

51. Approve amendment to agreement with United Way of Santa Cruz County, increasing the total agreement cost by \$50,000, for a new total amount of \$220,000, for dedicated housing and homeless referral connection support, and take related actions ()



County of Santa Cruz Board of Supervisors

Agenda Item Submittal

From: Human Services Department

Subject: United Way 211 Housing and Homeless Services Support
Contract Amendment

Meeting Date: March 25, 2025

Formal Title: Approve amendment to agreement with United Way of Santa Cruz County, increasing the total agreement cost by \$50,000, for a new total amount of \$220,000, for dedicated housing and homeless referral connection support, and take related actions

Recommended Actions

Approve the first amendment to agreement (Contract No. 25W4270) with United Way Santa Cruz from July 1, 2024, through June 30, 2025, increasing the total agreement cost by \$50,000, for a new total amount of \$220,000, to provide dedicated resource and service referral support to people experiencing or are at imminent risk of becoming homeless and connect them with available shelter, affordable housing information and Coordinated Entry Connection Services, and authorize the Director of Human Services to execute the amendment.

Executive Summary

The Human Services Department (HSD) is requesting that the Board approve an amendment to agreement 25W4270 with United Way Santa Cruz County for homeless and housing referral and resource connection support via the 211 system. This amendment will result in increased capacity for United Way to perform the 211 services outlined in the attached Scope of Services by adding an additional staff member. The amendment also further revises the Scope of Services to include clearer guidelines related to follow-up call timing and record-keeping.

Discussion

211 Santa Cruz serves as United Way's 24 hour a day, seven day a week, free and confidential phone line and website, offering a multilingual information and referral service for Santa Cruz County. Additionally, 211 systems including 211 Santa Cruz play a pivotal role in minimizing the duplication of efforts related to information and referral services offered by both government and nonprofit organizations, as well as divert non-emergency calls away from 911 call centers, particularly during times of disasters. In 2022, 211 Santa Cruz handled more than 4,300 calls from individuals seeking resource information, with over 50% of those calls focused on housing assistance.

In April 2023, the Santa Cruz County Housing for Health Partnership (H4HP) launched a redesigned Coordinated Entry System, shaped by the recommendations of the Housing for Healthy Santa Cruz Framework, prompting changes to streamline access to housing assistance and services with the goal of improving housing outcomes. In May 2024, HSD contracted with United Way for 211 services specific to offering dedicated resource and referral connection assistance to those experiencing homelessness or are at imminent risk of becoming homeless, expanding Coordinated Entry connection points to include virtual and phone-based access. When HSD initially executed this contract with United Way, their responsibilities increased from not only accepting calls and disseminating information, to receiving and processing Connection Service Request

Forms; completing follow-up calls for those requesting housing resources through the regional call center; and developing and maintaining lists and charts for affordable housing, sober living environments, and interim shelter. Additionally, United Way took on increased maintenance of public communications and resource information related to housing and homelessness on the 211 website.

Over the past 10 months, the services implemented with this agreement have enhanced service efficiency by channeling all individuals seeking housing assistance through 211. Originally, slated to serve 1200 callers over the course of the Fiscal Year 2024-25 contract, 211 Santa Cruz easily accomplished and surpassed that goal by December 2024. There is a need for additional support for 211 to continue to meet the existing increased call volume for the remainder of the existing contract term, and continue to achieve the additional duties described above.

HSD requests approval of an amendment of \$50,000 to agreement 25W4270 for a new total contract amount of \$220,000. The increased funding for this agreement will be used to hire an additional staff member that will bolster United Way's ability to keep up with the existing volume of calls and complete the ongoing follow up duties outlined in the existing contract Scope of Services. Additionally, the amendment proposes minimal changes to the existing Scope of Services that further identify and clarify guidelines related to follow up timelines and associated record keeping. Together, these changes will result in more effective and robust service and support by 211 Santa Cruz County for those in our community who are either experiencing, or at risk of becoming, homeless.

Financial Impact

Approval of the additional \$50,000 will not require a new General Fund contribution. The amendment is funded through United States Department of Housing and Urban Development ("HUD") Coordinated Entry grants.

Contract No. 25W4270 United Way 211, Amendment One

- 391200-62381-WHCE-WH001

Strategic Initiatives

Operational Plan - Comprehensive Health & Safety, Attainable Housing

Submitted By:

Randy Morris, Director of Human Services

Recommended By:

Carlos J. Palacios, County Administrative Officer

Artificial Intelligence Acknowledgment:

Artificial Intelligence (AI) did not significantly contribute to the development of this agenda item.



FIRST AMENDMENT TO AGREEMENT
Contract No. 25W4270

This Amendment to the Contract, which is effective on March 1, 2025, is between the COUNTY OF SANTA CRUZ, hereinafter called COUNTY, and UNITED WAY OF SANTA CRUZ COUNTY, hereinafter called CONTRACTOR. The parties hereto agree to amend Contract 25W4270 by the changes as follows:

A. Page 1, Section 1 titled “Duties” of the Contract, is deleted and replaced with the following:

1. **DUTIES.** CONTRACTOR agrees to exercise special skill to accomplish the following results: Provide dedicated “resource and service referral connection assistance” to people experiencing homelessness, or are at imminent risk of becoming homeless, as described in Attachment A – Scope of Services, Amendment One for the County of Santa Cruz Human Services Department (hereinafter called “the program”).

B. Exhibit A – Scope of Work of the Contract is deleted and replaced with Attachment A – Scope of Services, Amendment One, which is attached hereto and incorporated herein by reference.

C. Page 1, Section 2, titled “Compensation” of the Contract is deleted and replaced with the following:

2. **COMPENSATION.** In consideration for CONTRACTOR accomplishing said result, COUNTY agrees to pay CONTRACTOR as follows: Payment not to exceed \$220,000, processed for payment after receipt and project manager approval of monthly invoices based upon the amount of actual progress achieved during the preceding month, as outlined in Attachment B – Terms of Payment, Amendment One.

D. Exhibit B – Budget of the Contract is deleted and replaced with Attachment B – Terms of Payment, Amendment One, which is attached hereto and incorporated herein by reference.

F. Page 5, Section 13 titled “Attachments”; of the Contract is deleted and replaced with the following:

13. **ATTACHMENTS.** Should a conflict arise between the language in the body of this Contract and any attachment to this Contract, the language in the body of this Contract controls. This Contract includes the following attachments:

- Attachment A – Scope of Services, Amendment One
- Attachment A, Appendix 1 – Connection Services Request Form
- Attachment B – Terms of Payment, Amendment One
- Exhibit C – Data Privacy and Security Confidentiality Agreement
- Exhibit D – Non-Discrimination Assurance of Compliance

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SIGNATURE PAGE

FIRST AMENDMENT TO AGREEMENT

Contract No. 25W4270

All other provisions of said Agreement shall remain the same.

UNITED WAY OF
SANTA CRUZ COUNTY

COUNTY OF SANTA CRUZ
Human Services Department

Signed by:

Yvette Brooks

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Yvette Brooks, Chief Executive Officer

Date: 2/28/2025

DocuSigned by:

Randy Morris

D1FBEB7500084B1
Randy Morris, Director

Date: 3/25/2025

APPROVED AS TO INSURANCE:

APPROVED AS TO FORM:

Signed by:

Gina Borasi

2/28/2025

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Risk Management

Signed by:

Arthur G. Wille

2/27/2025

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Office of the County Counsel

UNITED WAY OF SANTA CRUZ COUNTY
211 SANTA CRUZ HOMELESS AND HOUSING REFERRAL CONNECTION SUPPORT

I. AGREEMENT OVERVIEW

United Way of Santa Cruz County operates Santa Cruz County’s 211 Service. 211 Santa Cruz County (211) is a free and confidential information and referral service that connects residents with free and low-cost services. 211 is available 24 hours a day, 7 days a week, and can be accessed in over 220 languages. The County of Santa Cruz Human Services Department (COUNTY HSD) Housing for Health Partnership (H4HP) serves as the federally-designated Continuum of Care (CoC) for Santa Cruz County and coordinates resources, programs and services focused on preventing and ending homelessness.

The purpose of this agreement is to provide dedicated “resource and service referral connection assistance” to people experiencing homelessness, or are at imminent risk of becoming homeless, that include connecting these individuals with available shelter and resources to support them access or maintain housing services.

II. PERFORMANCE MEASUREMENTS

| | |
|---|--|
| Result: Households will obtain resource information and referrals to shelter, housing services, and Coordinated Entry | |
| How Many Services Will Be Provided? | 1,800 people experiencing homelessness or are at imminent risk of becoming homeless will receive resource and referral connection support. Data Collection Tool: CONTRACTOR report and Homeless Management Information System (HMIS) |
| How Well Are Services Provided? | 100% of referrals and resource information for people experiencing homelessness or are at imminent risk of becoming homeless will be documented by CONTRACTOR. Local interim shelter and sober living environments bed availability will be tracked weekly by CONTRACTOR. Coordinated Entry Connector availability will be tracked weekly by CONTRACTOR. Data Collection Tool: CONTRACTOR report and HMIS |
| Is Anyone Better Off? | At least 20% of households served will access resources referred. Data Collection Tool: CONTRACTOR report and HMIS |

III. CONTRACTOR RESPONSIBILITIES

1. CONTRACTOR shall provide connection services resource support and referrals to Santa Cruz County people who are experiencing homelessness or are at imminent risk of homelessness and dial 211 or complete a Connection Services Request form (Appendix 1).

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211 SANTA CRUZ HOMELESS AND HOUSING REFERRAL CONNECTION SUPPORT

2. CONTRACTOR shall ensure that the regional call center is current with Santa Cruz County resources, including but not limited to the Connection Service Request form and associated process, sober living environments, interim shelter options and affordable housing charts.
3. CONTRACTOR will make a minimum of three (3) attempts, within five (5) business days, to conduct follow-up calls to people who are experiencing homelessness or are at imminent risk of homelessness that initially receive support from 211's regional call center for homeless and housing related assistance.
4. CONTRACTOR will make a minimum of three (3) attempts, within ten (10) business days, to conduct initial and follow-up calls to individuals that complete a Connection Services Request form.
5. For all submitted Connections Services Request forms, CONTRACTOR shall, within five (5) business days, conduct an initial assessment of submitter by completing or reviewing the submitted form, and screen to determine if they are homeless or at imminent risk of homelessness as defined by the United States Department of Housing and Urban Development (HUD) standards.
 - a. If caller and/or family is not considered homeless by HUD standards, information and referrals to applicable services shall be offered, including information on open affordable housing waitlists.
 - b. If caller and/or family is considered homeless, they shall be referred to a designated Coordinated Entry System (CES) Connector (Connector) with caseload availability relative to the individual and/or family's population or geographic demographic. If no Connector has capacity to work with the resident at the time of their contact, they shall be added to a waitlist to be referred when a Connector's caseload opens.
 - c. If caller and/or family is considered homeless and is seeking shelter, they shall be supplied information on accessing shelter bed availability. If they are not seeking shelter, other appropriate resources shall be offered.
 - d. All residents shall be supplied resource and referral connection support tailored to their needs indicated on the Connection Services Request form.
6. CONTRACTOR shall look up all callers in HMIS to check client history and current resource connection.
 - a. People experiencing homelessness or are at imminent risk of becoming homeless with HMIS profiles indicating an existing resource connection shall be redirected to that existing connection and encouraged to contact the program they are already connected with for assistance.
 - b. For participants with HMIS profiles, CONTRACTOR shall request updated contact and location information and document in HMIS within one business day.

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- c. CONTRACTOR shall document all resource assistance for people experiencing homelessness or are at imminent risk of becoming homeless with HMIS profiles within one (1) business day.
 - d. CONTRACTOR shall add and/or maintain Connection Service Request Form under files in HMIS within five (5) business days.
 - e. For people experiencing homelessness or are at imminent risk of becoming homeless without existing HMIS profiles, CONTRACTOR shall document the above information within five (5) business days in a separate CONTRACTOR report record, to be determined by County and agreed upon by Contractor.
7. CONTRACTOR shall maintain a list of all people who are experiencing homelessness or are at imminent risk of homelessness and the resource referral provided outcomes.
 8. CONTRACTOR shall contact all local interim shelter and sober living environments to track bed availability weekly. CONTRACTOR shall use a COUNTY-approved, shared shelter bed inventory document and/or web-based database, including HMIS if functionality is available.
 9. CONTRACTOR shall contact designated H4HP CoC Coordinated Entry Connectors weekly to track availability. CONTRACTOR shall use a COUNTY approved, shared Connector tracking document and/or web-based database, including HMIS if functionality is available.
 10. CONTRACTOR shall maintain current affordable housing unit information to supply individuals in need of low-income housing. This involves:
 - a. Developing and maintaining, on the 211 website and CONTRACTOR's iCarol™ database, a comprehensive list of affordable rental properties with available units or open waiting lists to include at minimum, all properties on the Housing Authority of Santa Cruz County List of Low-Income Rental Units. The list shall include but is not limited to, the property name, location and contact information, vacant number of units and open waitlist time period with application process, if applicable and vehicle parking information.
 - b. Making monthly calls to all rental properties included on the Housing Authority of Santa Cruz County of Low-Income Rental Units list to inquire about open waiting lists and vacancies and confirm eligibility criteria. All open waitlist information shall be made available on the 211 website and within CONTRACTOR's iCarol™ database the day of receiving updated information and shall be shared with people experiencing homelessness or are at imminent risk of becoming homeless that complete the H4H Connection Services form indicating a need for affordable housing information.
 11. CONTRACTOR shall attend the H4H Quarterly Connector Collaborative meetings to collaborate with homeless service providers and keep apprised with Coordinated Entry

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policies, procedures and service delivery. CONTRACTOR will share and identify new resources with the homeless service providers.

12. CONTRACTOR shall maintain public communications and resource information related to housing and homelessness on the 211 website and within CONTRACTOR's iCarol™ database and shall update with current information supplied by, but not limited to, the COUNTY Housing for Health Division within one (1) day of receiving updated information.
13. CONTRACTOR shall participate in the Santa Cruz County Continuum of Care, also known as the Housing for Health Partnership¹, as at minimum an "Organizational Member," as may be amended, to the extent that it is required to execute services under this Agreement.
14. CONTRACTOR shall abide by the terms of all incorporated exhibits (See Independent Contractor Agreement, section 13, Attachments).

IV. PARTICIPANT GRIEVANCES

1. CONTRACTOR shall maintain an internal grievance and complaint procedure for participants participating in the project.
 - a. CONTRACTOR shall provide COUNTY with a copy of the internal grievance and complaint procedure at the outset of the term of this agreement.
 - b. CONTRACTOR shall notify COUNTY immediately of any grievances or complaints that may not get resolved internally, time is of the essence.
 - c. CONTRACTOR shall respond as soon as reasonably possible to any COUNTY request for information regarding any known or suspected grievance or complaint.
2. CONTRACTOR shall notify COUNTY immediately of any serious incident that arises in the provision of services to participants including: breaches of confidentiality, health and safety issues that impact participants or staff, issues that require law enforcement or emergency responder involvement, participants at risk of program closure and exit due to serious health and safety concerns, participants at-risk of eviction from housing, and other program operational concerns that impact or relate to CONTRACTOR performance (time is of the essence).

V. COUNTY RESPONSIBILITIES

- A. COUNTY will provide access to the shared shelter bed inventory document. The format for this is to be determined, and will not require contractor access to the COUNTY network.

¹ <https://housingforhealthpartnership.org/>

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- B. Participating agencies (COUNTY HSD, Santa Cruz County Sheriff’s Department, and H4HP) will provide referrals of people experiencing homelessness or are at imminent risk of becoming homeless to CONTRACTOR.
- C. COUNTY may review CONTRACTOR’s data entry in Santa Cruz Clarity HMIS to support contract compliance and REPORTING AND COORDINATION REQUIREMENTS.

VI. OTHER TERMS

A. MUTUAL RESPONSIBILITIES

- 1. COUNTY and CONTRACTOR will meet weekly to review progress towards contract goals and share updated information regarding local housing and homeless related resources.

VII. REPORTING AND COORDINATION REQUIREMENTS

A. REPORTING

- 1. CONTRACTOR shall submit Semi-Annual Progress Reports that reflect program budget issues/challenges as well as stated participant outcomes as noted herein page 1 of this scope of work. CONTRACTOR shall use a reporting template created or approved by COUNTY, which are due the last business day in January and the last business day in July, or within 30 days of receipt of COUNTY template. Failure to submit Semi-Annual Reports by the dates due may result in the withholding of payment for invoices until the report is submitted. COUNTY reserves the right to request a Quarter 3 progress report, covering January through March, due by April 30 for each fiscal year of this contract term.
 - a. New agreements taking effect later than July 1 of a fiscal year will be subject only to those reports deemed reasonable by COUNTY.

VIII. ADDITIONAL TERMS AND CONDITIONS

- A. Corrective Action: CONTRACTOR shall perform the agreed upon services detailed in this scope of work, submit timely invoices and reports, and work to meet agreed upon outcomes as detailed herein. CONTRACTOR’s failure to provide any of these agreed upon terms may result in a Corrective Action request. Corrective Action requests will specify ongoing problems in the performance of these contract terms and a deadline by which to rectify problems and will also require the CONTRACTOR to participate in a Corrective Action Plan detailing how ongoing problems will be resolved. Failure to adequately address steps outlined in the Corrective Action Plan may result in the withholding of payment on invoices and/or termination of the contract (see Independent Contractor Agreement, section 4, Early Termination).
- B. Federal Funding: CONTRACTOR certifies that they are neither suspended, debarred, nor proposed for debarment from receiving federal funds; declared ineligible to receive federal funds; or voluntarily excluded from participation in covered transactions by any federal

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department or agency.

- C. **Uninterrupted Provision of Services:** In order to maintain uninterrupted services under this agreement, the CONTRACTOR shall ensure that the budgeted staffing for the contracted services are maintained, which includes providing coverage for staff vacancies or leaves of more than two weeks. Additionally, CONTRACTOR program and direct service staff shall be replaced within ninety (90) days of the start of staffing vacancies. Program or direct service staff vacancies not filled within ninety (90) days shall require CONTRACTOR to provide regular recruitment updates to COUNTY, and may result in modifying the Scope of Work and/or Budget of the agreement or termination of the agreement, if deemed necessary by COUNTY.
- D. **Notification of Personnel Changes:** In the event of key personnel changes or leaves of more than two weeks for positions funded fully or in part by this agreement (e.g., executive director, manager of contracted program, direct service staff), CONTRACTOR shall report changes to the COUNTY within ten (10) business days of occurrence.
- E. **Instruction:** CONTRACTOR shall provide this Scope of Work to all of its employees who conduct activities under this contract, so that CONTRACTOR staff clearly understands expected activities per this agreement. CONTRACTOR shall train any new employees who work in any capacities related to the provisions of this contract, in the requirements of this contract.
- F. **Subcontractors:**
1. CONTRACTOR shall be solely responsible for monitoring services provided by any subcontractor(s) and compensating subcontractors from the funds described in Attachment B – Terms of Payment. Failure to provide payment to subcontractors for agreed upon services to referred participants may be cause for Corrective Action, as described in Additional Terms and Conditions – VII.A.
 2. CONTRACTOR shall ensure that any subcontractor complies with COUNTY requirements as outlined in this agreement.
- G. **Consistency of Service:** Prior to refusing services to any potential program participant referred by COUNTY, CONTRACTOR shall conduct an assessment, report the reason for refusal of services to COUNTY, and obtain approval from the COUNTY.
- H. **Publicity and Outreach:**
1. CONTRACTOR shall obtain COUNTY approval prior to use of any program marketing materials indicated as a deliverable to or requirement of this agreement.
 2. CONTRACTOR shall ensure that the COUNTY Human Services Department logo and name are included on all marketing materials related to this agreement, including but not limited to flyers, brochures, written success stories, social media posts, and website information., and will obtain these directly from COUNTY authorized staff for approved

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uses.

3. As a recipient of government funding, CONTRACTOR shall ensure that electronic documents and websites at minimum comply with the Americans with Disabilities Act (ADA)² requirements, and will make reasonable efforts to improve accessibility whenever possible.

- I. Media Inquiries: Should the CONTRACTOR receive press/media inquiries regarding the services provided through this contract, the CONTRACTOR shall notify HSD's Public Information Officer (PIO) of the inquiry, at 831-454-4706 or Alan.Villatuya@santacruzcountyca.gov. Press/media may also be referred directly to the PIO for additional information. When communicating with press/media regarding the services provided through this contract, the CONTRACTOR shall also specify that the contracted program(s) receive(s) funding from the County of Santa Cruz, Human Services Department.

² <https://www.ada.gov/>



Request for Housing for Health Partnership (H4HP) Connection Services

Santa Cruz County’s Housing for Health Partnership (H4HP) is associated with a variety of services and supports that can help people experiencing homelessness. Despite these connections, there are very limited housing and shelter resources available in Santa Cruz and not everyone seeking a housing resource can immediately receive one. H4HP is funding Connection Services to support eligible people to identify potential resources to help with housing and other needs.

If you are experiencing or are at-risk of becoming homeless and are not working with a Connector yet, or if you are working with someone who is experiencing or at-risk of homelessness, you may complete this request form for Connection Services. The request will allow H4HP to look at the household’s composition and current circumstances to determine whether immediate key supports are available. Everyone that completes the request form will receive a response with resource recommendations based on the needs and circumstances reflected.

This request form can also be used to match and refer to a Connector (a person available to provide Connection Services). Connectors provide in-depth assessments and supports for people experiencing homelessness. Because capacity is limited, not everyone completing this form will be referred to Connector Services. ***Even though most information on this form is not required, the more information that is provided, the higher the chance of receiving a useful response from H4HP staff.***

The form is not a coordinated entry Assessment and does not place people on the housing community queue (list) for H4HP-linked housing and service resources. Please provide as much information as possible about how to find you/participant should resources become available.

| | |
|--|---|
| Date | |
| | |
| Participant Information | |
| Name | |
| Email | |
| Phone | <input type="checkbox"/> check here if OK to send texts |
| Date of Birth | |
| Location Currently Staying (provide enough information for a service) | |

| | |
|--|---|
| provider to find you) | |
| Other locations where you may be found (please be as specific as possible) | |
| County Location | <input type="checkbox"/> North County <input type="checkbox"/> Mid-County <input type="checkbox"/> South County |
| Provider Information (If form is completed by Provider, or if participant has a provider they would like to have contacted) | |
| Name | <input type="checkbox"/> check here if submitting on behalf of participant |
| Position | |
| Agency/Program | |
| Email | |
| Phone | |
| Other Contact #1 (Please provide information on someone who is likely to be able to reach you or know where you are) | |
| Name | |
| Relationship | |
| Email | |
| Phone | |
| Other Contact #2 (Please provide information on someone who is likely to be able to reach you or know where you are) | |
| Name | |
| Relationship | |
| Email | |
| Phone | |
| Services Desired (Please describe what kind of resource information would be helpful): | |
| <input type="checkbox"/> Housing Expense Assistance (i.e. rent, deposit) <input type="checkbox"/> Affordable Housing (i.e. Housing Authority voucher information, senior housing) <input type="checkbox"/> Landlord/Tenant Assistance (i.e. tenant rights, dispute resolution) <input type="checkbox"/> County benefits information (i.e. CalFresh, General Assistance, CalWORKs, Medi-Cal) <input type="checkbox"/> Domestic Violence Assistance <input type="checkbox"/> Food Resources <input type="checkbox"/> Mental Health Services <input type="checkbox"/> Substance Use Disorder Services <input type="checkbox"/> Legal Assistance <input type="checkbox"/> Health Care | |
| Seeking Shelter: <input type="checkbox"/> Yes <input type="checkbox"/> No | |

Shelter Site Preference: _____

Interested in Safe Sleeping Options (check either):

- Night only, indoor congregate accommodations, rotating location
- Outdoor sanctioned camping

Seeking Safe Parking: Yes No

For Safe Parking, Participant has: Operable vehicle Valid Driver’s License
 Vehicle Registration Insurance

Section 1: Household Composition

1. How old are you? _____
 Prefer not to answer
2. How many people are included in your household, including you? (a household is the adults and children that you live with or plan to live with when you have housing) _____
3. How many children are in your household currently? ____
 - a. Are any of your children under 5 years old?
 Yes No Prefer not to answer
 - b. Please list the names and ages of your child(ren)

| Name | Age |
|------|-----|
| | |
| | |
| | |
| | |
| | |

4. Are other adult members of your household 65 or older?
 Yes No Prefer not to answer
5. Are you or any other members of your household currently pregnant:
 Yes No Prefer not to answer
 - a. Due date:
6. Are you or any other members of your household between ages 18 and 24?
 Yes No Prefer not to answer
 - a. If yes, did you/they ever receive foster care services?
 Yes No Prefer not to answer
 - i. If yes, please share your/their name and birthday _____
7. Are you or any other members of your household a veteran of the US Armed Forces or was anyone ever on active duty in the military?

Yes No Prefer not to answer

8. Some housing assistance is only for families with specific child welfare interactions. Do you or your family have an open child welfare case (for example, are you seeking reunification of a child that has been removed from your custody by Child Welfare (County Family and Children’s Services) or are you currently under review for having a child removed)?

Yes No Prefer not to answer

9. Some shelters and housing assistance is only for people fleeing domestic violence. Are you fleeing or attempting to flee partner violence or other unsafe or violent situation?

Yes No Prefer not to answer

Section 2: Housing History

10. Where did you stay or sleep last night?

11. How long have you been sleeping/staying where you stayed last night?

12. How many times have you slept/stayed on the streets or in shelter during the past 3 years including today

13. Number of months you slept/stayed on the streets or in shelter during the past 3 years

Section 3: Health

14. Do you have any disabilities or chronic health conditions that make it hard for you to secure housing (e.g., physical disability, developmental disability, chronic health condition, HIV-AIDS, mental health disorder or substance use disorder):

No Yes, one Yes, two Yes, three or more Prefer not to answer

15. Do you need help with activities like bathing, feeding, cleaning?

Yes No Prefer not to answer

Thank you for submitting this form. Someone will get back to you within a week. If Connection Services are appropriate and available you may hear directly from a service provider. Otherwise, you will receive an email or other communication from H4HP staff. If your situation changes you may submit a new Request form.

UNITED WAY OF SANTA CRUZ COUNTY
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I. BUDGET

| LINE ITEM EXPENDITURES | ORIGINAL PROGRAM COSTS FY 2024-25 | UPDATED PROGRAM COSTS FY 2024-25 |
|--|--------------------------------------|-------------------------------------|
| PERSONNEL COSTS - SALARIES & BENEFITS | \$123,445 | \$168,900 |
| NON-PERSONNEL COSTS | \$31,100 | \$31,100 |
| ADMINISTRATIVE OVERHEAD | \$15,455 | \$20,000 |
| GRAND TOTAL | \$170,000 | \$220,000 |

II. BUDGET MODIFICATION

1. Transfers between budget categories within a specific fiscal year may be made only through a budget modification, which must be requested to the COUNTY in writing by the CONTRACTOR in advance of the modification, providing the transfer is less than 30% (cumulative), is within a single budget suffix of the approved budget, and is within the total original fiscal year budget.
2. Budget modification requests must be received no later than May 1st of the fiscal year in which the budget modification is applicable and must have prior approval by COUNTY authorized staff to be approved.
3. Other transfers of funds may only be approved through written approval of the Board of Supervisors and execution of a contract amendment. Contract amendments must be requested two calendar months prior to the proposed effective date of the amendment to allow time for the Board approval process.

III. INVOICES

1. CONTRACTOR shall provide monthly invoices, along with any required backup documentation, using an invoice template and/or web-based database created or approved by COUNTY, documenting services costs based on clause I. Budget.
 - a. Invoices are subject to review by COUNTY program and/or fiscal staff prior to payment to ensure costs meet funding source requirements. Funding source requirements are subject to change, and COUNTY will provide as much notice as reasonably possible regarding said changes. Costs not meeting funding source requirements may not be paid.
2. Monthly invoices shall be submitted via email to COUNTY authorized staff at HSDCCU@santacruzcountyca.gov within thirty (30) calendar days following the end of the

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month in which the services were provided, with the exception of year-end invoices for May and June.

3. CONTRACTOR shall submit May and June invoices, **representative of actual costs incurred to date** as reflected in clause 2. COMPENSATION of this Agreement, for specific fiscal years by 5 p.m. on the second calendar Friday of June in the specific fiscal year. This date is subject to change. COUNTY will provide notice of any changes thirty (30) calendar days prior to the effective date of the change.
4. CONTRACTOR shall submit final June invoice, **representative of actual costs incurred to date** as reflected in clause 2. COMPENSATION of this Agreement, for specific fiscal years by 5 p.m. on the second calendar Friday of July in the specific fiscal year. This date is subject to change. COUNTY will provide notice of any changes thirty (30) calendar days prior to the effective date of the change.

Certificate Of Completion

| | |
|---|--------------------------------------|
| Envelope Id: 1AD396F1-C404-4D00-B538-C339C137F10E | Status: Completed |
| Subject: One Meeting Item 25-1345 | |
| Source Envelope: 488BC3A7-56BD-4661-8AC3-D77FBB6E0F16 | |
| Document Pages: 15 | Signatures: 0 |
| Certificate Pages: 4 | Initials: 0 |
| AutoNav: Enabled | Stamps: 1 |
| Envelopeld Stamping: Enabled | Envelope Originator: |
| Time Zone: (UTC-08:00) Pacific Time (US & Canada) | Jillian Ritter |
| | 701 Ocean Street |
| | Santa Cruz, CA 95060 |
| | Jillian.Ritter@santacruzcountyca.gov |
| | IP Address: 73.202.214.193 |

Record Tracking

| | | |
|--------------------------------------|--------------------------------------|--------------------|
| Status: Original | Holder: Jillian Ritter | Location: DocuSign |
| 3/28/2025 4:06:04 PM | Jillian.Ritter@santacruzcountyca.gov | |
| Security Appliance Status: Connected | Pool: FedRamp | |
| Storage Appliance Status: Connected | Pool: County of Santa Cruz | Location: Docusign |

Signer Events

CBD eSignature
 cbd.esignature@santacruzcountyca.gov
 County of Santa Cruz
 Security Level: Email, Account Authentication (None)

Signature

Signed



Using IP Address: 63.194.190.100

Timestamp

Sent: 3/28/2025 4:35:44 PM
 Resent: 4/3/2025 9:17:47 AM
 Viewed: 4/3/2025 1:49:33 PM
 Signed: 4/3/2025 1:57:47 PM
 Freeform Signing

Electronic Record and Signature Disclosure:

Accepted: 6/20/2024 3:08:48 PM
 ID: 4b7794de-1393-406f-a9a3-56a92d4b90d7

In Person Signer Events

Signature

Timestamp

Editor Delivery Events

Status

Timestamp

Agent Delivery Events

Status

Timestamp

Intermediary Delivery Events

Status

Timestamp

Certified Delivery Events

Status

Timestamp

Carbon Copy Events

Status

Timestamp

Witness Events

Signature

Timestamp

Notary Events

Signature

Timestamp

Envelope Summary Events

Status

Timestamps

| | | |
|---------------------|------------------|----------------------|
| Envelope Sent | Hashed/Encrypted | 3/28/2025 4:35:44 PM |
| Certified Delivered | Security Checked | 4/3/2025 1:49:33 PM |
| Signing Complete | Security Checked | 4/3/2025 1:57:47 PM |
| Completed | Security Checked | 4/3/2025 1:57:47 PM |

Payment Events

Status

Timestamps

Electronic Record and Signature Disclosure

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