

**AMENDMENT TO THE AGREEMENT
BETWEEN THE COUNTY OF SAN MATEO
AND
SHELTER NETWORK**

THIS AMENDMENT TO THE AGREEMENT, entered into this ____ day of _____, 20____, by and between the COUNTY OF SAN MATEO, hereinafter called "County," and SHELTER NETWORK, 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 Shelter Operations 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 "A1," County shall make payment to Contractor based on the rates and in the manner specified in Exhibit "B1." 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 One Million Two Hundred Eight Six Thousand One Hundred One Dollars, (\$1,286,101).

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. **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

Shelter Network
1450 Chapin Avenue, Second Floor
Burlingame, CA 94010
Michele Jackson, Executive Director

Contractor's Signature

Date: _____

Exhibit "A1"
 Program/Project Description
 Shelter Network
 Homeless Shelter Operations 2008-10

In consideration of the payments set forth in Exhibit "B1", Contractor will provide the following services under the general direction of the Human Services Agency or authorized representatives:

For FY 2008-10:

I. CLIENT SERVICES:

A. Services - The Contractor will provide emergency shelter and/or transitional housing for homeless families and individuals at the following seven program sites:

- 1) Family Crossroads - 50 Hillcrest Drive, Daly City;
- 2) First Step For Families - 325 Villa Terrace (or alternate sites as necessary), San Mateo;
- 3) Maple Street Self Sufficiency Center - 1580A Maple Street, Redwood City;
- 4) EPA House, 2800 Illinois Street - East Palo Alto;
- 5) Redwood Family House - 110 Locust Street, Redwood City;
- 6) Haven Family House - 260 Van Buren Road, Menlo Park; and
- 7) Bridges, various sites throughout the County.

All Contractor programs are to be open 24 hours a day and referrals are to be accepted through local community-based organizations daily from 9:00 a.m. through 5:00 p.m., Monday through Friday. Contractor will provide the services reflected in the following table during the term of this Agreement.

Sites/Facilities	Services	Performance
Family Crossroads	Transitional housing & social services	40 families (13 max. at any one time)
First Step for Families	Short-term and Mid-term transitional housing & services	200 families (39 max. at any one time)
Maple Street	Transitional housing & services for individuals	600 individuals (men & women) (76 max. at any one time 32 beds for short-term stay and 44 beds for transitional period)
EPA House	Transitional housing & social services	4 individuals (4 max. at any one time) or one large family
Redwood Family House	Transitional housing & social services	30 families (9 max. at any one time)
Haven Family House	Transitional housing & social services	50 families, including children (15 max. at any one time)
Bridges Program	Countywide scattered-site transitional housing & social services - transitional housing is longer term	30 families/households

Social services will be offered to all clients participating in transitional housing programs. Social services will include crisis intervention, case management, short-term counseling, weekly self-sufficiency workshops, weekly group meetings, advocacy, housing and employment development assistance, personal financial assistance, health and mental health referral, coordination of services with local community agencies, mandatory savings program, move-in costs, voluntary follow-up case management services, transportation, food and household items for relocation to permanent housing.

II. Outcomes - The parties agree that it is their intent, in entering into this Agreement, to achieve the following outcomes.

(1) Seventy-five percent (75%) of families and fifty-five percent (55%) of the individuals who receive transitional housing assistance under this Agreement will be assisted to relocate to permanent housing.

(2) The numbers of persons who are employed will increase during the time they receive transitional housing.

(3) Average monthly income per family will increase from entry to graduation of the Shelter Network's Participant Program.

(4) Over ninety percent (90%) of families enrolled in voluntary follow-up case management will remain in housing six months after graduation from transitional housing.

III. SUPPORTING ACTIVITIES

Administrative Support - Will be provided to all programs through Contractor's administrative staff, located at 1450 Chapin Avenue, 2nd Floor - Burlingame, California 94010. Administrative support for transitional housing programs will include fund-raising, supervision, program coordination, volunteer coordination, public relations and financial and general management.

Maintenance - All sites will receive on-going maintenance from Contractor in such a manner that ensures that appropriate permits, licenses, prevention measures and applicable codes are met, and ensures that services are delivered in a professional, effective, and ethical manner.

Program Needs Assessments - An annual assessment will be conducted by Contractor's staff, including an assessment of the manner in which needs and existing gaps in services are currently met by Contractor, which will be presented to and reviewed by Contractor's Board of Directors. Contractor will provide the County with a copy of all assessments completed during the term of this Agreement.

Education and Training - Regular in-service training for Contractor's staff will be conducted using other social services professionals with expertise in specific areas. Regular educational presentations by Contractor's staff and Board to interested community groups will also continue on a regular basis.

Program Evaluation - As part of the program planning and review process, each year a program plan will be developed for each transitional housing site and the administrative department, and these plans will be evaluated at year-end based upon the goals and objectives established.

Resource Development - Contractor's administrative staff will continue to pursue the following sources of funding: private foundations, corporate grants, contributions from individuals, fund-raising events, and government contracts, etc.

Community Coordination - Contractor's Executive Director, Director of Programs and Services, Program Directors and Casework staff will regularly participate in local networks and the Continuum of Care Collaborative to promote collaboration and coordination to support transitional housing services.

IV. DESCRIPTIONS OF THE SERVICE ENVIRONMENTS

Clients Served - Contractor will continue to serve homeless residents of San Mateo County, both families and individuals, referred by the County's existing CORE Services Agencies and other social service providers.

Volunteers - Volunteers assist with site maintenance, providing client workshops, coordinating donations at program sites, transporting clients and conducting community education and fund development activities.

Support Committees - Each transitional housing program will maintain a community support committee comprised of local service providers, representatives of religious congregations and community organizations, school districts, law enforcement and concerned citizens. In addition to creating a local base of support for each program in the local community, the Support Committees will serve to inform and voice local concerns.

V. DEFINITION AND EXPLANATION OF TERMS

Case Management - The oversight, planning and coordination of various systems related to the provision of Social Services.

Transitional Housing - Temporary housing of a longer term than shelter. Transitional housing includes temporary housing combined with the intensive and comprehensive support services that will assist an individual or family to successfully regain permanent, stable housing of their own. Please see the above section "Client Services," for a fuller description of services included in transitional housing.

Short-Term - Stay of 2 to 60 days.

Transitional Housing Stay Period - 2 to 6 months.

VI. OTHER CONTRACTOR RESPONSIBILITIES

A. The Contractor will provide and maintain a system through which recipients of services provided under this Agreement will have the opportunity to express and have considered their views, grievances, and complaints regarding the delivery of such services.

B. The Contractor agrees to keep the San Mateo County Human Services Agency informed about its services and activities under this Agreement, and to accept appropriately referred clients from the San Mateo County Human Services Agency for its contract services as part of its client base.

C. Contractor is receiving CDBG funds and agrees to complete and submit HUD required quarterly reports as stated in Exhibit F to ashirkhani@smchsa.org, electronically on the quarterly basis. HUD required quarterly reports will also be available electronically for Contractors to use.

D. The Contractor will provide the Human Services Agency with an annual budget. In addition, the Contractor will maintain all pertinent records and data collection forms that reflect activities listed in this Agreement for a period of three (3) years.

E. 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.

F. Contractor will perform the following specific tasks for each of the program components:

1. Provide support services, for families and/or individuals to assist client to successfully transition into permanent housing, specifically including children's programs for facilities for families, a casework counseling program, rental and employment information and social services provided through individual and group meetings, and referral to other community agencies.

2. Work with other service providers, church groups and individuals in San Mateo County to secure volunteer and charitable support.

3. Provide administrative, management, supervision, accounting, planning, public relations and overhead which supports the operations of the facilities through the involvement of the Contractor's Executive Director, Director of Finance, Director of Programs and Services, Clerical and Maintenance staff and the on-site Resident Manager.

4. Provide ongoing fund raising and grant writing activities to secure funds for operating and staff expenses of the facilities with the objective of creating a broad base of financial and volunteer support for them and lessening their dependence upon direct County funding.

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

VII. CONFIDENTIALITY

Contractor agrees to comply with the provisions of Section 10850 of the California Welfare and Institutions Code and Division 19-000 of the State Department of Social Service Manual of Policies and Procedures.

**Exhibit B1
Method and Rate of Payment
Shelter Network
Homeless Shelter Operation Services 2008-10**

For the FYs 2008-10

1. Payments to the Contractor will be made quarterly and based on the following schedule (following the receipt of an invoice and all required reports):

Fiscal Year	Contract Amount	QuarterlyPayment
FY 2008-09	\$ 478,427.00	\$ 119,606.75
FY 2009-10	\$ 324,890.00	\$ 81,222.50

The funding for the Community Development Block Grant (CDBG) is included in the FY 2008-09 and is in the amount of \$163,000, which is approved by the Housing and Community Development Committee (HCDC).

The contractor will need to apply for the additional CDBG funding for FY 2009-10, once they receive the Notice of Funding Availability (NOFA) from the Department of Housing.

HSA Director may modify the payment terms specified above, but in no case shall the amount of payments to the Contractor exceed \$803,317 for the FYs 2008-10 which includes a 3% Cost of Business Increase (COBI).

2. All payments to Contractor will be made on a quarterly basis and must be accompanied by the reports specified in Exhibit D of the Agreement. The County will not be obligated to make payments of any billing until any and all objections to the adequacy of the services rendered or the amount of the billing have been resolved. The County will state the specific nature of its objections to Contractor's work in writing. County will also specify what actions or changes are necessary to make the work acceptable. Contractor will respond to County within 15 days of receipt of such objections. The parties to the Agreement will meet to discuss such objections at the request of either party.

3. County may terminate the 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.