



AMENDMENT NO. 2

TO

CONTRACT MA-017-24011100

FOR

PROFESSIONAL & TECHNICAL SUPPORT AND INFORMATION & REFERRAL SERVICES

This Amendment to Contract MA-017-24011100 for Professional & Technical Support and Information & Referral Services is made and entered into upon execution of all necessary signatures between Orange County’s United Way dba Orange County United Way, a California nonprofit corporation, (“Contractor”) and the County of Orange, a political subdivision of the State of California (“County”). Contractor and County may sometimes be referred to herein individually as “Party” or collectively as “Parties.”

RECITALS

WHEREAS, County and Contractor executed Contract MA-017-24011100 for Professional & Technical Support and Information & Referral Services, effective July 1, 2024, through June 30, 2025, in the amount not to exceed of \$639,524.00 (Contract); and

WHEREAS, the Parties executed Amendment No. 1 to renew the Contract for one additional year in the amount of \$992,699.34 for a new Contract amount not to exceed of \$1,632,223.34, effective July 1, 2025, through June 30, 2026, and to amend the “Referenced Contract Provisions”, amend the “Federal Contract Provisions”, amend “Attachment A, Scope of Work”, amend “Attachment C, Budget-Administrative and Program Budgets”, amend “Attachment D, Staffing Plan”, add “Attachment E, Common Terms and Definitions”, and replace Exhibit A to the Contract; and

WHEREAS, the Parties now desire to enter into Amendment No. 2 to renew the Contract for one additional year in the amount of \$828,000, for a new Contract not-to-exceed amount of \$2,460,223.34, effective July 1, 2026, through June 30, 2027; amend the “Referenced Contract Provisions”; amend the “Federal Contract Provisions”; amend “Attachment A, Scope of Work”; amend “Attachment C, Budget - Administrative and Program Budgets”; amend “Attachment D, Staffing Plan”; and replace Exhibit A Homeless Service System Pillars Attestation to the Contract; and

NOW, THEREFORE, Contractor and County agree to amend the Contract as follows:

- 1. The “Referenced Contract Provisions” section shall be replaced in its entirety as follows:

REFERENCED CONTRACT PROVISIONS

*County of Orange
County Executive Office –
Office of Coordination and Care*

*MA-017-24011100
Professional & Technical Support and Information &
Referral Services*

*Page 1 of 23
FF#2607407*

Term: July 1, 2024 – June 30, 2027

Period 1: July 1, 2024, to June 30, 2025

Period 2: July 1, 2025, to June 30, 2026

Period 3: July 1, 2026, to June 30, 2027

Maximum Obligation: \$2,460,223.34

Period One: \$639,524.00

Period Two : \$992,699.34

Period Three: \$828,000.00

Basis for Reimbursement: Actual Costs

Payment Method: Arrears

Contractor’s Tax ID Number: 33-0047994

Contractor’s DUNS Number: 076064914

Notices to County and Contractor:

County: County of Orange/CEO
County Procurement Office
400 West Civic Center, 5th floor
Santa Ana, CA 92701
CEOcarecoordination@ocgov.com

Contractor: Orange County’s United Way dba
Orange County United Way
18012 Mitchell South
Irvine, CA 92614-6008
Attn: AnnR@UnitedWayOC.org

2. Federal Contract Provisions shall be amended and replaced in its entirety as follows:

FEDERAL CONTRACT PROVISIONS

1. Contractor’s UEI Number: TWL3WEV59TH4

2. Federal Award Identification Number (FAIN): FR-6600-N-25

3. Federal Award Date: January 29, 2024, January 14, 2025, and pending award date for FY2025 – County of Orange Continuum of Care Program - Continuum of Care Planning Grant and Coordinated Entry System Grant

4. Amount of Federal Funds Obligated by this Action:

County of Orange
County Executive Office –
Office of Coordination and Care

MA-017-24011100
Professional & Technical Support and Information &
Referral Services

Page 2 of 23
FF#2607407

- a. **Period One:** Continuum of Care Planning Grant: \$150,000.00; and Coordinated Entry System Grant: \$182,380.00, for a total of \$332,380.00
 - b. **Period Two:** Continuum of Care Planning Grant: \$150,000.00; and Coordinated Entry System Grant: \$283,700.84, for a total of \$433,700.84.
 - c. **Period Three:** Continuum of Care Planning Grant: \$175,000.00; and Coordinated Entry System Grant: \$176,000, for a total of \$351,000.00
5. **Total amount of Federal Funds Obligated including this Action:** \$1,117,080.84
 6. **Total amount of Federal Award committed to subrecipient:** \$1,117,080.84
 7. **Federal award project description, as required to be response to the Federal Funding Accountability and Transparency Act (FFATA):** Continuum of Care Program: Continuum of Care Planning Grant and Coordinated Entry System Grant
 8. **Name of Federal awarding agency, pass-through entity, and contact information forwarding official of pass-through entity:** U.S. Department of Housing and Urban Development (HUD)
 9. **Assistance Listings number and Title:** 14.267 Continuum of Care (CoC) Program
 10. **Identification of whether the award is R&D:** Not applicable. This was not a Research & Development Contract
 11. **Indirect cost rate for the Federal award (including if the de minimis rate is charged) – 10%** at Contract Award
 12. **Federal program requirements:** Continuum of Care Program (24 CFR part 578)
 13. **Federal cross-cutting requirements:** Uniform Administrative Requirements (2 CFR Part 200), Labor Standards, Economic Opportunities – Section 3 (24 CFR Part 75)
 14. **Pass-through entity requirements:**
 - Contract, Paragraph 6. Cost Report.
 - Contract, Paragraph 16. Inspection and Audits.
 - Attachment A of Contract, Scope of Work
 15. **Period of Retention –** All records pertaining to each fiscal year of Continuum of Care Program funds must be retained for the greater of five (5) years or the period specified below. Copies made by microfilming, photocopying, or similar methods may be substituted for the original records.
 - A. Documentation of each program participant's qualification as a family or individual at risk of homelessness or as a homeless family or individual and other program participant records must

be retained for five (5) years after the expenditure of all funds from the grant under which the program participant was served;

- B. Where Continuum of Care funds are used for the acquisition, new construction, or rehabilitation of a project site, records must be retained until 15 years after the date that the project site is first occupied, or used, by program participants.

Additional Contract References: Contract, Paragraph 25. Records Management and Maintenance

16. Access to Records:

- A. **Federal Government rights.** Notwithstanding the confidentiality procedures established under [paragraph \(b\)](#) of this section, HUD, the HUD Office of the Inspector General, and the Comptroller General of the United States, or any of their authorized representatives, must have the right of access to all books, documents, papers, or other records of the recipient and its subrecipients that are pertinent to the Continuum of Care grant, in order to make audits, examinations, excerpts, and transcripts. These rights of access are not limited to the required retention period, but last as long as the records are retained.
- B. **Public rights.** The recipient must provide citizens, public agencies, and other interested parties with reasonable access to records regarding any uses of Continuum of Care funds the recipient received during the preceding 5 years, consistent with State and local laws regarding privacy and obligations of confidentiality and confidentiality requirements in this part.

Additional Contract References: Contract, Paragraph 16. Inspection and Audits. Contract, Paragraph 25. Records Management and Maintenance

17. Confidentiality:

- A. In addition to meeting the specific confidentiality and security requirements for HMIS data, the recipient and its subrecipients must develop and implement written procedures to ensure:
 1. All records containing protected identifying information of any individual or family who applies for and/or receives Continuum of Care assistance will be kept secure and confidential;
 2. The address or location of any family violence project assisted with Continuum of Care funds will not be made public, except with written authorization of the person responsible for the operation of the project; and
 3. The address or location of any housing of a program participant will not be made public, except as provided under a preexisting privacy policy of the recipient or subrecipient and consistent with State and local laws regarding privacy and obligations of confidentiality.

18. Closeout Terms and Conditions:

Contract, Paragraph, 6. Cost Report

Contract, Paragraph, 11. Equipment

Contract, Paragraph, 16. Inspections and Audits

Contract, Paragraph, 25. Records Management and Maintenance

Contract, Attachment A., Scope of Work

The Contractor's obligation to the County shall not end until all close-out requirements are completed. Activities during this close-out period shall include, but are not limited to: making final payments, disposing of program assets (including the return of all unused materials, equipment, unspent cash advances, program income balances, and accounts receivable to the County), and determining the custodianship of records. Notwithstanding the foregoing, the terms of this Contract shall remain in effect during any period that the Contractor has control over CoC funds, including program income.

3. "Attachment A, Scope of Work" shall be amended and replaced in its entirety as follows:

ATTACHMENT A
SCOPE OF WORK

I. INTRODUCTION:

Orange County’s United Way dba Orange County United Way (Contractor) shall provide technical assistance to the County Executive Office (CEO), Office of Care Coordination and its advisory group, the Continuum of Care Board (CoC Board), which acts on behalf of the Orange County Continuum of Care (CoC). The purpose of this Scope of Services is for Contractor to provide planning support and technical assistance for the functions of the CoC, including application for funding, the Housing Inventory Count (HIC), the Point in Time (PIT) Count, Coordinated Entry System (CES), Homeless Management Information System (HMIS), other related CoC requirements, and other related County driven homeless initiatives. Additionally, the purpose of this Scope of Services is for Contractor to provide operational support for the Information & Referral Services through the 2-1-1 Contact Call Center.

II. BACKGROUND:

County is requesting professional services as part of the annual process in developing, operating, and maintaining a Countywide CoC system to provide a robust system of care for those experiencing homelessness in Orange County. These services are part of a regional effort to build upon and strengthen the Orange County CoC. The Orange County CoC was developed to assist the community in successfully addressing the complex and interrelated issues associated with preventing and addressing homelessness. The Orange County CoC serves as a vehicle for the community to identify needs and to marshal a variety of resources for use in a coordinated, comprehensive and effective manner. Additionally, County serves as the CoC Collaborative Applicant, Administrative Entity and CES Lead for the Orange County CoC.

III. SCOPE OF SERVICES:

Under the direction of County and in coordination with the CoC, Contractor shall assist in the facilitation of the CoC processes in the following areas:

*County of Orange
County Executive Office –
Office of Coordination and Care*

*MA-017-24011100
Professional & Technical Support and Information &
Referral Services*

*Page 5 of 23
FF#2607407*

A. CoC Planning and Support Activities

1. U.S. Department of Housing and Urban Development (HUD) CoC Program Notice of Funding Opportunity (NOFO) and Application
2. PIT Count

B. HMIS Lead

- C. CES Virtual Front Door and Support
- D. 211 Information and Referral Call Center Services
- E. Compensation for People with Lived Experience
- F. CES for Survivors Support

Below outlines the full description for each of the CoC Activity as part of the Scope of Work:

A. CoC Planning and Support Activities

1. HUD COC Program NOFO and Application – Under the direction of County, Contractor shall provide assistance with the annual CoC Program NOFO Application process. During the application process, Contractor shall:
 - a. Provide HMIS data needed to review Joint Transitional Housing – Rapid Rehousing, Rapid Rehousing and Permanent Supportive Housing project performance for the review and ranking process of the annual CoC Program NOFO application process.
 - b. Provide relevant CoC system-wide and CoC project-level performance data for the CoC Program Application, including those related to HMIS, PIT, CES and other components as required to complete the application.
 - c. Provide technical assistance to CoC renewal projects targeted for reallocation due to the project performance data and approved thresholds by the CoC Board.
 - d. Work with County, CoC and CoC Board to complete assigned CoC Program NOFO application charts and tables related to the HIC, PIT, HMIS implementation status and HMIS agency certification.
 - e. Work with County, CoC and CoC Board to refine procedures and systems utilized to prepare the CoC Program Application including HUD’s electronic submission requirements and review of project performance criteria.
 - f. Participate in CoC Committees, Ad Hoc and other related meetings related to the CoC Program application process as requested by County.

2. PIT Count – Under the direction of County and in coordination with the CoC Board, Contractor shall provide leadership and direct the needed provision of services to complete the annual HIC and Sheltered PIT Count. The HIC and Sheltered PIT Count effort occurs the last week of January each year or as determined by HUD.
 - a. Contractor may direct through the provision of services in the areas of:
 1. Project design and oversight
 2. Resource development
 3. Design, operate and maintain needed training and marketing materials, including

- website and appropriate learning management platforms, for sheltered count.
4. Completion of data analysis, Sheltered PIT Count and HIC calculations and final report presentation.
 5. Other HUD requirements as directed by County.
 6. Compile the annual HIC and Sheltered PIT Count in accordance with HUD guidelines and requirements.
 7. Contractor will develop and implement a quality control process to ensure accuracy of reported sheltered PIT count and HIC data. The quality control process and data will be presented to the County prior to the HUD required PIT submission and the posting of the CoC PIT Summary published by the County.

B. HMIS Lead

1. Given that Contractor is the CoC designated HMIS lead, receives HUD grant(s) and in compliance with HEARTH Act and CoC guidance, Contractor shall:
 - a. Accept HUD HMIS Lead Grant(s) for the implementation of all required HMIS activities per HUD requirements, and direction from the CoC Board and County.
 - b. Fundraise for additional funding to support continued HMIS functions and meet HUD match requirements.
 - c. Submit to HUD all reports in the HUD Data Exchange (HDX) as required, including but not limited to the HIC, Longitudinal Systems Analysis (LSA), System Performance Measures (SPM) and PIT, in coordination with County as the CoC Collaborative Applicant. Due dates to be coordinated with County to allow for timely presentation to the CoC Board.
 - d. Modify, change or improve HMIS operating system/software as directed by the CoC Board and/or County staff to meet local objectives and support local homeless initiatives.
 - e. All HMIS Policies and Procedures and related documents shall be updated, at minimum annually as required by HUD (24 CFR 587.7(b)(5) and 24 CFR 587 (a)(5)) and as needed or determined by County and CoC Board during the contract year to reflect changes and improvements related to HMIS and enhanced CoC coordination.
 - f. Submit an annual HMIS Annual Performance Report (APR) to the County for review and present to the CoC Board, as directed by the County.
 - g. Obtain prior approval from the CoC Board for any HMIS fees charged to CoC agencies and HMIS participants.
 - h. Develop and provide training materials and technical support to agencies and users participating in HMIS, specifically including agencies receiving CoC Program funding with low project performance who may be at risk for funding reallocation.
 - i. Provide support in establishing membership for and facilitate CoC committees, ad hocs or working groups, in partnership with CoC Board and County, that support the ongoing operation and improvement of HMIS in Orange County, such as the HMIS Access Working Group meetings.
 - j. Other responsibilities as identified for HMIS lead agency per HUD and under their contract.
 - k. Provide up to five Manager accounts, up to 15 Enterprise accounts, and up to three Looker accounts for the Office of Care Coordination to access HMIS for activities related to the CoC Lead and CES Lead.

1. Release of data for the purpose of system administration, technical support, program compliance and analytical use is in compliance with the HMIS Policies and Procedures approved by the CoC Board. The CoC Board and County shall be provided with copies of the request and the data that is provided. Any other requests from third parties released, copies of the data shall be made available to the CoC Board and County. Contractor must obtain approval from the CoC Board and County related to any HMIS data releases by the Contractor and data usage by the Contractor for other purposes not related to the Orange County CoC and its functions. Releases/reports should be timely to allow for appropriate review prior to CoC Board; specific timelines to be coordinated with County.
 - m. Provide reports detailing the project performance metrics such as length of stay, program exits and destinations, program occupancy, and additional metrics as needed to the CoC, the CoC Board and County. Such reports may be presented as a data dashboard while adhering to HUD standards and requirements.
 - n. Maintain the live bed management system within HMIS for County identified emergency shelter and transitional housing programs, including training, technical support, and software management.
2. Assistance with developing and analyzing system gaps in the Orange County CoC by gathering available data sources including but not limited to the annual PIT, HIC, HMIS data, LSA, and Information and Referral calls. Contractor may be consulted in the development of the plan that shall identify system gaps, service gaps, and unmet needs.
3. Provide County and Compass OC database the necessary HMIS data exports for the development and maintenance of Compass OC (previously known as the System of Care Data Integration System) to ensure increased care coordination, streamline service delivery and deduplication of efforts. Participate in relevant meetings and discussions regarding the HMIS data exports and the Compass OC database with County staff, as requested. This activity is estimated to be 300 hours per Period.
4. Provide County and the California Interagency Council on Homelessness (Cal ICH) the necessary HMIS data exports on a quarterly basis or as directed by Cal ICH for the compliance of state funding requirements.
5. Participate in relevant webinars, trainings and/or meetings as hosted by HUD and/or Cal ICH regarding HMIS and CoC data. This will support the County and CoC in ensuring compliance with federal and state regulations regarding HMIS data and/or CoC data requirements, as well as provide opportunities for increased technical knowledge and assistance.

C. CES Virtual Front Door and Support

1. As contracted support for CES and in compliance with the HEARTH Act and CoC guidance, Contractor shall under the direction of County as the CES Lead:
 - a. Assist with the ongoing implementation and maintenance of the CES Module, as needed, within the HMIS software. Details to be coordinated with County.
 - b. Provide requested HMIS reports as HMIS Lead.
 - c. Develop and manage the Virtual Front Door infrastructure, including but not limited to

- 1.13 FTE Virtual Front Door (CES) staff.
- d. Provide a Quarterly Report of the Virtual Front Door that includes CES Access Point referrals, warm hand offs, veteran referrals and other items related to Virtual Front Door functions and additional CES data points and features that the Office of Care Coordination approves. This Quarterly Report is to be received by the Office of Care Coordination by the 15th of January, April, July, and October, or last business day prior to the 15th, and will contain the following CES data points, but are not limited to:
 1. Virtual Front Door referrals from the previous quarter, broken down by month, that lead to CES enrollments (with HMIS IDs)
 2. Virtual Front Door referrals that lead to CES enrollments by CES Access Point
 3. Virtual Front Door referrals that lead to CES enrollments by CES Program (Individual, Family, or Survivors)
 - e. Coordinate Request for Release of aggregate CES data with County for the purpose of system administration, technical support, program compliance and analytical use. County, as the CES Lead, will evaluate such requests and take the needed steps to coordinate with the CoC Board and Contractor to fulfill appropriate aggregate CES data request. Contractor in partnership with County shall present to the CoC Board a sample list of typical data requests for pre-approval for release of third-party requests of aggregate CES data. The CoC Board and County shall be provided with copies of the request and the data that is provided. If aggregate data obtained from Clarity software is to be released, copies of the data should be made available to the CoC Board and County.

D. Information and Referral Services

1. Contractor shall make available a 24/7 multilingual health and social service call center that includes a robust database with up-to-date resource information, including but not limited to 1.82 FTE that support the 2-1-1 call center.
 - a. Refer persons in need to local resources such as food, shelter, clothing, workforce development, support groups, child development assessment and safety resources, health care access, substance abuse assessment and treatment services, and other necessary social service supports.
 - b. Provide quarterly Demographic report in PDF format on contacts served and referrals given (by agency/program), by Service Planning Area. Countywide and Service Planning Area Reports to be submitted to County as a public facing document.
 - c. Provide quarterly Report to include results of client satisfaction surveys, results on consumer and stakeholder confidence at least annually. Staff time, consultant time, and related costs associated with the above efforts are allowed under this Contract.
 - d. In coordination with County, create dashboard reports that communicate to a variety of audiences including County Board of Supervisors, CoC Board, CoC and general public the various demands for resources, including housing in Orange County.
 - e. Provide access to live, specially trained information and referral specialist 24 hours a day. Contractor staff shall complete training and keep documentation at site for Contractor's Staff.

- f. Provide assistance in a broad spectrum of languages either with multilingual staff or via a language line service. Quarterly report shall include report on languages utilized throughout time frame detailed.
 - g. Provide and maintain public access to Contractor’s website/database. In quarterly report, Contractor shall provide report on total searches performed.
 - h. Disseminate information to the public via an emailing listserv as requested by County.
 - i. Work with County staff to identify unmet needs and assist in locating programs offering those services.
 - j. Provide online access to the public database to Orange County residents via website www.211oc.org.
 - k. Provide number of agencies, programs, and records updated during the quarter. Sufficient staffing to ensure reliability and accuracy of database. Contractor shall develop a Quality Control plan stating how staff shall be used and deliver that plan to County as directed.
2. Provide information and reports to County, including but not limited to trend reports and other regional information as requested given reasonable advance notice with newly implemented automatic/accessible data reports through an electronic platform.
 3. Contractor shall provide public information support in times of Emergency Operations Center (EOC) Activation.
 - a. Coordinate with EOC during times of disaster. Providing rumor control, mass shelter information, extreme heat/cooling noticing system and notification of road closures or decontamination zones; contact community-based organizations and faith-based organizations to ascertain special emergency specific resources identified by the EOC; and provide general support to community in public information role. In the event of a disaster, provide summary report of activities.
 - b. In preparation for support to EOC during times of disaster, participate with County and other stakeholders in regional disaster preparedness/response meetings as appropriate to Call Center activities and Contractor’s role in disaster preparedness/response.
 4. Geographic Information Systems Data Support & Dashboard Reports.

E. Compensation for People with Lived Experience

Contractor shall coordinate the provision of financial compensation for People with Lived Experience partnering with the County and the Orange County CoC, Board and its related committees, working groups, and/or ad hocs. This will include the CoC Board, Lived Experience Advisory Committee (LEAC), and Youth Action Board (YAB), and may include other relevant County initiatives that may invite one-time and/or recurring participation from People with Lived Experience. The goal is to support People with Lived Experience who are partnering with the CoC and County to fully engage as members of the CoC and decision-making bodies. Contractor shall provide the following services at minimum:

1. Coordination of Participation – Contractor shall assist the County with managing the coordination and participation of People with Lived Experience (Participants) within the

various initiatives of the Orange County CoC and/or County.

- a. Participate in meetings of the LEAC, YAB and other CoC and County related meetings as determined and approved by the County.
 - b. Facilitate meetings of the YAB in collaboration with the County, and in compliance with the Brown Act.
 - c. Track attendance of Participants at LEAC and YAB meetings and work in coordination with the County to track attendance at other meetings of the CoC and County, including but not limited to the TAY Collaborative Committee, Commission to Address Homelessness, to provide financial compensation per meeting attendance and track financial compensation disbursement status.
 - d. Contractor shall address any questions or concerns of Participants related to financial compensation.
 - e. Coordination of Participation shall be performed by the Contractor following best practices related to cultural competency and language inclusiveness. This will at minimum include:
 1. Maintaining culturally aware staff to accommodate Participant needs.
 2. If needed, provide Participants with information on the 2-1-1 Helpline so they may access information and referral services that may best be able to assist them.
 3. Host the monthly meetings of the LEAC and YAB, as requested, at the Contractor’s offices located at 18012 Mitchell South, Irvine, CA 92614. This includes providing physical meeting space and ensuring the technology set up allows for virtual and in-person meeting participation. Alternative locations to host the monthly meetings of the LEAC and YAB may be considered and approved by the County if these locations are centrally located, have available parking free of costs, can be easily accessed by the public, and have adequate technological infrastructure to allow for virtual and in-person meeting participation.
2. Financial Compensation – Contractor shall coordinate the provision of financial compensation as a third-party provider to Participants. Financial compensation rate is to be determined by the County in partnership with the LEAC and CoC.
- a. Contractor shall coordinate the provision of financial compensation to Participants.
 - b. Contractor shall connect with Participants within 10 business days of initial participation in a County and/or CoC meeting as approved by the County to determine the preferred method of financial compensation and provide orientation and guidance on potential tax implications. The meeting should be scheduled based on the preferences of the Participants, whether through in person meeting, virtual meeting, or phone call.
 - c. Contractor shall offer payment that may include but is not limited to, direct deposit, check, gift cards, Venmo, Cash App, and other electronic cash transfers, for participation in partnership activities with the County and/or Orange County CoC.
 - d. Contractor shall track, coordinate and disburse financial compensation for Participants partnering with the CoC and/or County, ensuring compensation is received within 15 business days of participation in the CoC and/or County activity.
 - e. Utilize an efficient tracking mechanism for financial compensation.
3. Program Administration – Contractor shall oversee all budgeting and finance management,

specifically as it relates to the program activities. This will also include accurate and appropriate reporting of the use of state, federal, and/or local funding sources and eligibility requirements, including but not limited to Homeless Housing Assistance and Prevention Grant Program (HHAP) and CoC Planning Grant.

- a. Reporting - Contractor is required to submit reporting monthly in a form acceptable to the County. The reporting shall support the County in evaluating the Contractor's performance as it related to participant data and units of services, meeting attendance, and compensation provided.
 - b. Work in partnership with the County, County Procurement Office (CPO) and partners involved to deliver the services as outlined in the Program by being responsive to the needs of the Participants, County, CPO and other stakeholders involved in service delivery.
 - c. Contractor shall revise policies and procedures for the operations of the Compensation Program as requested by the County, for all aspects of the Compensation Program, including but not limited to financial disbursement services, management plan, staff responsibilities and coordination.
 - d. Track Program costs and ensure eligibility for payment within the funding requirements.
 - e. Process and distribute necessary tax documentation for Participants as it relates to compensation received through the program.
4. Target Population and Eligibility Requirements – The target population for the Compensation Program primarily will be determined and confirmed by the County. However, the target population includes the following, reference Attachment E for complete definitions:
- a. People with Lived Experience
 - b. LEAC Membership
 - c. YAB Membership
5. Other Related Activities – Contractor shall utilize other resources (as available) to support the delivery of technical assistance to the target population. The Contractor and County will work collaboratively to develop a Memorandum of Understanding (MOU) with the Orange County CoC outlining roles and responsibilities and the scope of work for these activities.

F. CES For Survivors Support

1. As contracted support for CES and in compliance with the HEARTH Act and CoC guidance, Contractor shall, under the direction of County as the CES Lead:
 - a. Manage the CES for Survivor Module in BitFocus Clarity
 - b. Coordinate with the County and the CES for Survivors Administrator, as selected by the County.
 - c. Facilitate joint communication and collaboration with BitFocus, the County and the CES for Survivors Administrator throughout the process of establishing and maintaining CES for Survivors in Clarity, also including but not limited to access to any training and implementation planning sessions established by Bitfocus.
 - d. Manage access to the CES for Survivors comparable database on behalf of the Orange County CoC. In total, the Orange County CoC will have 9 Enterprise accounts, 6 Manager

accounts, 11 System Administrator accounts, 13 Looker accounts, and 5 Agency licenses. The following is the Contractor’s recommendation on allocation of accounts and licenses reserved for their use, and may be subject to change upon mutual agreement by the Contractor and the County.

1. Each Access Point (3 Access Points total) will receive 2 Enterprise accounts, 1 Manager account, and 1 Agency license.
2. The County as the CES Lead will receive 1 Enterprise account, 2 Manager accounts, 1 Looker account, and 1 Agency license.
3. CES Administrator, as identified by the County, will receive 2 Enterprise accounts, 1 Manager account, 1 Looker account, and 1 Agency license.
4. The HMIS Lead will receive 11 System Administrator accounts including Looker access for all accounts.

IV. PERFORMANCE MONITORING:

- A. Performance Monitoring of Contractor by County and/or HUD shall consist of requested and/or required written reporting, as well as onsite monitoring by County or HUD representatives.
- B. County shall periodically evaluate Contractor’s progress in complying with the terms of this Contract. Contractor shall reasonably cooperate during such monitoring. County shall report the findings of each monitoring to Subrecipient.
- C. County shall monitor the performance of Subrecipient against the goals, outcomes, milestones and performance standards required herein. Substandard performance, as determined by County, will constitute non-compliance with this Contract for which County may seek approval of proposed corrective action if needed. If action to correct such substandard performance is not taken by Subrecipient within the time period specified by County, payment(s) will be denied in accordance with the provisions contained in this Contract.

V. DELIVERABLES:

Section	Title	Description	Due Date
A. 1.	HUD NOFO CoC Application	<ul style="list-style-type: none"> – Provide HMIS data needed to review project performance for the review and ranking process – Provide CoC system-wide and project level performance data for CoC Application – Support with refining procedures to prepare the HUD electronic submission – Participate in CoC Ad Hoc meetings related to the CoC Program NOFO application process as requested by County – Provide technical assistance to CoC agencies notified of potential reallocation based on project performance 	Ongoing during Annual NOFO cycle

County of Orange
 County Executive Office –
 Office of Coordination and Care

MA-017-24011100
 Professional & Technical Support and Information &
 Referral Services

Page 13 of 23
 FF#2607407

A.2	PIT	<ul style="list-style-type: none"> - Lead and direct the provision of services needed to complete the annual Sheltered Count - Lead project design and oversight - Resource development - Design operate and maintain needed trainings marketing materials - Create data analysis for Sheltered Count calculations - Create final sheltered count report 	Ongoing
A.3	PIT	<ul style="list-style-type: none"> - Compile annual HIC and sheltered count 	Ongoing
B. 1.	HMIS Lead	<ul style="list-style-type: none"> - Fund development for additional funding - Analysis and annual report to communicate service usage, performance, and client profiles - Modify, change or improve HMIS operating system as directed by the CoC Board or the County - Update HMIS Policies and Procedures, at minimum annually and as needed - Submit APR to the County and present to the CoC Board, as requested - Provide copies of all HMIS data requests and data provided - Provide project performance metric reports such as program exits and length of stay to the CoC, CoC Board and County staff - Provide training to all HMIS users specifically those receiving CoC Program funding and at risk of funding reallocation. - Facilitation of applicable CoC meetings supporting the operation and improvement of HMIS - Maintain a live bed management system in coordination with County staff 	Ongoing
B. 2.	HMIS Lead	<ul style="list-style-type: none"> - Provide County and the Compass OC database the necessary HMIS data exports for the development of the System of Care Data Integration System. This activity is estimated to be 300 hours for the period 	Ongoing
B. 4.	HMIS Lead	<ul style="list-style-type: none"> - Provide HMIS data on a quarterly basis or as directed by Cal ICH or the County for HDIS 	Ongoing

B. 5.	HMIS Lead	<ul style="list-style-type: none"> - Participate in HUD and/or Cal ICH webinars, trainings, or meetings relevant to HMIS and CoC Data 	Ongoing
C. 1.	CES Support	<ul style="list-style-type: none"> - Assist with ongoing implementation and maintenance of the CES Module, as needed, within the HMIS software. - Provide requested HMIS reports as HMIS Lead. - Develop and manage the Virtual Front Door infrastructure, including but not limited to 1.13 FTE Virtual Front Door (CES) staff - Provide a Quarterly Report of the virtual front door as outlined in the Scope of Work - Coordinate Request for Release of aggregate CES data with County - Support and provide needed information to County for the completion of the APR 	Ongoing
D.1.	I&R Services	<ul style="list-style-type: none"> - Maintain robust database with up-to-date resource information - Provide quarterly Demographic report (PDF) on contacts served and referrals given by SPA - Provide quarterly consumer and annual stakeholder satisfaction reports confidence in the services - Create dashboard reports as needed that demonstrate various demands for resources in Orange County - Quarterly report on languages utilized - Quarterly report on visits received from, and total searches performed. - Contact providers to update service information - Disseminate information to the public via an emailing list - Quarterly report of agencies, and programs updated during the quarter 	Quarterly
D.3.	I&R Services	<ul style="list-style-type: none"> - Publish online trend reports and other regional information 	Ongoing
D.3.	I&R Services	<ul style="list-style-type: none"> - Provide information support in times of Emergency Operations Center (EOC) Activation 	Ongoing
D.4.	I&R Services	<ul style="list-style-type: none"> - Provide Geographic Information Systems Data support and dashboard 	Ongoing

		reports as needed	
E.1.	Compensation for People with Lived Experience	– Contractor shall work collaboratively with the Office of Care Coordination to facilitate financial compensation to the YAB	Ongoing
E.2.	Compensation for People with Lived Experience	– Contractor shall collect data and report on performance objectives as outlined below: – Submit roster of Participants actively participating in efforts of the County and/or the CoC accounting of meeting types and attendance by Participants – Submit report of financial compensation amount and distribution method per Participant	Monthly, Annually, Ongoing
E.3.	Compensation for People with Lived Experience	– Contractor shall solicit feedback from Participants on program compensation on a bi-annual basis and report outcomes to County, to support program improvements.	Semi-Annually
F.1.	CES For Survivors Support	– Support and provide needed information to the County for the completion of the APR for CES for Survivors	Ongoing

4. Attachment C. Budget - Administrative and Program Budgets shall be amended and replaced in its entirety as follows:

**Attachment C – Budget
Administrative and Program Budgets for Period 1: July 1, 2024, to June 30, 2025**

Project Categories	Cost
Project Activity: Program - Information & Referral Services	
Administrative Salaries & Benefits	\$13,635.82
Program Salaries & Benefits	\$111,165.48
Operating Costs	\$25,198.70
Project Total	\$150,000.00
Project Activity: Program - HMIS Lead for Orange County CoC	
Administrative Salaries & Benefits	\$14,285.17
Program Salaries & Benefits	\$90,854.40

County of Orange
County Executive Office –
Office of Coordination and Care

MA-017-24011100
Professional & Technical Support and Information &
Referral Services

Page 16 of 23
FF#2607407

Operating Costs	\$52,004.43
Project Total	\$157,144.00
Project Activity: CoC Planning Grant	
Administrative Salaries & Benefits	\$13,636.40
Program Salaries & Benefits	\$127,861.34
Operating Costs	\$8,502.26
Project Total	\$150,000.00
Project Activity: Program – Operate Virtual Front Door	
Administrative Salaries & Benefits	\$16,580.31
Program Salaries & Benefits	\$141,571.51
Operating Costs	\$24,228.18
Project Total	\$182,380.00
Total Contract Costs	\$639,524.00

Administrative and Program Budgets for Period 2: July 1, 2025, to June 30, 2026

The total budget for Period 2 is \$992,699.34. The table below provides a breakdown by the following activities:

- A. CoC Planning and Support Activities
- B. HMIS Lead
- C. CES Virtual Front Door and Support
- D. Information and Referral Services
- E. Compensation for People with Lived Experience
- F. CES for Survivors Support

Activity and Budget Line Item	Cost
Activity A: CoC Planning and Support Activities	
Administrative Salaries	\$11,086.48
Administrative Benefits	\$2,549.88
Program Salaries	\$102,777.36
Program Benefits	\$23,643.36
Operating Costs	\$9,942.92
Activity A Subtotal	\$150,000.00
Activity B: HMIS Lead	
Administrative Salaries	\$11,614.49
Administrative Benefits	\$2,671.33

Program Salaries	\$76,959.29
Program Benefits	\$17,704.15
Operating Costs	\$48,194.74
Activity B Subtotal	\$157,144.00
Activity C: CES Virtual Front Door and Support	
Administrative Salaries	\$13,479.68
Administrative Benefits	\$3,100.32
Program Salaries	\$113,922.12
Program Benefits	26,202.12
Operating Costs	\$25,675.76
Activity C Subtotal	\$182,380.00
Activity D: Information & Referral Services	
Administrative Salaries	\$11,086.48
Administrative Benefits	\$2,549.88
Program Salaries	\$91,159.12
Program Benefits	\$20,966.72
Operating Costs	\$24,237.80
Activity D Subtotal	\$150,000.00
Activity E: Compensation for People with Lived Experience	
Indirect Costs	\$9,259.50
Program Salaries	\$54,500.00
Program Benefits	\$12,535.00
Operating Costs	\$25,560.00
Compensation	\$150,000.00
Activity E Subtotal	\$251,854.50
Activity F: CES for Survivors Support	
Indirect Costs	\$9,210.99
Program Salaries	\$30,160.00
Program Benefits	\$6,936.80
Operating Costs	\$55,013.05
Activity F Subtotal	\$101,320.84
Total Contract	\$992,699.34

Administrative and Program Budgets for Period 3: July 1, 2026, to June 30, 2027

The total budget for Period 3 is \$828,000.00. The table below provides a breakdown by the following activities:

- A. CoC Planning and Support Activities
- B. HMIS Lead
- C. CES Virtual Front Door and Support
- D. Information and Referral Services

County of Orange
 County Executive Office –
 Office of Coordination and Care

MA-017-24011100
 Professional & Technical Support and Information &
 Referral Services

Page 18 of 23
 FF#2607407

- E. Compensation for People with Lived Experience
- F. CES for Survivors Support

Activity and Budget Line Item	Cost
Activity A: CoC Planning and Support Activities	
Administrative Salaries	\$11,088.24
Administrative Benefits	\$2,548.12
Program Salaries	\$97,098.48
Program Benefits	\$24,274.56
Operating Costs	\$14,990.60
Activity A Subtotal	\$150,000.00
Activity B: HMIS Lead	
Administrative Salaries	\$10,239.84
Administrative Benefits	\$2,669.25
Program Salaries	\$67,400.40
Program Benefits	\$16,850.16
Operating Costs	\$44,840.35
Activity B Subtotal	\$142,000.00
Activity C: CES Virtual Front Door and Support	
Administrative Salaries	\$6,846.36
Administrative Benefits	\$1,335.46
Program Salaries	\$56,061.24
Program Benefits	\$14,015.40
Operating Costs	\$11,741.54
Activity C Subtotal	\$90,000.00
Activity D: Information & Referral Services	
Administrative Salaries	\$10,239.84
Administrative Benefits	\$2,032.89
Program Salaries	\$79,970.76
Program Benefits	\$19,992.72
Operating Costs	\$22,763.79
Activity D Subtotal	\$135,000.00
Activity E: Compensation for People with Lived Experience	
Indirect Costs	\$20,454.00
Program Salaries	\$60,000.00
Program Benefits	\$13,800.00
Operating Costs	\$6,745.00
Compensation	\$124,001.00
Activity E Subtotal	\$225,000.00

County of Orange
 County Executive Office –
 Office of Coordination and Care

MA-017-24011100
 Professional & Technical Support and Information &
 Referral Services

Page 19 of 23
 FF#2607407

Activity F: CES for Survivors Support	
Indirect Costs	\$7,818.18
Program Salaries	\$21,632.00
Program Benefits	\$5,392.98
Operating Costs	\$51,156.84
Activity F Subtotal	\$86,000.00
Total Contract	\$828,000.00

5. Attachment D. Staffing Plan shall be amended and replaced in its entirety as follows:

ATTACHMENT D
 Staffing Plan
Period 1: July 1, 2024, to June 30, 2025

Title	FTE*
Information and Referral Services	2.18
HMIS Lead	0.99
CoC Planning and Support Activities	1.28
CES Virtual Front Door and Support	2.49
TOTAL:	6.94

*FTE = Full-Time Equivalent

Period 2: July 1, 2025, to June 30, 2026

The below table provides a Staffing breakdown by the following activities:

- A. CoC Planning and Support Activities
- B. HMIS Lead
- C. CES Virtual Front Door and Support
- D. Information and Referral Services
- E. Compensation for People with Lived Experience
- F. CES for Survivors Support

Activity	A	B	C	D	E	F	Total
Administrative Staffing							
Executive Director	0.03	0.02	0.02	0.03	0.00	0.00	0.10
Director, Operations	0.05	0.06	0.05	0.05	0.00	0.00	0.21
Director, Community Impact	0.00	0.00	0.03	0.00	0.00	0.00	0.03
Administrative Subtotal	0.08	0.08	0.10	0.08	0.00	0.00	0.34
Program Staffing							
HMIS Data Analyst	0.55	0.20	0.00	0.00	0.00	0.50	1.25

Senior Manager, HMIS	0.20	0.40	0.00	0.00	0.00	0.00	0.60
Director, Data Analytics	0.40	0.20	0.00	0.00	0.00	0.00	0.60
HMIS Support Specialist	0.00	0.10	0.00	0.00	0.00	0.00	0.10
Housing Intake Specialist	0.00	0.00	2.23	0.00	0.00	0.00	2.23
Finance Manager	0.00	0.00	0.00	0.00	0.10	0.00	0.10
Lived Experience Partnership Manager	0.00	0.00	0.00	0.00	0.50	0.00	0.50
I&R Specialist	0.00	0.00	0.00	1.85	0.00	0.00	1.85
Program Subtotal	1.15	0.90	2.23	1.85	0.60	0.50	7.23
TOTAL	1.23	0.98	2.33	1.93	0.60	0.50	7.57

*FTE = Full-Time Equivalent

Subrecipient personnel must be duly licensed and qualified to provide the services under this Contract with appropriate training, education, and experience. Any change in Subrecipient: (a) key personnel, a reduction in effort of 25% or more, or an absence for three (3) months; or (b) key finance/accounting personnel; requires written notice to County for approval of replacement personnel, which shall not be unreasonably withheld.

The County may reserve the right to involve other personnel, as their services are required. The specific individuals will be assigned based on the need and time of the service/class required. Assignment of additional key personnel shall be subject to County approval.

Period 3: July 1, 2026, to June 30, 2027

The below table provides a Staffing breakdown by the following activities:

- A. CoC Planning and Support Activities
- B. HMIS Lead
- C. CES Virtual Front Door and Support
- D. Information and Referral Services
- E. Compensation for People with Lived Experience
- F. CES for Survivors Support

Activity	A	B	C	D	E	F	Total
Administrative Staffing							
Executive Director	0.03	0.03	0.03	0.03	0.00	0.00	0.12
Director, Operations	0.04	0.04	0.01	0.04	0.00	0.00	0.13
Administrative Subtotal	0.07	0.07	0.04	0.07	0.00	0.00	0.25
Program Staffing							

HMIS Data Analyst	0.40	0.00	0.00	0.00	0.00	0.40	0.80
Senior Manager, HMIS	0.20	0.20	0.00	0.00	0.00	0.00	0.40
Director, Data Analytics	0.40	0.20	0.00	0.00	0.00	0.00	0.60
HMIS Support Specialist	0.00	0.40	0.00	0.00	0.00	0.00	0.40
Senior Manager, Contact Center	0.00	0.00	0.05	0.00	0.00	0.00	0.05
Housing Intake Specialist	0.00	0.00	1.00	0.00	0.00	0.00	1.00
Finance Manager	0.00	0.00	0.00	0.00	0.10	0.00	0.10
Lived Experience Partnership Manager	0.00	0.00	0.00	0.00	0.60	0.00	0.60
I&R Specialist	0.00	0.00	0.00	1.75	0.00	0.00	1.75
Program Subtotal	1.00	0.80	1.05	1.75	0.70	0.40	5.70
TOTAL	1.07	0.87	1.09	1.82	0.70	0.40	5.95

*FTE = Full-Time Equivalent

Subrecipient personnel must be duly licensed and qualified to provide the services under this Contract with appropriate training, education, and experience. Any change in Subrecipient: (a) key personnel, a reduction in effort of 25% or more, or an absence for three (3) months; or (b) key finance/accounting personnel; requires written notice to County for approval of replacement personnel, which shall not be unreasonably withheld.

The County may reserve the right to involve other personnel, as their services are required. The specific individuals will be assigned based on the need and time of the service/class required. Assignment of additional key personnel shall be subject to County approval.

- 6. Exhibit A Homeless Service System Pillars Attestation shall be replaced in its entirety.
- 7. All other terms and conditions in this Contract shall remain unchanged and with full force and effect.

SIGNATURE PAGE FOLLOWS

*County of Orange
County Executive Office –
Office of Coordination and Care*

*MA-017-24011100
Professional & Technical Support and Information &
Referral Services*

*Page 22 of 23
FF#2607407*

SIGNATURE PAGE


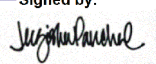
IN WITNESS WHEREOF, the Parties hereto have executed this Contract on the date first above written.

Orange County’s United Way dba Orange County United Way, a California nonprofit corporation


If the Contractor is a corporation, signatures of two specific corporate officers are required as further set forth.

- The first corporate officer signature must be one of the following: 1) Chairman of the Board, 2) President, 3) Vice President; and
- The second corporate officer signature must be one of the following: 1) Secretary, 2) Assistant Secretary, 3) Chief Financial Officer, 4) Assistant Treasurer.

In the alternative, a single corporate signature is acceptable when accompanied by a corporate resolution demonstrating the legal authority of the signature to bind the company.

Signed by:	Name	Title	Date
	Susan B. Parks, President & CEO	President & CEO	5/21/2026
	Jeegisha Panchal, Chief Financial Officer	Chief Financial Officer	5/22/2026

**COUNTY OF ORANGE, a political subdivision of the State of California
COUNTY AUTHORIZED SIGNATURE:**

Deputy Procurement Agent			
Signature	Name	Title	Date
	Christopher Anderson, County Counsel	Deputy	5/22/2026