased revenues for the Fiscal Year 2007-08
• County OBM Outcomes Based Management Report
• Contract Service Report

**Exhibit C1  
County of San Mateo  
Contractor's Declaration Form**

**I. CONTRACTOR INFORMATION**

Contractor Name:	Coastside Hope	Phone:	(650) 726-9071
Contact Person:	Fatima Soares, Executive Director	Fax:	(650) 726-7096
Address:	99 Avenue Alhambra – P.O. Box 1081 El Granada, CA 94018		

**II. EQUAL BENEFITS** (check one or more boxes)

*Contractors with contracts in excess of \$5,000 must treat spouses and domestic partners equally as to employee benefits.*

- Contractor complies with the County's Equal Benefits Ordinance by:
  - offering equal benefits to employees with spouses and employees with domestic partners.
  - offering a cash equivalent payment to eligible employees in lieu of equal benefits.
- Contractor does not comply with the County's Equal Benefits Ordinance.
- Contractor is exempt from this requirement because:
  - Contractor has no employees, does not provide benefits to employees' spouses, or the contract is for \$5,000 or less.
  - Contractor is a party to a collective bargaining agreement that began on \_\_\_\_\_ (date) and expires on \_\_\_\_\_ (date), and intends to offer equal benefits when said agreement expires.

**III. NON-DISCRIMINATION** (check appropriate box)

- Finding(s) of discrimination have been issued against Contractor within the past year by the Equal Employment Opportunity Commission, Fair Employment and Housing Commission, or other investigative entity. Please see attached sheet of paper explaining the outcome(s) or remedy for the discrimination.
- No finding of discrimination has been issued in the past year against the Contractor by the Equal Employment Opportunity Commission, Fair Employment and Housing Commission, or any other entity.

**IV. EMPLOYEE JURY SERVICE** (check one or more boxes)

*Contractors with original or amended contracts in excess of \$100,000 must have and adhere to a written policy that provides its employees living in San Mateo County up to five days regular pay for actual jury service in the County.*

- Contractor complies with the County's Employee Jury Service Ordinance.
- Contractor does not comply with the County's Employee Jury Service Ordinance.
- Contractor is exempt from this requirement because:
  - the contract is for \$100,000 or less.
  - Contractor is a party to a collective bargaining agreement that began on \_\_\_\_\_ (date) and expires on \_\_\_\_\_ (date), and intends to comply when the collective bargaining agreement expires.

**I declare under penalty of perjury under the laws of the State of California that the foregoing is true and correct, and that I am authorized to bind this entity contractually.**

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Name

\_\_\_\_\_  
Date

\_\_\_\_\_  
Title

**Exhibit G1  
Outcome Based Management Initiative**

**Coastside Hope  
Core Services FY 2008-10**

**Responsibilities Relating to the County's OBM Initiative:**

Contractor will engage in activities and supply information required to implement the County's Outcome-Based Management and Budgeting (OBM) initiative.

Activities include, but are not limited to:

- Attending planning and informational meetings;
- Developing program performance and outcome measurements;
- Collecting and submitting data necessary to fulfill measurement requirements;
- Participating in technical assistance and training events offered by the Human Services Agency and seeking technical assistance and training necessary to fulfill measurement requirements;
- Participating in a review of performance and outcome information; and
- Complying with OBM Implementation Guidelines as specified in memos released by the Human Services Agency.

County, through the Human Services Agency, will

- Provide technical assistance and support to assist Contractor's implementation of the County's Outcome-Based Management and Budgeting (OBM) initiative;
- Issue and review OBM Implementation Guidelines; and
- Conduct review of performance and outcome information.

**Human Services Agency Responsibilities**

Provide Training on services available through the Human Services Agency and other appropriate trainings for professional development and continuous quality improvement, i.e. confidentiality.