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AMENDMENT NO. 4

TO

CONTRACT MA-017-26010686

FOR

PREVENTION AND SHELTER DIVERSION SERVICES

This Amendment to Contract MA-017-26010686 for Prevention and Shelter Diversion Services (Contract) is made and entered into as of the date fully executed by and between the County of Orange, a political subdivision of the State of California ("County"), and Volunteers of America of Los Angeles, a California Non-Profit ("Contractor"), with County and Contractor sometimes referred to as Party or collectively as Parties.

RECITALS

WHEREAS, Contractor and County, executed Contract MA-017-26010686 for Prevention and Shelter Diversion Services, effective December 16, 2025, through June 30, 2027, in an amount not to exceed $1,140,128; and

WHEREAS, the Parties executed Amendment No. 1 to include Referenced Contract Provisions in Article I. "General Terms and Conditions" and to replace Article III. "Additional Terms and Conditions" Subparagraph 2. "Term of Contract" to the Contract; and

WHEREAS, the Parties executed Amendment No. 2 to amend Attachment A, to replace Section 6. "Staffing Table" and replace Section 7. "Budget Table"; and

WHEREAS, the Parties executed Amendment No. 3 to amend Attachment A, to replace Section 6. "Staffing Table" and replace Section 7. "Budget Table"; and

WHEREAS, the Parties now desire to enter into this Amendment No. 4 to extend the Term of the Contract through June 30, 2028, increase the contract by $1,211,788.82 for a revised Maximum Obligation of $2,351,916.82, include Referenced Contract Provisions, and to amend Attachment A, Scope of Work;

NOW, THEREFORE, the Parties mutually agree as follows:

1. Article III, Subparagraph 2. "Term of Contract" shall be amended and replaced in its entirety as follows:

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2. **Term of Contract:**

The initial term of this Contract shall become effective December 16, 2025, and shall continue through June 30, 2028, unless otherwise terminated as provided herein.

2. The Referenced Contract Provisions contained appended to Article I by Amendment No. 1 are amended and replaced in their entirety as follows:

REFERENCED CONTRACT PROVISIONS

Term: December 16, 2025, through June 30, 2028
Period 1: December 16, 2025, through June 30, 2026
Period 2: July 1, 2026, through June 30, 2027
Period 3: July 1, 2027, through June 30, 2028

Maximum Obligation: **$**2,351,916.82
Period 1: $281,782.82
Period 2: $885,000.00
Period 3: $1,185,134

Basis for Reimbursement: Actual Costs

Payment Method: Arrears

Contractor's Tax ID Number: 95-1691330

Contractor's DUNS Number: 07-292-6041

Contractor's Unique Entity Identifier Number: DJM3CNDVQ2J8

Notices to County and Contractor:
County: County of Orange/CEO
County Procurement Office
400 West Civic Center
Santa Ana, CA 92701
CEOcarecoordination@ocgov.com
Contractor: Volunteers of America of Los Angeles
3600 Wilshire Blvd. Suite 1500
Los Angeles, CA 90010

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

ATTACHMENT A

1. BACKGROUND

A. The Homeless Housing, Assistance and Prevention (HHAP) Program provides local jurisdictions with funds to support regional coordination, the development of a unified response to homelessness, and funding to continue the efforts to end homelessness through permanent housing and supportive services informed by best-practices. The HHAP Program prioritizes the strategic pairing of these funds with other local, state, and federal funds, with an emphasis on supporting programs and projects with the most impactful use of funds. HHAP funded service coordination programs should demonstrate clear pathways to connect people to permanent housing opportunities. HHAP funded projects should be low barrier and must be compliant with the State of California's Housing First criteria. HHAP funded services should be delivered in a trauma informed and culturally responsive manner.

2. TARGET POPULATION

A. Contractor is to provide Homelessness Prevention and Shelter Diversion Services (Program) to individuals, families, and older adults at risk of experiencing homelessness in the North, Central, and South Service Planning Areas (SPAs) of Orange County. The Program will prioritize households that have income that does not exceed 30% of Area Median Income (AMI) at the time of enrollment. Households exceeding 30% AMI may be assisted provided they meet the eligibility criteria for the Program.

B. Contractor is to confirm eligibility and review supporting forms and documentation for Participant households to ensure their eligibility for assistance.

C. Eligible Participants households are those who are at risk of homelessness as defined by an individual or family who does not have sufficient resources immediately available to prevent them from moving to an emergency shelter or another place not meant for human habitation.

D. Eligible Participants include those that are at imminent risk of homelessness as defined by an individual or family who will

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imminently lose their primary nighttime residence, provided that:

1. Residence will be lost with 14 days of the date of application for homeless assistance;
2. No subsequent residence has been identified; and
3. The individual or family lacks the resources or networks needed to obtain other permanent housing.

E. Participant households should meet one or more of the following criteria to be eligible for assistance, and assistance should follow the prioritization guidelines described:
   1. Currently in formal eviction proceedings and who are at imminent risk of homelessness. Participant households eligible under these criteria will receive first priority for assistance.
   2. Has been notified in writing that their current housing or living situation will be terminated. Participant households eligible under this criteria will receive second priority for assistance.
   3. Has demonstrated housing precarity as determined by Contractor through analysis of combined contributing financial factors including income, rent burden that exceeds 50% of the household income, rental arrears, medical bills, and unforeseen expenses that hinder that household's ability to sustain rent in the immediate future without stabilizing assistance. Participant households eligible under this criteria will receive assistance once first and second priority households have been connected to assistance.

F. At the time of program enrollment, eligible Participants households must meet the above criteria of individuals and families at risk of experiencing homelessness in Orange County. The Program should prioritize and focus on assisting individuals and families that are at imminent risk of homelessness.

3. PROGRAM DESCRIPTION

A. Scope of Services Overview
   1. The purpose of this Contract is for Contractor to provide Homelessness Prevention and Shelter Diversion Services in Orange County (Program) in support of the County's implementation of a responsive Homeless Service System. Program provides comprehensive homelessness prevention services to support individuals and families at risk of experiencing homelessness with maintaining permanent housing while assisting

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communities in reducing the number of households entering homelessness in the North, Central, and South SPAs.

2. Contractor shall perform all services set forth in the program description and will be responsible for administering program funded with HHAP funds, as described as follows, in a manner satisfactory to County and consistent with any standards required as a condition of providing HHAP funds, including but not limited to Health and Safety Code (HSC) § 5021(a-q), HSC § 50219(c)(1-8), HSC § 50221(a)(1-4), Welfare and Institutions Code (WIC) sections 189999-18999.6, Senate Bill (SB) 1380, and Welfare and Institution (W&I) Code 8255.
3. Contractor shall adhere to all applicable regulations associated with federal and/or state funding sources, including but not limited to the HHAP. Contractor shall ensure all program policies and procedures are in compliance with required federal and/or state regulations. Program must operate in accordance with Housing First Principles as defined in WIC Section 8256 and further outlined in All County Letter (ACL) 19-114.

B. Description of Services

1. The Program will provide case management services and homelessness prevention assistance to individuals, families and older adults at risk of experiencing homelessness, and will serve the North, Central, and South SPAs of Orange County. The Program will combine direct financial prevention assistance with housing-focused case management to prevent households from entering homelessness and support them in achieving housing stability. The Program will leverage California Advancing and Innovating Medi-Cal (CalAIM) benefits whenever possible, in a non-duplicative way to ensure that Participants access the housing and healthcare resources they are eligible for.
2. The Program will be equipped to serve Participants who may have extensive behavioral, physical or medical issues, and as a result, may face significant barriers to housing stability. This may require having extensive staffing with appropriate training to better support general management, case management, and security services at the Program. The Program will assist Participants at risk of homelessness in accessing the most appropriate services and resources across the System of Care, including behavioral

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health, healthcare, benefits and mainstream services, financial literacy services, housing, navigating application and enrollment processes, and providing advocacy and support as necessary. The Program will follow Housing First principles and incorporate evidenced-based approaches such as Motivational Interviewing, Critical Time Intervention, Progressive Engagement, trauma-informed care, harm reduction and risk management, to address barriers to housing and economic stability.

3. The Program will have at least one dedicated Case Manager per Service Planning Area (SPA) to ensure geographic coverage and appropriate services.
4. The Homelessness Prevention and Shelter Diversion Program shall include the following services at minimum:
    a. Implementation of a structured referral process that ensures accessibility and efficiency. For each SPA, contractor shall develop a mechanism to receive referrals from homeless service providers and community-based organizations located within the SPA, as well as establishing clear timelines for subsequent engagement with potential participants and subsequent assessment and screening. This includes receiving referrals from and coordinating with the Coordinated Entry System (CES), community organizations, 2-1-1 Orange County, County departments and programs. Contractor shall coordinate outreach efforts to non-profit service provider agencies and ensure that eligible households are aware of the services available through the Program.
    b. Implementation of an eligibility screening process that includes a problem-solving/diversion conversation and appropriately ensures Participant need and eligibility including verification of income and documentation that demonstrates the Participant is at risk of homelessness.
    c. Intake and assessment to engage and enroll Participant households in the Program and to ensure understanding of the history of participation in other homeless service assistance programs and collection of necessary demographic information.
    d. Creation of an Individualized Housing and Service Plan (IHSP) within 30 days of program enrollment. Program must be able to assess and re-evaluate the Participant's service

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needs and make recommendations to appropriate and eligible housing and/or supportive services that best meets the Participant's needs.

e. Engagement, negotiation, and advocacy with landlords to resolve issues that may arise around past due rent and/or eviction proceedings. Provision of support to mitigate and resolve any future issues or conflicts that arise between Participants and landlords.
f. Housing navigation services as needed for households in need of relocating, including support with identifying and securing an affordable and sustainable unit.
g. Housing-focused case management services to support Participant households with developing the skills and resources to maintain their housing and prevent homelessness, including life skills development and budgeting. Case management services will be focused on furthering the progress towards the goals and objectives as outlined in the IHSP and support housing retention.
h. Provision of case management services intended to help Participants navigate and address barriers to housing stability including connections to employment services, job training, mainstream benefits, healthcare, behavioral health, legal aid, financial literacy services, and rental counseling. This includes field-based case management services, including home visits, to support Participants in navigating and accessing resources, attending appointments related to their IHSP, attending housing-related and other appointments as needed.
i. Provision of financial assistance that prevents the household from entering homelessness including:
    i. Rental arrears not to exceed $15,000
    ii. Rental assistance, up to 3 months. Rental assistance beyond the 3 months should be provided on a case-by-case basis as approved by the County.
    iii. Utility arrears
    iv. Utility assistance
    v. Eviction prevention
    vi. Other direct financial assistance that supports housing stability, with County approval.

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j. Ensure that Participants who are not connected to Medi-Cal and those who may not be eligible for CalAIM have access to the services offered by the program. Support eligible Participants to enroll in CalAIM services.
k. Case conference, coordinate and collaborate with the other components of the System of Care, Orange County CoC, and key stakeholders in Orange County to employ a multi-disciplinary approach to assisting the Participant in accessing services and/or programs.
l. Completion of follow-up assessment to confirm and document the Participant household housing status at 6-months and 12-months from the date of Program enrollment.

5. Essential Requirements – Contractor shall:
   a. Ensure the Program will operate during regular business hours, eight (8) hours a day, five (5) days a week and maintain a holiday schedule consistent with the County's schedule unless otherwise approved
   b. Operate the Program to include flexibility to meet eligible Participants outside typical hours of operation to accommodate needs related to employment or other appropriate factors.
   c. Have a 24-hour contact available with capability to respond to after-hours and weekend crises.
   d. Ensure that services will be recorded in the HMIS in accordance with the adopted HMIS Policies and Procedures.
   e. Ensure that all Contractor staff and volunteers working in support of the Contract complete training on confidentiality and compliance to ensure appropriate safeguards are in place to keep Participant information and PII private, confidential, and secure.
   f. Work in partnership with County to deliver services as outlined in the Program by being responsive to the needs of the households eligible for services.
   g. Submit policies and procedures for the operations of the Program, as requested by County, for all aspects of services, management, staff responsibilities, and coordination.
   h. Track program costs and ensure eligibility for payment within the funding requirements.
   i. Operate, maintain, coordinate and staff and resources for the Program.

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j. Coordinate with County agencies, the Orange County CoC and community- based organizations on administrative functions, as necessary and appropriate. This should incorporate technology solutions such as teleconferencing and videoconferencing.

k. Attend Monthly Provider Meetings regularly to provide feedback and updates to the County as needed.

l. Participate in County community events as directed by the Office of Care Coordination.

6. Use of Funds

a. Funds shall be used to provide services and operations of the Program as detailed in this Contract. The Program and eligible costs have been informed by best practices frameworks focused on providing emergency services to Participants and assistance in transitioning to permanent housing as quickly as possible.

b. The Program shall be administered in an equitable manner by providing culturally responsive services and having multicultural outreach advocates to engage and guide underserved Participants throughout the prevention and diversion process. Program staff shall operate in accordance with non-discrimination policies and attend annual trainings that focus on understanding implicit biases and cultural sensitivities to promote diversity and equity within the Program.

c. The Program shall also promote connections to service providers, increased access to benefits and employment resources as needed. Services and operations shall be low-barrier and promote an engagement rich environment in which Participants make connections to supportive services and achieve stable housing.

4. PERFORMANCE METRICS

A. The following performance measures will be a requirement of this Contract:

1. Contractor will assist a minimum of 125 eligible Participant households by providing all components of the Homelessness Prevention and Diversion Services Program during Period 1 and

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Period 2 of the Contract. Contractor will assist a minimum of 150 eligible Participant households by providing all components of the Homelessness Prevention and Diversion Services during Period 3 of the Contract. As some Participants will not have needs for the maximum assistance to secure permanent housing and achieve housing stability, the total number of households served will likely increase.

2. Maintain a minimum of 25 unduplicated, eligible Participant households in a caseload per case manager
3. Of the Participants enrolled in the Program during the reporting period, 85% of Participants will have an IHSP within thirty (30) calendar days of program enrollment.
4. Of the Participants enrolled in Program, 90% will retain housing at 12 months from the date of Program enrollment.
5. At minimum, 30% of Participants will increase income during program enrollment.
6. Based on IHSPs, at minimum, 80% of Participants will be referred to behavioral health service when there is an identified need.
7. Based on IHSPs, at minimum, 80% of Participants will be referred to healthcare services when there is an identified need.
8. Based on IHSPs, at minimum, 80% of Participants will be referred substance use services when there is an identified need.
9. Based on IHSPs, at minimum, 80% of Participants will be referred to mainstream benefits when there is an identified need.
10. Based on IHSPs, at minimum, 80% of Participants will be referred to employment services when there is an identified need.
11. On an annual basis, at minimum, the Program must solicit Participant feedback to assess Program operation changes to better support and meet the needs of Participants and evaluate how to best meet the above outlined performance outcomes. Methods for receiving Participant feedback can include exit interviews, surveys, focus groups and program meetings.
12. Contractor shall meet the following drawdown and expenditure milestones:
    i. 50% of the total contract budget expended within nine (9) months of execution of contract
    ii. 100% of total contract budget expended within 18 months of execution of contract

B. County in coordination with Contractor will conduct on-site or virtual visits or desk monitoring to ensure programmatic compliance at least once during the Contract term. Monitoring visits may include, but are

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not limited to:

1. Review of Participant file documentation
2. Review of eligible activity and cost requirements established by federal and/or state program guidelines
3. Review of policies and procedures and consistent adherence to Program practices
4. HMIS, Compass OC, and other data entry completion
5. Interviews with Program staff

C. County shall monitor the performance of Contractor 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 immediately terminate the Contract. If action to correct such substandard performance is not taken by Contractor within the time period specified by County, payment(s) will be denied in accordance with the provisions contained in the Contract.

D. County shall periodically evaluate Contractor's progress in complying with the terms of this Contract. Contractor shall cooperate fully during such monitoring. County shall report the findings of each monitoring to Contractor.

5. REPORTING

A. Reporting Requirements
   1. Contractor shall maintain records and make statistical reports as required by Administrator.
   2. Contractor is required to submit reporting at regular intervals to County that details progress towards meeting Contracted performance measures.

B. Fiscal Reports
   1. Contractor shall submit monthly Year-End Projection Reports to Administrator, to be included in the monthly Expenditure and Revenue Reports. The Year-End Projections will report anticipated year-end actual costs and revenues for Contractor's Program described in the Services Paragraph of this Attachment A to the Contract. Such reports will include actual monthly costs and revenue to date and anticipated monthly costs and revenue to the end of the fiscal year.

C. Staffing Reports
   1. Contractor shall submit monthly Staffing Reports to

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Administrator. These reports will be on a form acceptable to, or provided by, Administrator and will, at a minimum, report the actual FTEs of the positions stipulated in the Staffing Paragraph of this Attachment A to the Contract and will include the employees' names, licensure status, monthly salary, hire and/or termination date and any other pertinent information as may be required by Administrator. The reports will be received by Administrator no later than twentieth (20th) day following the end of the month being reported. If an extension is approved by Administrator, the total extension will not exceed more than five (5) calendar days.

D. Programmatic Reports
   1. Contractor is required to submit reporting on monthly and quarterly basis in a form acceptable to County. Monthly reports will be due by the twentieth (20th) day of the following month of services rendered, unless otherwise approved by County. The reporting shall support County in evaluating Contractor's performance as it related to Participant data, program linkages and units of services. Contractor will be required to utilize the HMIS to support with data collection, management, and reporting standards and used to collect Participant-level data.
   2. Administrator may request additional Program reports of Contractor to determine the quality and nature of services provided hereunder. Administrator will be specific as to the nature of information requested and may allow up to fourteen (14) calendar days for Contractor to respond to request.
   3. Contractor shall submit additional reports as reasonably requested by County and may include the following metrics:
      a. Total number of eligible households that receive assistance;
      b. Composition of the households – demographics, size and type;
      c. Number of unduplicated Participants served by Service Planning Area;
      d. Caseload movement;
      e. Financial assistance expenditures;
      f. Length of assistance;
      g. Number of Participants exits and exit types;
      h. CES status – total number referrals entered into the CES program and related status:
      i. IHSP status – total number of plans established with

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Participants and related progress towards completion and

j. Income increases for Participants.

E. Additional Reports

1. Contractor shall submit additional reports as reasonably required by Administrator concerning Contractor's activities as they affect the duties and purposes contained in the Contract. Administrator will provide Contractor with at least fourteen (14) calendar days' notice if such additional reports are required and shall explain any procedures for reporting the required information.

F. Incident Reports

1. Contractor shall report all special incidents to Administrator and shall submit a written Special Incident Report in accordance with the Notices Paragraph of the Contract. Special incidents shall include, but are not limited to, Participant's suicide or attempted suicide, elopement or absence without leave, serious injury, death, criminal behavior, or any other incident which may expose County or Contractor to liability.

G. Subject to mutual agreement in writing, the Contractor and Administrator may alter the reporting requirements.

6. STAFFING

A. Contractor shall provide effective administrative management of the budget, staffing, recording, and reporting portion of the Contract with County. If administrative responsibilities are delegated to subcontractors, Contractor must ensure that any subcontractor(s) possess the qualifications and capacity to perform all delegated responsibilities. Responsibilities include but are not limited to the following:

1. Designate the responsible position(s) in your organization for managing the funds allocated to this Program;
2. Maximize the use of the allocated funds;
3. Ensure timely and accurate reporting;
4. Maintain appropriate staffing levels;
5. Ensure staff possess the qualification and capacity to perform responsibilities tied to the staff's position.
6. Effectively communicate and monitor the Program for its success;
7. Maintain communication between the Contract key staff and Program Administrators; and,

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8. Act quickly to identify and solve problems.

B. Contractor shall make its best effort to ensure that services provided pursuant to the Contract are provided in a manner that is culturally and linguistically appropriate for the population(s) served. Contractor shall ensure that documents are maintain of such efforts which may include, but are not limited to, records of participation in County sponsored or other applicable trainings; recruitment and hiring policies and procedures; copies of literature in multiple languages as appropriate, and descriptions of measures taken to enhance accessibility for, and sensitivity to individuals who are physically challenged.

C. Contractor shall, at a minimum, provide the following staffing pattern expressed in Full Time Equivalents (FTEs) continuously throughout the term of the Contract. One (1) FTE shall be equal to an average of forty (40) hours work per week.

	Period 1: December 16, 2025, to June 30, 2026	**Period 2: July 1, 2026, to June 30, 2027**	**Period 3: July 1, 2027, to June 30, 2028**
Admin	FTEs	FTEs	FTEs
Program Manager I	0.02	0.02	0.02
Respite Admin Specialist I	0.04	0.04	0.04
Subtotal Admin FTEs	**0.06**	**0.06**	**0.06**
Program	FTEs	FTEs	FTEs
Senior Case Manager II	2.00	2.00	3.00
Program Manager I	0.48	0.48	0.48
Respite Admin Specialist I	0.21	0.21	0.21
Subtotal Program FTEs	**2.69**	**2.69**	**3.69**
Total FTEs	**2.75**	**2.75**	**3.75**

D. Contractor shall maintain personnel files for each staff member, including the Executive Director and other administrative positions, which shall include, but not be limited to, an application for employment, qualifications for the position, documentation of bicultural/bilingual capabilities (if applicable), pay rate and evaluations justifying pay increases.

E. Contractor and Administrator may mutually agree, in writing, to modify the Staffing Paragraph of this Attachment A to the Contract.

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7. BUDGET

A. Payments

1. County shall pay Contractor monthly, in arrears. All payments are interim payments only, and subject to Final Settlement in accordance with the Cost Report Paragraph of the Contract for which Contractor shall be reimbursed for the actual cost of providing the services hereunder; provided, however, the total of such payments do not exceed the Maximum Obligation as specified in the Referenced Contract Provisions of the Contract, and provided further, Contractor's costs are reimbursable pursuant to County, state, and federal regulations. Administrator may, at its discretion, pay supplemental invoices for any month for which the provisional amount specified above has not been fully paid.
2. In support of the monthly invoices, Contractor shall submit an Expenditure and Revenue Report as specified in the Reports Paragraph of this Attachment A to the Contract. Administrator shall use the Expenditure and Revenue Report to determine payment to Contractor as specified in Subparagraphs A.2. and A.3., below.
3. If, at any time, Contractor's Expenditure and Revenue Reports indicate that the provisional amount payments exceed the actual cost of providing services, Administrator may reduce County payments to Contractor by an amount not to exceed the difference between the year-to-date provisional amount payments to Contractor's and the year-to-date actual cost incurred by Contractor.
4. If, at any time, Contractor's Expenditure and Revenue Reports indicate that the provisional amount payments are less than the actual cost of providing services, Administrator may authorize an increase in the provisional amount payment to Contractor by an amount not to exceed the difference between the year-to-date provisional amount payments to Contractor and the year-to-date actual cost incurred by Contractor.
5. Contractor's invoicing shall be on a form approved or supplied by Administrator and provide such information as is required by Administrator. Invoices are due the twentieth (20th) day of each month. Invoices received after the due date may not be paid within the same month. Payments to Contractor should be released by County no later than thirty (30) calendar days after receipt of the

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correctly completed invoice.

6. All invoices to County shall be supported, at Contractor's facility, by source documentation including, but not limited to, ledgers, journals, time sheets, invoices, bank statements, canceled checks, receipts, receiving records, and records of services provided.
7. Administrator may withhold or delay any payment if Contractor fails to comply with any provision of the Contract.
8. County shall not reimburse Contractor for services provided beyond the expiration and/or termination of the Contract, except as may otherwise be provided under the Contract, or specifically agreed upon in a subsequent agreement.
9. Contractor and Administrator may mutually agree, in writing, to modify the Payments Paragraph of this Attachment A to the Contract.
10. County shall pay Contractor in accordance with the Payments Paragraph of this Attachment A to the Contract and the following budget, which is set forth for informational purposes only and may be adjusted by mutual agreement, in writing, by Administrator and Contractor. The total of such payments shall not exceed the Maximum Obligation as specified in the Referenced Contract Provisions of the Contract.

	Period 1: December 16, 2025, to June 30, 2026	**Period 2: July 1, 2026, to June 30, 2027**	**Period 3: July 1, 2027, to June 30, 2028**
ADMINISTRATIVE COSTS			
Salaries	$1,390.63	$4,261.00	$4,475.00
Benefits	$499.19	$1,193.00	$1,253.00
Services & Supplies	$0	$292.00	$338.00
Indirect Costs	$36,541.03	$116,373.82	$156,371.00
SUBTOTAL ADMINISTRATIVE COSTS	**$38,430.85**	**$122,119.82**	**$162,437.00**
PROGRAM COSTS			
Salaries	$45,556.59	$205,410.00	$248,616.00
Benefits	$16,140.07	$57,515.00	$69,613.00
Services & Supplies	$181,655.31	$499,955.18	$704,468.00
SUBTOTAL PROGRAM COSTS	**$243,351.97**	**$762,880.18**	**$1,022,697**
TOTAL COST	**$281,782.82**	**$885,000.00**	**$1,185,134**

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TOTAL MAXIMUM OBLIGATION	**$2,351,916.82**

B. Budget/Staffing Modifications

1. Contractor may request to shift funds between budgeted line items, for the purpose of meeting specific program needs or for providing continuity of care to its members, by utilizing a Budget/Staffing Modification Request form provided by Administrator. Contractor shall submit a properly completed Budget/Staffing Modification Request to Administrator for consideration, in advance, which shall include a justification narrative specifying the purpose of the request, the amount of said funds to be shifted, and the sustaining annual impact of the shift as may be applicable to the current Contract period and/or future Contract periods. Contractor shall obtain written approval of any Budget/Staffing Modification Request(s) from Administrator prior to implementation by Contractor. Failure of Contractor to obtain written approval from Administrator for any proposed Budget/Staffing Modification Request(s) may result in disallowance of those costs. Upon written request by Contractor, and at sole discretion of Administrator, Administrator may increase or decrease the Period One and/or Period Two Maximum Obligations, provided the total of these Maximum Obligations does not exceed or reduce the Total Maximum Obligation of County, as specified in the Referenced Contract Provisions of this Contract.

C. Financial Records

1. Contractor shall prepare and maintain accurate and complete financial records of its cost and operating expenses. Such records will reflect the actual cost of the type of service for which payment is claimed. Any apportionment of or distribution of costs, including indirect costs, to or between programs or cost centers of Contractor shall be documented, and will be made in accordance with GAAP.
2. File Maintenance and Documentation
   a. Contractor shall prepare all applicable files and perform all administrative management tasks, as indicated in the Contract.
   b. Contractor Shall maintain all records required by the federal regulations specified in 24 CFR 570.503(b)(2), 570.506,

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570.507, 570.508 that are pertinent to the activities to be funded under this Contract.

c. Records providing a full description of each activity undertaken.
d. Financial records as required by 24 CFR 570.502, and OMB Circular A-87; and
e. Other records necessary to document compliance with Subpart K of 24 CFR 570.
f. Annual Audit Submission: Independent audits to be performed by a Certified Public Accountant, which shall include an audit of funds received from County, in accordance with applicable regulatory requirements. Copies of each required audit report must be provided to County within thirty (30) calendar days after the date received by Contractor.
g. Retention: Contractor shall retain all records pertinent to expenditures incurred under this Contract for a period of five (5) years after the termination of all activities funded under this Contract, or after the resolution of all federal audit finding, whichever occurs later. Records for non-expendable property acquired with funds under this Contract shall be retained for five (5) years after final disposition of such property. Records for any displaced person must be kept for five (5) years after s/he has received final payment.

8. Common Terms and Definitions

A. The parties agree to the following terms and definitions, and to those terms and definitions which, for convenience, are set forth elsewhere in the Contract.

1. **Access Point** means the point of entry into the Coordinated Entry System for households experiencing homelessness or at-risk of homelessness.
2. Admission means documentation, by Contractor, of completion of the entry and program enrollment into Homeless Management Information System.
3. **Care Plus Program (CPP)** means a comprehensive approach to service delivery for Orange County's most vulnerable Participants. It offers enhanced care coordination, aiming to expedite supportive service linkages quickly and efficiently, by connecting Participants to the most appropriate services and

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resources across behavioral health, corrections, healthcare, housing and homelessness, and benefits and supportive services.

4. **Case Management** means a process of identification, assessment of need, planning coordination and linking, monitoring and continuous evaluation of Participants and of available resources in order to achieve and maintain housing stability.
5. **Client or Participant** means an individual or family, referred by County or enrolled in Contractor's Program for services under the Contract, who are experiencing homelessness.
6. **CES** means **Coordinated Entry System** and refers to the mechanism for allocating available housing units into a systematic resource targeting process designed to implement localized priorities for Participants. The Coordinated Entry System covers the geographic area of Orange County and is regionally focused by Service Planning Areas, is easily accessed by individuals and families seeking housing and services and includes a comprehensive and standardized process used by all service providers in the Orange County System of Care.
7. **CES Community Queue** means a list of eligible Participants generated from a standardized assessment. The CES Community Queue is used to refer households to shelter and permanent housing programs, including rapid rehousing and permanent supportive housing, in Orange County.
8. **CoC** means **Continuum of Care**, a regional or local planning body that coordinates housing and services funding for homeless families and individuals. The Continuum of Care strategizes the community plan to organize and deliver housing and services to meet the specific needs of people who are experiencing homelessness as they move to stable housing and maximize self-sufficiency. It includes action steps to end homelessness and prevent a return to homelessness.
9. **County of Orange Standards of Care for Emergency Shelter Providers (Standards of Care)** are a comprehensive set of administrative, operational and facility-based standards designed to support the quality and consistency of program operations, evidenced-based Participant services, core organizational and administrative functions, and facility design

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and operations.

10. **Cultural Competency** – means consideration for cultural and linguistic factors in addressing the needs of populations to be served. Subpopulation identities may include, but are not limited to, race and ethnicity, gender and gender identity, sexual orientation, economic class, age, family status, language spoken and understood, physical and mental disabilities, living situation, etc. The Program must have the capacity to accommodate special populations within the general population (i.e., youth, LGBTQIA, Participants with disabilities, veterans, victims of domestic violence) throughout all levels of the organization, from organizational vision and mission statement to policy implementation, and to service delivery procedures and philosophies.
11. **Data Collection System** means software designed for collection, tracking and reporting outcomes data for Participants enrolled in the Homeless Service Programs. The primary data collection system utilized is the Homeless Management Information System; however, victim service providers utilize comparable Data Collection Systems.
12. **Engagement** means the process by which a trusting relationship between worker and Participant(s) is established with the goal to link the Participant (s) to the appropriate services, including street outreach, emergency shelter and housing programs. Engagement of Participants(s) is the objective of a successful Outreach.
13. **Family** means household with at least one minor child, household with an expectant mother, or household that are working towards reunification with minor children referred by the County.
14. **Harm Reduction** are policies, procedures, and practices that aim to reduce the negative consequences of behaviors that are detrimental to the Participant's health and well-being (i.e., abuse of drugs and/or alcohol, failure to be medication compliant, engaging in criminal activity, choosing to sleep outside, etc.). In shelter settings, harm reduction is intended to prevent a Participant's termination from the Program based solely on his or her inability to stop engaging in harmful behaviors.
15. **Homeless Management Information System (HMIS)** means a

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database mandated by the U.S. Department of Housing and Urban Development used to collect Participant-level data on the provision of housing and supportive services to individuals and families at risk of homelessness or experiencing homelessness.

16. **Housing First Principles** means that individuals should be connected to housing or housing supports immediately without preconditions, services shall be voluntary, Participant choice shall be respected, and applicants shall not be rejected on the basis of income, past evictions, substance use, or any other behaviors that may indicate a lack of "housing readiness. This includes Access to a Program is not contingent on sobriety, minimum income requirements, lack of a criminal record, completion of treatment, participation in services, or other unnecessary conditions; support services are available but are voluntary, Participant-driven, individualized, and flexible; and services are informed by a harm-reduction philosophy that recognizes that drug and alcohol use are a part of some Participants' lives. Participants are engaged in nonjudgmental communication regarding drug and alcohol use and are offered education regarding how to avoid risky behaviors and engage in safer practices.
17. **Housing Navigation** means a community-based, solution-focused strategy that assists Participants with complex and frequent occurring issues that prevent them from accessing and maintaining stable housing.
18. **Housing Specialist** means a specialized position dedicated to developing the full array of housing options for their program and monitoring their sustainability for the population served in accordance with the minimal housing standards policy set by County for their program. The Housing Specialist is also responsible for assisting Participants with applications to low-income housing, housing subsidies, senior housing, etc.
19. **Individuals** refers to adults aged 18 and older. Individuals may be single person households and adult-only households.
20. **Information and Referrals** refers to the provision of information on community, social, health and government programs in the community that address the needs of Participants. This may include information to access community health clinics, food pantries, support groups, etc.

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21. **Intake** means the initial meeting between a Participant and Contractor's staff and includes an evaluation to determine if the Participant meets Program criteria and is willing to seek services.
22. **Motivational Interviewing** is directive, Participant-centered counseling style for eliciting behavior change by helping Participants to explore and resolve ambivalence.
23. **Older Adults** means individuals aged 62 years and older.
24. **Outreach** means the outreach to potential Participants to link them to appropriate supportive services and may include activities that involve educating the community about the services offered and requirements for participation in the programs. Such activities should result in Contractor developing its own Participant referral sources for the programs it offers.
25. **Program Director** means an individual who has complete responsibility for the day-to-day function of the program. The Program Director is the highest level of decision-making at a local, program level.
26. **Progressive Engagement** means a flexible, targeted and efficient approach to service delivery. It recognizes each household's strengths and needs that can change over time, targeting resources to meet those needs and ensuring that the most intensive resources remain available to those with the greatest needs. Progressive Engagement is a practice of helping households end their homelessness as rapidly as possible, despite barriers, with minimal financial and support resources. More supports are applied to those households who struggle to stabilize.
27. **Referral** means providing the effective linkage of a Participant to another service, when indicated; with follow-up to be provided within five (5) working days to assure that the Participant has made contact with the referred service.
28. **Service Planning Areas (SPA)** means the three geographic areas of Orange County (North, Central, and South) designated for the purposes of promoting increased coordination and collaboration in the delivery of programs and solutions that effectively address homelessness.
29. **System of Care Data Integration System (SOCDIS)** means a project that integrated nine databases, creating one Virtual

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Client Record with a Participant's demographics, program history and service utilization. Interdepartmental data and information sharing is facilitated by a Multi-Disciplinary Team that meets twice a month to coordinate care for high utilizers accessing County services/programs.

30. **Transitional Aged Youth (TAY)** refers to individuals who are between the ages of 18 to 24 at program entry. Transitional Aged Youth may also include households whose head of households is between the ages of 18 to 24.
31. **Trauma-Informed Care** requires that every part of the Program's design and operation be approached with an understanding of trauma and the impact it has on those receiving services.
32. **U.S. Department of Housing and Urban Development (HUD)** means one of the executive departments of the United States Federal Government that is tasked with federal housing and urban development laws and administering of related programs and services.

B. Contractor and Administrator may mutually agree, in writing, to modify the Common Terms and Definitions Paragraph of this Attachment A to the Contract.

4. All other terms and conditions in this Contract shall remain unchanged and with full force and effect.

SIGNATURE PAGE TO FOLLOW

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SIGNATURE PAGE

IN WITNESS WHEREOF, the Parties have executed this Contract, in the County of Orange, State of California.

VOLUNTEERS OF AMERICA OF LOS ANGELES, A CALIFORNIA NONPROFIT CORPORATION

SIGNATURE: Signed by: 68C99D4ADCA548A... DATE: 10/20/2026

NAME: Veronica Lara TITLE: COO

SIGNATURE: _____ DATE: _____

NAME: _____ TITLE: _____

COUNTY OF ORANGE, a political subdivision of the State of California

BY: _____ DATE: _____
Deputy Purchasing Agent

APPROVED AS TO FORM
OFFICE OF THE COUNTY COUNSEL
ORANGE COUNTY, CALIFORNIA

BY: DocuSigned by: Christopher Anderson FD52599179CA41C... DATE: 10/21/2026
Deputy

* If the contracting party is a corporation, (2) two signatures are required: one (1) signature by the Chairman of the Board, the President or any Vice President; and one (1) signature by the Secretary, any Assistant Secretary, the Chief Financial Officer or any Assistant Treasurer. The signature of one person alone is sufficient to bind a corporation, as long as he or she holds corporate offices in each of the two categories described above. For County purposes, proof of such dual office holding will be satisfied by having the individual sign the instrument twice, each time indicating his or her office that qualifies under the above-described provision. In the alternative, a single corporate signature is acceptable when accompanied by a corporate resolution demonstrating the legal authority of the signee to bind the corporation.

EXHIBIT I

Commission to End Homelessness
Homeless Service System Pillars Attestation

Background:

The Commission to End Homelessness developed the Homeless Service System Pillars Report, which includes four pillars – Prevention, Outreach & Supportive Services, Shelter, and Housing – that provide key interventions to assist individuals and families at risk of homelessness or experiencing homelessness. The Homeless Service System Pillars Report provides a definition and goal for each pillar thus establishing a collective understanding of the interventions, programming and outcomes expected for each pillar. Additionally, the Homeless Service System Pillars Report identifies the best practices, principles, and commitments to be followed by each Pillar.



On October 18, 2022, the Orange County Board of Supervisors received the Commission to End Homelessness' Homeless Service System Pillars Report and also directed the Homeless Service System Pillars Report be utilized as a framework in the design and development of programs that address the needs of individuals and families at risk of homelessness or experiencing homelessness across the County of Orange.

The Homeless Service System Pillars Report can be found here:

- Full Report - https://ceo.ocgov.com/sites/ceo/files/2022-11/CEO-DCEO22-000856%20Attachment%20A.pdf
- Summary Document - https://ceo.ocgov.com/sites/ceo/files/2023-02/Pillars.pdf

Commission to End Homelessness
Homeless Service System Pillars Attestation

Providers shall Complete, Sign, and Submit with Contract Renewal:

Please select which of the Homeless Service System Pillar(s) that applies to the services being renewed:

- [x] **PREVENTION**
- [x] **OUTREACH & SUPPORTIVE SERVICES**
- [ ] **SHELTER**
- [x] **HOUSING**

Please provide a brief description to outline how your contract renewal meets the best practices and guiding principles of the selected Homeless Service System Pillar(s). If additional space is needed, please attach separate pages to this form.

Prevention - Prevention efforts are grounded in the belief that stable housing and early intervention are the most effective safeguards against homelessness. Our approach prioritizes identifying individuals and households at imminent risk and providing them with the critical supports necessary to avoid entry into homelessness altogether. This includes proactive case management, resource navigation, and timely financial interventions where applicable to stabilize housing before a crisis escalates. By intervening upstream, Volunteers of America of Los Angeles not only prevents the destabilizing impacts of homelessness for vulnerable individuals but also reduces system strain, aligning with best practices that emphasize cost-effective, compassionate, and client-centered strategies.
Outreach & Supportive Services - Outreach and supportive services are delivered through evidence-based practices such as motivational interviewing and trauma-informed care. These methods allow staff to establish trust, build rapport, and engage individuals with empathy and consistency. The focus is on creating personalized pathways that respond directly to each participant's identified needs-whether through direct services, referrals, or warm hand offs to partner agencies. Our commitment is to remain persistent and compassionate in engaging those most at risk, ensuring supportive services serve as a stabilizing bridge toward housing readiness and long-term self-sufficiency.

Commission to End Homelessness
Homeless Service System Pillars Attestation

1. Provider recognizes the Commission to End Homelessness as an advisory body to the Orange County Board of Supervisors, was created to advise on policy and direction related to addressing homelessness in Orange County.

   Initial V.L.

2. Provider acknowledges that the Commission to End Homelessness created the Homeless Service System Pillars Report with the assistance of local and national industry experts and people with lived experience to establish a collective understanding of the interventions, programming and outcomes expected for each pillar. Additionally, the Homeless Service System Pillars Report also identifies the best practices, principles, and commitments to be followed by each Pillar.

   Initial V.L.

3. Provider acknowledges that the Homeless Service System Pillar Report was received and filed by the Orange County Board of Supervisors during the October 16, 2022, meeting. The Orange County Board of Supervisors directed the use of the Homeless Service System Pillars Report be utilized as a framework in the design and development of programs that address the needs of individuals and families at risk of homelessness or experiencing homelessness across the County of Orange.

   Initial V.L.

4. Provider recognizes that through the solicitation process for the proposed project, services must clearly demonstrate and meet the definition, goal, best practices, and guiding principles of the above checked Homeless Service System Pillar(s), based on the Commission to End Homelessness' Homeless Service System Pillars Report.

   Initial V.L.

5. Provider attests the contract renewal submitted meets the standards of identified best practices and guiding principles defined in the Commission to End Homelessness' Homeless Service System Pillar Report. Provider also acknowledges that they may be asked to report and/or demonstrate their adherence to the above stated at any point during the duration of the Contract.

Veronica Lara, COO VOALA — 10/21/2026

(Signature Required) **(Date)**