

THE INFORMATION IN THIS BOX IS NOT A PART OF THE CONTRACT AND IS FOR COUNTY USE ONLY



Contract Number
23-1144 A-1

SAP Number

Community Development and Housing

Department Contract Representative	Carrie Harmon, Director
Telephone Number	(909) 382-3983
Contractor	Inland Southern California 211+
Contractor Representative	Kimberly Starrs
Telephone Number	909-980-2857
Contract Term	11/01/2023-06/30/2025
Original Contract Amount	\$3,350,000
Amendment Amount	-\$933,115
Total Contract Amount	\$2,416,885
Cost Center	6210002496 (HDAP)

IT IS HEREBY AGREED AS FOLLOWS:

AMENDMENT NO.1 CONTRACT NO. 23-1144

WHEREAS, on October 24, 2023, the San Bernardino County Board of Supervisors (Board) approved Contract No. 23-1144 (Contract) between San Bernardino County (County) and Inland Southern California 211+ (Contractor) to perform outreach, engagement, and housing navigation services to eligible Housing and Disability Advocacy Program (HDAP) clients who are experiencing homelessness or are at risk of homelessness; and

WHEREAS, since the execution of Contract No. 23-1144, the State of California has decreased funding; and

NOW THEREFORE, the parties hereby agree to amend Contract No. 23-1144, effective December 17, 2024, as follows:

AMEND ATTACHMENT D- FISCAL PROVISIONS

A. METHOD, TIME, AND CONDITIONS OF PAYMENT

Amended to read as follows:

1. The maximum amount of reimbursement under this Contract shall not exceed two million, four hundred sixteen thousand, eight hundred and eighty-five dollars. (\$2,416,885) and shall be subject to availability

of HDAP funds to the County. The consideration to be paid to Contractor, as provided herein, shall be in full payment for all Contractor's services and expenses incurred in the performance hereof, including travel and per diem.

2. Contractor's reimbursement shall be allocated as follows:

Housing and Disability Advocacy Program 2023-2025	
Outreach	
Funded Activity	Awarded Amount
Case Management	\$284,392
Coordinated Entry System Support	\$144,434
Financial Assistance	
Bridge Housing	\$1,368,689
Housing Financial Assistance (including homelessness prevention)	\$536,633
Administration	
Administration	\$82,737
Total	\$2,416,885

AMEND ATTACHMENT E – SCOPE OF SERVICES

A. GENERAL REQUIREMENTS – 2. Services to be Provided

Amended to read as follows:

Dependent upon funding, provide services to a minimum of eighty (80) individuals.

Performance Milestone Requirements

Number of Individuals Served	Milestone Deadline
36	4 months after execution of contract
50	10 months prior to expenditure deadline
70	4 months prior to expenditure deadline
80	Expenditure deadline

A. GENERAL REQUIREMENTS - 6. Temporary and Bridge Housing Placement

Amended to read as follows:

The Contractor shall assist in the development and coordination of a joint housing approach with currently funded PSH providers, RRH providers, local Housing Authority programs, CoC tenant-based scattered-site PSH program, and project based housing to enable, at a minimum, eighty (80) eligible chronically homeless or homeless individuals who rely most heavily on State or County funded programs to live as independently as possible in the community at-large during the term of this contract.

# of persons served in bridge housing	80 Persons
# of persons to achieve housing stability	64 Persons
Percentage of persons exiting back into Homelessness	No more than 20%

A. GENERAL REQUIREMENTS – 7. Housing Financial Assistance

Amended to read as follows:

Housing Financial Assistance

Contractor shall assist clients with financial assistance for all things related to assisting participants in finding and securing interim and permanent housing, maintaining current housing, and stabilizing in new housing.

- a. Financial Assistance will include direct financial assistance to pay for housing related expenses including but not limited to:
 - i. Short and Moderate-Term Rental Housing Subsidies.
 - ii. Landlord Incentives.
 - iii. Security deposit assistance.
 - iv. Enhanced security deposit assistance.
 - v. First and last month's rent.
 - vi. Utility deposit.
 - vii. Utility assistance.
 - viii. Pet assistance such as boarding, grooming, and vaccination.
 - ix. Pet deposits.
 - x. Rental of public storage units for personal items while in the process of obtaining temporary and/or permanent housing.
 - xi. Rental of moving truck to move personal items to temporary and/or permanent housing.
 - xii. Repairs or cleaning of temporary and/or permanent housing.

A. GENERAL REQUIREMENTS – 8. Case Management

Amended to read as follows:

Case Management

Case management services will be provided for as long as necessary to ensure housing stability, with the possibility of transitioning to lower-intensity support as participants achieve self-sufficiency.

- a. General Case Management Services
 - i. Managing incoming referrals from PSH case manager, Housing Providers, Community Partners, County Entities and State Entities.
 - ii. Follow-up with referrals within forty-eight (48) hours to determine eligibility for services.
 - iii. Exploring and assisting individuals in applying for local benefits within the community.
 - iv. Provide linkages or referrals to medical and mental health service.
 - v. Provide food, hygiene, and any items needed to maintain bridge housing on an as needed basis.
 - vi. Transportation services.
 - vii. Referral and assistance with applying for additional social services offered through various County agencies.
 - viii. Establishing relationships between the client and other service providers on a weekly, monthly, or as needed basis.
 - ix. Provide the number of individuals served from CES, case management, and housing support through the grant.
 - x. Provide the number for the chronically homeless or homeless individuals who rely most heavily on government services.
 - xi. Provide a monthly report on case management. Each monthly report should include the following:
 - 1. Track and report on the number of referrals made by case managers to external service providers (e.g., healthcare, housing, employment services).

2. The number of referrals that resulted in clients accessing services from external agencies.
3. The total number of in-person or virtual meetings held with clients.
4. Percentage of clients actively participating in scheduled meetings and follow-up sessions.

b. Landlord Outreach and Engagement Services

- i. Develop and nurture relationships with landlords to understand their needs and concerns, and to encourage them to participate in housing programs.
- ii. Provide education and support by providing landlords with information and resources about housing programs, rental assistance, tenant rights, and responsibilities to help them make informed decisions about renting to eligible tenants.
- iii. Offer incentives such as financial incentives, guaranteed rent, or property management support to landlords who participate in housing programs or rent to tenants with housing vouchers.
- iv. Mediation and conflict resolution to facilitate communication and resolving conflicts between landlords and tenants to maintain positive rental experiences and prevent evictions.
- v. Advocate for policies and practices that support landlord participation in affordable housing programs and address barriers to renting to vulnerable populations.
- vi. Provide a monthly report on the progress made in the landlord outreach and engagement services. Each monthly report should include the following:
 1. A total number of landlords contacted during the reporting period.
 2. Breakdown of outreach methods (e.g., phone calls, emails, direct mail, in-person visits, webinars).
 3. Percentage of landlords who responded positively to engagement efforts.
 4. Number of landlords participating in the program along with a list of landlords engaged.
 5. Number of housing units made available to clients through landlord engagement efforts.
 6. Success rate of landlord partnerships in reducing housing search time.
 7. A numeric goal for the next reporting period to expand the landlord base.
 8. Detail efforts to recruit landlords in underserved areas to increase housing opportunities for clients in specific regions.
 9. Outline strategies to maintain strong relationships with current landlords, such as regular check-ins, recognition programs, or feedback loops.

c. Housing Search Case Management Services

- i. Application assistance by completing rental applications, including gathering necessary documentation and preparing for landlord interviews.
- ii. Housing search assistance by connecting clients to landlords or property managers who may have vacancies.
- iii. Move-in assistance which include completing HQS Inspections/Lead-based Inspections, provide Move-in Documentation for the Landlord and OHS
- iv. Assessment services by conducting thorough assessments of an individual or family's housing situation, including their needs, resources, and challenges.
- v. Develop tailored housing plans that outline short-term and long-term goals, as well as the services and resources required to achieve those goals. Goal setting through collaboratively setting specific, achievable goals related to housing stability, such as securing affordable housing, improving financial literacy, or accessing supportive services.
- vi. Advocacy support by acting as advocates for clients to navigate housing systems,

negotiate with landlords, or access housing-related benefits and resources.

- vii. Participate in bi-weekly HDAP meeting with CDH staff and other community partners. Coordinate additional "Case Conferencing" meetings, as necessary, to coordinate and track participant progress toward the goal of permanent housing.
- i. Provide a monthly report on the progress of households participating in the housing search process. Each monthly report should include the following:
 - 1. The number of households successfully housed.
 - 2. Average number of days from housing referral to placement.
 - 3. Percentage of clients housed within 30, 60, and 90 days.
 - 4. Median time spent in temporary shelters while searching for permanent housing.
 - 5. Percentage of available housing units affordable to clients based on income level (e.g., those earning 30% or less of AMI).
 - 6. Number of housing units identified as appropriate and available during the search period.
 - 7. Number of clients actively participating in housing search activities (e.g., attending viewings, submitting applications).
 - 8. Percentage of clients utilizing case management services to assist in the search.
 - 9. Number of client rejections due to factors such as credit checks, income, or rental history.
 - 10. Top 3 barriers preventing clients from securing housing (e.g., cost, rental history, criminal background).
 - 11. Percentage of clients encountering discriminatory practices or other fair housing violations.
 - 12. Number of clients that are unable to find housing due to insufficient subsidy amounts.
 - 13. Percentage of clients successfully housed after the search process.
 - 14. Rate of placement into Permanent Supportive Housing (PSH) or Rapid Re-Housing (RRH) compared to total clients served.
 - 15. Number of housing applications submitted by clients.
 - 16. Percentage of applications approved, denied, or pending.
 - 17. Number of clients provided with additional supports during housing search (e.g., transportation, legal assistance, financial coaching).
 - 18. Impact of support services on reducing housing search time or increasing housing stability.

d. Housing Stability and Aftercare Case Management Services

- i. Supportive services which include connecting clients with supportive services, such as mental health counseling, substance abuse treatment, or employment assistance, to address underlying issues that may impact housing stability.
- ii. Monitoring and follow-up by providing ongoing support, monitoring progress towards housing stability goals, and making adjustments to the case management plan as needed.
- iii. Crisis intervention by providing immediate assistance in crisis situations, such as eviction or housing loss, to prevent homelessness and stabilize housing situations.

Facilitating discussions to resolve disputes without the need for legal intervention. Ensuring a balanced approach, with no bias toward either party, to foster a mutually agreeable solution. Supporting both tenants and landlords in understanding their rights and responsibilities.

- iv. Connect clients with both public and private sector organizations that promote wellness, civic engagement, and social integration.
- v. Facilitate introductions to social, cultural, or support groups that align with the client's interests and needs.
- vi. Utilize motivational interviewing techniques to instill confidence and self-efficacy in clients.
- vii. Assign appropriate responsibilities to clients to gradually prepare them for living independently once case management services conclude.
- viii. Provide tools and strategies that promote financial management, daily living skills, and problem-solving to encourage sustainable independence.
- ix. Provide a monthly report on the progress of households participating in the AfterCare program with their homeless services provider. Each monthly report should include the following:
 1. The number of households that continue to maintain stable housing. Housing retention rate at 6 and 12 months after placement.
 2. Any changes in household income levels.
 3. The growth in household savings, reductions in household debt, and any changes in household credit scores.
 4. The number of consumers who demonstrate confidence in interacting with their landlords, both positively and in resolving conflicts. Include examples of successful engagements and areas needing improvement.
 5. How many households have established or strengthened connections with local resources, peers, or support groups.
 6. Insight into any challenges faced in the reintegration process.
 7. Data trends, progress comparisons from previous months, and highlight any areas for improvement or additional support needed to meet program goals.

All other terms and conditions of Contract No. 23-1144 remain in full force and effect.

COUNTERPART EXECUTION

This Amendment 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 Amendment. The parties shall be entitled to sign and transmit an electronic signature of this Amendment (whether by facsimile, PDF, or other email transmissions), 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 Amendment upon request.

END OF FIRST AMENDMENT.

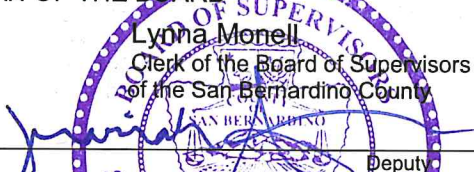
IN WITNESS WHEREOF, San Bernardino County and the Contractor have each caused this Amendment to be subscribed by its respective duly authorized officers, on its behalf.

SAN BERNARDINO COUNTY

► 
Dawn Rowe, Chair, Board of Supervisors

Dated: DEC 17 2024

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

By 
Lynna Monell
Clerk of the Board of Supervisors
of the San Bernardino County
Deputy



INLAND SOUTHERN CALIFORNIA 211+

By ► 
SIGNED by: _____
(Authorized signature - sign in blue ink)

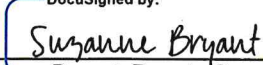
Name Kimberly Starrs
(Print or type name of person signing contract)

Title President & CEO
(Print or Type)


Dated: December 6, 2024

Address 1835 Chicago Avenue, B
Riverside, CA 92507

FOR COUNTY USE ONLY

Approved as to Legal Form
DocuSigned by:
► 
Suzanne Bryant, Deputy County Counsel
Date December 9, 2024

Reviewed for Contract Compliance
► _____
Date _____

Reviewed/Approved by Department
SIGNED by:
► 
Carrie Hampton, Director
Date December 9, 2024



ATTACHMENT C

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 decision on the matter; or (b) testifies or makes an oral statement before the County in a proceeding on the matter for the purpose of influencing the County's decision 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: Inland Southern California 211+

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: n/a

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):

n/a

5. Name of any parent, subsidiary, or otherwise related entity for the entity listed in Question No. 1 (see definitions above):

Company Name	Relationship
Inland Southern California United Way	Management agreement with 211

6. Name of agent(s) of Contractor:

Company Name	Agent(s)	Date Agent Retained (if less than 12 months prior)
n/a		

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):
n/a		

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
n/a	

9. Was a campaign contribution, of more than \$250, made to any member of the San Bernardino County Board of Supervisors or other County elected officer 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 or other County elected officer: _____

Name of Contributor: n/a_____

Date(s) of Contribution(s): _____

Amount(s): _____

Please add an additional sheet(s) to identify additional Board Members or other County elected officers 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 or other County elected officer while award of this Contract is being considered and for 12 months after a final decision by the County.