

**AMENDMENT TO THE AGREEMENT
BETWEEN THE COUNTY OF SAN MATEO
AND
NORTH PENINSULA NEIGHBORHOOD SERVICES CENTER, INC.**

THIS AMENDMENT TO THE AGREEMENT, entered into this ____ day of _____, 20____, by and between the COUNTY OF SAN MATEO, hereinafter called "County," and NORTH PENINSULA NEIGHBORHOOD SERVICES CENTER, INC., 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 June 5, 2007; and

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

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

1. Section 3 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 herein and in Exhibit "A," County shall make payment to Contractor based on the rates and in the manner specified in Exhibit "B." The County reserves the right to withhold payment if the County determines that the quantity or quality of the work performed is unacceptable. In no event shall the County's total fiscal obligation under this Agreement exceed Four Hundred Nine Thousand One Hundred Sixty Four Dollars, (\$409,164).

2. Exhibit A1 – Program/Project Description - is added to the Agreement – See Attachment.
3. Exhibit B1 – Method and Rate of Payment - is added to the Agreement – See Attachment.
4. Exhibit G1 – Outcome Based Management Initiative - is Added to the Agreement –

See Attached.

5. Exhibit H – FINGERPRINTING Compliance - is added to the Agreement – See Attachment.
6. **All other terms and conditions of the Agreement dated June 5, 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

North Peninsula Neighborhood Services, Inc.
600 Linden Avenue
South San Francisco, CA 94080
Karla Molina, Executive Director

Contractor's Signature

Date: _____

**Exhibit A1
Program/Project Description**

**North Peninsula Neighborhood Services Center, Inc.
Core Services 2008-10**

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 thirty three percent (33%) 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 one thousand two hundred (1,200) 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, 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, 2008 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 one thousand (1000) 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 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 fifty (50) per year of this Agreement and the percentage of known clients still housed after six months will be seventy five percent (75%).

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 Contractor's 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 timely of any major changes to the agency budget, financial statements or board composition/meeting schedules.

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

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

G. Contractor will participate in HOPE (Housing Our People Effectively) activities as mutually agreed upon. 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 staff. Contractor will meet Quarterly with the HSA Regional Program Manager. Additionally, Contractor will participate in regular meetings with HSA-designated staff to 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 as its standard form for intake the Initial Inquiry Form. 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**

**North Peninsula Neighborhood Services Center, Inc.
Core Services 2008-10**

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:

Fiscal Year	Contract Amount	Monthly Payment
FY 2008-09	\$ 132,676.00	\$ 11,056.33
FY 2009-10	\$ 132,676.00	\$ 11,056.33

The Contractor shall submit invoices within 30 days after 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 2008-09 and FY 2009-10 shall not exceed \$265,352, which includes a 3% Cost of Business Increase (COBI).

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 payments 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, Bldg. A – 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 Years 2008-10
• County OBM Outcomes Based Management Report
• Contract Service Report

Exhibit G1
Outcome Based Management Initiative

North Peninsula Neighborhood Service Center, Inc.
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.

Exhibit H
FINGERPRINTING COMPLIANCE
North Peninsula Neighborhood Services Center, Inc.
Core Services

- A. In accordance with the Child Abuse Prevention and Reporting section of this Agreement, Contractor agrees as follows: Each applicant for employment or a volunteer position at Contractor's program who will have a supervisory or disciplinary power over a minor or any person under his or her care will be fingerprinted in order to determine whether they have a criminal history which would compromise the safety of such minor(s) or person(s) under his or her care. (Penal Code 11105.3(a), as amended in 1990 by AB 2617). All fingerprinting will be at Contractor's sole expense.

- B. The fingerprinting process will be completed and the results of the process will be obtained before any of Contractor's employees, subcontractors, assignees or volunteers are assigned or permitted to work at the program. Alternatively, the Contractor may set a hire date prior to obtaining fingerprinting results contingent on the applicant certifying that: (1) his or her employment application truthfully and completely discloses whether he or she has ever been convicted of a felony or misdemeanor or been on parole or probation, and (2) that the applicant understands that a background check will be conducted, and that he or she will be dismissed from employment immediately if he or she has failed to provide information regarding convictions, has provided incomplete information regarding convictions, has or omitted information regarding convictions, or if the fingerprinting results reveal any conviction incompatible with this employment.

- C. Contractor will maintain, and will make available to County upon request, a written fingerprint certification for each applicant for employment or a volunteer position at the program for whom fingerprinting is required. Such certification shall state that the individual has been fingerprinted, that the process has disclosed no criminal history on the part of the individual which would compromise the safety of persons with whom that individual has contact. Fingerprint information received from the Department of Justice (DOJ) will be retained or disposed of pursuant to DOJ directive.

Name (Signature)

Title

Date