



Contract Number

SAP Number

### Children and Family Services

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<b>Telephone Number</b>	<u>909-387-2806</u>
<b>Contractor</b>	<u>Walden Family Services</u>
<b>Contractor Representative</b>	<u>Sue Evans</u>
<b>Telephone Number</b>	<u>951-788-5905</u>
<b>Contract Term</b>	<u>April 10, 2024 through June 30, 2025</u>
<b>Original Contract Amount</b>	<u>\$1,100,000</u>
<b>Amendment Amount</b>	<u></u>
<b>Total Contract Amount</b>	<u>\$1,100,000</u>
<b>Cost Center</b>	<u></u>

**IT IS HEREBY AGREED AS FOLLOWS:**

**WHEREAS**, San Bernardino County Children and Family Services (hereinafter referred to as “CFS” or “County”) desires to designate a contractor of choice to provide Transitional Housing Program-Plus Services; as further described in a statement of work (the “Services”); and

**WHEREAS**, the County conducted a competitive process to find Walden Family Services (Contractor) to provide these services; and

**WHEREAS**, based upon and in reliance on the representations of Contractor in its response to the County’s Request for Proposals, the County finds Contractor qualified to provide Transitional Housing Program-Plus Services; and

**WHEREAS**, the County desires that such services be provided by Contractor and Contractor agrees to perform these services as set forth below;

**NOW, THEREFORE**, the County and Contractor mutually agree to the following terms and conditions:

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## A. DEFINITIONS

1. California Youth Connections – A non-profit organization which promotes the participation of foster youth in policy development and legislative change to improve the foster care system.
2. Child and Family Team (CFT) Meeting – A group that forms to meet the needs of an eligible child/youth through whatever means possible. This team includes the child/youth, parents, caregivers, relatives, county Social Worker, Probation Officer or Behavioral Health Clinician, and anyone else the youth/family identifies as a member.
3. Children and Family Services (CFS) – The San Bernardino County department that administers programs designed to address child abuse and neglect issues. CFS provides family-centered programs and services that are designed to strengthen, preserve, and ensure children have access to safe and permanent family units. CFS provides support for families while working to reduce risk and harm to children, improving parenting skills, and developing strong social support networks for families.
4. Contract – The legal agreement between the County and the Contractor
5. County – County as used throughout this document including its possessive form, County's, refers to the San Bernardino County.
6. Discharge – Early dismissal of young adults from the THP-Plus program due to program non-compliance.
7. Efforts to Outcomes (ETO) Software® – A web-based performance management solution for human services organizations. It gives organizations a clear picture of which efforts are having the greatest impact on the social issues they strive to address. With this knowledge, government, private, and nonprofit firms can reinforce what is working, adjust what is not, and more easily report successes to key stakeholders. ETO Software® transforms data into knowledge that can be accessed via a multitude of easily generated reports to monitor, measure, and optimize impact. It permits a strategic approach that connects organization mission to the daily work of staff members and the expectations of the public.
8. Eligible Young Adult – Includes young adults between the ages of seventeen and a half (17 ½) and twenty-one (21) who were in foster care or probation anytime from their sixteenth (16<sup>th</sup>) to their nineteenth (19<sup>th</sup>) birthday and who will exit from the foster care system within six (6) months or have been dismissed from the foster care or probation system; Kin-Gap Legal Guardianship from the ages of sixteen (16) years up to eighteen (18) years with approved or licensed relative home in which they have resided for six (6) months while under the jurisdiction of the court; a young adult in a non-relative legal guardianship (NRLG) ordered by juvenile court after age eight (8); a young adult in a non-related services only guardianship on or after the age of eight (8); an adopted young adult whose case closes on or after age sixteen (16); and Extended Foster Care (EFC) young adults. EFC young adults can only participate in workshops and training, as they are not eligible for case management or other supportive services.
9. Extended Foster Care (EFC) – A program implemented by California Assembly Bill (AB) 12 (2010) and AB 212 (2011), collectively known as the California Foster Connections to Success Act (CFCSA). CFCSA implements the Federal Fostering Connections to Success and Increasing Adoptions Act (H.R.6893). The FCA or Fostering Connections Act was signed into law on October 7, 2008, as Public Law 110-351 in California. EFC permits non-minor dependents (NMDs) to elect to continue juvenile court dependency past the age of eighteen (18) and up to the age of twenty-one (21).
10. Family Search and Engagement – A set of practices designed to locate, engage, connect, and support family resources for youth who have been remanded to the juvenile dependency court (i.e., foster or probation youth). Family Search and Engagement identifies issues and activities involved in relative search, in addition to providing a variety of practical tools to assist practitioners in the day-to-day work. Resources may include access to the youth's biological family, near kin, or Nonrelative Extended Family Member (NREFM). NREFM is defined as an adult caregiver who

has an established familial relationship with a relative of the child, or a familial or mentoring relationship with the child (Welfare and Institutions Code Section 362.7), such as a godparent, a teacher, or a neighbor. The county welfare department shall verify the existence of a relationship through interviews with the parent and child or with one (1) or more third parties. The third parties may include relatives of the child, teachers, medical professionals, clergy, neighbors, and family friends.

11. Human Services – San Bernardino County Human Services (HS), a system of integrated services, where the programs and resources of nine (9) County departments come together to provide a rich, more complete array of services to the citizens of San Bernardino County under one coordinated effort.
12. Independent Living Program (ILP) – The program authorized by the Foster Care Independence Act of 1999 (Public Law 106-169) to provide education, training, employment, financial support, and services that help current and former juvenile court supervised (foster care and probation) youth achieve independence and self-sufficiency prior to exiting and after leaving the dependency and delinquency systems.
13. Independent Living Program (ILP) Extended Care Services – The program is designed to meet the needs of those defined as Eligible Young Adults but have not yet attained twenty-one (21) years of age. Services include, but are not limited to, education assistance and counseling, legal assistance and counseling, career preparation, job placement and retention training, vocational assessment and training, crisis counseling, housing assistance and home management, emergency assistance, financial management and credit counseling, healthcare, parenting skills, interpersonal/social skills, time management, arranging transportation, and any other services/activity directly related to extended care for the foster/probation youth. Eligible young adults participating in Extended Foster Care (EFC) can only participate in workshops and trainings, as they are not eligible for case management or other supportive services.
14. Lesbian, Gay, Bisexual, Transgender, or Questioning (LGBTQ) – The group or community of individuals who self-identify as Lesbian, Gay, Bisexual, Transgender, or Questioning their sexual identity.
15. Non-Minor Dependent (NMD) – A current or former dependent child or ward of the juvenile court who satisfies all of the following criteria: has attained eighteen (18) years of age but is less than twenty-one (21) years of age; is in foster care under the responsibility of the County Welfare Department (e.g., CFS) or County Probation Department that entered into agreement pursuant to WIC Section 105531.1; and is participating in a transitional independent living case plan pursuant to Section 475(8) of the Federal Social Security Act (42 U.S.C. Sec. 675(9)), as contained in the Fostering Connections to Success and Increasing Adoptions Act of 2008 (Public Law 110-351), as described in Welfare and Institutions Code (WIC) 11400 (v) [Section 675(8)(B) of Title 42 of the United States Code under the Federal Social Security Act]. NMDs are eligible to attend ILP related classes, workshops, and training. Contractor will not provide case management and other support services for NMDs.
16. Non-related Legal Guardian (NRLG) – Individuals that are appointed by the juvenile or probate court to serve as the legal guardian for youth who have not attained the age of eighteen (18). A NRLG may be appointed regardless of parental agreement or consent. NRLGs are not related to the youth by birth or adoption. Youth who are provided care by a NRLG remain eligible for Extended Foster Care through the age of twenty-one (21) and are eligible to attend ILP related classes, workshops, and training. Contractor will not provide case management and other support services for NRLGs.
17. Probation Department – County agency responsible for protecting the community through assessment, treatment, and control of adult and juvenile offenders by providing a range of effective services based on legal requirements and recognized professional standards.
18. Services – The required contractor duties described in this Contract.

19. Transitional Age Youth (TAY) One-Stop Centers –Centers that are administered by the County Department of Behavioral Health and provide integrated mental health services to youth ages sixteen (16) to twenty-five (25), who exhibit mental and behavioral disabilities, are or were juvenile justice dependents or wards, and may be emancipating from foster care, group homes, the juvenile justice system, or county jail. TAY One-Stop Centers allow TAY to select and utilize services needed to maximize their individual potentials (e.g., Recovery, Wellness, and Resiliency Model) in the community and prepare for independent entry into the community.
20. Transitional Housing –Requires tenants to move out when the thirty-six (36) month program is complete or at age twenty-five (25), whichever comes first (young adult must be working on their TILP). THP-Plus programs that elect transitional housing as their model are required to help young adults secure housing where the rent is no more than 30% of their income.
21. Transitional Housing Program-Plus (THP-Plus) – A transitional housing placement opportunity for former foster and probation young adults ages eighteen (18) to twenty-five (25) years, who are aging out of the foster care and/or probation systems. The program provides affordable housing and comprehensive supportive services for up to thirty-six (36) months. The young adult is expected to be actively working on their TILP. The goal of THP-Plus is to help former foster/probation young adults make a successful transition from out-of-home placement to independent living.
22. Transitional Independent Living Plan (TILP) – The document designed by the California Department of Social Services (CDSS) that outlines specific skills, education or training goals needed to facilitate a successful transition to adulthood, mutually agreed upon by eligible eighteen (18) to twenty-five (25) year-old emancipated foster/probation youth and the County Welfare Department, Probation Department, or the Independent Living Coordinator. The document will include the specific tasks youth and other relevant parties will complete to achieve these goals, agreed upon timelines, outcomes, and identify all individuals responsible for assisting in completion of the plan. Contractor shall use the most recently revised version of the TILP upon issuance. The TILP is generally revised semi-annually.
23. Trauma-Informed Care – Organizations, programs, and services that are based on an understanding of the vulnerabilities or triggers of trauma survivors that traditional service delivery approaches may exacerbate, so that these services and programs can be more supportive and avoid re-traumatization. For more information, refer to the National Child Traumatic Stress Network at <http://nctsn.org/>.
24. Youth Villages LifeSet Program – The program provides at-risk youth and young adults leaving the foster care, juvenile justice and mental health systems the intensive in-home support and guidance they need to make a successful transition to adulthood. Program success is defined as young adults maintaining stable and suitable housing, remaining free from legal involvement, participating in an educational/vocational program and developing the life skills necessary to become a successful, productive citizen. The LifeSet program works not only with young adults who are “aging out” of state custody but also with the young person’s family and support systems to help ensure a more successful transition.

## **B. CONTRACTOR RESPONSIBILITIES**

1. Contractor shall:
  - a. Provide County with a comprehensive Transitional Housing Program including both the Host Family and Scattered-Site models for eligible San Bernardino County young adults who have exited from Foster Care and are between the ages of eighteen (18) and twenty-five (25) years of age for up to thirty-six (36) months. The young adult must be actively working on their TILP. THP-Plus services shall be provided in the Central/Eastern, North Desert, and Western regions of San Bernardino County
  - b. Maintain a District Office at 255 N. D Street, Suite 412, San Bernardino, CA 92401. This site will provide services, office space for staff, young adult case files, group meeting

space and administrative services. The District Office will operate from 8 a.m. – 5 p.m., Monday through Friday, and by appointment on evenings and weekends. Contractor shall also utilize community buildings for workshops and trainings in each of the three (3) regions (Central/Eastern, Western, and North Desert).

- c. Accept referrals from the ILP Coordinator or CFS designee, County's Extended Care Services provider, CFS, Probation Department, and young adults who self-refer. Within ten (10) business days, Contractor shall verify eligibility with ILP Coordinator and screen young adult for appropriateness for the program, identify significant relationships that are viable, and potential Host Families.
- d. Provide application documents to eligible young adults and schedule an interview when application documents are returned. Contractor shall coordinate the interview date and time with the THP-Plus program supervisor and CFS designee. Acceptance into THP-Plus will be a joint agreement between the contractor and CFS.
- e. Maintain a waitlist of eligible young adults for immediate occupancy when housing becomes available. The Contractor agrees that there should be no more than eight (8) youths on the waitlist at any given time. If the waitlist exceeds this number, the contractor will provide housing within a reasonable time frame if existing funding covers the associated costs.  
  
Contractor will advise young adult of placement on waitlist and the young adult's responsibility to provide updated contact information. At the time of an opening, Contractor shall attempt to contact young adult(s) on waitlist by email and phone. The young adult will be removed from the waitlist after six (6) months when the contractor has not been able to contact the young adult.
- f. Develop a Rules of Conduct contract with the young adult and the host family, if applicable.
- g. Provide an intake and administer the Ansell-Casey Life Skills Assessment within thirty (30) calendar days of the time the young adult is referred for THP-Plus services.
- h. Comply with the California landlord-tenant law, Civil Code 1940, et seq., and the Transitional Housing Misconduct Act, Health and Safety Code Section 50580 et seq.
- i. Provide the young adults with the option to return to/continue to live with their current or previous foster parent, NREFM, or relatives under the Host Family model or to live independently in a scattered-site apartment.
- j. Assist the young adult in determining and locating potentially appropriate housing within fifteen (15) business days of the young adult's acceptance into the Program, which can include locating an apartment, locating a Host Family, and screening and approval of current available Host Family. Contractor shall ensure apartment rent will not exceed 30% of the young adult's anticipated gross monthly income at the completion of the Program. Contractor will subsidize the young adult's rent until the young adult gains employment or is otherwise able to meet the 30% criteria.
- k. Ensure no more than one (1) young adult is assigned to each bedroom in both the scattered-site apartments and Host Family models and provide roommate mediation as necessary.
- l. Notify the County ILP Coordinator that a scattered-site or Host Family has been identified and prepared for move-in upon determination of appropriate housing. Contractor will provide the County ILP Coordinator with the correct address and contact information of the scattered-site or Host Family home for certification.
- m. Assist in the execution of the Direct, Master, or Permanent lease following a mutually agreed upon scattered-site location apartment walk-through and roommate selection as follows:

- 1) Contractor will pay the full amount of rent to the property owner/manager on the first day of each month. (Master and Direct lease).
  - 2) The young adult will pay his/her rent to the Contractor each month. When the young adult pays toward his/her rent, that money shall be deposited into the young adult's interest bearing trust account.
- n. Ensure each young adult is provided with basic home furnishings for their apartment. Items shall be new or in good condition and shall include, but are not limited to:
- 1) Dining room table and chairs
  - 2) Dresser
  - 3) Bed
  - 4) Linens
  - 5) Kitchen appliances
  - 6) Couch
  - 7) Lamps

Documentation of the receipt of the above-mentioned items shall be signed by the young adult and maintained in the young adult's case file.

- o. Upon selection of a Host Family, ensure any adult resident of the Host Family home has received clearances from Live Scan. Contractor will meet with County ILP Coordinator at the potential housing site for the inspection. Upon approval from ILP Coordinator, Contractor will telephone the young adult to inform him/her that they may move in within twenty-four (24) hours. A welcome/follow-up letter will be sent to the young adult and include an orientation appointment for related paperwork completion. A copy of the appointment letter shall be filed in the young adult's case file and a copy shall be provided to the County ILP Coordinator.
- p. Ensure each young adult is provided with basic furnishings for their Host Family bedroom. Items shall be new or in good condition and shall include, but are not limited to:
- 1) Dresser
  - 2) Bed
  - 3) Linens
  - 4) Lamps or appropriate lighting

(Contractor shall stress the importance of the acquisition of home furnishings to young adults residing with a Host Family as the young adults prepare to live independently.) Documentation of the receipt of the above-mentioned items shall be signed by the young adult and maintained in the young adult's case file.

- q. Identify a plan for provision of appropriate housing subsidies, incorporating a graduated system for payment of utilities, telephone and rent for each young adult up to the thirty-six (36) month time limit. Copies of this plan shall be given to the young adult and County ILP Coordinator and filed in the young adult's case file.
- r. Use the TILP form as the structural tool to ensure that all THP-Plus partners focus on a common goal, maximize the young adults' strengths to reach the goal, and agree on needs as prioritized by the TILP. A trauma-informed approach will be utilized when assessing whether the components of the goal are supportive and does not re-traumatize the young adult. The form shall be updated at least semi-annually.
- s. Set a TILP conference no later than three (3) weeks from the time the young adult moves into his/her new home. The initial TILP will be completed at this conference and the young adult will be asked to identify a mutually agreeable time to meet weekly with their Case Manager for a minimum of two (2) hours on a face-to-face basis. The young adult shall be

provided with emergency contact information, a listing of resources, and their TILP will be reviewed with them to assist them in reaching their objectives. Contractor shall provide copies of the TILP to the young adult and retain a copy in the young adult's case file. TILPs must be provided to the ILP Coordinator upon request. Contractor shall also meet with host family and young adult once per month at a minimum.

- t. Employ a program director, program manager, and case managers (life coaches), educational and employment specialists, and housing specialists. Employees must have a bachelor's degree in an interrelated field and a minimum of one (1) to two (2) years of experience. Caseload assignments will be available for County review upon request.
- u. Case Managers shall:
  - 1) Have weekly face-to-face contact with the young adult for a minimum of two (2) hours, based on the TILP. Back-up Case Manager will be available when assigned Case Manager is unavailable.
  - 2) Each maintain a combination of caseloads of eight (8) to twelve (12) young adults and pregnant and/or parenting young adults.
  - 3) Coordinate and document provision of required and additional supportive services to THP-Plus participants.
- v. Require Educational and Employment, and Housing Specialist staff to meet with the young adult as deemed necessary.
- w. Provide Family Search and Engagement services by staff that have been trained by a certified Family Finding Trainer as approved by the County or Family Finding agents.
- x. Provide a training program to educate Contractor's employees working directly with the young adult participants. Training shall include, but is not limited to, Mandated Reporter Requirements, John Burton Foundation database training, Child Traumatic Stress, Trauma Informed Care approaches, Family Search and Engagement, Cultural Humility/Competency, and Commercially Sexually Exploited Children.
- y. Partner with the County's Extended Care Services provider to ensure eligible young adults are given an opportunity to work with a Life Coach/Aftercare Specialist that will assist with developing and achieving individual goals.
- z. Provide services to the young adult in a trauma-informed manner by developing and implementing policies and procedures, which reflect supportive services and programs, which avoid re-traumatization. Contractor shall possess knowledge and training, be able to apply trauma-informed practices, and document efforts to provide services in trauma informed manner.
- aa. Provide case management services, threading the Trauma-Informed Approach (perspective) along with other models of best practice. These services must be documented in the young adult's case file, and noted on the THP-Plus Young Adult Monthly Services Chart (Attachment A), which shall include identifying, linking to, and utilizing community resources to meet each young adults needs which may include, but are not limited to:
  - 1) Health and dental care
  - 2) Mental health and/or substance abuse services
  - 3) Recreation and socialization
  - 4) Education
  - 5) Vocational needs
  - 6) Support groups

- 7) Religious opportunities
  - 8) Employment
- 
- bb. Assist the young adults with identifying and utilizing appropriate community resources necessary for successful transition to independent living over the thirty-six (36) month period.
  - cc. Educate young adults about alumni services, including information about California Youth Connections, support groups, annual reunions for round table discussions, and completion of the John Burton Foundation report.
  - dd. Develop advocacy and support networks for the young adults. Assist the young adults with developing at least one (1) identifiable support system in the community in which they live.
  - ee. Provide each young adult with an emergency card with access instructions to the agency's 24 hours, seven days per week toll-free crisis intervention on-call service. Services are to be available through an after hour's service. Young adults shall also receive verbal and written instructions regarding the purpose of the crisis intervention service and detailed directions regarding its use. The crisis intervention service shall include access to a Case Manager, who is prepared and on-call, and back-up assistance from Contractor's assigned Supervising Case Manager.
  - ff. Provide life skills training, including, but not limited to, substance use/abuse, mental health treatment/services, emotion management, and conflict resolution.
  - gg. Provide referrals to young adults with identified emotional disorders or mental illness to appropriate public and private health providers who accept Medi-Cal. Contractor will assist, when necessary, with accessing services and follow up on the outcome of these referrals.
  - hh. Encourage high school completion and provide information on General Educational Development (GED) and High School Proficiency options as necessary. Develop and provide a list of local resources for GED and High School Proficiency options. Contractor shall provide mentoring, tutoring, assistance with completion of applications, preparing for exams, and transportation to examinations as needed.
  - ii. Develop and provide a listing of local resources for post high school educational and vocational training opportunities and assist young adults with identifying areas of aptitude and interest. Assistance will include, completing applications, informing young adults of Equal Opportunity Programs, visiting campuses, scheduling assessment tests, and assisting with the costs of the registration and sending necessary documents to schools.
  - jj. Assist young adults with securing employment, to include assistance with resumes, employment applications, interviewing techniques, and employment searches. Contractor shall link young adults with community employment resource agencies such as the Employment Resource Center, Workforce Investment Act partners, various city and county human resource departments and Employment Development Department, etc.
  - kk. Utilize designated family finding support staff to identify members of the young adult's family, non-related extended family members, pertinent service providers and other community connections, to participate in a family group conference, facilitated by the Contractor. The purpose of the conference is to foster lifelong familial connections and to develop short-term and long-term plans for the following areas with the young adult as

they are transitioning into THP-Plus Program: housing, health insurance, education, local opportunities for mentors, work force supports, and employment services.

- ll. The stages of the conference will follow the Child and Family Team Meeting (CFTM) model, the development of a supportive team that will follow the young adult after the THP-Plus Program. A follow-up conference may be requested by the young adult or member of the young adult's resource/support network if area(s) of the plan need to be modified to maintain stability for the young adult in the THP-Plus program.
- mm. Encourage and assist young adult participants by supporting ongoing positive relationships with family, friends, and significant adults in their lives as well as encourage the development of new meaningful relationships.
- nn. Provide parenting young adults assistance through referrals or provisions not limited to childcare and parenting classes.
- oo. Report all critical/special incidents immediately by telephone to the County ILP Coordinator or CFS designee during regular business hours and follow up with a written Incident Report within forty-eight (48) hours. The Child and Adult Abuse Hotline (CAAHL), (800) 827-8724, must be contacted for reporting critical/special incidents after regular business hours.
- pp. Notify the County ILP Coordinator and/or CFS designee of all other noncritical concerns, issues, and changes pertaining to the young adult and/or the host family within two (2) business days.
- qq. Provide mobile/field case management services to ensure services are proactively taken to the young adults. Contractor will ensure that young adults are given a choice regarding what services are necessary to meet the goals and objectives of the TILP.
- rr. Establish a Federal Deposit Insurance Corporation (FDIC) insured Interest Bearing Trust Account in the name of each young adult. Contractor shall deposit the sum of \$75 per month, young adult's contributions toward rent, and any transition funds in each young adult's trust account to be utilized as an exit fund and made available to the young adult within thirty (30) calendar days of exit from the THP-Plus program, or immediately should the Contract be terminated. Funds from this account must not be withdrawn prior to exiting or used to offset expenses or damages without prior written approval from the County.
- ss. Contribute \$50 per month to the young adult's graduation fund in the young adult's FDIC insured Interest Bearing Trust Account. These funds must be made available to the young adult within thirty (30) calendar days of exit from the THP-Plus program, or immediately should the Contract be terminated. Funds from this account must not be withdrawn prior to exiting or used to offset expenses or damages without prior written approval from the County.
- tt. Ensure young adults are familiarized with budgeting and expenses relative to living independently; this includes creating a personal checking and/or savings account. Contractor staff will coach/mentor young adults in the development of budgets, contingency/emergency fund, protecting and repairing credit, and the establishment of necessities such as utilities, telephone, transportation, food, etc.
- uu. Provide each young adult with an allowance and transportation provision as indicated on his/her THP-Plus Provider Plan Budget Worksheet (Attachment B). The transportation allocation may be used for any mode of transport including bicycling, public transportation, or automobile ownership. Transportation assistance is also provided by the Case

Manager, if necessary, to medical appointments, grocery shopping, interviews, etc. A copy of the Worksheet shall be filed in the young adult's case file.

- vv. Ensure young adults are aware of public benefit programs (e.g., Social Security).
- ww. Provide THP-Plus young adult participants, including those exiting the program, with moving assistance to include furnishings, security deposit assistance, utility deposits, and moving and storage assistance.
- xx. Have staff work with young adults to maintain their Medi-Cal or access other health insurance plans through employment or school.
- yy. Not discriminate against young adults due to race, gender, sexual orientation, religion, and/or disability.
- zz. Provide services to the young adult in the manner, which includes, but is not limited to, the appropriate language, cultural sensitivity, and diverse communities/population. Contractor will recruit, hire, and maintain staff that can provide culturally competent services to the diverse population. Efforts made in the recruitment and hiring practices for cultural competency and personnel training must be documented.
- aaa. Ensure young adults are free from arbitrary or capricious rules, and the rules shall be agreed upon in writing.
- bbb. Adhere to strict confidentiality policies, including the dissemination and recording of identifiable information. No information will be released without the explicit written permission of the young adult. A copy of this written permission must be kept in the young adult's case file.
- ccc. Honor the young adult's right to privacy. Only information necessary for the provision of services will be requested. Personally Identifiable Information will not be requested unless its pertinence to the provision of services can be documented. Verification of this documentation will be kept in the young adult's case file.
- ddd. Provide young adults with as much freedom as possible to support their preparations for self-sufficiency.
- eee. Ensure services for the young adult are not discontinued without due process.
- fff. Ensure all young adults are provided with a Complaint and Grievance Procedures (Attachment C) and that a signed copy is kept in the young adult's case file.
- ggg. Maintain an individual case file reflecting a current, complete, and correct record of contacts and services for each THP-Plus young adult. The case file is to be kept in a secure location to protect the young adult's confidentiality and Personally Identifiable Information. The young adults' case files shall include, but are not limited to:
  - 1) Copy of the initial referral (email, fax, form, etc.)
  - 2) THP-Plus Young Adult Monthly Services Chart (Attachment A)
  - 3) Release of information forms
  - 4) Intervention Plans

- 5) THP-Plus Provider Plan Budget Worksheet (Attachment B)
  - 6) Signed (by young adult) receipts for monetary services (i.e., monthly allowance, transportation, education, and/or employment expenses, rent, utilities, etc.)
  - 7) Original TILP and all subsequent updated versions
  - 8) Walk-through form signed by young adult and staff
  - 9) Copy of lease and utilities
  - 10) Graduated payment schedule for rent and utilities
  - 11) Employment and education information
  - 12) Copy of young adults Federal Deposit Insurance Corporation savings account information
  - 13) Exit fund deposit verification
  - 14) Case management services documentation narratives
  - 15) Documentation of any additional supportive services
  - 16) Copy of any educational transcripts, resumes, and certificates
  - 17) Verification of community resource referrals
  - 18) Human Services Complaint and Grievance Procedures signed by young adult (Attachment C).
- hhh. Only place new participants into open slots upon County approval.
- iii. Utilize the THP-Plus Program Structure developed in collaboration with CFS. No changes or updates shall be made to the structure without CFS approval.
- jjj. Enter relevant data into the John Burton Foundation database.
- kkk. Enter John Burton Foundation related data into the ETO system provided by the County.
- lll. Upon request, collaborate with CFS to provide enhanced THP-Plus services as outlined in the Youth Villages LifeSet grant program.
- mmm. Initiate an internal corrective action plan with the young adult, if appropriate. If the young adult does not comply with the internal plan and is at risk of discharge from the program the Contractor will follow the steps listed in Section II, Paragraph C.
- nnn. When the young adult is at-risk of discharge from the program:
- 1) Contact the appropriate Department (Children and Family Services, Department of Behavioral Health, or the Probation Department) to provide supportive intervention while the Contractor develops a corrective action plan for the young adult when it is determined that a young adult is at risk of discharge from the program.

- a. Contractor Program Supervisor will meet with the young adult to discuss issues that have caused them to be at risk of discharge and develop a corrective action plan with a timeline for completion. Any corrective action plan will be developed with a trauma-informed approach. The young adult shall be permitted to invite a member(s) of their support system to attend.
  - b. All parties present will sign the corrective action plan and the Contractor will set a date for review (within thirty (30) days).
  - c. In collaboration with the Contractor, a Department ILP Peer and Family Assistant (PFA) will meet with the young adult to discuss issues that have caused them to be at risk of discharge and encourage the young adult to comply with the corrective action plan.
- 2) Review the young adult's progress and compliance with the corrective action plan.
- a. If the young adult is in compliance with the corrective action plan, and all parties agree, then the Contractor may release the participant from the corrective action plan.
  - b. If the young adult is not in compliance with the corrective action plan, then the matter may be sent to the Review Panel. At this time, the Contractor and the young adult will need to develop a discharge plan which addresses housing, savings, community resources, and other areas that will assist in a successful transition from the program should the decision be made that the participant will be discharged.
- 3) Send the corrective action plan and review status to the Review Panel when the participant shows no progress towards meeting goals set in the corrective action plan and remains out of compliance for at least thirty (30) days following the original intervention.
- a. The Review Panel shall be made up of representation from CFS, Department of Behavioral Health (DBH), Probation, a former THP-Plus Participant, the Contractor, and (if applicable) a member of the young adult's support system.
  - b. In order to proceed with the review, there must be at least three (3) reviewers on the panel.
  - c. The panel will review the status of the corrective action plan and make recommendations as to whether it is appropriate to discharge the young adult or extend the corrective action plan.
  - d. If the Review Panel decides that further intervention is needed, then a new timeline must be determined, and the appropriate Department must commit to provide support to the young adult at-risk.
- 4) Discharge young adults upon the recommendation of the Review Panel and immediately implement the discharge plan. Young adults who do not participate in the additional supports provided by the Department or continue to be non-compliant or show no progress for at least thirty (30) days following the Review Panel's recommendation for further support shall be discharged by the Contractor. Written documentation of the discharge plan must be provided to the ILP coordinator or CFS designee.

- 5) Discharge young adults from the program who are involved in any dangerous behaviors, commit threats or acts of violence, or any act that places themselves or others at risk or immediate danger with written notification to the ILP Coordinator or CFS designee within twenty-four (24) hours of the decision.

A written letter informing the young adult that he/she have the right to re-apply to THP-Plus six (6) months from the termination date and documentation of the decision must be given to the young adult, host family, if applicable, and the County ILP Coordinator or CFS designee, and placed in the young adult's file.

- ooo. Provide exit planning for the young adults who have completed thirty-six (36) months of the program, aged out or opted out to ensure that they have clean, safe, and affordable housing at the time of exit. Six (6) months prior to exiting, Contractor will develop a plan with the young adult for housing upon exit. This may include a joint search of housing with the young adult, budgeting, moving, securing any required deposits, furnishings, utility startups, etc. The exiting young adult will be given a letter stating how much time they have spent in the program and how much time they have left over if they should decide to re-apply. The letter will be signed by the Contractor and placed in their case file, and a copy is to be provided to the County ILP Coordinator.
- ppp. Contractor shall submit requests for program extension to thirty-six (36) months due to school enrollment three (3) months prior to the young adult's exit date. Transcripts will be required to verify enrollment.
- qqq. At the point of exiting, prepare a full accounting of any emancipation funds, individual and joint savings accounts, utility deposits, security deposits, incentives, contingency funds, and supporting documents including bank statements for the young adult, so that they have a clear understanding of their financial status for planning purposes. All transfers of these funds will be made to the young adult within thirty (30) calendar days of their exiting. The Contractor may submit extensive damage cost to the County to determine if the exit funds may be reduced to recover expenses. Withdrawal of funds prior to exiting must be approved by the CFS supervisor and/or manager. A copy of the transaction will be given to the young adult, County ILP Coordinator or ILP Supervisor, and placed in the young adult's case file.
- rrr. Maintain a copy of their Policy and Procedure Manual at their Administrative site, and a copy will be provided to each of the Contractor's staff that works with County young adults. This manual shall include policies and procedures, including, but not limited to:
  - 1) Intake procedures
  - 2) Employment/employment training requirements
  - 3) Education requirements
  - 4) Savings requirements
  - 5) Personal safety
  - 6) Visitors
  - 7) Emergencies
  - 8) Medical requirements

- 9) Disciplinary measures
- 10) Child Care
- 11) Pregnancy
- 12) Parenting
- 13) Curfew
- 14) Household cleanliness
- 15) Use of utilities and telephone
- 16) Budgeting
- 17) Care of furnishings
- 18) Household decorations
- 19) Cars
- 20) Lending or Borrowing Money
- 21) Unauthorized Purchases
- 22) Dating
- 23) Process for addressing non-compliance with program and service contract violations
- 24) Causation for Intervention Plan
- 25) Grounds for termination from the program

sss. Participate in meetings that include, but are not limited to, Community Colleges Advisory Board, Monthly ILP Task Force, Foster Youth Advisory Council, CFS Semi-Annual Contractors' Meeting, and THP-Plus Provider Monthly Meeting. Contractor shall also provide countywide and regional presentations upon request.

ttt. Meet the following compliance reports and certification requirements:

- 1) Utilize the John Burton website to prepare reports, which shall include, but are not limited to, Entrance Report, Quarterly Update Report, Exit Report, and Six (6) Month Follow-up Report. Reports may be generated at <https://www.jbaforyouth.org/thp-participant-tracking-systems/>. These reports will be submitted to the County ILP Coordinator or County designee.
- 2) Provide Monthly Outcome Reports, Monthly Progress Reports for each young adult, in scattered sites and Host Family Model homes, to the County ILP Coordinator, and any other information relative to the program that the State may request.

- 3) Elicit service information from young adult participants through bi-annual surveys to be sent via mail with a self-addressed stamped envelope. The first survey shall be conducted in October 2024 and shall occur every six (6) months thereafter.
- 4) Provide individual bank statements for each young adult participant and disbursement documentation for funds for any exiting young adult participants.
- 5) Provide monthly invoice in a format approved by County by the tenth (10th) of each month following the month of service to:
 

San Bernardino County  
Human Services  
Attn: Contracts Unit  
150 S. Lena Road  
San Bernardino, CA 92415-0515
- 6) Provide the County with a Provider Plan and Budget by January 15th of each year. The Provider Plan will include all policies and procedures that demonstrate compliance with the State, applicable provisions of WIC 16522, Health and Safety Code 1559.110, and Manual of Policies and Procedures 30-920, and must align with the requirements of the Contract. Should a conflict arise between the Contract and the Provider Plan, the Contract will supersede the Provider Plan.
- 7) Meet the certification requirements of the County.

**C. GENERAL CONTRACT REQUIREMENTS**

1. **Recitals** – The recitals set forth above are true and correct and incorporated herein by this reference.
2. **Contract Amendments** – Contractor agrees any alterations, variations, modifications, or waivers of the provisions of the Contract, shall be valid only when reduced to writing, executed and attached to the original Contract, and approved by the person(s) authorized to do so on behalf of Contractor and County.
3. **Contract Assignability** – Without the prior written consent of the County, the Contract is not assignable by Contractor either in whole or in part.
4. **Contract Exclusivity** – This is not an exclusive Contract. The County reserves the right to enter into a contract with other contractors for the same or similar services. The County does not guarantee or represent that the Contractor will be permitted to perform any minimum amount of work, or receive compensation other than on a per order basis, under the terms of this Contract.
5. **Attorney’s Fees and Costs** – If any legal action is instituted to enforce any party’s rights hereunder, each party shall bear its own costs and attorney fees, regardless of who is the prevailing party. This paragraph shall not apply to those costs and attorney fees directly arising from a third-party legal action against a party hereto and payable under Indemnification and Insurance Requirements.
6. **Background Checks for Contractor Personnel** – Contractor shall ensure that its personnel (a) are authorized to work in the jurisdiction in which they are assigned to perform Services; (b) do not use legal or illegal substances in any manner which will impact their ability to provide Services to the County; and (c) are not otherwise disqualified from performing the Services under applicable law. If requested by the County and not in violation of applicable law, Contractor shall conduct a background check, at Contractor’s sole expense, on all its personnel providing Services. If requested by the County, Contractor shall provide the results of the background check of each individual to the County. Such background check shall be in the form generally used by Contractor in its initial hiring of employees or contracting for contractors or, as applicable, during

the employment-screening process but must, at a minimum, have been performed within the preceding 12-month period. Contractor personnel who do not meet the County's hiring criteria, in County's sole discretion, shall not be assigned to work on County property or Services, and County shall have the right, at its sole option, to refuse access to any Contract personnel to any County facility.

Contractor shall obtain from the Department of Justice (DOJ) records of all convictions involving any sex crimes, drug crimes, or crimes of violence of a person who is offered employment or volunteers for all positions in which he or she would have contact with a minor, the aged, the blind, the disabled or a domestic violence client, as provided for in Penal Code section 11105.3 prior to providing any services. This includes licensed personnel who are not able to provide documentation of prior DOJ clearance. A copy of a license from the State of California, which requires a DOJ clearance, is sufficient proof. The County must be immediately notified of any records showing a conviction. The County may instruct Contractor to take action to deny/terminate employment or terminate internship and/or volunteer services where the records show the person is unsuitable for employment, internship, or volunteer services.

In addition to the documentation of DOJ clearance, Contractor shall obtain clearance from the Federal Bureau of Investigation (FBI) and Child Abuse Central Index (CACI), and records of all convictions involving any sex crimes, drug crimes, or crimes of violence of a person who is offered employment or volunteers for all positions in which he or she would have contact with a minor, the aged, the blind, the disabled or a domestic violence client, prior to providing any services. The County must be immediately notified of any records showing a conviction. The County may instruct Contractor to take action to deny/terminate employment or terminate internship and/or volunteer services where the records show the person is unsuitable for employment, internship, or volunteer services.

Contractor shall notify the County of any board member, staff member, paid intern or volunteer who is knowingly or negligently employed who has been convicted of any crime of violence or of any sexual crime. Contractor shall investigate all incidents where an applicant, employee, intern or volunteer has been arrested and/or convicted for any crime listed in Penal Code Section 11105.3 and shall notify the County. In the County's discretion, the County may instruct Contractor to take action to either deny/terminate employment or terminate internship and/or volunteer services where the investigation shows that the underlying conduct renders the person unsuitable for employment, internship, or volunteer services.

Contractor shall immediately notify the County concerning the arrest and/or conviction, other than minor traffic offenses, of any paid employee, agent, consultant, intern, or volunteer staff, when such information becomes known to Contractor.

7. **Change of Address** – Contractor shall notify the County in writing, of any change in mailing address within ten (10) business days of the change.
8. **Choice of Law** – This Contract shall be governed by and construed according to the laws of the State of California.
9. **Compliance with County Policy** – In performing the Services and while at any County facilities, Contractor personnel (including subcontractors) shall (a) conduct themselves in a businesslike manner; (b) comply with the policies, procedures, and rules of the County regarding health and safety, and personal, professional and ethical conduct; (c) comply with the finance, accounting, banking, Internet, security, and/or other applicable standards, policies, practices, processes, procedures, and controls of the County; and (d) abide by all laws applicable to the County facilities and the provision of the Services, and all amendments and modifications to each of the documents listed in subsections (b), (c), and (d) (collectively, "County Policies"). County Policies, and additions or modifications thereto, may be communicated orally or in writing to Contractor or Contractor personnel or may be made available to Contractor or Contractor personnel by conspicuous posting at a County facility, electronic posting, or other means generally used by County to disseminate such information to its employees or contractors. Contractor shall be

responsible for the promulgation and distribution of County Policies to Contractor personnel to the extent necessary and appropriate.

County shall have the right to require Contractor's employees, agents, representatives and subcontractors to exhibit identification credentials issued by County in order to exercise any right of access under this Contract.

10. **Confidentiality** –Pursuant to the Health Insurance Portability and Accountability Act of 1996 (HIPAA) and the Health Information Technology for Economic and Clinical Health (HITECH) Act, regulations have been promulgated governing the privacy of individually identifiable health information. Contractor acknowledges that it is a covered entity and subject to the requirements of HIPAA and HITECH, and their implementing regulations. Contractor agrees to fully comply with the terms of HIPAA and HITECH, and regulations promulgated thereunder, and to ensure any Subcontractors utilized to fulfill Services pursuant to this Contract comply with said provisions. Contractor further agrees to comply with the requirements of all other applicable federal and state laws that pertain to the protection of health information.

Contractor shall protect from unauthorized use or disclosure names and other identifying information concerning persons receiving Services pursuant to this Contract, except for statistical information not identifying any participant. Contractor shall not use or disclose any identifying information for any other purpose other than carrying out the Contractor's obligations under this Contract, except as may be otherwise required by law. This provision will remain in force even after the termination of the Contract.

Contractor shall ensure that all staff, volunteers and/or Subcontractors performing Services under this Contract comply with the terms and conditions as set forth in the Human Services Information Privacy and Security Requirements specified at <http://hss.sbcounty.gov/Privacy> prior to providing any Services. Contractor shall immediately notify the County of any suspected or actual breach of confidential information as further detailed in the requirements. These requirements specified at <http://hss.sbcounty.gov/Privacy> are hereby incorporated by this reference.

- a. Read, understand and comply with the Privacy and Security Requirements Summary.
  - b. Ensure employees, subcontractors, agents, volunteers and interns who have access to Personally Identifiable Information (PII) complete the Privacy and Security Training and execute the training acknowledgement form and other training materials annually.
  - c. Ensure employees, subcontractors, agents, volunteers and interns who have access to PII sign the Confidentiality Statement annually.
  - d. Report actual, suspected or potential breaches of PII immediately to the Human Services Privacy and Security Office via email at: [HSPrivacySecurityOfficer@hss.sbcounty.gov](mailto:HSPrivacySecurityOfficer@hss.sbcounty.gov)
11. **Primary Point of Contact** – Contractor will designate an individual to serve as the primary point of contact for the Contract. Contractor or designee must respond to County inquiries within two (2) business days. Contractor shall not change the primary contact without written acknowledgement to the County. Contractor will also designate a back-up point of contact in the event the primary contact is not available.
  12. **County Representative** – The Assistant Executive Officer or his/her designee shall represent the County in all matters pertaining to the services to be rendered under this Contract, including termination and assignment of this Contract, and shall be the final authority in all matters pertaining to the Services/Scope of Work by Contractor. If this contract was initially approved by the San Bernardino County Board of Supervisors, then the Board of Supervisors must approve all amendments to this Contract.
  13. **Damage to County Property** – Contractor shall repair, or cause to be repaired, at its own cost, all damages to County vehicles, facilities, buildings or grounds caused by the willful or negligent acts of Contractor or its employees or agents. Such repairs shall be made immediately after

Contractor becomes aware of such damage, but in no event later than thirty (30) days after the occurrence.

If the Contractor fails to make timely repairs, the County may make any necessary repairs. The Contractor, as determined by the County, shall repay all costs incurred by the County for such repairs, by cash payment upon demand, or County may deduct such costs from any amounts due to the Contractor from the County, as determined at the County's sole discretion.

14. **Debarment and Suspension** – Contractor agrees to comply with the applicable federal suspension and debarment regulations, including, but not limited to Title 48 Code of Federal Regulations (CFR), Chapter 1, Subchapter B, Part 9, Subpart 9.4 (48 C.F.R. Section 9.400 et seq.).

Contractor certifies that it and its principals and subcontractors:

- a. Are not presently disbarred, suspended, proposed for debarment, declared ineligible, or voluntarily excluded from participation in this transaction by any federal department or agency. (See the following United States General Services Administration's System for Award Management website <https://www.sam.gov>).
- b. Have not within a three-year period preceding this Contract been convicted of or had a judgment rendered against them for commission of fraud or a criminal offense in connection with obtaining, attempting to obtain, or performing a public transaction or contract under a public transaction; or a violation of federal or state antitrust statutes or commission of embezzlement, theft, forgery, bribery, falsification or destruction of records, making false statements, or receiving stolen property;
- c. Are not presently indicted for or otherwise criminally or civilly charged by a governmental entity (federal, state or local) with commission of any of the offenses enumerated in Section C, Paragraph 14, subparagraph b herein; and
- d. Have not within a three-year period preceding this Contract had one (1) or more public transactions (federal, state or local) terminated for cause or default.

Contractor further certifies that if it or any of its subcontractors are business entities that must be registered with the California Secretary of State, they are registered and in good standing with the Secretary of State.

15. **Reserved.**

16. **Drug and Alcohol Free Workplace** – In recognition of individual rights to work in a safe, healthful and productive work place, as a material condition of this Contract, the Contractor agrees that the Contractor and the Contractor's employees, while performing service for the County, on County property, or while using County equipment:

- a. Shall not be in any way impaired because of being under the influence of alcohol or an illegal or controlled substance.
- b. Shall not possess an open container of alcohol or consume alcohol or possess or be under the influence of an illegal or controlled substance.
- c. Shall not sell, offer, or provide alcohol or an illegal or controlled substance to another person, except where Contractor or Contractor's employee who, as part of the performance of normal job duties and responsibilities, prescribes or administers medically prescribed drugs.

The Contractor shall inform all employees that are performing service for the County on County property, or using County equipment, of the County's objective of a safe, healthful and productive work place and the prohibition of drug or alcohol use or impairment from same while performing such service for the County.

The County may terminate for default or breach of this Contract and any other Contract the Contractor has with the County, if the Contractor or Contractor's employees are determined by the County not to be in compliance with above.

17. **Duration of Terms** – This Contract, and all of its terms and conditions, shall be binding upon and shall inure to the benefit of the heirs, executors, administrators, successors, and assigns of the respective parties, provided no such assignment is in violation of the provisions of this Contract.

18. **Reserved.**

19. **Environmental Requirements** – In accordance with County Policy 11-08, the County prefers to acquire and use products with higher levels of post-consumer recycled content. Environmentally preferable goods and materials must perform satisfactorily and be available at a reasonable price. The County requires Contractor to use recycled paper for any printed or photocopied material created as a result of this Contract. Contractor is also required to use both sides of paper sheets for reports submitted to the County whenever practicable.

To assist the County in meeting the reporting requirements of the California Integrated Waste Management Act of 1989 (AB 939), Contractor must be able to annually report the County's environmentally preferable purchases. Contractor must also be able to report on environmentally preferable goods and materials used in the provision of their service to the County, utilizing a County approved form.

EPA Regulations – If the amount available to Contractor under the Contract exceeds \$100,000, Contractor will agree to comply with the Clean Air Act (42 U.S.C. section 7401 et seq.); section 508 of the Clean Water Act (33 U.S.C. section 1251 et seq.); Executive Order 11738 [38 Fed. Reg. 25161 (Sept. 10, 1973)]; and Environmental Protection Agency regulations (40 C.F.R.).

State Energy Conservation Clause – Contractor shall observe the mandatory standards and policies relating to energy efficiency in the State Energy Conservation Plan (California Code of Regulations (CCR), title 20, section 1401 et seq.).

20. **Improper Influence** – Contractor shall make all reasonable efforts to ensure that no County officer or employee, whose position in the County enables him/her to influence any award of the Contract or any competing offer, shall have any direct or indirect financial interest resulting from the award of the Contract or shall have any relationship to the Contractor or officer or employee of the Contractor.

21. **Improper Consideration** – Contractor shall not offer (either directly or through an intermediary) any improper consideration such as, but not limited to cash, discounts, service, the provision of travel or entertainment, or any items of value to any officer, employee or agent of the County in an attempt to secure favorable treatment regarding this Contract.

The County, by written notice, may immediately terminate this Contract if it determines that any improper consideration as described in the preceding paragraph was offered to any officer, employee or agent of the County with respect to the proposal and award process. This prohibition shall apply to any amendment, extension or evaluation process once a contract has been awarded.

Contractor shall immediately report any attempt by a County officer, employee or agent to solicit (either directly or through an intermediary) improper consideration from Contractor. The report shall be made to the supervisor or manager charged with supervision of the employee or the County Administrative Office. In the event of a termination under this provision, the County is entitled to pursue any available legal remedies.

22. **Informal Dispute Resolution** – In the event the County determines that service is unsatisfactory, or in the event of any other dispute, claim, question or disagreement arising from or relating to this Contract or breach thereof, the parties hereto shall use their best efforts to settle the dispute, claim, question or disagreement. To this effect, they shall consult and negotiate with each other in good faith and, recognizing their mutual interests, attempt to reach a just and equitable solution satisfactory to both parties.

23. **Legality and Severability** – The parties' actions under the Contract shall comply with all applicable laws, rules, regulations, court orders and governmental agency orders. The provisions

of this Contract are specifically made severable. If a provision of the Contract is terminated or held to be invalid, illegal or unenforceable, the validity, legality and enforceability of the remaining provisions shall remain in full effect.

24. **Licenses, Permits and/or Certifications** – Contractor shall ensure that it has all necessary licenses, permits and/or certifications required by federal, state, County, and municipal laws, ordinances, rules and regulations. The Contractor shall maintain these licenses, permits and/or certifications in effect for the duration of this Contract. Contractor will notify County immediately of loss or suspension of any such licenses, permits and/or certifications. Failure to maintain a required license, permit and/or certification may result in immediate termination of this Contract.
25. **Material Misstatement/Misrepresentation** – If during the course of the administration of this Contract, the County determines that Contractor has made a material misstatement or misrepresentation or that materially inaccurate information has been provided to the County, this Contract may be immediately terminated. If this Contract is terminated according to this provision, the County is entitled to pursue any available legal remedies.
26. **Mutual Covenants** – The parties to this Contract mutually covenant to perform all of their obligations hereunder, to exercise all discretion and rights granted hereunder, and to give all consents in a reasonable manner consistent with the standards of “good faith” and “fair dealing”.
27. **Nondisclosure** – Contractor shall protect from unauthorized use or disclosure names and other identifying information concerning persons receiving Services pursuant to this Contract, except for statistical information not identifying any participant. Contractor shall not use or disclose any identifying information for any other purpose other than carrying out the Contractor's obligations under this Contract, except as may be otherwise required by law. This provision will remain in force even after the termination of the Contract.  
  
Contractor shall hold as confidential and use reasonable care to prevent unauthorized access by, storage, disclosure, publication, dissemination to and/or use by third parties of, confidential information that is either: (1) provided by the County to Contractor or an agent of Contractor or otherwise made available to Contractor or Contractor's agent in connection with this Contract; or, (2) acquired, obtained, or learned by Contractor or an agent of Contractor in the performance of this Contract. For purposes of this provision, confidential information means any data, files, software, information or materials in oral, electronic, tangible or intangible form and however stored, compiled or memorialize and includes, but is not limited to, technology infrastructure, architecture, financial data, trade secrets, equipment specifications, user lists, passwords, research data, and technology data.
28. **Notice of Delays** – Except as otherwise provided herein, when either party has knowledge that any actual or potential situation is delaying or threatens to delay the timely performance of this Contract, that party shall, within twenty-four (24) hours, give notice thereof, including all relevant information with respect thereto, to the other party.
29. **Ownership of Documents** – All documents, data, products, graphics, computer programs and reports prepared by Contractor pursuant to the Contract shall be considered property of the County upon payment for services (and product, if applicable). All such items shall be delivered to County at the completion of work under the Contract. Unless otherwise directed by County, Contractor may retain copies of such items.
30. **Reserved**
31. **Air, Water Pollution Control, Safety and Health** – Contractor shall comply with all air pollution control, water pollution, safety and health ordinances and statutes, including fire clearances, which apply to the work performed pursuant to this Contract.
32. **Records** – Contractor shall maintain all records and books pertaining to the delivery of services under this Contract and demonstrate accountability for contract performance. All records shall be complete and current and comply with all Contract requirements. Failure to maintain acceptable

records shall be considered grounds for withholding of payments for invoices submitted and/or termination of the Contract.

All records relating to the Contractor's personnel, consultants, subcontractors, Services/Scope of Work and expenses pertaining to this Contract shall be kept in a generally acceptable accounting format. Records should include primary source documents. Fiscal records shall be kept in accordance with Generally Accepted Accounting Principles and must account for all funds, tangible assets, revenue and expenditures. Fiscal records must comply with the appropriate Office of Management and Budget (OMB) Circulars, which state the administrative requirements, cost principles and other standards for accountancy. Please refer to [http://www.ecfr.gov/cgi-bin/text-idx?tpl=/ecfrbrowse/Title02/2cfr200\\_main\\_02.tpl](http://www.ecfr.gov/cgi-bin/text-idx?tpl=/ecfrbrowse/Title02/2cfr200_main_02.tpl) for further information.

Contractors expending \$750,000 or more in federal funds annually shall have a single audit or program specific audit performed. A copy of the audit shall be maintained as part of the program's fiscal records.

All records shall be complete and current and comply with all Contract requirements. Failure to maintain acceptable records per the preceding requirements shall be considered grounds for withholding payments for billings submitted and for termination of the Contract.

33. **Relationship of the Parties** – Nothing contained in this Contract shall be construed as creating a joint venture, partnership, or employment arrangement between the Parties hereto, nor shall either Party have the right, power or authority to create an obligation or duty, expressed or implied, on behalf of the other Party hereto.
34. **Release of Information** – No news releases, advertisements, public announcements or photographs arising out of the Contract or Contractor's relationship with County may be made or used without prior written approval of the Children and Family Services (CFS) Director or their designee, and shall include County approved branding.
35. **Representation of the County** – In the performance of this Contract, Contractor, its agents and employees, shall act in an independent capacity and not as officers, employees, or agents of San Bernardino County.
36. **Strict Performance** – Failure by a party to insist upon the strict performance of any of the provisions of this Contract by the other party, or the failure by a party to exercise its rights upon the default of the other party, shall not constitute a waiver of such party's right to insist and demand strict compliance by the other party with the terms of this Contract thereafter.
37. **Subcontracting** – Contractor agrees not to enter into any subcontracting contracts for work contemplated under the Contract without first obtaining written approval from the County and the Director of Children and Family Services (CFS) through the HS Contracts Unit. Any subcontractor shall be subject to the same terms and conditions as Contractor. Contractor shall be fully responsible for the performance and payments of any subcontractor's contract.

Contractor shall obtain County's written consent, which County may withhold in its sole discretion, before entering into contracts with or otherwise engaging any subcontractors who may supply any part of the Services to County. At County's request, Contractor shall provide information regarding the subcontractor's qualifications and a listing of a subcontractor's key personnel including, if requested by the County, resumes of proposed subcontractor personnel. Contractor shall remain directly responsible to County for its subcontractors and shall indemnify County for the actions or omissions of its subcontractors under the terms and conditions specified in Section G. All approved subcontractors shall be subject to the provisions of this Contract applicable to Contractor Personnel, including removal pursuant to Paragraph 6 of this Section C.

For any subcontractor, Contractor shall:

- a. Be responsible for subcontractor compliance with the Contract and the subcontract terms and conditions; and

- b. Ensure that the subcontractor follows County's reporting formats and procedures as specified by County.
- c. Include in the subcontractor's subcontract substantially similar terms as are provided in Sections B. Contractor Responsibilities, C. General Contract Requirements and G. Insurance and Indemnification.

Upon expiration or termination of this Contract for any reason, County will have the right to enter into direct Contracts with any of the subcontractors. Contractor agrees that its arrangements with subcontractors will not prohibit or restrict such subcontractors from entering into direct contracts with County.

- 38. **Subpoena** – In the event that a subpoena or other legal process commenced by a third party in any way concerning the Goods or Services provided under this Contract is served upon Contractor or County, such party agrees to notify the other party in the most expeditious fashion possible following receipt of such subpoena or other legal process. Contractor and County further agree to cooperate with the other party in any lawful effort by such other party to contest the legal validity of such subpoena or other legal process commenced by a third party as may be reasonably required and at the expense of the party to whom the legal process is directed, except as otherwise provided herein in connection with defense obligations by Contractor for County.
- 39. **Termination for Convenience** – The County reserves the right to terminate the Contract, for any reason, with a thirty (30) day written notice of termination. Such termination may include all or part of the services described herein. Upon such termination, payment will be made to the Contractor for services rendered and expenses reasonably incurred prior to the effective date of termination. Upon receipt of termination notice Contractor shall promptly discontinue services unless the notice directs otherwise. Contractor shall deliver promptly to County and transfer title (if necessary) all completed work, and work in progress, including drafts, documents, plans, forms, data, products, graphics, computer programs and reports.
- 40. **Time of the Essence** – Time is of the essence in performance of this Contract and of each of its provisions.
- 41. **Venue** – The parties acknowledge and agree that this Contract was entered into and intended to be performed in San Bernardino County, California. The parties agree that the venue of any action or claim brought by any party to this Contract will be the Superior Court of California, County of San Bernardino, San Bernardino District. Each party hereby waives any law or rule of the court, which would allow them to request or demand a change of venue. If any action or claim concerning this Contract is brought by any third-party and filed in another venue, the parties hereto agree to use their best efforts to obtain a change of venue to the Superior Court of California, County of San Bernardino, San Bernardino District.
- 42. **Conflict of Interest** – Contractor shall make all reasonable efforts to ensure that no conflict of interest exists between its officers, employees, or subcontractors and the County. Contractor shall make a reasonable effort to prevent employees, Contractor, or members of governing bodies from using their positions for purposes that are, or give the appearance of being, motivated by a desire for private gain for themselves or others, such as those with whom they have family business, or other ties. Officers, employees, and agents of cities, counties, districts, and other local agencies are subject to applicable conflict of interest codes and state law. In the event the County determines a conflict of interest situation exists, any increase in costs, associated with the conflict of interest situation, may be disallowed by the County and such conflict may constitute grounds for termination of the Contract. This provision shall not be construed to prohibit employment of persons with whom Contractor's officers, employees, or agents have family, business, or other ties so long as the employment of such persons does not result in increased costs over those associated with the employment of any other equally qualified applicant.

Contractor's duties and services under this Contract shall not include preparing or assisting the County with any portion of the County's preparation of a request for proposals, request for qualifications, or any other solicitation regarding a subsequent or additional contract with the

County. The County entering this Contract shall at all times retain responsibility for public contracting, including with respect to any subsequent phase of this project. Contractor's participation in the planning, discussions, or drawing of project plans or specifications shall be limited to conceptual, preliminary, or initial plans or specifications. Contractor shall cooperate with the County to ensure that all bidders for a subsequent contract on any subsequent phase of this project have access to the same information, including all conceptual, preliminary, or initial plans or specifications prepared by Contractor pursuant to this Contract.

43. **Former County Administrative Officials** – Contractor agrees to provide, or has already provided, information on former San Bernardino County administrative officials (as defined below) who are employed by or represent Contractor. The information provided includes a list of former County administrative officials who terminated County employment within the last five years and who are now officers, principals, partners, associates or members of the business. The information also includes the employment with or representation of Contractor. For purposes of this provision, "County administrative official" is defined as a member of the Board of Supervisors or such officer's staff, County Executive Officer or member of such officer's staff, County department or group head, assistant department or group head, or any employee in the Exempt Group, Management Unit or Safety Management Unit.
44. **Disclosure of Criminal and Civil Procedures** – The County reserves the right to request the information described herein from the Contractor. Failure to provide the information may result in a termination of the Contract. The County also reserves the right to obtain the requested information by way of a background check performed by an investigative firm. The Contractor also may be requested to provide information to clarify initial responses. Negative information discovered may result in Contract termination.

Contractor is required to disclose whether the firm, or any of its partners, principals, members, associates or key employees (as that term is defined herein), within the last ten (10) years, has been indicted on or had charges brought against it or them (if still pending) or convicted of any crime or offense arising directly or indirectly from the conduct of the firm's business, or whether the firm, or any of its partners, principals, members, associates or key employees, has within the last ten (10) years, been indicted on or had charges brought against it or them (if still pending) or convicted of any crime or offense involving financial misconduct or fraud. If the response is affirmative, the Contractor will be asked to describe any such indictments or charges (and the status thereof), convictions and the surrounding circumstances in detail.

In addition, the Contractor is required to disclose whether the firm, or any of its partners, principals, members, associates or key employees, within the last ten (10) years, has been the subject of legal proceedings as defined herein arising directly from the provision of services by the firm or those individuals. "Legal proceedings" means any civil actions filed in a court of competent jurisdiction, or any matters filed by an administrative or regulatory body with jurisdiction over the firm or the individuals. If the response is affirmative, the Contractor will be asked to describe any such legal proceedings (and the status and disposition thereof) and the surrounding circumstances in detail.

For purposes of this provision "key employees" includes any individuals providing direct service to the County. "Key employees" do not include clerical personnel providing service at the firm's offices or locations.

45. **Copyright** – County shall have a royalty-free, non-exclusive and irrevocable license to publish, disclose, copy, translate, and otherwise use, copyright or patent, now and hereafter, all reports, studies, information, data, statistics, forms, designs, plans, procedures, systems, and any other materials or properties developed under this Contract including those covered by copyright, and reserves the right to authorize others to use or reproduce such material. All such materials developed under the terms of this Contract shall acknowledge San Bernardino County as the funding agency and Contractor as the creator of the publication. No such materials, or properties produced in whole or in part under this Contract shall be subject to private use, copyright or patent right by Contractor in the United States or in any other country without the express written consent

of County. Copies of all educational and training materials, curricula, audio/visual aids, printer material, and periodicals, assembled pursuant to this Contract must be filed with the County prior to publication.

46. **Reserved.**

47. **Iran Contracting Act** – IRAN CONTRACTING ACT OF 2010, Public Contract Code sections 2200 et seq. (Applicable for all Contracts of one million dollars (\$1,000,000) or more). In accordance with Public Contract Code section 2204(a), the Contractor certifies that at the time the Contract is signed, the Contractor signing the Contract is not identified on a list created pursuant to subdivision (b) of Public Contract Code section 2203 as a person (as defined in Public Contract Code section 2202(e)) engaging in investment activities in Iran described in subdivision (a) of Public Contract Code section 2202.5, or as a person described in subdivision (b) of Public Contract Code section 2202.5, as applicable.

Contractors are cautioned that making a false certification may subject the Contractor to civil penalties, termination of an existing contract, and ineligibility to bid on a contract for a period of three (3) years in accordance with Public Contract Code section 2205.

48. **Reserved.**

49. **California Consumer Privacy Act** – To the extent applicable, if Contractor is a business that collects the personal information of a consumer(s) in performing Services pursuant to this Contract, Contractor must comply with the provisions of the California Consumer Privacy Act (CCPA) (California Civil Code sections 1798.100, et seq.). For purposes of this provision, “business,” “consumer,” and “personal information” shall have the same meanings as set forth at California Civil Code section 1798.140. Contractor must contact the County immediately upon receipt of any request by a consumer submitted pursuant to the CCPA that requires any action on the part of the County, including but not limited to, providing a list of disclosures or deleting personal information. Contractor must not sell, market or otherwise disclose personal information of a consumer provided by the County unless specifically authorized pursuant to terms of this Contract. Contractor must immediately provide to the County any notice provided by a consumer to Contractor pursuant to California Civil Code section 1798.150(b) alleging a violation of the CCPA that involves personal information received or maintained pursuant to this Contract. Contractor must immediately notify the County if it receives a notice of violation from the California Attorney General pursuant to California Civil Code section 1798.155(b).

50. **Vacancies** – Contractor shall notify County of any continuing vacancies and any positions that become vacant during the term of this Contract that will result in reduction of services to be provided under this Contract. Upon notice of vacancies, the Contractor shall apprise County of the steps being taken to provide the services and to fill the position as expeditiously as possible. Vacancies and associated problems shall be reported to County on each periodically required report for the duration of said vacancies and/or problems.

51. **Complaint and Grievance Procedure** – Contractor shall provide a system, approved by the County, through which recipients of service shall have the opportunity to express and have considered their views and complaints regarding the delivery of services. The procedure must be in writing and posted in clear view of all recipients.

Contractor will ensure that staff are knowledgeable on the San Bernardino County Human Services Complaint and Grievance Procedure (Attachment C) and ensure that any complaints by recipients are referred to the County in accordance with the procedure.

52. **Reserved.**

53. **Child Abuse Reporting** – Contractor shall ensure that all known or suspected instances of child abuse or neglect are reported to the appropriate law enforcement agency or to the appropriate Child Protective Services agency. This responsibility shall include:

- a. Assurance that all employees, agents, consultants or volunteers who perform services under this Contract and are mandated by Penal Code Sections 11164 et seq. to report child abuse or neglect, sign a statement, upon the commencement of their employment, acknowledging their reporting requirements and their compliance with them.
  - b. Development and implementation of procedures for employees, agents, consultants, or volunteers who are not subject to the mandatory reporting laws for child abuse to report any observed or suspected incidents of child abuse to a mandated reporting party, within the program, who will ensure that the incident is reported to the appropriate agency.
  - c. Provision for arrangement of training in child abuse reporting laws (Penal Code section 11164 et seq.) for all employees, agents, consultants, and volunteers, or verification that such persons have received training in the law within thirty (30) days of employment/volunteer activity.
54. **Reserved.**
55. **Reserved.**
56. **Pro-Children Act of 1994** – Contractor will comply with the Environmental Tobacco Smoke/Pro-Children Act of 1994 (20 U.S.C. 6081 et seq.).
57. **Americans with Disabilities Act** – Contractor shall comply with all applicable provisions of the Americans with Disabilities Act (ADA).
58. **Public Accessibility** – Contractor shall ensure that Services provided are accessible by public transportation.
59. **Reserved.**
60. **211 Registration** – Contractor shall register with 2-1-1 San Bernardino County Inland Empire United Way within thirty (30) days of the Contract effective date and follow necessary procedures to be included in the 2-1-1 database. The Contractor shall notify the 2-1-1 San Bernardino County Inland Empire United Way of any changes in program services, location or contact information within ten (10) days of any change. Services performed as a result of being included in the 2-1-1 database, are separate and apart from the services being performed under this Contract and payment for such services will not be the responsibility of the County.
61. **Ownership Tools** – The State and County shall have all ownership rights in software or modifications thereof and associated documentation designed, developed or installed with federal financial participation. The Federal Government (Department of Health and Human Services) reserves a royalty-free, nonexclusive, and irrevocable license to reproduce, publish or otherwise use and to authorize others to use for Federal Government purposes, such software modification, and documentation. Proprietary software packages that are sold or leased to the general public are not subject to the ownership provisions.
62. **Force Majeure** – Neither party shall be liable for failure or delay to perform obligations under this Contract, which have become practicably impossible because of circumstances beyond the reasonable control of the applicable party. Such circumstances include without limitation, natural disasters or acts of God; acts of terrorism; labor disputes or stoppages; war; government acts or orders; epidemics, pandemics or outbreak of communicable disease; quarantines; national or regional emergencies; or any other cause, whether similar in kind to the foregoing or otherwise, beyond the party's reasonable control. Written notice of a party's failure or delay in performance due to force majeure must be given to the other party no later than thirty (30) days following the force majeure event commencing, which notice shall describe the force majeure event and the actions taken to minimize the impact thereof. All delivery dates under this Contract affected by force majeure shall be tolled for the duration of such force majeure. The parties hereby agree, when feasible, not to cancel but reschedule the pertinent obligations and deliverables for mutually agreed dates as soon as practicable after the force majeure condition ceases to exist.

63. **Order of Precedence** – In the event of any inconsistency between the terms of this Contract and any forms, attachments, statements of work (SOW), or specifications which may be incorporated into this Contract, the following order of precedence shall apply:
- a. This Contract;
  - b. Attachments to this Contract, as indicated herein; and
  - c. Price lists, SOWs, and other documents attached hereto or incorporated herein.
64. **Equipment** –County discourages the purchase of equipment with funds received under this Contract. All equipment, materials, supplies or property of any kind (including publications and copyrights, etc.) which have a single unit cost of five hundred dollars (\$500) or more, including tax, purchased with funds received under the terms of this Contract and not fully consumed in one (1) year shall be the property of County and shall be subject to the provisions of this paragraph. The disposition of equipment or property of any kind shall be determined by County upon Contract termination.
65. **Supersedes Prior Agreements** – This Contract supersedes and replaces all previous contracts, agreements and understandings, oral, written and implied, between the County and Contractor hereto with respect to the subject matter hereof. All such prior contracts, agreements and understandings are hereby terminated and deemed of no further force or effect.
66. **Executive Order N-6-22 Russian Sanctions** – On March 4, 2022, Governor Gavin Newsom issued Executive Order N-6-22 (the EO) regarding Economic Sanctions against Russia and Russian entities and individuals. “Economic Sanctions” refers to sanctions imposed by the U.S. government in response to Russia’s actions in Ukraine (<https://home.treasury.gov/policy-issues/financial-sanctions/sanctions-programs-and-country-information/ukraine-russia-related-sanctions>), as well as any sanctions imposed under state law (<https://www.dgs.ca.gov/OLS/Ukraine-Russia>). The EO directs state agencies and their contractors (including by agreement or receipt of a grant) to terminate contracts with, and to refrain from entering any new contracts with, individuals or entities that are determined to be a target of Economic Sanctions. Accordingly, should it be determined that Contractor is a target of Economic Sanctions or is conducting prohibited transactions with sanctioned individuals or entities, that shall be grounds for termination of this agreement. Contractor shall be provided advance written notice of such termination, allowing Contractor at least 30 calendar days to provide a written response. Termination shall be at the sole discretion of the County.
67. **Campaign Contribution Disclosure (SB 1439)** – Contractor has disclosed to the County using Attachment E – Campaign Contribution Disclosure (AB 1439), whether it has made any campaign contributions of more than \$250 to any member of the Board of Supervisors within the earlier of: (1) the date of the submission of Contractor’s proposal to the County, or (2) 12 months before the date this Contract was approved by the Board of Supervisors. Contractor acknowledges that under Government Code section 84308, Contractor is prohibited from making campaign contributions of more than \$250 to any member of the Board of Supervisors for 12 months after the County’s consideration of the Contract.

In the event of a proposed amendment to this Contract, the Contractor will provide the County a written statement disclosing any campaign contribution(s) of more than \$250 to any member of the Board of Supervisors within the preceding 12 months of the date of the proposed amendment.

Campaign contributions include those made by any agent/person/entity on behalf of the Contractor or by a parent, subsidiary or otherwise related business entity of contractor.

#### **D. TERM OF CONTRACT**

1. This Contract is effective as of April 10, 2024 and expires June 30, 2025, but may be terminated earlier in accordance with provisions of this Contract.
2. The County may terminate the Contract immediately if the funds under Section F Paragraph 1 are not available to the County, and under the provisions of Section I, Paragraph 3, Item e, of the

Contract, or as otherwise provided in this Contract. In addition, the Contract may be terminated without cause by the County by serving a written notice to the Contractor thirty (30) days in advance of termination. The Assistant Executive Officer is authorized to exercise the County's rights with respect to any termination of this Contract.

3. Contractor shall only be reimbursed for costs and uncancelable obligations incurred prior to the date of termination. Contractor shall not be reimbursed for costs incurred after the date of termination.
4. Upon receipt of termination notice Contractor shall promptly discontinue services unless the notice directs otherwise. Contractor shall deliver promptly to County and transfer title (if necessary) all completed work, and work in progress, including drafts, documents, plans, forms, data, products, graphics, computer programs and reports.

#### **E. COUNTY RESPONSIBILITIES**

1. Provide Contractor with a referral that includes the most recent address and telephone number for each participant referred.
2. Confirm the young adult's eligibility for the THP-Plus program.
3. Provide referrals to Contractor.
4. Participate in the THP-Plus application interview.
5. Provide the Health and Educational Passport to the Contractor after the young adult has been accepted into the program.
6. Certify the Contractor's THP-Plus program.
7. Provide consultation and technical assistance in implementing the terms of the Contract.
8. Participate in interventions.
9. Investigate complaints and concerns regarding program.
10. Monitor program, fiscal, and contract compliance.
11. Facilitate appropriate meetings to discuss service delivery.
12. Provide an ILP representative to notify and assist potential THP-Plus participants with the application process.
13. Review extensive damage cost submitted by the Contractor and determine if the exit funds may be reduced to recover expenses.

#### **F. FISCAL PROVISIONS**

1. The maximum amount under this Contract shall not exceed \$1,100,000 and shall be subject to availability of funds to the County. The consideration to be paid to Contractor, as provided herein, shall be in full payment of all Contractor's services and expenses incurred in the performance hereof, including travel and per diem.
2. Contractor shall be paid under a fee-for-service method at the rate of \$2,900.00 per month, prorated, for the Scattered-site Model and \$2,500.00 per month, prorated, for the Host Family Model. Contractor is paid for the day the young adult enters the program but not the day out. Contractor is required to submit a monthly placement report along with the invoice. Monthly invoices shall be submitted by the tenth (10th) of each month following the month of service.
3. Contractor shall submit invoices to the County by the tenth (10th) calendar day of each month following the month of service. Invoices shall be sent to:

San Bernardino County  
Human Services Administration  
150 S. Lena Road  
San Bernardino, CA 92415-0515

4. Invoices shall be issued with a net sixty (60) day payment term with corresponding SAP Contract and/or Purchase Order number stated on the invoice.
5. Costs for services under the terms of this Contract shall be incurred during the contract period except as approved by County. Contractor shall not use current year funds to pay prior or future year obligations.
6. Contractor shall accept all payments from County via electronic funds transfer (EFT) directly deposited into the Contractor's designated checking or other bank account. Contractor shall promptly comply with directions and accurately complete forms provided by County required to process EFT payments.
7. County is exempt from federal excise taxes and no payment shall be made for any personal property taxes levied on Contractor or on any taxes levied on employee wages. The County shall only pay for any state or local sales or use taxes on the services rendered or equipment and/or parts supplied to the County pursuant to the Contract.
8. Funds made available under this Contract shall not supplant any federal, state or any governmental funds intended for services of the same nature as this Contract. Contractor shall not claim reimbursement or payment from County for, or apply sums received from County with respect to that portion of its obligations that have been paid by another source of revenue. Contractor agrees that it will not use funds received pursuant to this Contract, either directly or indirectly, as a contribution or compensation for purposes of obtaining funds from another revenue source without prior written approval of the County.
9. Contractor shall adhere to the County's Travel Management Policy (8-02 and 08-02SP1) when travel is pursuant to this Contract and for which reimbursement is sought from the County. In addition, Contractor is encouraged to utilize local transportation services, including but not limited to, the Ontario International Airport.

#### **G. INDEMNIFICATION AND INSURANCE REQUIREMENTS**

1. **Indemnification** –The Contractor agrees to indemnify, defend (with counsel reasonably approved by County) and hold harmless the County and its authorized officers, employees, agents and volunteers from any and all claims, actions, losses, damages and/or liability arising out of this Contract from any cause whatsoever, including the acts, errors or omissions of any person and for any costs or expenses incurred by the County on account of any claim except where such indemnification is prohibited by law. This indemnification provision shall apply regardless of the existence or degree of fault of indemnities. The Contractor indemnification obligation applies to the County's "active" as well as "passive" negligence but does not apply to the County's "sole negligence" or "willful misconduct" within the meaning of Civil Code section 2782.
2. **Additional Insured** – All policies, except for Worker's Compensation, Errors and Omissions and Professional Liability policies shall contain additional endorsements naming the County and its officers, employees, agents and volunteers as additional named insured with respect to liabilities arising out of the performance of services hereunder. The additional insured endorsements shall not limit the scope of coverage for the County to vicarious liability but shall allow coverage for the County to the full extent provided by the policy. Such additional insured coverage shall be at least as broad as Additional Insured (Form B) endorsement form ISO, CG 2010.11 85.
3. **Waiver of Subrogation Rights** – The Contractor shall require the carriers of required coverages to waive all rights of subrogation against the County, its officers, employees, agents, volunteers, contractors and subcontractors. All general or auto liability insurance coverage provided shall not prohibit the Contractor and Contractor's employees or agents from waiving the right of

subrogation prior to a loss or claim. The Contractor hereby waives all rights of subrogation against the County.

4. **Policies Primary and Non-Contributory** – All policies required herein are to be primary and non-contributory with any insurance or self-insurance programs carried or administered by the County.
5. **Severability of Interests** – The Contractor agrees to ensure that coverage provided to meet these requirements is applicable separately to each insured and there will be no cross liability exclusions that preclude coverage for suits between the Contractor and the County or between the County and any other insured or additional insured under the policy.
6. **Proof of Coverage** – The Contractor shall furnish Certificates of Insurance to the County Department administering the Contract evidencing the insurance coverage at the time the Contract is executed, additional endorsements, as required shall be provided prior to the commencement of performance of services hereunder, which certificates shall provide that such insurance shall not be terminated or expire without thirty (30) days written notice to the Department, and Contractor shall maintain such insurance from the time Contractor commences performance of services hereunder until the completion of such services. Within fifteen (15) days of the commencement of this contract, the Contractor shall furnish a copy of the Declaration page for all applicable policies and will provide complete certified copies of the policies and endorsements immediately upon request.
7. **Acceptability of Insurance Carrier** – Unless otherwise approved by Risk Management, insurance shall be written by insurers authorized to do business in the State of California and with a minimum “Best” Insurance Guide rating of “A- VII”.
8. **Deductibles and Self-Insured Retention** – Any and all deductibles or self-insured retentions in excess of \$10,000 shall be declared to and approved by Risk Management.
9. **Failure to Procure Coverage** – In the event that any policy of insurance required under this Contract does not comply with the requirements, is not procured, or is canceled and not replaced, the County has the right but not the obligation or duty to cancel the Contract or obtain insurance if it deems necessary and any premiums paid by the County will be promptly reimbursed by the Contractor or County payments to the Contractor will be reduced to pay for County purchased insurance.
10. **Insurance Review** – Insurance requirements are subject to periodic review by the County. The Director of Risk Management or designee is authorized, but not required, to reduce, waive or suspend any insurance requirements whenever Risk Management determines that any of the required insurance is not available, is unreasonably priced, or is not needed to protect the interests of the County. In addition, if the Department of Risk Management determines that heretofore unreasonably priced or unavailable types of insurance coverage or coverage limits become reasonably priced or available, the Director of Risk Management or designee is authorized, but not required, to change the above insurance requirements to require additional types of insurance coverage or higher coverage limits, provided that any such change is reasonable in light of past claims against the County, inflation, or any other item reasonably related to the County’s risk.

Any change requiring additional types of insurance coverage or higher coverage limits must be made by amendment to this contract. Contractor agrees to execute any such amendment within thirty (30) days of receipt.

Any failure, actual or alleged, on the part of the County to monitor or enforce compliance with any of the insurance and indemnification requirements will not be deemed as a waiver of any rights on the part of the County.

11. **Insurance Specifications** – The Contractor agrees to provide insurance set forth in accordance with the requirements herein. If the Contractor uses existing coverage to comply with these

requirements and that coverage does not meet the specified requirements, the Contractor agrees to amend, supplement or endorse the existing coverage to do so.

Without in anyway affecting the indemnity herein provided and in addition thereto, the Contractor shall secure and maintain throughout the contract term the following types of insurance with limits as shown:

- a. Workers' Compensation/Employer's Liability – A program of Workers' Compensation insurance or a state-approved, self-insurance program in an amount and form to meet all applicable requirements of the Labor Code of the State of California, including Employer's Liability with \$250,000 limits covering all persons including volunteers providing services on behalf of the Contractor and all risks to such persons under this contract.

If Contractor has no employees, it may certify or warrant to the County that it does not currently have any employees or individuals who are defined as "employees" under the Labor Code and the requirement for Workers' Compensation coverage will be waived by the County's Director of Risk Management.

With respect to Contractors that are non-profit corporations organized under California or Federal law, volunteers for such entities are required to be covered by Workers' Compensation insurance.

- b. Commercial/General Liability Insurance – The Contractor shall carry General Liability Insurance covering all operations performed by or on behalf of the Contractor providing coverage for bodily injury and property damage with a combined single limit of not less than one million dollars (\$1,000,000), per occurrence. The policy coverage shall include:

- 1) Premises operations and mobile equipment.
- 2) Products and completed operations.
- 3) Broad form property damage (including completed operations).
- 4) Explosion, collapse and underground hazards.
- 5) Personal injury.
- 6) Contractual liability.
- 7) \$2,000,000 general aggregate limit.

- c. Automobile Liability Insurance – Primary insurance coverage shall be written on ISO Business Auto coverage form for all owned, hired and non-owned automobiles or symbol 1 (any auto). The policy shall have a combined single limit of not less than one million dollars (\$1,000,000) for bodily injury and property damage, per occurrence.

If the Contractor is transporting one (1) or more non-employee passengers in performance of contract services, the automobile liability policy shall have a combined single limit of two million dollars (\$2,000,000) for bodily injury and property damage per occurrence.

If the Contractor owns no autos, a non-owned auto endorsement to the General Liability policy described above is acceptable.

- d. Umbrella Liability Insurance – An umbrella (over primary) or excess policy may be used to comply with limits or other primary coverage requirements. When used, the umbrella policy shall apply to bodily injury/property damage, personal injury/advertising injury and shall include a "dropdown" provision providing primary coverage for any liability not covered by the primary policy. The coverage shall also apply to automobile liability.

- e. Professional Liability – Professional Liability Insurance with limits of not less than one million (\$1,000,000) per claim and two million (\$2,000,000) aggregate limits.

**or**

Errors and Omissions Liability Insurance – Errors and Omissions Liability Insurance with limits of not less than one million (\$1,000,000) and two million (\$2,000,000) aggregate limits.

or

Directors and Officers Insurance coverage with limits of not less than one million (\$1,000,000) shall be required for Contracts with charter labor committees or other not-for-profit organizations advising or acting on behalf of the County.

If insurance coverage is provided on a “claims made” policy, the “retroactive date” shall be shown and must be before the date of the start of the Contract work. The claims made insurance shall be maintained or “tail” coverage provided for a minimum of five (5) years after contract completion.

- f. **Cyber Liability Insurance** – Cyber Liability Insurance with limits of no less than \$1,000,000 for each occurrence or event with an annual aggregate of \$2,000,000 covering privacy violations, information theft, damage to or destruction of electronic information, intentional and/or unintentional release of private information, alteration of electronic information, extortion and network security. The policy shall protect the involved County entities and cover breach response cost as well as regulatory fines and penalties.
- g. **Abuse/Molestation Insurance** – Contractor shall have abuse or molestation insurance providing coverage for all employees for the actual or threatened abuse or molestation by anyone of any person in the care, custody, or control of any insured, including negligent employment, investigation and supervision. The policy shall provide coverage for both defense and indemnity with liability limits of not less than one million dollars (\$1,000,000) with a two million dollars (\$2,000,000) aggregate limit.

#### H. RIGHT TO MONITOR AND AUDIT

1. The County, State and Federal government shall have absolute right to review and audit all records, books, papers, documents, corporate minutes, and other pertinent items as requested, and shall have absolute right to monitor the performance of Contractor in the delivery of services provided under this Contract. Contractor shall give full cooperation, in any auditing or monitoring conducted. Contractor shall cooperate with the County in the implementation, monitoring, and evaluation of this Contract and comply with any and all reporting requirements established by the County.
2. All records pertaining to services delivered and all fiscal, statistical and management books and records shall be available for examination and audit by County representatives for a period of three years after final payment under this Contract or until all pending County, state and federal audits are completed, whichever is later. Records of the Contractor which do not pertain to the services under this Contract may be subject to review or audit unless provided in this or another Contract. Technical program data shall be retained locally and made available upon the County's reasonable advance written notice or turned over to County. If said records are not made available at the scheduled monitoring visit, Contractor may, at County's option, be required to reimburse County for expenses incurred due to required rescheduling of monitoring visit(s). Such reimbursement will not exceed \$50 per hour (including travel time) and may be deducted from the following month's claim for reimbursement.
3. Contractor shall cooperate with County in the implementation, monitoring and evaluation of this Contract and comply with any and all reporting requirements established by this Contract.
4. Contractor shall provide all reasonable facilities and assistance for the safety and convenience of County's representatives in the performance of their duties. All inspections and evaluations shall be performed in such a manner as will not unduly delay the work of the Contractor.
5. Upon County request, Contractor shall hire a licensed Certified Public Accountant, approved by the County, who shall prepare and file with County, within sixty (60) days after the termination of

the Contract, a certified fiscal audit of related expenditures during the term of the Contract and a program compliance audit.

6. Pursuant to Code of Federal Regulations (CFR) – Title 2 CFR 200.501, contractors expending \$750,000 or more in federal funds within the Contractor’s fiscal year must have a single audit or program-specific audit performed. A copy of the audit performed in accordance with Title 2 CFR 200.501 shall be submitted to the County within thirty (30) days of completion, but no later than nine (9) months following the end of the Contractor’s fiscal year. Please refer to [http://www.ecfr.gov/cgi-bin/text-idx?node=se2.1.200\\_1501&rgn=dv8](http://www.ecfr.gov/cgi-bin/text-idx?node=se2.1.200_1501&rgn=dv8) for further information.

**I. CORRECTION OF PERFORMANCE DEFICIENCIES**

1. In the event of a problem or potential problem that could impact the quality or quantity of work, Services, or the level or performance under this Contract, Contractor shall notify the County within one (1) working day, in writing and by telephone.
2. Failure by Contractor to comply with any of the provisions, covenants, requirements or conditions of this Contract shall be a material breach of this Contract.
3. In the event of a non-cured breach, County may, at its sole discretion and in addition to any other remedies available at law, in equity, or otherwise specified in this Contract:
  - a. Afford Contractor thereafter a time period within which to cure the breach, which period shall be established at the sole discretion of County; and/or
  - b. Discontinue reimbursement to Contractor for and during the period in which Contractor is in breach, which reimbursement shall not be entitled to later recovery; and/or
  - c. Withhold funds pending duration of the breach; and/or
  - d. Offset against any monies billed by Contractor but yet unpaid by County those monies disallowed pursuant to Item “b” of this paragraph; and/or
  - e. Terminate this Contract immediately and be relieved of the payment of any consideration to Contractor. In the event of such termination, the County may proceed with the work in any manner deemed proper by the County. The cost to the County shall be deducted from any sum due to the Contractor under this Contract and the balance, if any, shall be paid by the Contractor upon demand.
4. Unless a remedy is specifically designated as exclusive, no remedy conferred by any of the specific provision of the Contract is intended to be exclusive of any other remedy, and each and every remedy shall be cumulative and shall be in addition to every other remedy given hereunder, now or hereafter existing at law or in equity or by statute or otherwise. The election of any one (1) or more remedies by either Party shall not constitute a waiver of the right to pursue other available remedies.

**J. RESERVED**

**K. EQUAL EMPLOYMENT/EMPLOYMENT DISCRIMINATION/CIVIL RIGHTS**

1. Equal Employment Opportunity Program - Contractor agrees to comply with: the provisions of the San Bernardino County Equal Employment Opportunity Program and rules and regulations adopted pursuant thereto; Executive Order 11246 [30 Fed. Reg. 12319 (Sept. 24, 1965)], as amended by Executive Orders 11375, 11625, 12138, 12432, 12250, and 13672; Title VII of the Civil Rights Act of 1964 (42 U.S.C. section 2000(e), et seq.); Division 21 of the California Department of Social Services Manual of Policies and Procedures; California Welfare and Institutions Code section 10000; the California Fair Employment and Housing Act (Cal. Gov. Code section 12900, et seq.); and other applicable federal, state, and County laws, regulations and policies relating to equal employment or social services to welfare recipients, including laws and regulations hereafter enacted.

The Contractor shall not unlawfully discriminate against any employee, applicant for employment, or service recipient on the basis of race, color, national origin or ancestry, religion, sex, marital

status, age, political affiliation or disability. Information on the above rules and regulations may be obtained from the County.

2. Employment Discrimination – During the term of the Contract, Contractor shall not discriminate against any employee or applicant for employment or service recipient because of race, religious creed, color, national origin, ancestry, physical disability, mental disability, medical condition, genetic information, marital status, sex, gender, gender identity, gender expression, sexual orientation, age, or military and veteran status. Contractor shall comply with Executive Orders 11246, 11375, 11625, 12138, 12432, 12250, 13672, Title VI and Title VII of the Civil Rights Act of 1964, the California Fair Employment and Housing Act and other applicable federal, state and County laws and regulations and policies relating to equal employment and contracting opportunities, including laws and regulations hereafter enacted.
3. Civil Rights Compliance – The Contractor shall develop and maintain internal policies and procedures to assure compliance with each factor outlined by state regulation. These policies must be developed into a Civil Rights Plan, which is to be on file with the County within thirty (30) days of awarding of the Contract. The Plan must address prohibition of discriminatory practices, accessibility, language services, staff development and training, dissemination of information, complaints of discrimination, compliance review, and duties of the Civil Rights Liaison. Upon request, the County will supply a sample of the Plan format. The Contractor will be monitored by the County for compliance with provisions of its Civil Rights Plan. Additionally, the Contractor shall submit to County an Assurance of Compliance with the California Department of Social Services Nondiscrimination in State and Federally Assisted Programs Statement (Attachment D) annually.
4. Equity – Contractor shall adhere to and participate in County efforts ensuring all individuals and communities have equal access and opportunity to health and wellbeing by providing culturally and linguistically appropriate services to all people of color and culture, age, disabilities, gender, sexual orientation or gender identity including people with limited English proficiency (LEP). Services provided must be respectful of and responsive to the cultural and linguistic needs of County residents.
  - a. Contractor shall assess the demographic make-up and population trends of its service area to identify the cultural and linguistic needs of the eligible service population. Such studies are critical to designing and planning for providing appropriate, effective and equitable services.
  - b. Contractor shall partner with and support community partners in addressing disparities in family stability, health and mental wellness, education, employment, housing and overall delivery of human services. Partnering includes opportunities for partners and community members to design, implement and evaluate practices, and services ensuring equity and cultural and linguistic appropriateness.
  - c. Contractor shall work with County to communicate and provide opportunities for individuals and communities of color and culture to provide feedback on progress and outcomes achieved to address disparities in family stability, health and mental wellness, education, employment, housing and overall delivery of human services.
  - d. Contractor shall recruit, promote and support a culturally and linguistically diverse workforce that is responsive to and represents the population being served. This includes trained and competent bilingual staff.
  - e. Contractor shall provide training to enhance its workforce knowledge on cultural and linguistic competence. Becoming culturally and linguistically competent is a developmental process and incorporates at all levels the importance of culture, the assessment of cross-cultural relations, vigilance towards the dynamics that result from cultural differences, the expansion of cultural knowledge, and the adaptation of services to meet culturally-unique needs. Providing services in a culturally appropriate and responsive manner is fundamental in any effort to ensure success of high quality and cost-

effective health and human services. Offering those services in a manner that fails to achieve its intended result due to cultural and linguistic barriers does not reflect quality of care and is not cost-effective.

- f. To ensure equal access to quality care for diverse populations, Contractors providing health and health care services may adopt the Federal Office of Minority Health Culturally and Linguistically Appropriate Services (CLAS) national standards.
- g. Upon request, Contractor will provide County Human Services evidence of adherence to requirements listed above.

**L. NOTICES**

All written notices provided for in this Contract or which either party desires to give to the other shall be deemed fully given, when made in writing and either served personally, or by facsimile, or by email, or deposited in the United States mail, postage prepaid, and addressed to the other party as follows:

San Bernardino County  
HS Contracts  
150 South Lena Rd.  
San Bernardino, CA 92415  
HSASDContractsUnit@hss.sbcounty.gov:

Walden Family Services  
3576 Arlington Ave., Suite 106  
Riverside, CA 92506  
SueEcans@Waldenfamily.org

Notice shall be deemed communicated two (2) County working days from the time of mailing, facsimile, or email, if delivered as provided in this paragraph.

**M. ENTIRE AGREEMENT**

1. This Contract, including all Exhibits and other attachments, which are attached hereto and incorporated by reference, and other documents incorporated herein, represents the final, complete and exclusive agreement between the parties hereto. Any prior agreement, promises, negotiations or representations relating to the subject matter of this Contract not expressly set forth herein are of no force or effect. This Contract is executed without reliance upon any promise, warranty or representation by any party or any representative of any party other than those expressly contained herein. Each party has carefully read this Contract and signs the same of its own free will.
2. 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.

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

SAN BERNARDINO COUNTY

Walden Family Services

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

►  
 \_\_\_\_\_  
 Dawn Rowe, Chair, Board of Supervisors

By ► \_\_\_\_\_  
*(Authorized signature - sign in blue ink)*

Dated: \_\_\_\_\_

Name Sue Evans  
*(Print or type name of person signing contract)*

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

Title Chief Operations Manager  
*(Print or Type)*

Lynna Monell  
 Clerk of the Board of Supervisors  
 San Bernardino County

By \_\_\_\_\_  
 Deputy

Dated: \_\_\_\_\_

Address 3576 Arlington Ave., Suite 106  
Riverside, CA 92506

**FOR COUNTY USE ONLY**

Approved as to Legal Form	Reviewed for Contract Compliance	Reviewed/Approved by Department
► Kaleigh Ragon, Deputy County Counsel	► Patty Steven, Contracts Manager	► Jeany Zepeda, Director
Date _____	Date _____	Date _____

**THP-PLUS YOUNG ADULT MONTHLY SERVICES CHART**

YOUNG ADULT NAME: \_\_\_\_\_ PRIMARY LANGUAGE \_\_\_\_\_  
 YOUNG ADULT ADDRESS: \_\_\_\_\_  
 TOTAL APARTMENT RENT: \$ \_\_\_\_\_ YOUNG ADULT RENT SHARE: \$ \_\_\_\_\_  
 MONTH/YEAR: \_\_\_\_\_ SAVINGS TL: \$ \_\_\_\_\_ EMANCIPATION FUND TL: \$ \_\_\_\_\_  
 ENTRY DATE: \_\_\_\_\_ EXIT DATE: \_\_\_\_\_

**STAFF MAY INITIAL FOLLOWING SERVICE DELIVERY AND PRINT NAME AT BOTTOM OF FORM**

DAY	TLP, Initial, Semi-Annual, Review	Medi-Cal/Health Insurance Eligibility Verified	Public Assistance Advocacy	Tenants' Rights provided/Young Adult contract	Rent paid by Provider	Rent Paid by Young Adult	One to one Case Manager and Young Adult	-TLP conference/review/ Coordination	Family Group	Pregnancy reported/new baby/Family planning/ Childcare/Disaster/Class	Utilities Paid	Roommate mediation	Employment Specialist support	Family Finding/Family Search & Engagement	Computer literacy services	County ILP Contract	Hot Line or Emergency services request	Individual and/or Group Therapy	Educational Advocacy/Educational Specialist	HS Diploma, Proficiency or GED Received	Post HS Education Assistance	Job Readiness, training and/or support services	Mentoring/Resource referral	Food and personal necessities allowance provided	Additional apartment furnishings provided	Exit housing search and services	Deposit to Young Adult savings account	Emancipation fund deposit	Life skills training	Alumni services	Transportation assistance	Young Adult maintenance request/service performed	
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*AN EXPLANATION OF SERVICES SHALL BE DOCUMENTED IN EACH YOUNG ADULT CASE FILE.*

PRINTED STAFF NAME: \_\_\_\_\_  
 PRINTED STAFF NAME: \_\_\_\_\_  
 PRINTED STAFF NAME: \_\_\_\_\_

		Monthly Expenses
<b>Maintenance Cost: Youth Allowance</b>	Transportation	\$
	Food, Cleaning Supplies	\$
	Recreation	\$
	Clothing	\$
	Allowance/Savings/Emancipation Fund	\$
	Telephone	\$
	Miscellaneous	\$
		\$
<b>Maintenance Cost: Housing Expenses</b>	Utilities (trash, electricity, etc.)	\$
	Rent	\$
		\$
Subtotal Maintenance Cost:		\$
<b>Admin. Costs</b>	Administrative Costs	\$
	THP-Plus Staff Support	\$
	Staff Development	\$
		\$
Subtotal Admin Cost:		\$
<b>Total Budget per Youth (Monthly Base Rate)</b>	Add Maintenance & Admin. costs	\$



Human Services

COMPLAINT AND GRIEVANCE PROCEDURE

INSTRUCTIONS: THE CUSTOMER IS TO READ AND RECEIVE THE TOP PORTION OF THIS FORM. THE BOTTOM PORTION OF THE FORM IS TO BE SIGNED BY SERVICE RECIPIENT AND PLACED IN THE CONTRACTOR'S RECORDS.

If you believe you have been discriminated against, or that there has been a violation of any laws or regulations, or if you have a problem regarding services received, you have the right to file a complaint or tell us your grievance.

The following procedures are to be followed when filing a complaint or grievance.

STEP ONE:

Write down your complaint or grievance and talk to the service provider. Keep a copy for yourself and write down the date you talked to the service provider.

- If answered or resolved at this step, nothing further is required.
• If no answer or resolution within 10 calendar days, proceed with Step Two.

STEP TWO:

Send a copy of your written complaint or grievance, or discuss the complaint or grievance with your County Caseworker. Write down the date you spoke to your Caseworker or send the complaint and keep it with your copy.

- If answered or resolved at this step, nothing further is required.
• If no answer or resolution within 10 calendar days, proceed with Step Three.

STEP THREE:

Send a copy of your written complaint or grievance to the Program Specialist. If you would like a response, include your name, address and telephone number. Your personal information and your complaint and grievance details will be kept confidential.

HS Program Development Division, Contracts Support Unit
ATTN: Program Specialist
825 E. Hospitality Lane, 2nd Floor
San Bernardino, CA 92415-0079

- If answered or resolved at this step, nothing further is required.
• If no answer or resolution within 10 calendar days, proceed with Step Four.

STEP FOUR:

Send a copy of your written complaint or grievance to the Contract Analyst at:
HS Administrative Support Division, ATTN: Contracts Unit
150 S. Lena Road
San Bernardino, CA 92415-0515

You will be contacted within 10 calendar days if you have provided contact information.

Please note: Each of these steps must be completed in the sequence shown.

..... Detach here .....

COMPLAINT AND GRIEVANCE PROCEDURE CERTIFICATION

This certifies I have read, understood, and received the Complaint and Grievance Procedures.

Client Signature

Date



Human Services

## COMPLAINT AND GRIEVANCE PROCEDURE

**THIS INFORMING NOTICE IS TO BE DISPLAYED IN CLEAR VIEW IN AREAS WHERE CLIENT WILL OBTAIN THE DIRECT SERVICE OR AS DELINEATED IN THE CORRESPONDING COUNTY CONTRACT. CLIENT IS TO BE PROVIDED A COPY OF THIS PROCEDURE UPON REQUEST.**

If you believe you have been discriminated against, or that there has been a violation of any laws or regulations, or if you have a problem regarding the services you received, you have the right to file a complaint or tell us your grievance.

The following procedures are to be followed when filing a complaint or grievance.

### STEP ONE:

Write down your complaint or grievance and talk to the service provider. Keep a copy for yourself and write down the date you talked to the service provider.

- If answered or resolved at this step, nothing further is required.
- If no answer or resolution within 10 calendar days, proceed with Step Two.

### STEP TWO:

Send a copy of your written complaint or grievance or discuss the complaint or grievance with your County Caseworker. Write down the date you spoke to your Caseworker or sent the complaint and keep it with your copy.

- If answered or resolved at this step, nothing further is required.
- If no answer or resolution within 10 calendar days, proceed with Step Three.

### STEP THREE:

Send a copy of your written complaint or grievance to the Program Specialist. If you would like a response, include your name, address and telephone number. Your personal information and your complaint and grievance details will be kept confidential.

HS Program Development Division  
 Attn: Contracts Support Unit  
 825 E. Hospitality Lane, 2<sup>nd</sup> Floor  
 San Bernardino, CA 92415-0079  
 909-383-9700

- If answered or resolved at this step, nothing further is required.
- If no answer or resolution within 10 calendar days, proceed with Step Four.

### STEP FOUR:

Send a copy of your written complaint or grievance to the Contract Analyst at:

HS Administrative Support Division  
 Contracts Unit  
 150 S. Lena Road  
 San Bernardino, CA 92415-0515

You will be contacted within 10 calendar days if you have provided contact information.

**Please note:** Each of these steps must be completed in the sequence shown.



PROCEDIMIENTO PARA DENUNCIAS Y QUEJAS

INSTRUCCIONES: El CLIENTE DEBE leer y recibir la parte superior de este formulario. La parte inferior del formulario debe ser firmado por el recipiente del servicio y colocarlo en los archivos del contratista.

Si cree que ha sido discriminado o que, habido una violación de leyes o regulaciones, o si tiene un problema con respecto a los servicios que recibió, usted tiene el derecho de presentar una denuncia o informarnos de su queja.

Se deben seguir los siguientes procedimientos al presentar una denuncia o queja.

PRIMER PASO:

Escriba su denuncia o queja por escrito y hable con el proveedor de servicios. Guarde una copia para usted y escriba la fecha en que habló con el proveedor de servicios.

- Si en este paso recibió respuesta o resolvió el problema, no se requiere hacer nada más.
• Si no hay respuesta o resolución dentro de los 10 días calendarios, siga al Segundo Paso.

SEGUNDO PASO:

Mande una copia de su denuncia o queja por escrito o hable con su Trabajador encargado del Caso del Condado sobre su denuncia o queja. Escriba la fecha en que habló con su Trabajador de Caso o cuando envió su queja por escrito y manténgala con su copia en sus archivos.

- Si en este paso recibió respuesta o resolvió el problema, no se requiere hacer nada más.
• Si no hay respuesta o resolución dentro de los 10 días calendarios, siga al Tercer Paso.

TERCER PASO:

Mande una copia de su denuncia o queja por escrito al Especialista de Programa. Si desea una respuesta, incluya su nombre, dirección y número de teléfono. Su información personal y los detalles de su denuncia o queja se mantendrán confidencial.

HS Program Development Division,
ATTN: Contracts Support Unit
825 E. Hospitality Lane, 2nd Floor
San Bernardino, CA 92415-0079
909-383-9700

- Si en este paso recibió respuesta o resolvió el problema, no se requiere hacer nada más.
• Si no hay respuesta o resolución dentro de los 10 días calendarios, siga al Cuarto Paso.

CUARTO PASO:

Mande una copia de su denuncia o queja por escrito al Analista de Contratos a:

HS Administrative Support Division
Contracts Unit
150 S. Lena Road
San Bernardino, CA 92415-0515

Será contactado dentro de 10 días calendarios si ha proporcionado su información de contacto.

Por favor note: Cada uno de estos pasos deben ser completados en la orden que se indica.

..... Separar aquí.....

CERTIFICACIÓN DEL PROCEDIMIENTO PARA DENUNCIAS Y QUEJAS

Esto certifica que he leído, entendido, y he recibido el Procedimiento para Denuncias y Quejas.

Firma del Cliente

Fecha



## PROCEDIMIENTO PARA DENUNCIAS Y QUEJAS

**ESTE AVISO INFORMATIVO DEBE MOSTRARSE EN VISTA CLARA EN AREAS DONDE EL CLIENTE RECIBIRÁ SERVICIO DIRECTO O COMO ESTÁ DELINEADO EN EL CONTRATO DEL CONDADO CORRESPONDIENTE. AL CLIENTE SE LE PROPORCIONARÁ UNA COPIA DE ESTE PROCEDIMIENTO CUANDO LO PIDA.**

Si cree que ha sido discriminado, o que habido una violación de leyes o regulaciones, o si tiene un problema con respecto a los servicios que recibió, usted tiene el derecho de presentar una denuncia o informarnos de su queja.

Se deben seguir los siguientes procedimientos al presentar una denuncia o queja.

### PRIMER PASO:

Escriba su denuncia o queja por escrito y hable con el proveedor de servicios. Guarde una copia para usted y escriba la fecha en que habló con el proveedor de servicios.

- Si en este paso recibió respuesta o resolvió el problema, no se requiere hacer nada más.
- Si no hay respuesta o resolución dentro de los 10 días calendarios, siga al Segundo Paso.

### SEGUNDO PASO:

Mande una copia de su denuncia o queja por escrito o hable con su Trabajador encargado del Caso del Condado sobre su denuncia o queja. Escriba la fecha en que habló con su Trabajador de Caso o cuando envió su queja por escrito y manténgala con su copia en sus archivos.

- Si en este paso recibió respuesta o resolvió el problema, no se requiere hacer nada más.
- Si no hay respuesta o resolución dentro de los 10 días calendarios, siga al Tercer Paso.

### TERCER PASO:

Mande una copia de su denuncia o queja por escrito al Especialista de Programa. Si desea una respuesta, incluya su nombre, dirección y número de teléfono. Su información personal y los detalles de su denuncia o queja se mantendrán confidencial.

HS Program Development Division,  
ATTN: Contracts Support Unit  
825 E. Hospitality Lane, 2<sup>nd</sup> Floor  
San Bernardino, CA 92415-0079  
909-383-9700

- Si en este paso recibió respuesta o resolvió el problema, no se requiere hacer nada más.
- Si no hay respuesta o resolución dentro de los 10 días calendarios, siga al Cuarto Paso.

### CUARTO PASO:

Mande una copia de su denuncia o queja por escrito al Analista de Contratos a:

HS Administrative Support Division  
Contracts Unit  
150 S. Lena Road  
San Bernardino, CA 92415-0515

Será contactado dentro de 10 días calendarios si ha proporcionado su información de contacto.

**Por favor note:** Cada uno de estos pasos deben ser completados en la orden que se indica.

**ASSURANCE OF COMPLIANCE STATEMENT**

**ASSURANCE OF COMPLIANCE WITH THE  
CALIFORNIA DEPARTMENT OF SOCIAL SERVICES  
NONDISCRIMINATION IN STATE AND FEDERALLY ASSISTED PROGRAMS**

\_\_\_\_\_  
NAME OF THE CONTRACTING AGENCY

(Hereinafter called the "Agency")

HEREBY AGREES THAT it will comply with Title VI and VII of the Civil Rights act of 1964 as amended; Section 504 of the Rehabilitation Act of 1973 as amended; the Age Discrimination Act of 1975 as amended; the Food Stamp Act of 1977, as amended and in particular 7 CFR section 272.6; Title II of the Americans with Disabilities Act of 1990; California Civil Code Section 51 et seq., as amended; California Government Code section 11135-11139.8, as amended; California Government Code section 12940 (c), (h), (i), and (j); California Government Code section 4450; California Code of Regulations sections 11140-11200; Title 24 of the California Code of Regulations, Section 3105A(e); the Dymally-Alatorre Bilingual Services Act (California Government Code Section 7290-7299.8); Section 1808 of the Removal of Barriers to Interethnic Adoption Act of 1996; and other applicable federal and state laws, as well as their implementing regulations [including 45 Code of Federal Regulations (CFR) Parts 80, 84, and 91, 7 CFR Part 15, and 28 CFR Part 42], by ensuring that employment practices and the administration of public assistance and social services programs are nondiscriminatory, to the effect that no person shall because of ethnic group identification, age, sex, color, disability, medical condition, national origin, race, ancestry, marital status, religion, religious creed or political belief be excluded from participation in or be denied the benefits of, or be otherwise subject to discrimination under any program or activity receiving federal or state assistance; and HEREBY GIVES ASSURANCE THAT, it will immediately take any measures necessary to effectuate this agreement.

THIS ASSURANCE is given in consideration of and for the purpose of obtaining any and all federal and state assistance; and THE AGENCY HEREBY GIVES ASSURANCE THAT administrative methods/procedures which have the effect of subjecting individuals to discrimination or defeating the objectives of the California Department of Social Services (CDSS) Manual of Policies and Procedures (MPP) Chapter 21, will be prohibited.

BY ACCEPTING THIS ASSURANCE, the Agency agrees to compile data, maintain records and submit reports as required, to permit effective enforcement of the aforementioned laws and regulations and permit authorized CDSS and/or federal government personnel, during normal working hours, to review such records, books and accounts as needed to ascertain compliance. If there are any violations of this assurance, CDSS shall have the right to invoke fiscal sanctions or other legal remedies in accordance with Welfare and Institutions Code Section 10605, or Government Code Section 11135-11139.8, or any other laws, or the issue may be referred to the appropriate federal agency for further compliance action and enforcement of this assurance.

THIS ASSURANCE is binding on the Agency directly or through contract, license, or other provider services, as long as it receives federal or state assistance; and shall be submitted annually with the required Civil Rights Plan Update.

\_\_\_\_\_  
DATE

\_\_\_\_\_  
SIGNATURE

\_\_\_\_\_  
ORGANIZATION



## ATTACHMENT E

### Campaign Contribution Disclosure (SB 1439)

#### **DEFINITIONS**

Actively supporting the matter: (a) Communicate directly with a member of the Board of Supervisors or other County elected officer [Sheriff, Assessor-Recorder-Clerk, District Attorney, Auditor-Controller/Treasurer/Tax Collector] for the purpose of influencing the County's decision on the matter; or (b) testifies or makes an oral statement before the County in a proceeding on the matter; or (c) communicates with County employees, for the purpose of influencing the County's decision on the matter; or (d) when the person/company's agent lobbies in person, testifies in person or otherwise communicates with the Board or County employees for purposes of influencing the County's decision in a matter.

Agent: A third-party individual or firm who, for compensation, is representing a party or a participant in the matter submitted to the Board of Supervisors. If an agent is an employee or member of a third-party law, architectural, engineering or consulting firm, or a similar entity, both the entity and the individual are considered agents.

Otherwise related entity: An otherwise related entity is any for-profit organization/company which does not have a parent-subsidary relationship but meets one of the following criteria:

- (1) One business entity has a controlling ownership interest in the other business entity;
- (2) there is shared management and control between the entities; or
- (3) a controlling owner (50% or greater interest as a shareholder or as a general partner) in one entity also is a controlling owner in the other entity.

For purposes of (2), "shared management and control" can be found when the same person or substantially the same persons own and manage the two entities; there are common or commingled funds or assets; the business entities share the use of the same offices or employees, or otherwise share activities, resources or personnel on a regular basis; or there is otherwise a regular and close working relationship between the entities.

Parent-Subsidiary Relationship: A parent-subsidiary relationship exists when one corporation has more than 50 percent of the voting power of another corporation.

**Contractors must respond to the questions on the following page. If a question does not apply respond N/A or Not Applicable.**

1. Name of Contractor: Walden Family Services
2. Is the entity listed in Question No.1 a nonprofit organization under Internal Revenue Code section 501(c)(3)?  
 Yes  If yes, skip Question Nos. 3-4 and go to Question No. 5  
 No
3. Name of Principal (i.e., CEO/President) of entity listed in Question No. 1, if the individual actively supports the matter and has a financial interest in the decision: NA
4. If the entity identified in Question No.1 is a corporation held by 35 or less shareholders, and not publicly traded ("closed corporation"), identify the major shareholder(s):  
NA
5. Name of any parent, subsidiary, or otherwise related entity for the entity listed in Question No. 1 (see definitions above):

Company Name	Relationship
NA	NA

6. Name of agent(s) of Contractor:

Company Name	Agent(s)	Date Agent Retained (if less than 12 months)
NA	NA	NA

7. Name of Subcontractor(s) (including Principal and Agent(s)) that will be providing services/work under the awarded contract if the subcontractor (1) actively supports the matter and (2) has a financial interest in the decision and (3) will be possibly identified in the contract with the County or board governed special district.

Company Name	Subcontractor(s):	Principal and/or Agent(s):
NA	NA	NA

8. Name of any known individuals/companies who are not listed in Questions 1-7, but who may (1) actively support or oppose the matter submitted to the Board and (2) have a financial interest in the outcome of the decision:

Company Name	Individual(s) Name
NA	NA

9. Was a campaign contribution, of more than \$250, made to any member of the San Bernardino County Board of Supervisors within the prior 12 months, by any of the individuals or entities listed in Question Nos. 1-8?

No  If **no**, please skip Question No. 10.

Yes  If **yes**, please continue to complete this form.

10. Name of Board of Supervisor Member: \_\_\_\_\_

Name of Contributor: \_\_\_\_\_

Date(s) of Contribution(s): \_\_\_\_\_

Amount(s): \_\_\_\_\_

Please add an additional sheet(s) to identify additional Board Members to whom anyone listed made campaign contributions.

By signing the Contract, Contractor certifies that the statements made herein are true and correct. Contractor understands that the individuals and entities listed in Question Nos. 1-8 are prohibited from making campaign contributions of more than \$250 to any member of the Board of Supervisors while award of this Contract is being considered and for 12 months after a final decision by the County.