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Contract Number
18-392 A-1

SAP Number

County Administrative Office

Department Contract Representative	Amanda Trussell
Telephone Number	
Contractor	Inland Empire United Way
Contractor Representative	Jeanette Sepulveda
Telephone Number	(909) 980-2857
Contract Term	July 1, 2018 through June 30, 2022
Original Contract Amount	\$1,875,210
Amendment Amount	\$652,521
Total Contract Amount	\$2,527,731
Cost Center	Multiple

IT IS HEREBY AGREED AS FOLLOWS:

AMENDMENT NO. 1:

It is hereby agreed to amend Contract No. 18-392 between Inland Empire United Way (hereinafter referred to as Contractor) and the County of San Bernardino (hereinafter referred to as County), effective July 1, 2021, as follows:

DEFINITIONS

Amend Definitions to renumber A.1 through A.16 and add "Child and Family Team," to read as follows:

A.5 Child and Family Team (CFT): A gathering of family members, fictive kin, friends and other invested stakeholders who join together to strengthen a family and provide for the protection and care plan for a child to achieve child safety, permanency and well-being.

B. CONTRACTOR RESPONSIBILITIES

Amend Section General I & R, B.10. to add (d) to read as follows:

B.10 Collaboration

- d. Conduct quarterly meetings with County stakeholder to discuss progress, outcomes, community needs, etc., as deemed appropriate.

Amend Section General I & R, B.15 to read as follows:

B.15 Data Collection and Reporting Requirements:

- a. Contractor shall provide County staff with a Quarterly Progress Report (MPR) for the preceding quarter by the twentieth (20th) of the end of the quarter. Quarterly reports shall include the following information by HS department:
 1. Resource database updates;
 2. Number of calls received;
 3. Number of calls abandoned;
 4. Call wait time;
 5. Total number of calls answered;
 6. Total number of calls answered by call type or service group (i.e. Department of Aging and Adult Services or Children and Family Services);
 7. Requests by callers for language other than English;
 8. Number of request for other than English but unable to meet request;
 9. Average call talk time;
 10. Number of calls with unmet needs by call type or service group; and
 11. Log of downtimes and systems failures for Call Center, database and website.
 12. And the following information shall be provided at a County level:
 - a. Resource database updates;
 - b. Achievement of the targets as outline in Sections B.12 entitled "Call Volumes" and B.13 entitled "Outcomes";
 - c. Total number of calls received; and
 - d. Total number of calls answered.
 13. Results of the Random Callback Surveys.
 14. Data related to the 211 CFS Specialist (refer to Special Projects, Section C.5.f) to be provided and shall include:
 - a. Number of calls received from CFS staff;
 - b. Type and purpose of CFS team meetings attended;
 - c. Number of hours spent in CFS team meetings;
 - d. Number of CFT's attended in conjunction with CFS; and
 - e. Number of hours spent in CFTs.

C. SPECIAL PROJECTS

Amend Section C:

1. **C.1 Department of Behavioral Health removed in its entirety.**
2. **ReNUMBER subsequent paragraphs C.1 through C.4.**
3. **C.4 k (formerly C.5 k), under Children and Family Services to read as follows:**

It may be possible for the CFS Specialist to participate/attend CFT meetings in order to connect with families and explore needs and available resources. If the Specialist is not in attendance at the CFT, CFS staff can forward a resource requests to the Specialist, which should include family demographics and other information necessary to provide appropriate resources.

E. FISCAL PROVISIONS

Amend sections E.1 through E.2.6 in their entirety to read as follows:

- E.1 The contract amendment amount not to exceed \$652,521 for FY 2021-22, shall increase the total contract amount from \$1,875,210 to \$2,527,731 for the contract term and shall be subject to availability of other funds to the County. The consideration to be paid to Contractor, as provided herein, shall be in full payment for all Contractor's services and expenses incurred in the performance hereof, including travel and per diem.
- E.2 The basis of payment is by reimbursement, based on the budget below unless changed and the method of approved change.
 - E.2.1 Contractor will operate SB County 2-1-1 to provide General I & R services through a

toll-free telephone Call Center, which will be supported by an electronic database, a website, and a written directory of resources. For this operation, Contractor shall be paid a maximum amount of \$350,000 for Fiscal Year 2021-22. For payment of the above services, Contractor shall submit an invoice each quarter in the amount of \$87,500. Invoices shall be paid pending the receipt of all monthly reports for the quarter in which payment is requested.

E.2.2 Department of Behavioral Health

The department shall contribute an amount not to exceed \$26,667 for Fiscal Year 2021-22. Contractor shall submit an invoice each quarter.

E.2.3 Department of Public Health – API access to the 211 database

For these services, Contractor shall be paid an amount not to exceed \$2,500 for Fiscal Year 2021-22. Contractor shall submit an invoice by no later than August 15, 2022.

E.2.4 Preschool Services Department – Community Resource Assistance

For this service, Contractor shall be paid \$60,389 for Fiscal Year 2021-22:

One (1) Full-time 2-1-1 Preschool Specialist	2080 hours x \$18.21 = \$37,877 x 1.28%	\$48,482
Technology costs	Cloud based database/Telephone/Call Recording	\$2,500
Travel for meetings	Estimated 3,083 miles x \$0.56	\$1,726
Project Management	2.5% QA, 2.5% Operations Mgr., 2.5% Operations Supervisor	\$4,905
Overhead	HR, Accounting, rent, utilities, etc.	\$2,776
Total		\$60,389

E.2.5 Community Corrections Partnership – Reentry Specialists

For this service, Contractor will be paid \$150,000 for Fiscal Year 2021-22:

Two (2) Full-time 2-1-1 Reentry Specialist	2080 hours per specialist	\$122,917
Technology costs	Email, Internet, telephones, software, hardware	\$5,015
Travel for meetings	Estimated 8,300 miles x \$0.56	\$4,648
Project Management	QA, 5% Operations Mgr., 10% Operations Supervisor	\$6,500
Overhead	HR, accounting, rent utilities, etc.	\$10,920
Total		\$150,000

E.2.6 Children and Family Services – Children and Family Services Specialist

For this service, Contractor shall be paid \$62,965 for Fiscal Year 2021-22:

One (1) Full-time 2-1-1 CFS Specialist	2080 hours	\$47,945
Technology costs	Email, Internet, telephones, software, hardware	\$2,500
Travel for meetings	Estimated 4,000 miles x \$0.56	\$2,240
Project Management	QA, 5% Operations Mgr., 10% Operations Supervisor	\$3,250
Child & Adult Abuse Hotline Back up coverage		\$2,000
Overhead	HR, accounting, rent utilities, etc.	\$5,030
Total		\$62,965

G. TERM OF CONTRACT

Amend first paragraph of section G to read as follows:

This original contract term is effective as of July 1, 2018 and Contract Amendment No. 1 is effective as of July 1, 2021 and expires June 30, 2022 but may be terminated earlier in accordance with provisions of this contract. The contract term may be extended for an additional one year period by mutual agreement of the parties. If there are no changes to the compensation or any other material changes, the Chief Executive Officer is authorized to extend the term of this contract for an additional one-year period on behalf of the County.

This Contract may be executed in any number of counterparts, each of which so executed shall be deemed to be an original, and such counterparts shall together constitute one and the same Contract. The parties shall be entitled to sign and transmit an electronic signature of this Contract (whether by facsimile, PDF or other email transmission), which signature shall be binding on the party whose name is contained therein. Each party providing an electronic signature agrees to promptly execute and deliver to the other party an original signed Contract upon request.

All other terms and conditions of Contract No. 18-392 remain in full force and effect.

IN WITNESS WHEREOF, the County of San Bernardino and the Contractor have each caused this contract to be subscribed by its respective duly authorized officers, on its behalf.

COUNTY OF SAN BERNARDINO

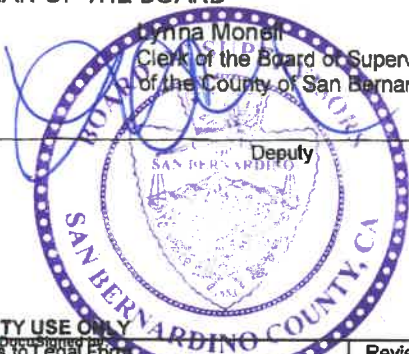
► *Curt Hagman*
Curt Hagman, Chairman, Board of Supervisors

Dated: JUN 22 2021

SIGNED AND CERTIFIED THAT A COPY OF THIS DOCUMENT HAS BEEN DELIVERED TO THE CHAIRMAN OF THE BOARD

By *Lynna Monett*
Lynna Monett
Clerk of the Board of Supervisors
of the County of San Bernardino

By *[Signature]*
Deputy



FOR COUNTY USE ONLY

Approved as to Legal Form

► *Penny Alexander-Kelley*
Penny Alexander-Kelley, Chief Assistant County Counsel
May 25, 2021

Date

Reviewed for Contract Compliance

► _____

Date

Reviewed/Approved by Department

► _____

Date

Inland Empire United Way

(Print or type name of corporation, company, contractor, etc.)

By ► *Lisa Wright*
(Authorized signature - sign in blue ink)

Name *Lisa Wright*
(Print or type name of person signing contract)

Title *President*
(Print or Type)

Dated: *5/17/2023*

Address *9624 Hermosa*
Rancho Cucamonga, CA 91730