

34. Approve amendments to agreements with Housing Matters, increasing the amount by \$160,650, and Families in Transition Santa Cruz County Inc., increasing the amount by \$889,096, for California Work Opportunity and Responsibility to Kids (CalWORKs) housing programs, approve agreement with Community Action Board of Santa Cruz County, Inc., in the amount of \$600,000, for housing-related services, and take related actions ()



## **County of Santa Cruz Board of Supervisors**

### **Agenda Item Submittal**

**From:** Human Services Department

**Subject:** Accept California Department of Social Services Housing Support Program Funding and Approve Related Agreements

**Meeting Date:** March 11, 2025

**Formal Title:** Approve amendments to agreements with Housing Matters, increasing the amount by \$160,650, and Families in Transition Santa Cruz County Inc., increasing the amount by \$889,096, for California Work Opportunity and Responsibility to Kids (CalWORKs) housing programs, approve agreement with Community Action Board of Santa Cruz County, Inc., in the amount of \$600,000, for housing-related services, and take related actions

### **Recommended Actions**

1. Adopt resolution accepting unanticipated revenue in the amount of \$1,649,746 from the California Department of Social Services (CDSS), as detailed in the attached AUD 60;
2. Approve first amendment to agreement 25W3973 with Housing Matters, increasing the amount by \$160,650, for a not-to-exceed total of \$1,232,493, to expand California Work Opportunity and Responsibility to Kids (CalWORKs) Emergency Housing Program (CEHP) services;
3. Approve first amendment to agreement 25W3972 with Families in Transition Santa Cruz County Inc. (FIT), increasing the amount by \$889,096, for a not-to-exceed total of \$2,969,370, to expand CalWORKs Housing and Move-in Program (CHAMP) services;
4. Approve agreement 25W4315 with Community Action Board of Santa Cruz County, Inc. (CAB), in the amount of \$600,000, for flexible rehousing and prevention assistance fund management; and
5. Authorize the Director of Human Services to execute the amendments and agreement.

### **Executive Summary**

The Human Services Department (HSD) recommends the Board adopt a resolution accepting unanticipated revenue in the amount of \$1,649,746 from the California Department of Social Services (CDSS) to expand available supports to Housing Support Program (HSP) participants and approve related agreements.

### **Discussion**

In 2014, CDSS established the California Work Opportunity and Responsibility to Kids (CalWORKs) Housing Support Program to reduce the number of CalWORKs families experiencing or at risk of homelessness. In September 2024, Santa Cruz County was awarded \$2,325,848 additional HSP funds to be spent by June 2025. Out of the \$2,325,848, \$676,102 were used to fund existing HSP agreements and HSD is proposing to use the remaining \$1,649,746 in expanding the support for eligible families

to attain or maintain permanent housing including through rent, security deposits, household furnishings, shelter services, temporary hotel/motel stays and access to credit restoration services.

### ***Housing Matters CalWORKs Emergency Housing Program (CEHP)***

Housing Matters provides the CalWORKs Emergency Housing Program participants with shelter while they seek permanent housing opportunities. This program is largely successful but is rarely able to shelter all eligible participants for the full fiscal year; it is anticipated that current contracted funds will be expended by May 2025. The amendment will provide 1,785 additional shelter nights for eligible CalWORKs families.

### ***Family In Transition CalWORKs Housing and Move-in Program (CHAMP)***

Families in Transition (FIT) provides case management and financial assistance to support CHAMP participants to attain and maintain permanent housing. To date, CHAMP has assisted more than 455 families with direct participant assistance, and 71% of families have graduated from the program into permanent housing.

Even with the increase of shelter nights through the CEHP, it is anticipated that additional CHAMP participants will be unable to access a safe, sheltered place to stay while seeking permanent housing. Utilizing available HSP funds to provide CHAMP participants with temporary hotel/motel stays will help families meet their immediate shelter needs and allow families more time to focus on tasks that will support them in attaining permanent housing including engaging in case management services, increasing income, searching for units, and attending unit viewings.

Low credit scores impacted by high amounts of debt are a barrier to housing attainment. By providing funds to pay off debt and restore credit, families increase their chances of passing background checks required by many landlords during their housing application screening process. Furthermore, reducing debt burden frees up additional income that families can allocate towards rent and other essential needs, increasing their housing stability.

### ***CAB Housing Support Program (HSP)***

CAB has extensive experience managing flexible funding programs to address housing-related needs on behalf of the County. While creating a centralized flexible pool of funding to provide housing related financial assistance to help households resolve housing stability issues, the new contract will also allow Housing for Health to ensure appropriate separation of these services in support of grant compliance requirements.

The CAB HSP contract will help local CalWORKs enrolled households avoid eviction and to obtain or maintain housing. The performance of CAB's Housing Support Program agreement will be measured by the timeliness of payment assistance services disbursement, along with data collection on the number of individuals that move from homelessness into housing or that maintain housing through homelessness prevention assistance.

### **Financial Impact**

The proposed Board actions do not require any additional General Fund contributions. Approval of the amendments to Housing Matters and FIT agreements, and agreement

with CAB will require approval of a resolution accepting unanticipated revenues of \$1,649,746 from CDSS, as detailed in the attached AUD60.

Contract No.25W3972 Families in Transition, Amendment One

- 391200-75291-WCEC3-W895456

Contract No.25W3973 Housing Matters, Amendment One

- (1/3) 391200-75291- WCEC3-W895456
- (2) 392110-75291-WCEC3-06330032

Contract No.25W4315 Community Action Board of Santa Cruz County, Inc.

- 391200-75291-WCEC3-W895456

### **Strategic Initiatives**

Operational Plan - 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.

**BEFORE THE BOARD OF SUPERVISORS  
OF THE COUNTY OF SANTA CRUZ, STATE OF CALIFORNIA**

**Resolution No.**

On the motion of Supervisor

Duly seconded by Supervisor

The following resolution is adopted:

**RESOLUTION ACCEPTING UNANTICIPATED REVENUE**

WHEREAS, the County of Santa Cruz is the recipient of funds, in the amount of \$ 1,649,746,  
from California Department of Social Services,  
for the CalWORKs Housing Support Program (HSP) program; and

WHEREAS, the above-referenced funds are either in excess of those anticipated or are not specifically set forth in the current fiscal year budget for the County; and

WHEREAS, pursuant to Government Code section 29130(b), such funds may be made available for specific appropriation by four-fifths vote of the Board of Supervisors;

NOW, THEREFORE, BE IT RESOLVED AND ORDERED that the Santa Cruz County Auditor-Controller-Treasurer-Tax Collector accept the amount of \$ 1,649,746 for the  
CalWORKs Housing Support Program (HSP) program.

GL Key	GL Object	JL Key	JL Object	Amount	Account Description
391200	40932			1,649,746	FED-GAIN ADMIN

**and that such funds be and are hereby appointed as follows:**

GL Key	GL Object	JL Key	JL Object	Amount	Account Description
391200	75291			1,649,746	SUPPORTIVE SERVICES 1099

PASSED AND ADOPTED BY THE Board of Supervisors of the County of Santa Cruz, State of California,  
 this \_\_\_\_\_ day of \_\_\_\_\_, \_\_\_\_\_ by the following vote  
 (requires four-fifths vote for approval):

AYES:

NOES:

ABSENT:

\_\_\_\_\_  
 Chair of the Board


ATTEST: \_\_\_\_\_  
 Clerk of the Board

DEPARTMENT HEAD I hereby certify that the fiscal provisions have been researched and that the  
 Revenue(s) (has been)(will be) received within the current fiscal year.


BY: DocuSigned by:  
  
9988DAFC98204C5... Date: 2/24/2025  
 \_\_\_\_\_  
 Department Head

COUNTY ADMINISTRATIVE OFFICER /   x   / Recommended to Board  
 /        / Not Recommended to Board

APPROVED AS TO FORM:

Signed by:  
  
FD318C222C99400... 2/24/2025  
 \_\_\_\_\_  
 Office of the County Counsel

APPROVED AS TO ACCOUNTING DETAIL:

DocuSigned by:  
  
6E7E00605F2E442... 2/24/2025  
 \_\_\_\_\_  
 Human Services Department on behalf of  
 Auditor-Controller-Treasurer-Tax Collector

Distribution:

Auditor-Controller-Treasurer-Tax Collector  
 County Counsel  
 County Administrative Officer  
 Originating Department

## Certificate Of Completion

Envelope Id: 8C1A05C7-BF1C-4595-B073-5AD62BCCA4F1

Status: Completed

Subject: Complete with Docusign: AUD 60 CalWORKS HSP Amendments.pdf

Source Envelope:

Document Pages: 2

Signatures: 3

Envelope Originator:

Certificate Pages: 5

Initials: 0

HSD CCU

AutoNav: Enabled

701 Ocean Street

Envelopeld Stamping: Enabled

Santa Cruz, CA 95060

Time Zone: (UTC-08:00) Pacific Time (US & Canada)

hsdccc@santacruzcountyca.gov

IP Address: 134.16.1.185

## Record Tracking

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2/20/2025 4:45:55 PM

hsdccc@santacruzcountyca.gov

Security Appliance Status: Connected

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Storage Appliance Status: Connected

Pool: County of Santa Cruz

Location: Docusign

## Signer Events

## Signature

## Timestamp

Sarah Heffernan

Sarah.Heffernan@santacruzcountyca.gov

Sr. Dept. Admin. Analyst

County of Santa Cruz

Security Level: Email, Account Authentication (None)

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*Sarah Heffernan*

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Arthur G. Wille

arthur.wille@santacruzcountyca.gov

County of Santa Cruz

Assistant County Counsel

Security Level: Email, Account Authentication (None)

Signed by:

*Arthur G. Wille*

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Signed: 2/24/2025 9:48:09 AM

Signature Adoption: Pre-selected Style

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ID: 9b30648c-66aa-4ff5-a52b-5cc7f0874fe9

Sven Stafford

Sven.Stafford@santacruzcountyca.gov

Principal Administrative Analyst

County of Santa Cruz

Security Level: Email, Account Authentication (None)

**Completed**

Sent: 2/24/2025 9:48:11 AM

Viewed: 2/24/2025 10:27:51 AM

Signed: 2/24/2025 10:28:13 AM

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Accepted: 11/27/2023 4:58:56 PM

ID: f0ba78d6-7235-4933-b064-12c7d346ba1e

Kimberly K Petersen

Kimberly.Petersen@santacruzcountyca.gov

Deputy Director

County of Santa Cruz

Security Level: Email, Account Authentication (None)

DocuSigned by:

*Kimberly K Petersen*

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Signed: 2/24/2025 2:36:32 PM

Signature Adoption: Pre-selected Style

Using IP Address: 63.194.190.100

## Electronic Record and Signature Disclosure:

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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	2/20/2025 4:51:37 PM
Certified Delivered	Security Checked	2/24/2025 2:36:04 PM
Signing Complete	Security Checked	2/24/2025 2:36:32 PM
Completed	Security Checked	2/24/2025 2:36:32 PM
Payment Events	Status	Timestamps
Electronic Record and Signature Disclosure		



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From time to time, County of Santa Cruz (we, us or Company) may be required by law to provide to you certain written notices or disclosures. Described below are the terms and conditions for providing to you such notices and disclosures electronically through the DocuSign system. Please read the information below carefully and thoroughly, and if you can access this information electronically to your satisfaction and agree to this Electronic Record and Signature Disclosure (ERSD), please confirm your agreement by selecting the check-box next to 'I agree to use electronic records and signatures' before clicking 'CONTINUE' within the DocuSign system.

### **Getting paper copies**

At any time, you may request from us a paper copy of any record provided or made available electronically to you by us. You will have the ability to download and print documents we send to you through the DocuSign system during and immediately after the signing session and, if you elect to create a DocuSign account, you may access the documents for a limited period of time (usually 30 days) after such documents are first sent to you. After such time, if you wish for us to send you paper copies of any such documents from our office to you, you will be charged a \$0.00 per-page fee. You may request delivery of such paper copies from us by following the procedure described below.

### **Withdrawing your consent**

If you decide to receive notices and disclosures from us electronically, you may at any time change your mind and tell us that thereafter you want to receive required notices and disclosures only in paper format. How you must inform us of your decision to receive future notices and disclosure in paper format and withdraw your consent to receive notices and disclosures electronically is described below.

### **Consequences of changing your mind**

If you elect to receive required notices and disclosures only in paper format, it will slow the speed at which we can complete certain steps in transactions with you and delivering services to you because we will need first to send the required notices or disclosures to you in paper format, and then wait until we receive back from you your acknowledgment of your receipt of such paper notices or disclosures. Further, you will no longer be able to use the DocuSign system to receive required notices and consents electronically from us or to sign electronically documents from us.

### **All notices and disclosures will be sent to you electronically**

Unless you tell us otherwise in accordance with the procedures described herein, we will provide electronically to you through the DocuSign system all required notices, disclosures, authorizations, acknowledgements, and other documents that are required to be provided or made available to you during the course of our relationship with you. To reduce the chance of you inadvertently not receiving any notice or disclosure, we prefer to provide all of the required notices and disclosures to you by the same method and to the same address that you have given us. Thus, you can receive all the disclosures and notices electronically or in paper format through the paper mail delivery system. If you do not agree with this process, please let us know as described below. Please also see the paragraph immediately above that describes the consequences of your electing not to receive delivery of the notices and disclosures electronically from us.

### **How to contact County of Santa Cruz:**

You may contact us to let us know of your changes as to how we may contact you electronically, to request paper copies of certain information from us, and to withdraw your prior consent to receive notices and disclosures electronically as follows:

To contact us by email send messages to: [nada.algharib@santacruzcounty.us](mailto:nada.algharib@santacruzcounty.us)

### **To advise County of Santa Cruz of your new email address**

To let us know of a change in your email address where we should send notices and disclosures electronically to you, you must send an email message to us at [nada.algharib@santacruzcounty.us](mailto:nada.algharib@santacruzcounty.us) and in the body of such request you must state: your previous email address, your new email address. We do not require any other information from you to change your email address.

If you created a DocuSign account, you may update it with your new email address through your account preferences.

### **To request paper copies from County of Santa Cruz**

To request delivery from us of paper copies of the notices and disclosures previously provided by us to you electronically, you must send us an email to [nada.algharib@santacruzcounty.us](mailto:nada.algharib@santacruzcounty.us) and in the body of such request you must state your email address, full name, mailing address, and telephone number. We will bill you for any fees at that time, if any.

### **To withdraw your consent with County of Santa Cruz**

To inform us that you no longer wish to receive future notices and disclosures in electronic format you may:

- i. decline to sign a document from within your signing session, and on the subsequent page, select the check-box indicating you wish to withdraw your consent, or you may;
- ii. send us an email to [nada.algharib@santacruzcounty.us](mailto:nada.algharib@santacruzcounty.us) and in the body of such request you must state your email, full name, mailing address, and telephone number. We do not need any other information from you to withdraw consent.. The consequences of your withdrawing consent for online documents will be that transactions may take a longer time to process..

### **Required hardware and software**

The minimum system requirements for using the DocuSign system may change over time. The current system requirements are found here: <https://support.docusign.com/guides/signer-guide-signing-system-requirements>.

### **Acknowledging your access and consent to receive and sign documents electronically**

To confirm to us that you can access this information electronically, which will be similar to other electronic notices and disclosures that we will provide to you, please confirm that you have read this ERSD, and (i) that you are able to print on paper or electronically save this ERSD for your future reference and access; or (ii) that you are able to email this ERSD to an email address where you will be able to print on paper or save it for your future reference and access. Further, if you consent to receiving notices and disclosures exclusively in electronic format as described herein, then select the check-box next to 'I agree to use electronic records and signatures' before clicking 'CONTINUE' within the DocuSign system.

By selecting the check-box next to 'I agree to use electronic records and signatures', you confirm that:

- You can access and read this Electronic Record and Signature Disclosure; and
- You can print on paper this Electronic Record and Signature Disclosure, or save or send this Electronic Record and Disclosure to a location where you can print it, for future reference and access; and
- Until or unless you notify County of Santa Cruz as described above, you consent to receive exclusively through electronic means all notices, disclosures, authorizations, acknowledgements, and other documents that are required to be provided or made available to you by County of Santa Cruz during the course of your relationship with County of Santa Cruz.



DS

34.b  
 Approved 3/11/2025  
 Board of Supervisors  
 DOC-2025-170

## FIRST AMENDMENT TO AGREEMENT

Contract No. 25W3973

This Amendment to the Contract, which is effective on the date it is fully executed, is between the COUNTY OF SANTA CRUZ, hereinafter called COUNTY, and HOUSING MATTERS, hereinafter called CONTRACTOR. The parties hereto agree to amend Contract 25W3973 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 CalWORKs Housing Assistance and Move-in Program (CHAMP) and CalWORKs Emergency Housing Program (CEHP) 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 \$1,232,493, 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.

E. 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 B – Terms of Payment, Amendment One  
 Attachment C – Data Privacy and Security Confidentiality Agreement  
 Attachment D – Non-Discrimination Assurance of Compliance  
 Attachment E – Statewide Automated Welfare System (SAWS) Access

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SIGNATURE PAGE

**FIRST AMENDMENT TO AGREEMENT**

Contract No. 25W3973

All other provisions of said Agreement shall remain the same.

**HOUSING MATTERS**

Signed by:

*Phil Kramer*

Phil Kramer, Chief Executive Officer

Date: 2/26/2025

**COUNTY OF SANTA CRUZ**

Human Services Department

DocuSigned by:

*Randy Morris*

Randy Morris, Director

Date: 3/12/2025

**APPROVED AS TO INSURANCE:**

Signed by:

*Gina Borasi*

2/25/2025

Risk Management

**APPROVED AS TO FORM:**

Signed by:

*Arthur G. Wille*

2/25/2025

Office of the County Counsel

**HOUSING MATTERS**  
**CALWORKS HOUSING ASSISTANCE AND MOVE-IN PROGRAM (CHAMP)**  
**& CALWORKS EMERGENCY HOUSING PROGRAM (CEHP)**

**I. AGREEMENT OVERVIEW**

In July 2014, the California Department of Social Services implemented the California Work Opportunity and Responsibility to Kids (CalWORKs) Housing Support Program (HSP) to facilitate the ability of CalWORKs' recipients experiencing homelessness to attain and maintain housing.

Under the authority of state CalWORKs HSP regulations, and to support housing stability for CalWORKs' recipients experiencing homelessness, the County of Santa Cruz (COUNTY) Human Services Department (HSD) is entering into contract with Housing Matters (CONTRACTOR) as part of a multi-disciplinary, multi-agency effort, to provide eligible participants with housing support services, known locally as the CalWORKs Housing Assistance and Move-in Program (CHAMP). CHAMP utilizes evidence-based Housing First and Rapid Re-Housing practices to outreach and engage in housing problem solving conversations with families experiencing homelessness countywide, and provide housing navigation, housing-related case management, and temporary financial assistance to participating families.

Additionally, CONTRACTOR will provide eligible participants with emergency shelter assistance known locally as the CalWORKs Emergency Housing Program (CEHP), for eligible families experiencing homelessness in Santa Cruz County. CEHP provides emergency shelter and supportive services to eligible families while they seek permanent housing opportunities. CONTRACTOR will provide an average of 90 days of CEHP at its Rebele Family Shelter (RFS) per eligible family.

**II. PERFORMANCE MEASUREMENTS\***

Result 1: Families will receive Connector services.	
<b>How Many Services Will Be Provided?</b>	60 households will be enrolled in Coordinated Entry and documented in HMIS during contract year.
	15 households will be served by the Coordinated Entry program and documented in HMIS on a given day.
	The average length of program enrollment will be no more than 3 months.
	100% of heads of households enrolled in program will receive one HPS service a week that may include completing a Housing Needs Assessment or Housing Action plan, recorded as an HMIS event.
<b>How Well Will Services Be Provided?</b>	80% of households enrolled in program will have a completed Status Update and Current Living Situation assessment every 90 days minimum.
	80% of households will have personal contact information listed in HMIS.
	80% of heads of households will have one or more contact person's info in HMIS – primary care provider, emergency, care manager, or other contact.

**HOUSING MATTERS**  
**CALWORKS HOUSING ASSISTANCE AND MOVE-IN PROGRAM (CHAMP)**  
**& CALWORKS EMERGENCY HOUSING PROGRAM (CEHP)**

<b>Is Anyone Better Off?</b>	20% of clients will exit to a permanent housing situation.
	40% of households will increase their income.
	40% of households will increase their public benefits.
	90% of households will have health insurance as documented with status updates and at exit.
<b>Result 2: CHAMP families will obtain permanent housing</b>	
<b>How Many Services Will Be Provided?</b>	45 households will be enrolled in the program and documented in HMIS during contract year.
	45 households will be served by the program and documented in HMIS on a given day.
	52 CEHP households will receive shelter services.
	<b>Data Collection Tool:</b> CEHP invoice workbook
<b>How Well Will Services Be Provided?</b>	100% of heads of households enrolled in the program will have a service recorded in HMIS.
	80% of households enrolled in program will have a completed Status Update and Current Living Situation assessment every 90 days minimum.
	80% of households enrolled in the program will have an annual assessment completed in HMIS.
	80% of households will have personal contact information listed in HMIS.
<b>Is Anyone Better Off?</b>	80% of heads of households will have one or more contact person's info in HMIS – primary care provider, emergency, care manager, or other contact.
	80% of clients will exit to a permanent housing situation.
	40% of households will increase their income.
	40% of households will increase their public benefits.
<b>Is Anyone Better Off?</b>	90% of households will have health insurance as documented with status updates and at exit.

\* Unless otherwise mentioned, the Data Collection Tool is the Homeless Management Information System (HMIS).

### **III. CHAMP CONTRACTOR RESPONSIBILITIES**

#### **A. ADDITIONAL DETAILS ON UNITS OF SERVICE**

## HOUSING MATTERS

### CALWORKS HOUSING ASSISTANCE AND MOVE-IN PROGRAM (CHAMP)

#### & CALWORKS EMERGENCY HOUSING PROGRAM (CEHP)

1. The number of housing placements is contingent on the number of eligible unhoused participants referred to CONTRACTOR through the countywide Coordinated Entry System (CES).
2. CONTRACTOR shall provide CEHP services at their RFS to a minimum of 19 CHAMP participants, as specified in Attachment B- Terms of Payment, and will report on these participants' movement towards permanent housing through semi-annual reports and in HMIS, as described herein.
  - a. CONTRACTOR shall provide an average of 90 days of emergency shelter to eligible participants.

#### B. PLANNING AND COORDINATION

1. CONTRACTOR shall participate in program planning meetings, case conferencing, and other meetings as requested by COUNTY to collaborate on service provision and maintain a cooperative approach to implementing CHAMP.
2. CONTRACTOR shall recruit, hire, and maintain essential staff to perform duties required to engage families experiencing homelessness in housing problem solving conversations and locate potential participants identified through the CES, conduct eligibility assessments, and provide housing navigation and housing-related case management to eligible participating families.
3. CONTRACTOR shall utilize the Homeless Management Information System (HMIS) to collect data including specific data elements as requested by COUNTY on participating families including completing timely program enrollments, assessments, and updates, per the County of Santa Cruz HMIS Policies and Procedures.
4. CONTRACTOR shall provide COUNTY staff with a monthly report on the status of all CHAMP participants.
5. CONTRACTOR shall coordinate with participating families' multi-disciplinary teams (MDT) consisting of authorized COUNTY staff and partner agencies, as appropriate, to assist program participants to attain and maintain permanent housing.
6. CONTRACTOR shall ensure that CHAMP staff participate in a minimum of four trainings annually, to facilitate their ability to utilize evidence-based Housing First and Rapid Re-Housing practices<sup>1</sup>, as well as other identified housing assistance best practices, with all participating CHAMP families.
  - a. CONTRACTOR shall keep a log of the training and attendees and shall send it to COUNTY upon request.
7. The CONTRACTOR shall participate in, comply with all approved standards, and coordinate with the Homeless Continuum of Care on service delivery and other activities as appropriate.

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<sup>1</sup> link: [https://www.cdss.ca.gov/Portals/9/Additional-Resources/Letters-and-Notices/ACWDL/2021/ACWDL\\_12-13-21.pdf](https://www.cdss.ca.gov/Portals/9/Additional-Resources/Letters-and-Notices/ACWDL/2021/ACWDL_12-13-21.pdf)



## HOUSING MATTERS

## CALWORKS HOUSING ASSISTANCE AND MOVE-IN PROGRAM (CHAMP)

## &amp; CALWORKS EMERGENCY HOUSING PROGRAM (CEHP)

8. CONTRACTOR shall participate in the Santa Cruz County Continuum of Care, also known as the Housing for Health Partnership<sup>2</sup>, as at minimum an “Organizational Member,” as may be amended, to the extent that it is required to execute services under this Agreement.
9. CONTRACTOR shall abide by the terms of all incorporated attachments (See Independent Contractor Agreement, section 13, Attachments).

## C. IDENTIFYING POTENTIALLY ELIGIBLE CHAMP PARTICIPANTS

1. CONTRACTOR shall accept referrals of potential CHAMP participants through the countywide Coordinated Entry System (CES) and will conduct assessments to determine CHAMP eligibility as follows:
  - a. Eligibility Requirements:
    - i. At least one member of the household is enrolled in CalWORKs in Santa Cruz County; AND
    - ii. Experiencing literally homelessness, at imminent risk of homelessness, and at risk of homelessness as defined by California Department of Social Services All County Welfare Director Letter “CalWORKs Housing Support Program Notice of Funding and Expansion of Eligibility to Include Homelessness Prevention” dated December 13, 2021.<sup>3</sup> CONTRACTOR shall prioritize CHAMP assistance for families who are experiencing literal homelessness as defined as a family who lacks a fixed, regular, and adequate nighttime residence meaning:
  - b. A family with a primary nighttime residence that is a public or private place not designed for or ordinarily used as a regular sleeping accommodation for human beings, including a car, park, abandoned building, bus or train station, airport or campground;
    - i. A family living in a supervised publicly or privately-operated shelter designated to provide temporary living arrangements (including congregate shelters, transitional housing, and hotels and motels paid for by charitable organizations or by federal, state, or local government programs for low-income individuals); OR
    - ii. An individual who is exiting an institution where they resided for 90 days or less and who resided in an emergency shelter or place not meant for human habitation immediately before entering that institution.
  - iii. Any family who:
    1. Is fleeing, or is attempting to flee, domestic violence, dating violence, sexual assault, stalking, or other dangerous or life-threatening conditions that relate to violence against the individual or a family member, including a child, that has either taken place within the individual’s or family’s primary nighttime residence or has made the individual or family afraid to return to their primary nighttime residence;

<sup>2</sup> <https://housingforhealthpartnership.org/>

<sup>3</sup> [https://cdss.ca.gov/Portals/9/Additional-Resources/Letters-and-Notices/ACWDL/2021/ACWDL\\_12-13-21.pdf](https://cdss.ca.gov/Portals/9/Additional-Resources/Letters-and-Notices/ACWDL/2021/ACWDL_12-13-21.pdf)

**HOUSING MATTERS**  
**CALWORKS HOUSING ASSISTANCE AND MOVE-IN PROGRAM (CHAMP)**  
**& CALWORKS EMERGENCY HOUSING PROGRAM (CEHP)**

2. Has no other residence; AND
  3. Lacks the resources or support networks, e.g., family, friends, faith-based or other social networks, to obtain other permanent housing.
- c. With approval from COUNTY in writing, CONTRACTOR may accept referrals outside of the Coordinated Entry System and may amend the prioritization framework to serve additional eligible households.
2. CONTRACTOR shall assist referred families experiencing homelessness who are not currently enrolled to apply for CalWORKs benefits; eligible families that choose to enroll in CalWORKs are eligible for CHAMP assistance.

**D. CONNECTOR SERVICES**

1. CONTRACTOR shall coordinate with its own internal services and with external homeless service programs, if applicable, to secure available funds to facilitate participants’ ability to achieve successful housing solutions.
2. CONTRACTOR shall utilize a low service barrier philosophy when conducting Housing Problem Solving (HPS) conversations, Housing Needs Assessments and creating Housing Action Plans of any person experiencing homelessness, regardless of any perceived individual barriers to housing or services.
3. CONTRACTOR shall collaborate with homeless service providers and other agencies and individuals, as applicable, to locate individuals with whom to enroll in the Coordinated Entry System.
4. CONTRACTOR shall enter information on all HPS conversations and completed Housing Needs Assessments and Housing Action Plans into the countywide HMIS in a timely manner, as referenced in “Performance Measurements” above.
5. CONTRACTOR shall update participant Housing Action Plans as applicable under Housing for Health Partnership’s (H4HP) Coordinated Entry System Policies.
6. CONTRACTOR, when requested, shall conduct a separate, confidential assessment process for individuals and families who are fleeing, or attempting to flee, domestic violence, dating violence, sexual assault, stalking, or human trafficking, in accordance with H4HP Coordinated Entry System Policies.
7. CONTRACTOR shall refer all participants to immediate resources as applicable and available including, but not limited to, food distribution centers, immediate shelter, and health care services.
8. CONTRACTOR shall coordinate with other H4HP Coordinated Entry Connectors to decrease duplication, ensure complete coverage, ensure the safety of H4HP Connectors, and meet the specific needs or preferences of the participants.

## HOUSING MATTERS

### CALWORKS HOUSING ASSISTANCE AND MOVE-IN PROGRAM (CHAMP)

#### & CALWORKS EMERGENCY HOUSING PROGRAM (CEHP)

9. CONTRACTOR shall participate in all CES activities including, but not limited to, trainings, meetings, and shadowing opportunities, as requested by COUNTY.
10. CONTRACTOR shall participate in planning conversations and trainings regarding any changes to the Coordinated Entry System process as requested by COUNTY.

#### E. FINANCIAL ASSISTANCE

1. CONTRACTOR shall ensure that the maximum number of months that participants may receive rental financial assistance through CHAMP is 24 months. Financial assistance is on a month-by-month basis, and cumulative months of assistance do not need to be contiguous.
2. CONTRACTOR shall administer participating families' housing deposits, monthly rental payments, and other payments as approved, by:
  - a. Ensuring that all required documentation has been completed by both the participating family and the new landlord once housing is identified;
  - b. Ensuring that all complete and accurate requests for deposit and rental checks are processed and mailed by the due date;
  - c. Tracking the amount of rent CHAMP provides for all participant housing costs;
  - d. Processing monthly check requests submitted by case managers for the housing subsidy amount as determined by the Case Manager and approved by the Case Manager's supervisor;
  - e. Providing accounting and record keeping functions related to CHAMP housing subsidies; and
  - f. Providing COUNTY with monthly records detailing the amounts of CHAMP financial assistance paid on behalf of participants.
3. Each family's rent subsidy amount will be based on the specific situation and needs of the family, determined by the Case Manager in coordination with the family, and approved by the Case Manager's Supervisor.
4. CONTRACTOR shall ensure that the combined total amount of financial subsidy provided to all participating families does not exceed an average of \$20,750 per family throughout their participation in the program unless funding is available and doing so meets an identified need for housing stability per applicable Case Manager Supervisor and COUNTY approval.
5. CONTRACTOR may provide utility payments, and payment of arrearages, furniture purchases, and other applicable payments on behalf of participating families as approved by the Case Manager Supervisor.

#### F. COORDINATION WITH CENTRAL CALIFORNIA ALLIANCE FOR HEALTH

**HOUSING MATTERS**  
**CALWORKS HOUSING ASSISTANCE AND MOVE-IN PROGRAM (CHAMP)**  
**& CALWORKS EMERGENCY HOUSING PROGRAM (CEHP)**

1. CONTRACTOR shall coordinate with the Central California Alliance for Health (Alliance) to become a California Advancing and Innovating Medi-Cal (CalAIM) Community Supports (CS) and Enhanced Care Management (ECM) provider for all eligible participants *interested in receiving these services from the CONTRACTOR*.
  - a. CONTRACTOR shall bill the Alliance for CalAIM CS and ECM Medi-Cal services provided by the CONTRACTOR to CalAIM eligible and enrolled participants.
  - b. CONTRACTOR shall provide COUNTY with quarterly reports on program participant's enrollment in CalAIM CS and ECM and revenue generated each month as a result of their CalAIM enrollment and claiming.

**G. 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).

**IV. COUNTY RESPONSIBILITIES**

1. COUNTY will notify CONTRACTOR of relevant changes in COUNTY assigned case assistance staff. Notification will be sent to CONTRACTOR when COUNTY assigned case assistance staff changes are made.
2. COUNTY will provide projected participant income for households who have an assigned Employment Training Specialist (ETS).
3. COUNTY will supply the CONTRACTOR with employment and income verification and COUNTY approved CWES Plans for participant households who have a CWES plan.

## HOUSING MATTERS

### CALWORKS HOUSING ASSISTANCE AND MOVE-IN PROGRAM (CHAMP)

#### & CALWORKS EMERGENCY HOUSING PROGRAM (CEHP)

4. COUNTY will notify the case manager if a participant is in non-compliance with their CWES Plan, or if any changes are made to the participant’s CWES Plan.
5. COUNTY will provide SAWS web access to CONTRACTOR as outlined in Attachment E – Statewide Automated Welfare System (SAWS) Access, as a read-only mechanism for CONTRACTOR to assess eligibility of potential participants.
  - a. Upon request, COUNTY will provide web access to identified CONTRACTOR staff for the BenefitsCal application (<https://benefitscal.com/>), which may be used to assist participants in verification of eligibility for services.

## **V. CEHP CONTRACTOR RESPONSIBILITIES**

### **A. ADDITIONAL DETAILS ON UNITS OF CEHP SERVICE**

1. CONTRACTOR shall serve 52 eligible and approved CalWORKs participating households annually with emergency housing services at the Rebele Family Shelter (RFS), located at 115 Coral Street, Santa Cruz County.
2. CalWORKs CEHP services shall include the following emergency-housing related services:
  - a. Shelter space for each family to reside together;
  - b. Case management services provided either by the CONTRACTOR, or by a partnering supportive services agency, to assist the families to attain permanent housing;
  - c. Nutritious food; and
  - d. Access to other CONTRACTOR services.
3. Case plans shall be developed for each CEHP participating family by their MDT in support of their attainment of permanent housing.
  - a. The length of time and range of services for each participating family shall be determined on a case-by-case basis by CONTRACTOR in coordination with each family’s MDT. Families may receive CEHP assistance for a maximum of 90 days with an option for extensions past 90 days based on the family’s adherence to their case plan and as determined appropriate by CONTRACTOR and contingent on funding availability.

### **B. IDENTIFYING POTENTIALLY ELIGIBLE CEHP PARTICIPANTS**

1. To be eligible for coverage under the provisions and funding of this contract, all participants utilizing CEHP shelter services must be identified as CalWORKs clients, who are referred by the countywide CES to the CONTRACTOR, or:
  - a. The number of shelter placements is contingent on the number of eligible participants referred to CONTRACTOR through the Coordinated Entry System.

**HOUSING MATTERS**  
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**& CALWORKS EMERGENCY HOUSING PROGRAM (CEHP)**

2. CONTRACTOR shall screen all referred participants for possible CalWORKs eligibility and shall coordinate with COUNTY authorized staff to refer potentially eligible RFS participants to apply for CalWORKs.

**C. COUNTY ON SITE STAFF**

1. CONTRACTOR shall provide office space, a desk, and internet access to one COUNTY employee at the COUNTY's request. A COUNTY Social Worker, may be on CONTRACTOR's site for up to 40 hours a week. This COUNTY employee will coordinate with CONTRACTOR program staff to assess families' needs and assist them in accessing services.

**VI. REPORTING**

1. CONTRACTOR shall utilize the HMIS as determined by the COUNTY, to enter, track and measure data on each of the participating CHAMP and CEHP families, based on the outcomes stated in this scope of services.
2. CONTRACTOR shall provide CHAMP monthly reports containing completed information for all active participants, including participant name and date of birth, as well as the status of new and ongoing participants receiving assistance with temporary emergency RFS placements, housing and/or case management so that the total number of participants being served each month is reported. Monthly CHAMP reports will be submitted electronically to COUNTY authorized staff along with draft invoices, within 15 days following the end of the month in which the services were provided.
3. CONTRACTOR shall complete a monthly report developed by COUNTY that includes CEHP clients' names, birthdates, and dates of CEHP shelter services within 15 days following the month in which services were provided.
4. 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 services. CONTRACTOR shall use a reporting template created by the 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. The COUNTY reserves the right to request a Quarter 3 progress report, covering January through March, due by the last business day in April.

**VII. ADDITIONAL TERMS AND CONDITIONS**

- A. Corrective Action: CONTRACTOR shall perform the agreed upon services detailed in this scope of services, 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

**HOUSING MATTERS**  
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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 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 Services and/or Terms of Payment 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 Services 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

**HOUSING MATTERS**  
**CALWORKS HOUSING ASSISTANCE AND MOVE-IN PROGRAM (CHAMP)**  
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these directly from COUNTY authorized staff for approved 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)<sup>4</sup> 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.

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<sup>4</sup> <https://www.ada.gov/>



## Housing Matters

CalWORKs Housing Assistance and Move-in Program (CHAMP) - Suffix 01

CalWORKs Emergency Housing Program (CEHP) - Suffix 02

CEHP for CHAMP Participants at Rebele Family Shelter (RFS) - Suffix 03

**I. BUDGET**

			<b>AMENDED FY 2024-25</b>		
<b>LINE ITEM EXPENDITURES SUFFIX 01</b>			<b>SUFFIX-01 PROGRAM COST</b>		
<b>PERSONNEL COSTS</b>			<b>\$612,500</b>		
<b>NON-PERSONNEL COSTS</b>			<b>\$47,066</b>		
<b>PARTICIPANT COSTS</b>			<b>\$0</b>		
<b>ADMINISTRATIVE OVERHEAD</b>			<b>\$65,957</b>		
<b>FEE FOR SERVICE EXPENDITURES SUFFIX 02/03</b>				<b>SUFFIX-02 PROGRAM COST</b>	<b>SUFFIX-03 PROGRAM COST</b>
<b>SERVICES TO BE PROVIDED</b>	<b>UNITS</b>	<b>RATE</b>			
CEHP Services for CalWORKs Participants	1,399	\$90		\$125,910	
CEHP Services for CHAMP Participants at RFS	4,234	\$90			\$381,060
<b>TOTALS BY SUFFIX</b>			<b>\$725,523</b>	<b>\$125,910</b>	<b>\$381,060</b>
<b>GRAND TOTAL</b>			<b>\$1,232,493</b>		

1. The \$90 rate for Suffix 02/03 is a nightly rate for Rebele Family Shelter, at an average nightly cost representing the following program expenses:

- 84% -- Staff Costs (Case Management, Program Management, Administrative, HR, ED, Grants Management and Security)
- 06% -- Food/Food Supplies
- 03% -- Insurance, Audit, Bank fees
- 02% -- Office Supplies, Janitorial, IT, Telephone, Utilities
- 4.5% -- Rent, Property Taxes Facilities, Repairs and Maintenance
- 0.5% -- Staff Training/Mileage

## Housing Matters

CalWORKs Housing Assistance and Move-in Program (CHAMP) - Suffix 01

CalWORKs Emergency Housing Program (CEHP) - Suffix 02

CEHP for CHAMP Participants at Rebele Family Shelter (RFS) - Suffix 03

**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 suffix of the approved budget, and remains 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 I. Budget.
  - i. 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@santacruzcountycal.gov within twenty (20) calendar days following the end of the 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.

COUNTY OF SANTA CRUZ HUMAN SERVICES DEPARTMENT  
DATA PRIVACY AND SECURITY CONFIDENTIALITY AGREEMENT

“CONTRACTOR”: HOUSING MATTERS

## 1. PREAMBLE

Contractor, its employees, subcontractors, representatives, volunteers and agents (hereinafter collectively referred to as CONTRACTOR), is involved with work pertaining to services provided by the County of Santa Cruz Human Services Department (COUNTY), and may have access to confidential data and personally identifiable information (PII) pertaining to persons and/or entities receiving services from the COUNTY (PARTICIPANT CLIENT). The COUNTY has a legal obligation to protect all such PII in its possession, with special consideration for PII concerning health, mental health, criminal and public assistance records. The COUNTY must ensure that all PII shall be protected by CONTRACTOR.

Additionally, CONTRACTOR may also have access to proprietary information supplied by the COUNTY or other vendors doing business with the COUNTY. As a condition of the attached agreement, CONTRACTOR agrees to these terms as well as adherence to Welfare and Institutions Code section 14100.2; Code of Federal Regulations section 431.300, section 45 Parts 160 & 164; Sections 453 and 1137 of the Social Security Act, and any other State and Federal regulations that also require confidentiality and privacy of client information, as applicable.

## 2. DEFINITIONS

- a. "PII" is confidential data and personally identifiable information directly obtained while performing services outlined in this agreement that can be used alone, or in conjunction with any other information, to identify a specific individual. PII includes but is not limited to any information that can be used to search for or identify individuals, or can be used to access their files, such as name, social security number, date of birth, biometric record, driver's license number or identification number. PII may be electronic, paper, verbal, or recorded.
- b. “Confidential Materials” includes:
  - i. All financial, health, criminal and public assistance records pertaining to persons and/or entities receiving services from the COUNTY, whether hard copy or electronic data; and
  - ii. All COUNTY proprietary information including but not limited to design concepts, algorithms, programs, formats, documentation, and all other original materials produced, created, or provided to or by CONTRACTOR; and
  - iii. Any other proprietary information supplied to CONTRACTOR.
- c. “Security Incident” means the attempted or successful unauthorized access, use, disclosure, modification, or destruction of PII, or interference to an information system which processes PII that is under the control of the COUNTY or the CONTRACTOR.
- d. “Secure environment” means any area where services are administered or where PII is used, disclosed, or stored in hard copy or electronic format.
- e. “Breach” refers to actual loss, loss of control, compromise, unauthorized disclosure, unauthorized acquisition, unauthorized access, or any similar term referring to situations where persons other

than authorized users and for other than authorized purposes have access or potential access to PII, whether electronic, paper, verbal, or recorded.

### 3. AGREEMENTS

- a. CONTRACTOR shall not to divulge to any unauthorized person, company, or organization any PII obtained while performing work pursuant to the attached agreement without the prior written consent of the PARTICIPANT CLIENT and/or COUNTY. **Unauthorized disclosure is a violation of County policy and a violation of law**, including, but not limited to Welfare & Institutions Code §10850.
- b. CONTRACTOR shall forward all requests received for the release of PII to COUNTY.
- c. CONTRACTOR shall maintain and protect Confidential Materials and PII against disclosure.
  - i. CONTRACTOR shall limit access and use of any PII to “business need” solely for the purpose of administering the program supported by this attached agreement.
  - ii. CONTRACTOR may not copy, modify, or delete any data unless CONTRACTOR receives prior written approval from HSD. CONTRACTOR shall not make or store printed or media copies of information unless there is a legitimate business need to do so. Copies shall be destroyed as soon as they are no longer needed.
  - iii. CONTRACTOR agrees to return all Confidential Materials to the COUNTY upon completion or termination of the attached contract.
  - iv. All provisions of data security and privacy restrictions on disclosure of PII and Confidential Materials shall survive until the PII and Confidential Materials are destroyed or returned to COUNTY.
- d. COUNTY agrees to provide to CONTRACTOR any/all applicable State regulations upon written request.

### 4. PERSONNEL CONTROLS

- a. CONTRACTOR shall inform all individuals or entities involved in the services under this agreement and exhibit of the requirements concerning confidentiality in the handling of PII, including specifically that **Unauthorized disclosure is a violation of County policy and a violation of law**, including but not limited to Welfare & Institutions Code §10850, and can result in criminal prosecution up to and including incarceration and monetary fines.
- b. Unauthorized disclosure may result in termination of the attached agreement, civil and/or criminal action, or legal redress.
- c. CONTRACTOR individuals or entities involved in the services under this must perform the following security measures annually:
  - i. Complete an online training course regarding privacy and security to be provided by COUNTY, within thirty (30) days of provision to CONTRACTOR;
  - ii. Sign individual confidentiality statements provided by COUNTY and submit to COUNTY, within thirty (30) days of provision to CONTRACTOR;

- iii. Conduct other activities related to assurance of information security, if directed by COUNTY.
- d. COUNTY will immediately terminate access to any COUNTY secure environment for CONTRACTOR or CONTRACTOR individuals/entities found to have unauthorized use of those environments.

## 5. PHYSICAL AND TECHNICAL SECURITY

- a. CONTRACTOR shall maintain, use and store all PII and information gathered pertaining to program PARTICIPANT CLIENTS in a secure environment.
- b. CONTRACTOR shall use secure systems to access, store, process and transmit PII, including industry standard encryption when necessary or appropriate.

## 6. MONITORING

In addition to audit of records, CONTRACTOR acknowledges that COUNTY and/or the state or federal government shall have the right to observe, monitor, evaluate, audit, examine, and investigate all activities conducted by CONTRACTOR which are associated with this agreement.

## 7. NOTIFICATION AND INVESTIGATION OF BREACHES AND SECURITY INCIDENTS

- a. CONTRACTOR shall implement reasonable systems for the discovery and prompt reporting of any Breach or Security Incident, to be reviewed by COUNTY.
- b. CONTRACTOR shall report immediately to COUNTY Contracting Unit<sup>1</sup> and Security Compliance Officer<sup>2</sup> any actual or suspected Breach or Security Incident discovered by CONTRACTOR of its own secure environment or secure environment of any other person, company, or organization of which it becomes aware. Notice shall include all information known at the time and be made:
  - i. **Immediately upon discovery** of a suspected Security Incident that involves PII provided to CONTRACTOR by the COUNTY; and/or
  - ii. **In all cases within one working day of discovery.**

Signed by:

Phil Kramer  
F923F3DD63E448...  
Signature

2/26/2025

Date

Phil Kramer  
Name

Chief Executive Director  
Title

<sup>1</sup> hsdccu@santacruzcountycalifornia.gov

<sup>2</sup> InformationSecurityOfficer@santacruzcountycalifornia.gov or (831)454-4840

COUNTY OF SANTA CRUZ HUMAN SERVICES DEPARTMENT  
ASSURANCE OF COMPLIANCE  
NONDISCRIMINATION IN STATE AND FEDERALLY ASSISTED PROGRAMS

“CONTRACTOR”: HOUSING MATTERS

HEREBY AGREES THAT it will comply with Title VI and VII of the Civil Rights Acts of 1964 as amended; Section 504 of the Rehabilitation Acts of 1973, as amended; the Age Discrimination Act of 1975, as amended; the Food Stamp Act of 1977 as amended, and in particular Section 272.6; Title II of the Americans with Disabilities Act of 1990; California Civil Code, Section 51 et seq., as amended; California Government Code Section 11135-11139.8, as amended; California Government Code Section 12940(c), (h) (l), (i), and (j); California Government Code, Section 4450; and other applicable federal and state laws, as well as their implementing regulations (including 45 Code of Federal Regulations (CFR) Parts 80, 84, and 91, 7 CFR Part 15, and 28 CFR Part 42, and all relevant sections of the California Code of Regulations), by ensuring that employment practices and the administration of public assistance and social services programs are nondiscriminatory as defined by Government Code Section 11135, to the effect that no person shall be excluded from participation in or be denied the benefits of, or be otherwise subject to discrimination under any program or activity receiving federal or state financial assistance due in part or whole to protected status; and HEREBY GIVE ASSURANCE THAT it will immediately take any measures necessary to effectuate this agreement.

THIS ASSURANCE is given in consideration of and for the purpose of obtaining any and all federal and state assistance; and CONTRACTOR HEREBY GIVES ASSURANCE THAT administrative methods/procedures which have the effect of subjecting individuals to discrimination or defeating the objectives of the CDSS Manual of Policies and Procedures, Division 21, will be prohibited.

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

THIS ASSURANCE is binding on CONTRACTOR directly or through contract, license, or other provider services, as long as it receives federal or state assistance.

Signed by:  
  
F923F3BDB63E448...  
Signature

Phil Kramer  
Name

2/26/2025  
Date

Chief Executive Director  
Title

HOUSING MATTERS  
CALWORKS HOUSING ASSISTANCE AND MOVE-IN PROGRAM (CHAMP)  
& CALWORKS EMERGENCY HOUSING PROGRAM (CEHP)

**Statewide Automated Welfare System (SAWS) Access**

**I. BACKGROUND**

The County of Santa Cruz Human Services Department (HSD) is designated by the California Department of Social Services (CDSS) and the Department of Health Care Services (DHCS) as the sole public assistance agency for the County of Santa Cruz (County) to determine benefits eligibility and to distribute the following assistance programs: Supplemental Nutrition Assistance Program (SNAP) benefits, known as CalFresh in California; the California Work Opportunity and Responsibility to Kids (CalWORKs) program; and the Medicaid (Medi-Cal) program(s). Additionally, HSD is the sole public assistance agency for the County designated to utilize a Statewide Automated Welfare System (SAWS), to determine benefit eligibility and for the distribution of public assistance benefits.

The CONTRACTOR has been identified as a local organization whose access to benefit eligibility data is directly necessary to support the client application process and/or improve access to benefit programs.

**II. RESPONSIBILITIES OF COLLABORATIVE PARTNERS**

**A. County of Santa Cruz Human Services Department (HSD)**

As the CDSS and DHCS designated assistance agency for the County, HSD agrees to the following responsibilities:

1. Approve any eligible applicant in CalFresh, Medi-Cal, and/or CalWORKs within the Statewide Automated Welfare System.
2. Provide CONTRACTOR with *view-only* access to the SAWS, so that CONTRACTOR may confirm enrollment of applicants and continuing eligibility of participants, with access to view CalFresh, Medi-Cal, and/or CalWORKs related enrollment information to support the application process.
3. Cooperate with program and fiscal reviews and address any corrective actions that may arise as required and/or requested by CDSS or DHCS.
4. HSD will periodically review the need for CONTRACTOR's access to SAWS data, and will control permissions to specific systems or information as needed. HSD will notify CONTRACTOR of any access or data permissions changes immediately after review.

**B. CONTRACTOR**

CONTRACTOR agrees to the following duties and responsibilities:

1. CONTRACTOR shall utilize data to perform services as per Exhibit A – Scope of Work.
2. Only pre-approved (or pre-authorized) CONTRACTOR employees providing services under this agreement shall access the data. HSD will request CONTRACTOR identify those

HOUSING MATTERS  
CALWORKS HOUSING ASSISTANCE AND MOVE-IN PROGRAM (CHAMP)  
& CALWORKS EMERGENCY HOUSING PROGRAM (CEHP)

- employees by name, at least annually. CONTRACTOR shall notify HSD within 2 business days if employee leaves their position of employment with CONTRACTOR.
3. CONTRACTOR shall take every effort to protect data within CONTRACTOR's control from unauthorized access. If unauthorized access occurs, CONTRACTOR shall notify HSD with 24 hours, using the breach notification procedure outlined in Exhibit C – Data Privacy and Security Confidentiality Agreement. **Unauthorized disclosure is a violation of County policy and a violation of law**, including, but not limited to Welfare & Institutions Code §10850.
    - a. CONTRACTOR may not copy, modify, or delete any data unless CONTRACTOR receives prior written approval from HSD. CONTRACTOR shall not make or store printed or media copies of information unless there is a legitimate business need to do so. Copies shall be destroyed as soon as they are no longer needed.
    - b. CONTRACTOR shall access information only when there is a legitimate business need to do so.
    - c. HSD will immediately terminate access for any CONTRACTOR employee found to have unauthorized use of the SAWS data system.
  4. CONTRACTOR shall ensure that all CONTRACTOR employees accessing SAWS data complete a video training provided by HSD prior to that vendor employee receiving access. Additional training(s) shall be completed as outlined in Exhibit A.
    - a. HSD will have application user trainings available to all CONTRACTOR employees awarded access, upon access being awarded.
  5. CONTRACTOR shall ensure that all employees accessing SAWS data complete a Department of Justice background check (commonly through LiveScan). CONTRACTOR shall keep verification of annual background checks on file.





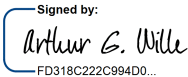
Certificate Of Completion

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Source Envelope:		
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Certificate Pages: 5	Initials: 0	HSD CCU
AutoNav: Enabled		701 Ocean Street
Envelopeld Stamping: Enabled		Santa Cruz, CA 95060
Time Zone: (UTC-08:00) Pacific Time (US & Canada)		hsdccu@santacruzcountyca.gov
		IP Address: 134.16.1.185


Record Tracking

Status: Original	Holder: HSD CCU	Location: DocuSign
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Security Appliance Status: Connected	Pool: FedRamp	
Storage Appliance Status: Connected	Pool: County of Santa Cruz	Location: Docusign

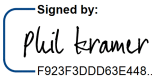
Signer Events

Signer Events	Signature	Timestamp
Arthur G. Wille	<div>Signed by:</div> <div></div> <div>FD318C222C994D0...</div>	Sent: 2/25/2025 1:27:30 PM
arthur.wille@santacruzcountyca.gov		Viewed: 2/25/2025 3:58:55 PM
County of Santa Cruz		Signed: 2/25/2025 4:03:45 PM
Assistant County Counsel		
Security Level: Email, Account Authentication (None)	Signature Adoption: Pre-selected Style	
	Using IP Address: 63.194.190.100	

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Gina Borasi	<div>Signed by:</div> <div></div> <div>E4EADC5BA53B4DB...</div>	Sent: 2/25/2025 4:03:47 PM
Gina.Borasi@santacruzcountyca.gov		Viewed: 2/25/2025 4:47:26 PM
Risk Manager		Signed: 2/25/2025 4:47:48 PM
County of Santa Cruz		
Security Level: Email, Account Authentication (None)	Signature Adoption: Pre-selected Style	
	Using IP Address: 139.104.3.50	

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Phil Kramer	<div>Signed by:</div> <div></div> <div>F923F3DDD63E448...</div>	Sent: 2/25/2025 4:47:50 PM
pkramer@housingmatterssc.org		Viewed: 2/26/2025 11:57:25 AM
CEO		Signed: 2/26/2025 11:57:42 AM
Housing Matters		
Security Level: Email, Account Authentication (None)	Signature Adoption: Pre-selected Style	
	Using IP Address: 73.223.18.237	

Electronic Record and Signature Disclosure:  
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ID: 47dbfff5-68a1-4f19-b152-c5f073f39cad

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
Sara Harb Sara.Harb@santacruzcountyca.gov 4436 County of Santa Cruz Security Level: Email, Account Authentication (None)	<div>VIEWED</div> Using IP Address: 73.202.2.134 Viewed using mobile	Sent: 2/25/2025 1:02:37 PM Viewed: 2/25/2025 1:27:30 PM
Electronic Record and Signature Disclosure: Accepted: 4/6/2022 3:14:31 PM ID: a9149646-bd8c-4a1b-b106-82a3e40f01eb		

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Witness Events	Signature	Timestamp
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Notary Events	Signature	Timestamp
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Signing Complete	Security Checked	2/26/2025 11:57:42 AM
Completed	Security Checked	2/26/2025 11:57:42 AM

Payment Events	Status	Timestamps
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Electronic Record and Signature Disclosure		
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## **ELECTRONIC RECORD AND SIGNATURE DISCLOSURE**

From time to time, County of Santa Cruz (we, us or Company) may be required by law to provide to you certain written notices or disclosures. Described below are the terms and conditions for providing to you such notices and disclosures electronically through the DocuSign system. Please read the information below carefully and thoroughly, and if you can access this information electronically to your satisfaction and agree to this Electronic Record and Signature Disclosure (ERSD), please confirm your agreement by selecting the check-box next to 'I agree to use electronic records and signatures' before clicking 'CONTINUE' within the DocuSign system.

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At any time, you may request from us a paper copy of any record provided or made available electronically to you by us. You will have the ability to download and print documents we send to you through the DocuSign system during and immediately after the signing session and, if you elect to create a DocuSign account, you may access the documents for a limited period of time (usually 30 days) after such documents are first sent to you. After such time, if you wish for us to send you paper copies of any such documents from our office to you, you will be charged a \$0.00 per-page fee. You may request delivery of such paper copies from us by following the procedure described below.

### **Withdrawing your consent**

If you decide to receive notices and disclosures from us electronically, you may at any time change your mind and tell us that thereafter you want to receive required notices and disclosures only in paper format. How you must inform us of your decision to receive future notices and disclosure in paper format and withdraw your consent to receive notices and disclosures electronically is described below.

### **Consequences of changing your mind**

If you elect to receive required notices and disclosures only in paper format, it will slow the speed at which we can complete certain steps in transactions with you and delivering services to you because we will need first to send the required notices or disclosures to you in paper format, and then wait until we receive back from you your acknowledgment of your receipt of such paper notices or disclosures. Further, you will no longer be able to use the DocuSign system to receive required notices and consents electronically from us or to sign electronically documents from us.

### **All notices and disclosures will be sent to you electronically**

Unless you tell us otherwise in accordance with the procedures described herein, we will provide electronically to you through the DocuSign system all required notices, disclosures, authorizations, acknowledgements, and other documents that are required to be provided or made available to you during the course of our relationship with you. To reduce the chance of you inadvertently not receiving any notice or disclosure, we prefer to provide all of the required notices and disclosures to you by the same method and to the same address that you have given us. Thus, you can receive all the disclosures and notices electronically or in paper format through the paper mail delivery system. If you do not agree with this process, please let us know as described below. Please also see the paragraph immediately above that describes the consequences of your electing not to receive delivery of the notices and disclosures electronically from us.

### **How to contact County of Santa Cruz:**

You may contact us to let us know of your changes as to how we may contact you electronically, to request paper copies of certain information from us, and to withdraw your prior consent to receive notices and disclosures electronically as follows:

To contact us by email send messages to: [nada.algharib@santacruzcounty.us](mailto:nada.algharib@santacruzcounty.us)

### **To advise County of Santa Cruz of your new email address**

To let us know of a change in your email address where we should send notices and disclosures electronically to you, you must send an email message to us at [nada.algharib@santacruzcounty.us](mailto:nada.algharib@santacruzcounty.us) and in the body of such request you must state: your previous email address, your new email address. We do not require any other information from you to change your email address.

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### **To withdraw your consent with County of Santa Cruz**

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- i. decline to sign a document from within your signing session, and on the subsequent page, select the check-box indicating you wish to withdraw your consent, or you may;
- ii. send us an email to [nada.algharib@santacruzcounty.us](mailto:nada.algharib@santacruzcounty.us) and in the body of such request you must state your email, full name, mailing address, and telephone number. We do not need any other information from you to withdraw consent.. The consequences of your withdrawing consent for online documents will be that transactions may take a longer time to process..

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- You can access and read this Electronic Record and Signature Disclosure; and
- You can print on paper this Electronic Record and Signature Disclosure, or save or send this Electronic Record and Disclosure to a location where you can print it, for future reference and access; and
- Until or unless you notify County of Santa Cruz as described above, you consent to receive exclusively through electronic means all notices, disclosures, authorizations, acknowledgements, and other documents that are required to be provided or made available to you by County of Santa Cruz during the course of your relationship with County of Santa Cruz.

## Certificate Of Completion

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Source Envelope:

Document Pages: 26

Signatures: 1

Envelope Originator:

Certificate Pages: 5

Initials: 0

HSD CCU

AutoNav: Enabled

Stamps: 1

701 Ocean Street

Envelopeld Stamping: Enabled

Santa Cruz, CA 95060

Time Zone: (UTC-08:00) Pacific Time (US & Canada)

hsdcca@santacruzcountyca.gov

IP Address: 63.194.190.100

## Record Tracking

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Holder: HSD CCU

Location: DocuSign

3/12/2025 8:41:53 AM

hsdcca@santacruzcountyca.gov

Security Appliance Status: Connected

Pool: FedRamp

Storage Appliance Status: Connected

Pool: County of Santa Cruz

Location: Docusign

## Signer Events

Randy Morris

Randy.Morris@santacruzcountyca.gov

Director

County of Santa Cruz

Security Level: Email, Account Authentication (None)

## Signature

DocuSigned by:

*Randy Morris*

D1FB7500084B1...

Signature Adoption: Pre-selected Style

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Viewed: 3/12/2025 9:57:42 AM

Signed: 3/12/2025 9:57:48 AM

## Electronic Record and Signature Disclosure:

Accepted: 6/28/2024 5:36:24 PM

ID: ad38cd27-0fe0-48dc-9c44-141ab3b72fbc

CBD eSignature

cbd.esignature@santacruzcountyca.gov

County of Santa Cruz

Security Level: Email, Account Authentication (None)

## Signed



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Viewed: 3/12/2025 10:54:41 AM

Signed: 3/12/2025 10:57:27 AM

Freeform Signing

Using IP Address: 63.194.190.100

## Electronic Record and Signature Disclosure:

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## 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

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## Timestamp

## Witness Events

## Signature

## Timestamp

## Notary Events

## Signature

## Timestamp

Envelope Summary Events	Status	Timestamps
Envelope Sent	Hashed/Encrypted	3/12/2025 8:44:52 AM
Certified Delivered	Security Checked	3/12/2025 10:54:41 AM
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Completed	Security Checked	3/12/2025 10:57:27 AM
Payment Events	Status	Timestamps
Electronic Record and Signature Disclosure		

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If you created a DocuSign account, you may update it with your new email address through your account preferences.

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### **To withdraw your consent with County of Santa Cruz**

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- i. decline to sign a document from within your signing session, and on the subsequent page, select the check-box indicating you wish to withdraw your consent, or you may;
- ii. send us an email to [nada.algharib@santacruzcounty.us](mailto:nada.algharib@santacruzcounty.us) and in the body of such request you must state your email, full name, mailing address, and telephone number. We do not need any other information from you to withdraw consent.. The consequences of your withdrawing consent for online documents will be that transactions may take a longer time to process..

### **Required hardware and software**

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- You can print on paper this Electronic Record and Signature Disclosure, or save or send this Electronic Record and Disclosure to a location where you can print it, for future reference and access; and
- Until or unless you notify County of Santa Cruz as described above, you consent to receive exclusively through electronic means all notices, disclosures, authorizations, acknowledgements, and other documents that are required to be provided or made available to you by County of Santa Cruz during the course of your relationship with County of Santa Cruz.



DS

34.c  
 Approved 3/22/2025  
 Board of Supervisors  
 DOC-2025-170

## FIRST AMENDMENT TO AGREEMENT

Contract No. 25W3972

This Amendment to the Contract, which is effective on the date it is fully executed, is between the COUNTY OF SANTA CRUZ, hereinafter called COUNTY, and FAMILIES IN TRANSITION SANTA CRUZ COUNTY, INC, hereinafter called CONTRACTOR. The parties hereto agree to amend Contract 25W3972 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 CalWORKs Housing Assistance and Move-in Program (CHAMP) 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 \$2,969,370, 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.

E. 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 B – Terms of Payment, Amendment One  
 Attachment C – Data Privacy and Security Confidentiality Agreement  
 Attachment D – Non-Discrimination Assurance of Compliance  
 Attachment E – Statewide Automated Welfare System (SAWS) Access

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///

SIGNATURE PAGE

**FIRST AMENDMENT TO AGREEMENT**

Contract No. 25W3972

All other provisions of said Agreement shall remain the same.

FAMILIES IN TRANSITION  
SANTA CRUZ COUNTY, INC

DocuSigned by:

*Melisa Vierra*

D7D16D1CAF734BB...  
Melisa Vierra, Executive Director

Date: 2/28/2025

COUNTY OF SANTA CRUZ  
Human Services Department

DocuSigned by:

*Randy Morris*

D1FB7B7500084B1...  
Randy Morris, Director

Date: 3/12/2025

APPROVED AS TO INSURANCE:

Signed by:

*Gina Borasi*

2/25/2025

EAEADC5BA53B4DB...  
Risk Management

APPROVED AS TO FORM:

Signed by:

*Arthur G. Wille*

2/25/2025

FD318C222C994D9...  
Office of the County Counsel

**FAMILIES IN TRANSITION SANTA CRUZ COUNTY, INC.**  
**CALWORKS HOUSING ASSISTANCE AND MOVE-IN PROGRAM (CHAMP)**

## **I. AGREEMENT OVERVIEW**

In July 2014, the California Department of Social Services implemented the CalWORKs Housing Support Program (HSP) to help resolve the housing crisis faced by and promote housing stability for CalWORKs families experiencing homelessness by: 1) assisting them to quickly obtain permanent housing; and 2) providing wrap-around supports to foster housing retention.

Under the authority of state CalWORKs HSP regulations, and to support housing stability for CalWORKs recipients experiencing homelessness, the County of Santa Cruz (COUNTY) Human Services Department (HSD) is entering into contract with Families in Transition (CONTRACTOR) as part of a multi-disciplinary, multi-agency effort, to provide eligible participants with housing support services, known locally as the CalWORKs Housing Assistance and Move-in Program (CHAMP). CHAMP utilizes evidence-based Housing First and Rapid Re-Housing practices to outreach and engage in housing problem solving conversations with families experiencing homelessness countywide, and provide housing navigation, housing-related case management, and temporary financial assistance to participating families.

## **II. PERFORMANCE MEASUREMENTS\***

Result 1: Families will receive Connector services.	
<b>How Many Services Will Be Provided?</b>	60 households will be enrolled in Coordinated Entry and documented in HMIS during contract year.
	15 households will be served by the Coordinated Entry program and documented in HMIS on a given day.
	The average length of program enrollment will be no more than 3 months.
	100% of heads of households enrolled in program will receive one Housing Problem Solving service a week that may include completing a Housing Needs Assessment or Housing Action plan, recorded as an HMIS event
<b>How Well Will Services Be Provided?</b>	80% of households actively enrolled in program will have a completed Status Update and Current Living Situation assessment every 90 days minimum.
	80% of households will have personal contact information listed in HMIS.
	80% of heads of households will have one or more contact person's info in HMIS – primary care provider, emergency, care manager, or other contact.
<b>Is Anyone Better Off?</b>	20% of clients will exit to a permanent housing situation.
	40% of households will increase their income.
	40% of households will increase their public benefits.
	90% of households will have health insurance as documented with status updates and at exit.
Result 2: CHAMP families will obtain permanent housing	
<b>How Many Services Will Be Provided?</b>	30 households will be enrolled in the program and documented in HMIS during contract year.

## FAMILIES IN TRANSITION SANTA CRUZ COUNTY, INC.

## CALWORKS HOUSING ASSISTANCE AND MOVE-IN PROGRAM (CHAMP)

	30 households will be served by the program and documented in HMIS on a given day.
	100% of heads of households enrolled in the program will have a service recorded in HMIS.
	A minimum of 15 CHAMP households shall receive temporary shelter services.  <i>Data Collection Tool: Invoice Workbook</i>
<b>How Well Will Services Be Provided?</b>	80% of households enrolled in program will have a completed Status Update and Current Living Situation assessment every 90 days minimum.
	80% of households who meet the annual assessment length of enrollment criteria and are enrolled in the program will have an annual assessment completed in HMIS.
	80% of households will have personal contact information listed in HMIS.
	80% of heads of households will have one or more contact person's info in HMIS – primary care provider, emergency, care manager, or other contact.
<b>Is Anyone Better Off?</b>	80% of clients will exit to a permanent housing situation.
	40% of households will increase their income.
	40% of households will increase their public benefits.
	90% of households will have health insurance as documented with status updates and at exit.

\*Unless otherwise mentioned, the Data Collection Tool is the Homeless Management Information System (HMIS).

**III. CONTRACTOR RESPONSIBILITIES****A. ADDITIONAL DETAILS ON UNITS OF SERVICE**

1. The number of housing placements is contingent on the number of eligible unhoused participants referred to CONTRACTOR through the countywide Coordinated Entry System (CES).

**B. PLANNING AND COORDINATION**

1. CONTRACTOR shall participate in program planning meetings, case conferencing, and other meetings as requested by COUNTY to collaborate on service provision and maintain a cooperative approach to implementing CHAMP.
2. CONTRACTOR shall recruit, hire and maintain essential staff in order to perform duties required to engage families experiencing homelessness in housing problem solving conversations and locate potential participants identified through the CES, conduct eligibility assessments, and provide housing navigation and housing-related case management to eligible participating families.

## FAMILIES IN TRANSITION SANTA CRUZ COUNTY, INC.

## CALWORKS HOUSING ASSISTANCE AND MOVE-IN PROGRAM (CHAMP)

3. CONTRACTOR shall utilize the Homeless Management Information System (HMIS) to collect data including specific data elements as requested by COUNTY on participating families including completing timely program enrollments, assessments, updates, per the County of Santa Cruz HMIS Policies and Procedures.
4. CONTRACTOR shall provide COUNTY staff with a monthly report on the status of all CHAMP participants.
5. CONTRACTOR shall coordinate with the participating families' "multi-disciplinary support teams" consisting of authorized COUNTY staff and partnering agencies, as appropriate, to assist participating families to attain and maintain permanent housing.
6. CONTRACTOR shall ensure that CHAMP staff participate in a minimum of four trainings annually, to facilitate their ability to utilize evidence-based Housing First and Rapid Re-Housing practices<sup>1</sup>, as well as other identified housing assistance best practices, with all participating CHAMP families.
  - a. CONTRACTOR shall keep a log of the training and attendees and shall send it to COUNTY upon request.
7. CONTRACTOR shall participate in, comply with all approved standards, and coordinate with the Homeless Continuum of Care on service delivery and other activities as appropriate.
8. CONTRACTOR shall participate in the Santa Cruz County Continuum of Care, also known as the Housing for Health Partnership<sup>2</sup>, as at minimum an "Organizational Member," as may be amended, to the extent that it is required to execute services under this Agreement.
9. CONTRACTOR shall abide by the terms of all incorporated attachments (See Independent Contractor Agreement, section 13, Attachments).

## C. IDENTIFYING POTENTIALLY ELIGIBLE CHAMP PARTICIPANTS

1. CONTRACTOR shall accept referrals of potential CHAMP participants through the countywide Coordinated Entry System (CES) and will conduct assessments to determine CHAMP eligibility as follows:
  - a. Eligibility requirements:
    - i. At least one member of the household is enrolled in CalWORKs in Santa Cruz County; AND
    - ii. Experiencing literally homelessness, at imminent risk of homelessness, and at risk of homelessness as defined by California Department of Social Services All County Welfare Director Letter "CalWORKs Housing Support Program Notice of Funding and Expansion of Eligibility to Include Homelessness Prevention" dated December 13, 2021.<sup>3</sup>

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<sup>1</sup> link: [https://www.cdss.ca.gov/Portals/9/Additional-Resources/Letters-and-Notices/ACWDL/2021/ACWDL\\_12-13-21.pdf](https://www.cdss.ca.gov/Portals/9/Additional-Resources/Letters-and-Notices/ACWDL/2021/ACWDL_12-13-21.pdf)

<sup>2</sup> <https://housingforhealthpartnership.org/>

<sup>3</sup> [https://cdss.ca.gov/Portals/9/Additional-Resources/Letters-and-Notices/ACWDL/2021/ACWDL\\_12-13-21.pdf](https://cdss.ca.gov/Portals/9/Additional-Resources/Letters-and-Notices/ACWDL/2021/ACWDL_12-13-21.pdf)

FAMILIES IN TRANSITION SANTA CRUZ COUNTY, INC.

CALWORKS HOUSING ASSISTANCE AND MOVE-IN PROGRAM (CHAMP)

- b. CONTRACTOR shall prioritize CHAMP assistance for families who are experiencing homelessness as defined as a family who lacks a fixed, regular and adequate nighttime residence meaning:
  - i. A family with a primary nighttime residence that is a public or private place not designated for or ordinarily used as a regular sleeping accommodation for human beings, including a car, park, abandoned building, bus or train station, airport or campground;
  - ii. A family living in a supervised publicly or privately-operated shelter designated to provide temporary living arrangements (including congregate shelters, transitional housing, and hotels and motels paid for by charitable organizations or by federal, state, or local government programs for low-income individuals); OR
  - iii. An individual who is exiting an institution where they resided for 90 days or less and who resided in an emergency shelter or place not meant for human habitation immediately before entering that institution.
  - iv. Any family who:
    1. Is fleeing, or is attempting to flee, domestic violence, dating violence, sexual assault, stalking, or other dangerous or life-threatening conditions that relate to violence against the individual or a family member, including a child, that has either taken place within the individual's or family's primary nighttime residence or has made the individual or family afraid to return to their primary nighttime residence;
    2. Has no other residence; AND
    3. Lacks the resources or support networks, e.g., family, friends, faith based or other social networks, to obtain other permanent housing.
- c. With approval from COUNTY in writing, CONTRACTOR may accept referrals outside of the Coordinated Entry System and may amend the prioritization framework to serve additional eligible households.
2. CONTRACTOR shall assist referred families experiencing homelessness who are not currently enrolled to apply for CalWORKs benefits; eligible families that choose to enroll in CalWORKs are eligible for CHAMP assistance.

D. CONNECTOR SERVICES

1. CONTRACTOR shall coordinate with its own internal services and with external homeless service programs, if applicable, to secure available funds to facilitate participants' ability to achieve successful housing solutions.
2. CONTRACTOR shall utilize a low service barrier philosophy when conducting Housing Problem Solving (HPS) conversations, Housing Needs Assessments and creating Housing Action Plans of any person experiencing homelessness, regardless of any perceived individual barriers to housing or services.



## FAMILIES IN TRANSITION SANTA CRUZ COUNTY, INC.

## CALWORKS HOUSING ASSISTANCE AND MOVE-IN PROGRAM (CHAMP)

3. CONTRACTOR shall collaborate with homeless service providers and other agencies and individuals, as applicable, to locate families with whom to enroll in the Coordinated Entry System.
4. CONTRACTOR shall enter information on all HPS conversations and completed Housing Needs Assessments and Housing Action Plans into the countywide HMIS in a timely manner, as referenced in "Performance Measurements" above.
5. CONTRACTOR shall update participant Housing Action Plans as applicable under Housing for Health Partnership's (H4HP) Coordinated Entry System Policies.
6. CONTRACTOR, when requested, shall conduct a separate, confidential assessment process for individuals and families who are fleeing, or attempting to flee, domestic violence, dating violence, sexual assault, stalking, or human trafficking, in accordance with H4HP Coordinated Entry System Policies.
7. CONTRACTOR shall refer all participants to immediate resources as applicable and available including, but not limited to, food distribution centers, immediate shelter, and health care services.
8. CONTRACTOR shall coordinate with other H4HP Coordinated Entry Connectors to decrease duplication, ensure complete coverage, ensure the safety of H4HP Connectors, and meet the specific needs or preferences of the participants.
9. CONTRACTOR shall participate in all CES activities including, but not limited to, trainings, meetings, and shadowing opportunities, as requested by COUNTY.
10. CONTRACTOR shall participate in planning conversations and trainings regarding any changes to the Coordinated Entry System process as requested by COUNTY.

## E. FINANCIAL ASSISTANCE

1. CONTRACTOR shall ensure that the maximum number of months that participants may receive rental financial assistance through CHAMP is 24 months. Program assistance is on a month-by-month basis, and cumulative months of assistance do not need to be contiguous.
2. CONTRACTOR shall administer participating families' housing deposits, monthly rental payments, credit and debt repair, transportation, and other payments as approved for participating households who are case managed by FIT program staff, by:
  - a. Ensuring that all required documentation has been completed by both the participating family and the new landlord once housing is identified;
  - b. Ensuring that all complete and accurate requests for deposit and rental checks are processed and mailed by the due date;
  - a. Tracking the amount of rent CHAMP provides for all participant housing costs;
  - b. Processing monthly check requests submitted by Case Managers for the housing subsidy amount as determined by the Case Manager and approved by the Case Manager's Supervisor;

## FAMILIES IN TRANSITION SANTA CRUZ COUNTY, INC.

## CALWORKS HOUSING ASSISTANCE AND MOVE-IN PROGRAM (CHAMP)

- c. Providing accounting and record keeping functions related to all CHAMP housing subsidies;
  - d. Providing COUNTY with monthly records detailing the amounts of all CHAMP financial assistance paid on behalf of participants.
3. Each family's rent subsidy amount will be based on the specific situation and needs of the family, determined by the Case Manager in coordination with the family, and approved by the Case Manager's Supervisor.
4. CONTRACTOR shall ensure that the combined total amount of financial subsidy provided to all participating families does not exceed an average of \$20,750 per family throughout their participation in the program unless funding is available and doing so meets an identified need for housing stability per applicable Case Manager Supervisor and COUNTY approval.
5. CONTRACTOR may provide utility deposits and payment of arrearages, furniture purchase, and other applicable payments on behalf of participating families as approved by the Case Manager Supervisor.
6. CONTRACTOR shall enter into agreement with management of the Ocean Gate, Fireside Inn, Valley Inn, and Comfort Inn (further known as "hotel management") to provide temporary shelter services for a minimum of 15 families.
  - a. CONTRACTOR shall only invoice COUNTY for room rates up to United States General Services Administration (GSA) daily lodging rates in effect at time of stay, as published at [www.gsa.gov/perdiem](http://www.gsa.gov/perdiem) and adopted by the County of Santa Cruz Auditor-Controller (hereafter referred to as the "Adopted GSA Daily Lodging Rates") plus applicable taxes and fees. Refer to GSA per diem rates for maximum allowable costs.
    - i. The Adopted GSA Daily Lodging Rates shall be increased by \$25 per additional person over two occupants in a room.
    - ii. Daily room rates exceeding the established Adopted GSA Daily Lodging Rates may be authorized by the County, in the County's sole and exclusive discretion, under the following circumstances:
      1. If CONTRACTOR can demonstrate no available hotel rooms within the Adopted GSA Daily Lodging Rates, AND
      2. As funding is available, AND
      3. The presented rate does not exceed 10% above the established Adopted GSA Daily Lodging Rates, OR
      4. COUNTY pre-approves a higher rate in writing when a participant is experiencing a documented severe health or safety risk that could be mitigated by a short-term hotel stay of 7 days or less.
    - iii. CONTRACTOR shall create and implement a process to pre-qualify room rates prior to participant stays.

FAMILIES IN TRANSITION SANTA CRUZ COUNTY, INC.

CALWORKS HOUSING ASSISTANCE AND MOVE-IN PROGRAM (CHAMP)

F. COORDINATION WITH CENTRAL CALIFORNIA ALLIANCE FOR HEALTH

1. CONTRACTOR shall coordinate with the Central California Alliance for Health (Alliance) to become a California Advancing and Innovating Medi-Cal (CalAIM) Community Supports (CS) and Enhanced Care Management (ECM) provider for all eligible participants *interested in receiving these services from the CONTRACTOR*.
  - a. CONTRACTOR shall bill the Alliance for CalAIM CS and ECM Medi-Cal services provided by the CONTRACTOR to CalAIM eligible and enrolled participants.
  - b. CONTRACTOR shall provide COUNTY with quarterly reports on program participant's enrollment in CalAIM CS and ECM and revenue generated each month as a result of their CalAIM enrollment and claiming.

G. 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).

IV. COUNTY RESPONSIBILITIES

1. COUNTY will notify CONTRACTOR of relevant changes in COUNTY assigned case assistance staff. Notification will be sent to CONTRACTOR when COUNTY assigned case assistance staff changes are made.
2. COUNTY will provide projected participant income for households who have an assigned Employment Training Specialist (ETS).
3. COUNTY will supply the CONTRACTOR with employment and income verification and COUNTY approved CWES Plans for participant households who have a CWES plan.
4. COUNTY will notify the case manager if a participant is in non-compliance with their CWES Plan, or if any changes are made to the participant's CWES Plan.

**FAMILIES IN TRANSITION SANTA CRUZ COUNTY, INC.****CALWORKS HOUSING ASSISTANCE AND MOVE-IN PROGRAM (CHAMP)**

5. COUNTY will provide SAWS web access to CONTRACTOR as outlined in Attachment E – Statewide Automated Welfare System (SAWS) Access, as a read-only mechanism for CONTRACTOR to assess eligibility of potential participants.
  - a. Upon request, COUNTY will provide web access to identified CONTRACTOR staff for the BenefitsCal application (<https://benefitscal.com/>), which may be used to assist participants in verification of eligibility for services.

**V. REPORTING**

1. CONTRACTOR shall utilize the HMIS as determined by COUNTY, to enter, track and measure data on each participating CHAMP family, based on the outcomes stated in this scope of services.
2. CONTRACTOR shall provide COUNTY with written reports including monthly case management reports and other reports as needed.
3. CONTRACTOR shall provide CHAMP monthly reports containing completed information for all active participants, including participant name and date of birth, housing and/or case management so that the total number of participants being served each month is reported. Monthly CHAMP reports shall be submitted electronically to COUNTY authorized staff within 15 days following the end of the month in which the services were provided.
4. 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 services. CONTRACTOR shall use a reporting template created by the 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. The COUNTY reserves the right to request a Quarter 3 progress report, covering January through March, due by the last business day in April.

**VI. ADDITIONAL TERMS AND CONDITIONS**

- A. Corrective Action: CONTRACTOR shall perform the agreed upon services detailed in this scope of services, 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 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)

## FAMILIES IN TRANSITION SANTA CRUZ COUNTY, INC.

## CALWORKS HOUSING ASSISTANCE AND MOVE-IN PROGRAM (CHAMP)

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 Services and/or Terms of Payment 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 Services 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 – VI.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 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)<sup>4</sup> 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@santacruzcountycal.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

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<sup>4</sup> <https://www.ada.gov/>

Attachment A- Scope of Services, Amendment One, FY 2024-25

Agreement No. 25W3972

FAMILIES IN TRANSITION SANTA CRUZ COUNTY, INC.

CALWORKS HOUSING ASSISTANCE AND MOVE-IN PROGRAM (CHAMP)

Services Department.

**FAMILIES IN TRANSITION SANTA CRUZ COUNTY, INC.**  
**CALWORKS HOUSING ASSISTANCE AND MOVE-IN PROGRAM (CHAMP)**

**I. BUDGET**

<b>LINE-ITEM EXPENDITURES</b>	<b>AMENDED PROGRAM COSTS FY 2024-25</b>
<b>PERSONNEL COSTS - SALARIES &amp; BENEFITS</b>	<b>\$622,600</b>
<b>NON-PERSONNEL COSTS</b>	<b>\$88,450</b>
<b>PARTICIPANT COSTS</b>	<b>\$2,089,096</b>
<b>ADMINISTRATIVE OVERHEAD</b>	<b>\$169,224</b>
<b>GRAND TOTAL</b>	<b>\$2,969,370</b>

**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 suffix of the approved budget, and remains 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 I. Budget.
  - i. 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@santacruzcountycalifornia.gov](mailto:HSDCCU@santacruzcountycalifornia.gov) within twenty (20) calendar days following the end of the

FAMILIES IN TRANSITION SANTA CRUZ COUNTY, INC.  
CALWORKS HOUSING ASSISTANCE AND MOVE-IN PROGRAM (CHAMP)

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.



COUNTY OF SANTA CRUZ HUMAN SERVICES DEPARTMENT  
DATA PRIVACY AND SECURITY CONFIDENTIALITY AGREEMENT

“CONTRACTOR”: FAMILIES IN TRANSITION

## 1. PREAMBLE

Contractor, its employees, subcontractors, representatives, volunteers and agents (hereinafter collectively referred to as CONTRACTOR), is involved with work pertaining to services provided by the County of Santa Cruz Human Services Department (COUNTY), and may have access to confidential data and personally identifiable information (PII) pertaining to persons and/or entities receiving services from the COUNTY (PARTICIPANT CLIENT). The COUNTY has a legal obligation to protect all such PII in its possession, with special consideration for PII concerning health, mental health, criminal and public assistance records. The COUNTY must ensure that all PII shall be protected by CONTRACTOR.

Additionally, CONTRACTOR may also have access to proprietary information supplied by the COUNTY or other vendors doing business with the COUNTY. As a condition of the attached agreement, CONTRACTOR agrees to these terms as well as adherence to Welfare and Institutions Code section 14100.2; Code of Federal Regulations section 431.300, section 45 Parts 160 & 164; Sections 453 and 1137 of the Social Security Act, and any other State and Federal regulations that also require confidentiality and privacy of client information, as applicable.

## 2. DEFINITIONS

- a. "PII" is confidential data and personally identifiable information directly obtained while performing services outlined in this agreement that can be used alone, or in conjunction with any other information, to identify a specific individual. PII includes but is not limited to any information that can be used to search for or identify individuals, or can be used to access their files, such as name, social security number, date of birth, biometric record, driver's license number or identification number. PII may be electronic, paper, verbal, or recorded.
- b. “Confidential Materials” includes:
  - i. All financial, health, criminal and public assistance records pertaining to persons and/or entities receiving services from the COUNTY, whether hard copy or electronic data; and
  - ii. All COUNTY proprietary information including but not limited to design concepts, algorithms, programs, formats, documentation, and all other original materials produced, created, or provided to or by CONTRACTOR; and
  - iii. Any other proprietary information supplied to CONTRACTOR.
- c. “Security Incident” means the attempted or successful unauthorized access, use, disclosure, modification, or destruction of PII, or interference to an information system which processes PII that is under the control of the COUNTY or the CONTRACTOR.
- d. “Secure environment” means any area where services are administered or where PII is used, disclosed, or stored in hard copy or electronic format.
- e. “Breach” refers to actual loss, loss of control, compromise, unauthorized disclosure, unauthorized acquisition, unauthorized access, or any similar term referring to situations where persons other

than authorized users and for other than authorized purposes have access or potential access to PII, whether electronic, paper, verbal, or recorded.

### 3. AGREEMENTS

- a. CONTRACTOR shall not to divulge to any unauthorized person, company, or organization any PII obtained while performing work pursuant to the attached agreement without the prior written consent of the PARTICIPANT CLIENT and/or COUNTY. **Unauthorized disclosure is a violation of County policy and a violation of law**, including, but not limited to Welfare & Institutions Code §10850.
- b. CONTRACTOR shall forward all requests received for the release of PII to COUNTY.
- c. CONTRACTOR shall maintain and protect Confidential Materials and PII against disclosure.
  - i. CONTRACTOR shall limit access and use of any PII to “business need” solely for the purpose of administering the program supported by this attached agreement.
  - ii. CONTRACTOR may not copy, modify, or delete any data unless CONTRACTOR receives prior written approval from HSD. CONTRACTOR shall not make or store printed or media copies of information unless there is a legitimate business need to do so. Copies shall be destroyed as soon as they are no longer needed.
  - iii. CONTRACTOR agrees to return all Confidential Materials to the COUNTY upon completion or termination of the attached contract.
  - iv. All provisions of data security and privacy restrictions on disclosure of PII and Confidential Materials shall survive until the PII and Confidential Materials are destroyed or returned to COUNTY.
- d. COUNTY agrees to provide to CONTRACTOR any/all applicable State regulations upon written request.

### 4. PERSONNEL CONTROLS

- a. CONTRACTOR shall inform all individuals or entities involved in the services under this agreement and exhibit of the requirements concerning confidentiality in the handling of PII, including specifically that **Unauthorized disclosure is a violation of County policy and a violation of law**, including but not limited to Welfare & Institutions Code §10850, and can result in criminal prosecution up to and including incarceration and monetary fines.
- b. Unauthorized disclosure may result in termination of the attached agreement, civil and/or criminal action, or legal redress.
- c. CONTRACTOR individuals or entities involved in the services under this must perform the following security measures annually:
  - i. Complete an online training course regarding privacy and security to be provided by COUNTY, within thirty (30) days of provision to CONTRACTOR;
  - ii. Sign individual confidentiality statements provided by COUNTY and submit to COUNTY, within thirty (30) days of provision to CONTRACTOR;

- iii. Conduct other activities related to assurance of information security, if directed by COUNTY.
- d. COUNTY will immediately terminate access to any COUNTY secure environment for CONTRACTOR or CONTRACTOR individuals/entities found to have unauthorized use of those environments.

## 5. PHYSICAL AND TECHNICAL SECURITY

- a. CONTRACTOR shall maintain, use and store all PII and information gathered pertaining to program PARTICIPANT CLIENTS in a secure environment.
- b. CONTRACTOR shall use secure systems to access, store, process and transmit PII, including industry standard encryption when necessary or appropriate.

## 6. MONITORING

In addition to audit of records, CONTRACTOR acknowledges that COUNTY and/or the state or federal government shall have the right to observe, monitor, evaluate, audit, examine, and investigate all activities conducted by CONTRACTOR which are associated with this agreement.

## 7. NOTIFICATION AND INVESTIGATION OF BREACHES AND SECURITY INCIDENTS

- a. CONTRACTOR shall implement reasonable systems for the discovery and prompt reporting of any Breach or Security Incident, to be reviewed by COUNTY.
- b. CONTRACTOR shall report immediately to COUNTY Contracting Unit<sup>1</sup> and Security Compliance Officer<sup>2</sup> any actual or suspected Breach or Security Incident discovered by CONTRACTOR of its own secure environment or secure environment of any other person, company, or organization of which it becomes aware. Notice shall include all information known at the time and be made:
  - i. **Immediately upon discovery** of a suspected Security Incident that involves PII provided to CONTRACTOR by the COUNTY; and/or
  - ii. **In all cases within one working day of discovery.**

DocuSigned by:

*Melisa Vierra*

D7D16D1CAF734BB...

Signature

2/28/2025

Date

Melisa Vierra

Name

Executive Director

Title

<sup>1</sup> hsdccu@santacruzcountycalifornia.gov

<sup>2</sup> InformationSecurityOfficer@santacruzcountycalifornia.gov or (831)454-4840

COUNTY OF SANTA CRUZ HUMAN SERVICES DEPARTMENT  
ASSURANCE OF COMPLIANCE  
NONDISCRIMINATION IN STATE AND FEDERALLY ASSISTED PROGRAMS

“CONTRACTOR”: FAMILIES IN TRANSITION

HEREBY AGREES THAT it will comply with Title VI and VII of the Civil Rights Acts of 1964 as amended; Section 504 of the Rehabilitation Acts of 1973, as amended; the Age Discrimination Act of 1975, as amended; the Food Stamp Act of 1977 as amended, and in particular Section 272.6; Title II of the Americans with Disabilities Act of 1990; California Civil Code, Section 51 et seq., as amended; California Government Code Section 11135-11139.8, as amended; California Government Code Section 12940(c), (h) (l), (i), and (j); California Government Code, Section 4450; and other applicable federal and state laws, as well as their implementing regulations (including 45 Code of Federal Regulations (CFR) Parts 80, 84, and 91, 7 CFR Part 15, and 28 CFR Part 42, and all relevant sections of the California Code of Regulations), by ensuring that employment practices and the administration of public assistance and social services programs are nondiscriminatory as defined by Government Code Section 11135, to the effect that no person shall be excluded from participation in or be denied the benefits of, or be otherwise subject to discrimination under any program or activity receiving federal or state financial assistance due in part or whole to protected status; and HEREBY GIVE ASSURANCE THAT it will immediately take any measures necessary to effectuate this agreement.

THIS ASSURANCE is given in consideration of and for the purpose of obtaining any and all federal and state assistance; and CONTRACTOR HEREBY GIVES ASSURANCE THAT administrative methods/procedures which have the effect of subjecting individuals to discrimination or defeating the objectives of the CDSS Manual of Policies and Procedures, Division 21, will be prohibited.

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

THIS ASSURANCE is binding on CONTRACTOR directly or through contract, license, or other provider services, as long as it receives federal or state assistance.

DocuSigned by:  
  
 D7D16D1CAF734BB...  
 Signature

Melisa Vierra  
 Name

2/28/2025  
 Date

Executive Director  
 Title

FAMILIES IN TRANSITION SANTA CRUZ COUNTY  
CALWORKS HOUSING ASSISTANCE AND MOVE-IN (CHAMP)

**Statewide Automated Welfare System (SAWS) Access**

**I. BACKGROUND**

The County of Santa Cruz Human Services Department (HSD) is designated by the California Department of Social Services (CDSS) and the Department of Health Care Services (DHCS) as the sole public assistance agency for the County of Santa Cruz (County) to determine benefits eligibility and to distribute the following assistance programs: Supplemental Nutrition Assistance Program (SNAP) benefits, known as CalFresh in California; the California Work Opportunity and Responsibility to Kids (CalWORKs) program; and the Medicaid (Medi-Cal) program(s). Additionally, HSD is the sole public assistance agency for the County designated to utilize a Statewide Automated Welfare System (SAWS), to determine benefit eligibility and for the distribution of public assistance benefits.

The CONTRACTOR has been identified as a local organization whose access to benefit eligibility data is directly necessary to support the client application process and/or improve access to benefit programs.

**II. RESPONSIBILITIES OF COLLABORATIVE PARTNERS****A. County of Santa Cruz Human Services Department (HSD)**

As the CDSS and DHCS designated assistance agency for the County, HSD agrees to the following responsibilities:

1. Approve any eligible applicant in CalFresh, Medi-Cal, and/or CalWORKs within the Statewide Automated Welfare System.
2. Provide CONTRACTOR with *view-only* access to the SAWS, so that CONTRACTOR may confirm enrollment of applicants and continuing eligibility of participants, with access to view CalFresh, Medi-Cal, and/or CalWORKs related enrollment information to support the application process.
3. Cooperate with program and fiscal reviews and address any corrective actions that may arise as required and/or requested by CDSS or DHCS.
4. HSD will periodically review the need for CONTRACTOR's access to SAWS data, and will control permissions to specific systems or information as needed. HSD will notify CONTRACTOR of any access or data permissions changes immediately after review.

**B. CONTRACTOR**

CONTRACTOR agrees to the following duties and responsibilities:

1. CONTRACTOR shall utilize data to perform services as per Exhibit A – Scope of Work.
2. Only pre-approved (or pre-authorized) CONTRACTOR employees providing services under this agreement shall access the data. HSD will request CONTRACTOR identify those employees by name, at least annually. CONTRACTOR shall notify HSD within 2 business days if employee leaves their position of employment with CONTRACTOR.

FAMILIES IN TRANSITION SANTA CRUZ COUNTY  
CALWORKS HOUSING ASSISTANCE AND MOVE-IN (CHAMP)

3. CONTRACTOR shall take every effort to protect data within CONTRACTOR's control from unauthorized access. If unauthorized access occurs, CONTRACTOR shall notify HSD with 24 hours, using the breach notification procedure outlined in Exhibit C – Data Privacy and Security Confidentiality Agreement. **Unauthorized disclosure is a violation of County policy and a violation of law**, including, but not limited to Welfare & Institutions Code §10850.
  - a. CONTRACTOR may not copy, modify, or delete any data unless CONTRACTOR receives prior written approval from HSD. CONTRACTOR shall not make or store printed or media copies of information unless there is a legitimate business need to do so. Copies shall be destroyed as soon as they are no longer needed.
  - b. CONTRACTOR shall access information only when there is a legitimate business need to do so.
  - c. HSD will immediately terminate access for any CONTRACTOR employee found to have unauthorized use of the SAWS data system.
4. CONTRACTOR shall ensure that all CONTRACTOR employees accessing SAWS data complete a video training provided by HSD prior to that vendor employee receiving access. Additional training(s) shall be completed as outlined in Exhibit A.
  - a. HSD will have application user trainings available to all CONTRACTOR employees awarded access, upon access being awarded.
5. CONTRACTOR shall ensure that all employees accessing SAWS data complete a Department of Justice background check (commonly through LiveScan). CONTRACTOR shall keep verification of annual background checks on file.



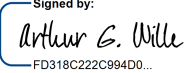
Certificate Of Completion

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Source Envelope:		
Document Pages: 20	Signatures: 5	Envelope Originator:
Certificate Pages: 5	Initials: 0	HSD CCU
AutoNav: Enabled		701 Ocean Street
Envelopeld Stamping: Enabled		Santa Cruz, CA 95060
Time Zone: (UTC-08:00) Pacific Time (US & Canada)		hsdccu@santacruzcountyca.gov
		IP Address: 134.16.1.185

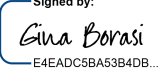
Record Tracking

Status: Original	Holder: HSD CCU	Location: DocuSign
2/25/2025 1:20:48 PM	hsdccu@santacruzcountyca.gov	
Security Appliance Status: Connected	Pool: FedRamp	
Storage Appliance Status: Connected	Pool: County of Santa Cruz	Location: Docusign


Signer Events

Signer Events	Signature	Timestamp
Arthur G. Wille	<div>Signed by:</div> <div></div> <div>FD318C222C994D0...</div>	Sent: 2/25/2025 1:27:54 PM
arthur.wille@santacruzcountyca.gov		Viewed: 2/25/2025 4:04:42 PM
County of Santa Cruz		Signed: 2/25/2025 4:14:24 PM
Assistant County Counsel		
Security Level: Email, Account Authentication (None)	Signature Adoption: Pre-selected Style	
	Using IP Address: 63.194.190.100	

Electronic Record and Signature Disclosure:  
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Gina Borasi	<div>Signed by:</div> <div></div> <div>E4EADC5BA53B4DB...</div>	Sent: 2/25/2025 4:14:25 PM
Gina.Borasi@santacruzcountyca.gov		Viewed: 2/25/2025 4:46:56 PM
Risk Manager		Signed: 2/25/2025 4:47:12 PM
County of Santa Cruz		
Security Level: Email, Account Authentication (None)	Signature Adoption: Pre-selected Style	
	Using IP Address: 139.104.3.50	

Electronic Record and Signature Disclosure:  
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Melisa Vierra	<div>DocuSigned by:</div> <div></div> <div>D7D16D1CAF734BB...</div>	Sent: 2/25/2025 4:47:14 PM
melisa@fitsantacruz.org		Viewed: 2/28/2025 7:36:57 AM
Executive Director		Signed: 2/28/2025 7:39:51 AM
Families In Transition of Santa Cruz County, Inc.		
Security Level: Email, Account Authentication (None)	Signature Adoption: Pre-selected Style	
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Electronic Record and Signature Disclosure:  
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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
Sara Harb Sara.Harb@santacruzcountyca.gov 4436 County of Santa Cruz Security Level: Email, Account Authentication (None)	<div>VIEWED</div> Using IP Address: 73.202.2.134 Viewed using mobile	Sent: 2/25/2025 1:27:35 PM Viewed: 2/25/2025 1:27:54 PM
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Witness Events	Signature	Timestamp
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Notary Events	Signature	Timestamp
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Envelope Summary Events	Status	Timestamps
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Certified Delivered	Security Checked	2/28/2025 7:36:57 AM
Signing Complete	Security Checked	2/28/2025 7:39:51 AM
Completed	Security Checked	2/28/2025 7:39:51 AM

Payment Events	Status	Timestamps
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Electronic Record and Signature Disclosure		
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## **ELECTRONIC RECORD AND SIGNATURE DISCLOSURE**

From time to time, County of Santa Cruz (we, us or Company) may be required by law to provide to you certain written notices or disclosures. Described below are the terms and conditions for providing to you such notices and disclosures electronically through the DocuSign system. Please read the information below carefully and thoroughly, and if you can access this information electronically to your satisfaction and agree to this Electronic Record and Signature Disclosure (ERSD), please confirm your agreement by selecting the check-box next to 'I agree to use electronic records and signatures' before clicking 'CONTINUE' within the DocuSign system.

### **Getting paper copies**

At any time, you may request from us a paper copy of any record provided or made available electronically to you by us. You will have the ability to download and print documents we send to you through the DocuSign system during and immediately after the signing session and, if you elect to create a DocuSign account, you may access the documents for a limited period of time (usually 30 days) after such documents are first sent to you. After such time, if you wish for us to send you paper copies of any such documents from our office to you, you will be charged a \$0.00 per-page fee. You may request delivery of such paper copies from us by following the procedure described below.

### **Withdrawing your consent**

If you decide to receive notices and disclosures from us electronically, you may at any time change your mind and tell us that thereafter you want to receive required notices and disclosures only in paper format. How you must inform us of your decision to receive future notices and disclosure in paper format and withdraw your consent to receive notices and disclosures electronically is described below.

### **Consequences of changing your mind**

If you elect to receive required notices and disclosures only in paper format, it will slow the speed at which we can complete certain steps in transactions with you and delivering services to you because we will need first to send the required notices or disclosures to you in paper format, and then wait until we receive back from you your acknowledgment of your receipt of such paper notices or disclosures. Further, you will no longer be able to use the DocuSign system to receive required notices and consents electronically from us or to sign electronically documents from us.

### **All notices and disclosures will be sent to you electronically**

Unless you tell us otherwise in accordance with the procedures described herein, we will provide electronically to you through the DocuSign system all required notices, disclosures, authorizations, acknowledgements, and other documents that are required to be provided or made available to you during the course of our relationship with you. To reduce the chance of you inadvertently not receiving any notice or disclosure, we prefer to provide all of the required notices and disclosures to you by the same method and to the same address that you have given us. Thus, you can receive all the disclosures and notices electronically or in paper format through the paper mail delivery system. If you do not agree with this process, please let us know as described below. Please also see the paragraph immediately above that describes the consequences of your electing not to receive delivery of the notices and disclosures electronically from us.

### **How to contact County of Santa Cruz:**

You may contact us to let us know of your changes as to how we may contact you electronically, to request paper copies of certain information from us, and to withdraw your prior consent to receive notices and disclosures electronically as follows:

To contact us by email send messages to: [nada.algharib@santacruzcounty.us](mailto:nada.algharib@santacruzcounty.us)

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If you created a DocuSign account, you may update it with your new email address through your account preferences.

### **To request paper copies from County of Santa Cruz**

To request delivery from us of paper copies of the notices and disclosures previously provided by us to you electronically, you must send us an email to [nada.algharib@santacruzcounty.us](mailto:nada.algharib@santacruzcounty.us) and in the body of such request you must state your email address, full name, mailing address, and telephone number. We will bill you for any fees at that time, if any.

### **To withdraw your consent with County of Santa Cruz**

To inform us that you no longer wish to receive future notices and disclosures in electronic format you may:

- i. decline to sign a document from within your signing session, and on the subsequent page, select the check-box indicating you wish to withdraw your consent, or you may;
- ii. send us an email to [nada.algharib@santacruzcounty.us](mailto:nada.algharib@santacruzcounty.us) and in the body of such request you must state your email, full name, mailing address, and telephone number. We do not need any other information from you to withdraw consent.. The consequences of your withdrawing consent for online documents will be that transactions may take a longer time to process..

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### **Acknowledging your access and consent to receive and sign documents electronically**

To confirm to us that you can access this information electronically, which will be similar to other electronic notices and disclosures that we will provide to you, please confirm that you have read this ERSD, and (i) that you are able to print on paper or electronically save this ERSD for your future reference and access; or (ii) that you are able to email this ERSD to an email address where you will be able to print on paper or save it for your future reference and access. Further, if you consent to receiving notices and disclosures exclusively in electronic format as described herein, then select the check-box next to 'I agree to use electronic records and signatures' before clicking 'CONTINUE' within the DocuSign system.

By selecting the check-box next to 'I agree to use electronic records and signatures', you confirm that:

- You can access and read this Electronic Record and Signature Disclosure; and
- You can print on paper this Electronic Record and Signature Disclosure, or save or send this Electronic Record and Disclosure to a location where you can print it, for future reference and access; and
- Until or unless you notify County of Santa Cruz as described above, you consent to receive exclusively through electronic means all notices, disclosures, authorizations, acknowledgements, and other documents that are required to be provided or made available to you by County of Santa Cruz during the course of your relationship with County of Santa Cruz.

## Certificate Of Completion

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Source Envelope:

Document Pages: 25

Signatures: 1

Envelope Originator:

Certificate Pages: 5

Initials: 0

HSD CCU

AutoNav: Enabled

Stamps: 1

701 Ocean Street

Envelopeld Stamping: Enabled

Santa Cruz, CA 95060

Time Zone: (UTC-08:00) Pacific Time (US & Canada)

hsdccu@santacruzcountyca.gov

IP Address: 63.194.190.100

## Record Tracking

Status: Original

Holder: HSD CCU

Location: DocuSign

3/12/2025 8:45:24 AM

hsdccu@santacruzcountyca.gov

Security Appliance Status: Connected

Pool: FedRamp

Storage Appliance Status: Connected

Pool: County of Santa Cruz

Location: Docusign

## Signer Events

### Signature

### Timestamp

Randy Morris

DocuSigned by:

*Randy Morris*

Sent: 3/12/2025 8:48:09 AM

Randy.Morris@santacruzcountyca.gov

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Viewed: 3/12/2025 9:58:16 AM

Director

Signed: 3/12/2025 9:58:24 AM

County of Santa Cruz

Signature Adoption: Pre-selected Style

Security Level: Email, Account Authentication (None)

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CBD eSignature

**Signed**



Sent: 3/12/2025 9:58:27 AM

cbd.esignature@santacruzcountyca.gov

Viewed: 3/12/2025 10:50:37 AM

County of Santa Cruz

Signed: 3/12/2025 10:51:39 AM

Security Level: Email, Account Authentication (None)

Freeform Signing

Using IP Address: 63.194.190.100

## Electronic Record and Signature Disclosure:

Accepted: 6/20/2024 3:08:48 PM

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## 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
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Signing Complete	Security Checked	3/12/2025 10:51:39 AM
Completed	Security Checked	3/12/2025 10:51:39 AM
Payment Events	Status	Timestamps
Electronic Record and Signature Disclosure		

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If you created a DocuSign account, you may update it with your new email address through your account preferences.

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- i. decline to sign a document from within your signing session, and on the subsequent page, select the check-box indicating you wish to withdraw your consent, or you may;
- ii. send us an email to [nada.algharib@santacruzcounty.us](mailto:nada.algharib@santacruzcounty.us) and in the body of such request you must state your email, full name, mailing address, and telephone number. We do not need any other information from you to withdraw consent.. The consequences of your withdrawing consent for online documents will be that transactions may take a longer time to process..

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DS

**Contract No. 25W4315****STANDARD SERVICES CONTRACT (NON-PROFIT)**

This Contract, which is effective on the date it is fully executed, is between the COUNTY OF SANTA CRUZ, hereinafter called COUNTY, and COMMUNITY ACTION BOARD OF SANTA CRUZ COUNTY INC, hereinafter called CONTRACTOR. COUNTY and CONTRACTOR are each a "Party" to this Contract and are collectively the "Parties" to this Contract. The Parties agree as follows:

1. **DUTIES.** CONTRACTOR shall perform the following duties: Provide flexible rehousing and prevention assistance fund management for the Housing Support Program. These duties are described in further detail in Attachment A, "Scope of Services", which is attached hereto and incorporated herein by reference.

2. **COMPENSATION.** COUNTY agrees to pay, and CONTRACTOR agrees to receive, compensation for the performance of its services under this Contract as follows: payment not to exceed \$600,000, as set forth in further detail in Attachment B, "Terms of Payment".

3. **TERM.** The term of this Contract shall be: March 1, 2025 through June 30, 2025. If this Contract is placed on the COUNTY's Continuing Agreement List before the Contract term expires, the Parties agree to extend the terms and conditions of the Contract as set forth herein, and as reflected in any executed amendment hereto, until the Contract is thereafter terminated.

4. **TERMINATION.**

A. **Termination for Cause.** COUNTY may, in its sole discretion, immediately terminate this Contract if CONTRACTOR fails to adequately perform the services required hereunder, fails to comply with the terms or conditions set forth herein, or violates any local, state or federal law, regulation or standard applicable to its performance hereunder.

B. **Termination Without Cause.** COUNTY may terminate this Contract without cause upon at least thirty (30) calendar days advance written notice which states the effective date of the termination. Such termination is without penalty to or further obligation of COUNTY.

C. **Termination Due to Insufficient Funding.** COUNTY's obligations under this Contract are contingent upon the availability of local, state and/or federal funds. In the event such funding is reduced or eliminated, COUNTY shall, at its sole discretion, determine whether this Contract shall be terminated. COUNTY shall provide CONTRACTOR at least seven (7) calendar days advance written notice of its intent to terminate this Contract due to insufficient funding.

D. **Compensation Upon Termination.** In the event this Contract is terminated, CONTRACTOR shall be entitled to compensation for uncompensated services provided pursuant to the terms and conditions set forth herein through and including the effective date of such termination. However, this provision shall not limit or reduce any damages owed to COUNTY due to a breach of this Contract by CONTRACTOR.

**5. INDEMNIFICATION FOR DAMAGES, TAXES AND CONTRIBUTIONS.**

To the fullest extent permitted by applicable law, CONTRACTOR shall exonerate, indemnify, defend, and hold harmless COUNTY (which for the purpose of Paragraphs 5 and 6 shall include, without limitation, its officers, officials, agents, employees and volunteers) from and against:

A. Any and all claims, demands, losses, damages, defense costs, expenses (including attorneys' fees and costs), fines, penalties, and liabilities of any kind or nature which COUNTY, CONTRACTOR, or any third party may sustain as a result of, arising out of, or in any manner connected with CONTRACTOR's performance or failure to comply with or perform under the terms of this Contract, excepting any liability arising out of the sole negligence of COUNTY. Such indemnification includes any damage to the person(s), or property(ies) of CONTRACTOR and third persons.

B. Any and all federal, state, and local taxes, charges, fees, or contributions required to be paid with respect to CONTRACTOR and CONTRACTOR's officers, employees, and agents engaged in the performance of this Contract (including, without limitation, unemployment insurance, social security and payroll tax withholding).

COUNTY may conduct or participate in its own defense without affecting CONTRACTOR's obligation to indemnify and hold harmless or defend COUNTY.

Acceptance of the insurance required by this Contract shall not relieve CONTRACTOR from liability under this provision. This provision shall apply to all claims for damages related to CONTRACTOR's performance hereunder, regardless of whether any insurance is applicable or not. The insurance policy limits set forth herein shall not act as a limitation upon the amount of indemnification or defense to be provided hereunder.

This Paragraph 5 shall survive the termination or expiration of this Contract.

**6. INSURANCE.** CONTRACTOR, at its sole cost and expense, for the full term of this Contract (and any extensions thereof), shall obtain and maintain, at minimum, compliance with all of the following insurance coverage(s) and requirements. Such insurance coverage shall be primary coverage and non-contributory as respects COUNTY and any insurance or self-insurance maintained by COUNTY shall be considered in excess of CONTRACTOR's insurance coverage and shall not contribute to it. If CONTRACTOR normally carries insurance in an amount greater than the minimum amount required by COUNTY for this Contract, that greater amount shall become the minimum required amount of insurance for purposes of this Contract. Therefore, CONTRACTOR hereby acknowledges and agrees that any and all insurances carried by it shall be deemed liability coverage for any and all actions it performs in connection with this Contract. Insurance is to be obtained from insurers reasonably acceptable to COUNTY.

If CONTRACTOR utilizes one or more subcontractors in the performance of this Contract, CONTRACTOR shall obtain and maintain Contractor's Protective Liability insurance as to each subcontractor or otherwise provide evidence of insurance coverage from each subcontractor equivalent to that required of CONTRACTOR in this Contract.

**A. Types of Insurance and Minimum Limits**

- i. Workers' Compensation Insurance in the minimum statutorily required coverage amounts.

ii. Automobile Liability Insurance for each of CONTRACTOR's vehicles used in the performance of this Contract, including owned, non-owned (e.g. owned by CONTRACTOR's employees), leased or hired vehicles, in the minimum amount of \$500,000 combined single limit per occurrence for bodily injury and property damage.

iii. Comprehensive or Commercial General Liability Insurance coverage at least as broad as the most recent ISO Form CG 00 01 with a minimum limit of \$2,000,000 per occurrence, and \$2,000,000 in the aggregate, including coverage for: (a) products and completed operations, (b) bodily and personal injury, (c) broad form property damage, (d) contractual liability, and (e) cross-liability.

iv. Professional Liability Insurance in the minimum amount of \$1,000,000.00 combined single limit.

v. Cyber liability insurance with limits of not less than \$1,000,000 per occurrence, and \$2,000,000 in the aggregate. Coverage must include claims involving Cyber Risks. The cyber liability policy must be endorsed to cover the full replacement value of damage to, alteration of, loss of, or destruction of intangible property (including but not limited to information or data) that is in the care, custody, or control of CONTRACTOR. "Cyber Risks" include but are not limited to (1) security breach; (2) data breach; (3) system failure; (4) data recovery; (5) failure to timely disclose data breach or security breach; (6) failure to comply with privacy policy; (7) business interruption; (8) cyber extortion; (9) invasion of privacy violations, including release of private information; (10) information theft; (11) release of private information; (12) payment card liabilities and costs; (13) infringement of intellectual property, including but not limited to infringement of copyright, trademark, and trade dress; (14) damage to or destruction or alteration of electronic information; (15) extortion related to CONTRACTOR's obligations under this Contract regarding electronic information, including personal information; (16) fraudulent instruction; (17) funds transfer fraud; (18) telephone fraud; (19) network security; (20) data breach response costs, including security breach response costs; (21) regulatory fines and penalties related to CONTRACTOR's obligations under this Contract regarding electronic information, including personal information; and (22) credit monitoring expenses.

#### **B. Other Insurance Provisions**

i. If any insurance coverage required in this Contract is provided on a "Claims Made" rather than "Occurrence" form, CONTRACTOR agrees that the retroactive date thereof shall be no later than the date first written in Paragraph 3 of this Contract, and that it shall maintain the required coverage for a period of three (3) years after the expiration of this Contract (hereinafter "post Contract coverage") and any extensions thereof. CONTRACTOR may maintain the required post Contract coverage by renewal or purchase of prior acts or tail coverage. This provision is contingent upon post Contract coverage being both available and reasonably affordable in relation to the coverage provided during the term of this Contract. For purposes of interpreting this requirement, a cost not exceeding 100% of the last annual policy premium during the term of this Contract in order to purchase prior acts or tail coverage for post Contract coverage shall be deemed to be reasonable.

ii. All policies of Comprehensive or Commercial General Liability Insurance shall be endorsed to cover the County of Santa Cruz, its officers, officials, employees, agents, and volunteers as additional insureds with respect to liability arising out of the work or operations and activities performed by or on behalf of CONTRACTOR, including materials, parts or equipment furnished in connection with such work or operations. Endorsements shall be at least as broad as

ISO Form CG 20 10 11 85, or both CG 20 10 10 01 and CG 20 37 10 01, covering both ongoing operations and products and completed operations.

iii. All required policies shall be endorsed to contain the following clause:  
“This insurance shall not be canceled until after thirty (30) calendar days’ prior written notice (10 calendar days for nonpayment of premium) has been given to:

**County of Santa Cruz  
Human Services Department  
Attn: Centralized Contracts Unit  
1040 Emeline Ave  
Santa Cruz, CA 95060**

Should CONTRACTOR fail to obtain such an endorsement to any policy required hereunder, CONTRACTOR shall be responsible to provide at least thirty (30) calendar days’ notice (10 calendar days for nonpayment of premium) of cancellation of such policy to COUNTY as a material term of this Contract.

iv. CONTRACTOR agrees to provide its insurance broker(s) with a full copy of these insurance provisions and provide COUNTY on or before the effective date of this Contract with Certificates of Insurance and endorsements for all required coverages. However, failure to obtain the required documents prior to the work beginning shall not waive CONTRACTOR’s obligation to provide them. All Certificates of Insurance and endorsements shall be delivered or sent to:

**County of Santa Cruz  
Human Services Department  
Attn: Centralized Contracts Unit  
1040 Emeline Ave  
Santa Cruz, CA 95060**

v. CONTRACTOR hereby grants to COUNTY a waiver of any right of subrogation which any insurer of said CONTRACTOR may acquire against COUNTY by virtue of the payment of any loss under such insurance. CONTRACTOR agrees to obtain any endorsement that may be necessary to affect this waiver of subrogation, but this provision applies regardless of whether or not COUNTY has received a waiver of subrogation endorsement from the insurer.

**7. EQUAL EMPLOYMENT OPPORTUNITY.** During and in relation to the performance of this Contract, CONTRACTOR agrees as follows:

A. CONTRACTOR shall not discriminate against any employee or applicant for employment because of race, color, creed, religion, national origin, ancestry, physical or mental disability, medical condition (including cancer-related and genetic characteristics), marital status, sexual orientation, age (over 18), veteran status, gender, pregnancy, or any other non-merit factor unrelated to job duties. Such action shall include, but not be limited to, the following: recruitment, advertising, layoff or termination, rates of pay or other forms of compensation, selection for training (including apprenticeship), employment, upgrading, demotion, or transfer. CONTRACTOR agrees to post in conspicuous places, available to employees and applicants for employment, notice setting forth the provisions of this non-discrimination clause.

B. If this Contract provides compensation in excess of \$50,000 to CONTRACTOR and if CONTRACTOR employs fifteen (15) or more employees, the following requirements shall apply:

i. CONTRACTOR shall, in all solicitations or advertisements for employees placed by or on behalf of CONTRACTOR, state that all qualified applicants will receive consideration for employment without regard to race, color, creed, religion, national origin, ancestry, physical or mental disability, medical condition (including cancer-related and genetic characteristics), marital status, sexual orientation, age (over 18), veteran status, gender, pregnancy, or any other non-merit factor unrelated to job duties. Such action shall include, but not be limited to, the following: recruitment; advertising, layoff or termination, rates of pay or other forms of compensation, selection for training (including apprenticeship), employment, upgrading, demotion, or transfer. In addition, CONTRACTOR shall make a good faith effort to consider Minority/Women/Disabled Owned Business Enterprises in CONTRACTOR's solicitation of goods and services. Definitions for Minority/Women/Disabled Owned Business Enterprises are available from the COUNTY General Services Purchasing Division.

ii. In the event of CONTRACTOR's non-compliance with the non-discrimination clauses of this Contract or with any of the said rules, regulations, or orders said CONTRACTOR may be declared ineligible for further contracts with COUNTY.

iii. CONTRACTOR shall cause the foregoing provisions of subparagraphs 7B(i) and 7B(ii) to be inserted in all subcontracts for any work covered under this Contract by a subcontractor compensated more than \$50,000 and employing more than fifteen (15) employees, provided that the foregoing provisions shall not apply to contracts or subcontracts for standard commercial supplies or raw materials.

**8. INDEPENDENT CONTRACTOR.** CONTRACTOR and COUNTY agree that in performing its obligations under this Contract, CONTRACTOR, including its officers, agents, employees, and volunteers, is at all times acting and performing as an independent contractor, in an independent capacity, and not as an officer, agent, servant, employee, joint venturer, partner, or associate of COUNTY.

Because of its status as an independent contractor, CONTRACTOR has no right to employment rights or benefits available to COUNTY employees. CONTRACTOR is solely responsible for providing to its own employees all employee benefits required by law. CONTRACTOR shall save COUNTY harmless from all matters relating to the payment of CONTRACTOR's employees, including all payroll related taxes. COUNTY has no right to control, supervise, or direct the manner or method of CONTRACTOR's performance under this Contract, but COUNTY may verify that CONTRACTOR is performing according to the terms of this Contract.

**9. NOTICES.**

A. Contact Information. The persons having authority to give and receive notices provided for or permitted under this Contract include the following:

For COUNTY:  
Centralized Contracts Unit  
Human Services Department  
1040 Emeline Avenue  
Santa Cruz, CA 95060  
HSDCCU@santacruzcountyca.gov

For CONTRACTOR:  
Community Action Board of Santa Cruz  
County, INC  
MariaElena De La Garza  
406 Main Street  
Watsonville, CA 95076  
mariaelena@cabinc.org

B. Change of Contact Information. Either Party may change the information in Paragraph 9.A by giving notice as provided in Paragraph 9.C.

C. Method of Delivery. Each notice between COUNTY and CONTRACTOR provided for or permitted under this Contract must be in writing, state that it is a notice provided under this Contract, and be delivered either by personal service, by first-class United States mail, by an overnight commercial courier service, or by Portable Document Format (PDF) document attached to an email.

- i. A notice delivered by personal service is effective upon service to the recipient.
- ii. A notice delivered by first-class United States mail is effective three (3) COUNTY business days after deposit in the United States mail, postage prepaid, addressed to the recipient.
- iii. A notice delivered by an overnight commercial courier service is effective one (1) COUNTY business day after deposit with the overnight commercial courier service, delivery fees prepaid, with delivery instructions given for next day delivery, addressed to the recipient.
- iv. A notice delivered by telephonic facsimile transmission or by PDF document attached to an email is effective when transmission to the recipient is completed (but, if such transmission is completed outside of COUNTY's business hours, then such delivery is deemed to be effective at the next beginning of a COUNTY business day), provided that the sender maintains a machine record of the completed transmission.

**10. NONASSIGNMENT.** CONTRACTOR shall not assign this Contract without the prior written consent of COUNTY.

**11. ACKNOWLEDGMENT.** CONTRACTOR shall acknowledge in all reports and literature that the Santa Cruz County Board of Supervisors has provided funding to CONTRACTOR.

**12. INSPECTIONS, AUDITS, AND PUBLIC RECORDS.**

A. Inspection of Documents. CONTRACTOR shall make available to COUNTY, and COUNTY may examine at any time during business hours and as often as COUNTY deems reasonably necessary, all of CONTRACTOR's records and data with respect to the matters covered by this Contract, excluding attorney-client privileged communications. CONTRACTOR shall, upon request by COUNTY, permit COUNTY to audit and inspect all of such records and data to ensure CONTRACTOR's compliance with the terms of this Contract.

B. Retention and Audit of Records. CONTRACTOR shall retain records pertinent to this Contract for a period of not less than five (5) years after final payment under this Contract or until a final audit report is accepted by COUNTY, whichever occurs first. CONTRACTOR hereby agrees to be subject to the examination and audit by the Santa Cruz County Auditor-Controller-Treasurer-Tax Collector, the Auditor General of the State of California, or the designee of either, for a period of five (5) years after final payment under this Contract.

C. Public Records. COUNTY is not limited in any manner with respect to its public disclosure of this Contract or any record or data that CONTRACTOR may provide to COUNTY. COUNTY's public disclosure of this Contract or any record or data that CONTRACTOR may provide to COUNTY may include but is not limited to the following:

- i. COUNTY may voluntarily, or upon request by any member of the public or governmental agency, disclose this Contract to the public or such governmental agency.
- ii. COUNTY may voluntarily, or upon request by any member of the public or governmental agency, disclose to the public or such governmental agency any record or data that CONTRACTOR may provide to COUNTY, unless such disclosure is prohibited by court order.
- iii. This Contract, and any record or data that CONTRACTOR may provide to

COUNTY, is subject to public disclosure as a public record under the California Public Records Act (California Government Code, Title 1, Division 10, beginning with section 7920.000) ("CPRA").

iv. This Contract, and any record or data that CONTRACTOR may provide to COUNTY, is subject to public disclosure as information concerning the conduct of the people's business of the State of California under Article 1, section 3, subdivision (b) of the California Constitution.

v. Any marking of confidentiality or restricted access upon or otherwise made with respect to any record or data that CONTRACTOR may provide to COUNTY shall be disregarded and have no effect on COUNTY's right or duty to disclose to the public or governmental agency any such record or data.

D. Public Records Act Requests. CONTRACTOR shall cooperate with COUNTY with respect to any COUNTY demand for requested records.

i. If COUNTY receives a written or oral request under the CPRA to publicly disclose any record that is in CONTRACTOR's possession or control, and which COUNTY has a right, under any provision of this Contract or applicable law, to possess or control, then COUNTY may demand, in writing, that CONTRACTOR deliver to COUNTY, for purposes of public disclosure, the requested records that may be in the possession or control of CONTRACTOR. Within five (5) COUNTY business days after COUNTY's demand, CONTRACTOR shall (a) deliver to COUNTY all of the requested records that are in CONTRACTOR's possession or control, together with a written statement that CONTRACTOR, after conducting a diligent search, has produced all requested records that are in CONTRACTOR's possession or control, or (b) provide to COUNTY a written statement that CONTRACTOR, after conducting a diligent search, does not possess or control any of the requested records.

ii. If CONTRACTOR wishes to assert that any specific record or data is exempt from disclosure under the CPRA or other applicable law, it must deliver the record or data to COUNTY and assert the exemption by citation to specific legal authority within the written statement that it provides to COUNTY under this section. CONTRACTOR's assertion of any exemption from disclosure is not binding on COUNTY, but COUNTY will give at least ten (10) calendar days' advance written notice to CONTRACTOR before disclosing any record subject to CONTRACTOR's assertion of exemption from disclosure.

iii. CONTRACTOR shall indemnify COUNTY for any court-ordered award of costs or attorney's fees under the CPRA that results from CONTRACTOR's delay, claim of exemption, failure to produce any such records, or failure to cooperate with COUNTY with respect to any COUNTY demand for any such records.

iv. This provision shall not prohibit CONTRACTOR from seeking a protective order to prevent the disclosure of records CONTRACTOR has deemed or marked as confidential or restricted or proprietary.

E. This Paragraph 12 shall survive the termination or expiration of this Contract.

**13. PRESENTATION OF CLAIMS.** Presentation and processing of any or all claims arising out of or related to this Contract shall be made in accordance with the provisions contained in Chapter 1.05 of the Santa Cruz County Code, which by this reference is incorporated herein.

**14. ATTACHMENTS.** CONTRACTOR shall comply with the requirements of the following attachments to this Contract, each of which is incorporated herein by reference:

Attachment A, "Scope of Services"

Attachment B, "Terms of Payment"

Attachment C, "Data Privacy and Security Confidentiality Agreement"

Attachment D, "Non-Discrimination Assurance of Compliance"

Unless explicitly stated in an attachment, the language in the body of this Contract controls should a conflict arise between the language in the body of this Contract and any attachment to this Contract.

**15. LIVING WAGE.** This Contract is covered under Living Wage provisions if this Paragraph is initialed by COUNTY \_\_\_\_\_.

If Item # 15 above is initialed by COUNTY, then this Contract is subject to the provisions of Santa Cruz County Code Chapter 2.122, which requires payment of a living wage to covered employees. Non-compliance during the term of the Contract with these Living Wage provisions will be considered a material breach, and may result in termination of the Contract and/or pursuit of other legal or administrative remedies.

CONTRACTOR agrees to comply with Santa Cruz County Code section 2.122.140, if applicable.

**16. NON-PROFIT CONTRACTOR MISCELLANEOUS REQUIREMENTS.** CONTRACTOR warrants and certifies itself as a nonprofit organization with a 501(c)(3) status in good standing. CONTRACTOR agrees it will continue to operate as a recognized 501(c)(3) organization and in good standing for the duration of this Contract and that failure to do so shall be a material breach of this Contract. The following requirements shall be satisfied, in addition to all other requirements of this Contract:

A. **WEB LINKS** – If CONTRACTOR has an organizational website, it is a requirement of this Contract that CONTRACTOR to provide hyperlinks to the websites of the following organizations: the County of Santa Cruz, the current website address of which is <https://www.santacruzcountycalifornia.gov>, and Workforce Santa Cruz County, the current website address of which is <https://workforcesccc.com/>.

**17. MONITORING PROGRAM FOR 501(c)(3) NONPROFIT AGENCIES.** Each of the following requirements shall be satisfied, in addition to all other requirements of this Contract.

A. Within 180 days of the end of each of the CONTRACTOR's fiscal years occurring during the term of this Contract, the CONTRACTOR shall provide the Contract Administrator with two (2) copies of Financial Statements relating to the entirety of the CONTRACTOR's operations. Financial statements normally include: (1) a Statement of Financial Position or Balance Sheet; (2) a Statement of Activities or Statement of Revenues and Expenses; (3) a Cash Flow Statement; and (4) a Statement of Functional Expenses. The Contract Administrator will forward one copy of the financial statements to the Santa Cruz County Auditor-Controller-Treasurer-Tax Collector ("ACTTC").

i. For the purposes of this paragraph, "CONTRACTOR's fiscal year" shall be that period the CONTRACTOR utilizes for its annual budget cycle.

ii. The Contract Administrator with concurrence of the ACTTC may agree to extend the deadline for the Financial Statements required by this Paragraph.

B. In the sole discretion of COUNTY, the requirements of this Paragraph may be exempted where the Contract Administrator and the ACTTC ascertain that such reporting is not essential, and both certify to its inapplicability by initialing here \_\_\_\_ (Aud); \_\_\_\_ (CA).

C. CONTRACTOR shall make a good faith effort to provide the Contract Administrator with



timely notice of any event or circumstance that materially impairs CONTRACTOR's financial position or substantially interferes with CONTRACTOR's ability to offer the services it has agreed to provide as set forth in this Contract. The Contract Administrator shall notify the ACTTC of any impairment upon being notified by CONTRACTOR.

D. For audit authority of the ACCTC refer to the Paragraph 12.B. "Retention and Audit of Records."

**18. NON-BINDING UNTIL APPROVED.** Regardless of whether this Contract has been signed by all parties, if the total compensation identified in Paragraph 2 of this Contract is greater than \$200,000, this Contract is not binding on any party until the Contract has been approved by the Santa Cruz County Board of Supervisors.

**19. GENERAL TERMS.**

A. Compliance with Laws. CONTRACTOR shall, at its own cost, comply with all applicable federal, state, and local laws and regulations in the performance of its obligations under this Contract, including but not limited to workers compensation, labor, and confidentiality laws and regulations. This shall include, but is not limited to, obtaining the necessary licenses, permits, and any other required authorization to perform the work necessary to complete the terms of this Contract. CONTRACTOR bears sole responsibility for any violation of such laws and regulations by itself and agrees that it will indemnify, defend and hold COUNTY harmless for the consequences of any such violation, as referenced in Paragraph 5 of this Contract.

B. Standard of Practice. CONTRACTOR warrants that it has the degree of learning and skill ordinarily possessed by reputable professionals practicing in similar localities in the same profession and under similar circumstances. CONTRACTOR's duty is to exercise such care, skill and diligence as professionals engaged in the same profession ordinarily exercise under like circumstances.

C. Prior Acts Ratified. Any and all acts which may have already been consummated pursuant to the terms and conditions of this Contract are hereby ratified.

D. Modification. This Contract may not be modified, and no waiver is effective, except by written agreement signed by both Parties. CONTRACTOR acknowledges that COUNTY employees have no authority to modify this Contract except as expressly provided in this Contract.

E. Non-Liability of County Officers, Officials, Employees, Agents, Volunteers. No officer, official, employee, agent, or volunteer of COUNTY shall be personally liable to CONTRACTOR in the event of any default or breach by COUNTY.

F. Governing Law. The laws of the State of California govern all matters arising from or related to this Contract.

G. Jurisdiction and Venue. This Contract is signed and performed in Santa Cruz County, California. CONTRACTOR consents to California jurisdiction for actions arising from or related to this Contract, and, subject to the Government Claims Act, all such actions must be brought and maintained in Santa Cruz County.

H. Construction. The final form of this Contract is the result of the Parties' combined efforts. If anything in this Contract is found by a court of competent jurisdiction to be ambiguous, that ambiguity shall not be resolved by construing the terms of this Contract against either Party.

I. Headings. The headings and paragraph titles in this Contract are for convenience only and are not part of this Contract.

J. Severability. If anything in this Contract is found by a court of competent jurisdiction to be unlawful or otherwise unenforceable, the balance of this Contract remains in effect, and the Parties shall make best efforts to replace the unlawful or unenforceable part of this Contract with lawful and enforceable terms intended to accomplish the Parties' original intent.

K. No Waiver. Payment, waiver, or discharge by COUNTY of any liability or obligation of CONTRACTOR under this Contract on any one or more occasions is not a waiver of performance of any continuing or other obligation of CONTRACTOR and does not prohibit enforcement by COUNTY of any obligation on any other occasion.

L. No Third-Party Beneficiaries. This Contract does not and is not intended to create any rights or obligations for any person or entity except for the Parties.

M. Force Majeure. Neither Party hereto shall be liable or responsible for delays or failures in performance resulting from events beyond the reasonable control, and without the fault or negligence, of such Party. Such events shall include, without limitation, acts of God, strikes, lockouts, riots, acts of war, epidemics, pandemics, acts of government, fire, power failures, nuclear accidents, earthquakes, unusually severe weather, acts of terrorism or other disasters, whether or not similar to the foregoing.

N. Authorized Signature. CONTRACTOR represents and warrants to COUNTY that:

i. CONTRACTOR is duly authorized and empowered to sign and perform its obligations under this Contract.

ii. The individual signing this Contract on behalf of CONTRACTOR is duly authorized to do so and their signature on this Contract legally binds CONTRACTOR to the terms of this Contract.

O. Integrated Contract. This Contract, including its attachments, is the entire agreement between CONTRACTOR and COUNTY with respect to the subject matter of this Contract, and it supersedes all previous negotiations, proposals, commitments, writings, advertisements, publications, and understandings of any nature unless those things are expressly included in this Contract.

P. Counterpart Execution. This Contract, and any amendments hereto, may be executed in one (1) or more counterparts, each of which shall be deemed to be an original and all of which, when taken together, shall be deemed to be one (1) and the same agreement. This Contract, and any amendments hereto, may be signed by manual or electronic signatures in accordance with any and all applicable local, state and federal laws, regulations and standards, and such signatures shall constitute original signatures for all purposes. A signed copy of this Contract, and any amendments hereto, transmitted by email or by other means of electronic transmission shall be deemed to have the same legal effect as delivery of an original executed copy of this Contract and any amendments hereto.

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**[SIGNATURES APPEAR ON FOLLOWING PAGE]**

SIGNATURE PAGE

Contract No. 25W4315

STANDARD SERVICES CONTRACT

IN WITNESS WHEREOF, the parties hereto agree to the terms set forth above.

2. **COMMUNITY ACTION BOARD  
OF SANTA CRUZ COUNTY, INC**

DocuSigned by:  
By: Maria Elena De la Garza  
SIGNED E44617DA76FF4E8...

Maria Elena De La Garza, CEO  
PRINTED

4. **COUNTY OF SANTA CRUZ**

DocuSigned by:  
By: Randy Morris 3/12/2025  
SIGNED D1F8BB7500084B1...

Randy Morris, Director  
PRINTED

Company Name: Community Action Board of Santa Cruz County, Inc

Address: 406 Main Street, Watsonville, CA 95076

Telephone: (831) 763-2147

Fax: \_\_\_\_\_

Email: [mariaelena@cabinc.org](mailto:mariaelena@cabinc.org)

1. **APPROVED AS TO FORM**

Signed by:  
Arthur G. Wille 2/24/2025  
SIGNED FD318C222C994D0...  
Office of the County Counsel

3. **APPROVED AS TO INSURANCE**

Signed by:  
Gina Borasi 2/24/2025  
SIGNED E4EAD0C5BA53B4DB...  
Risk Management

DISTRIBUTION:

- Human Services Department
- Auditor-Controller-Treasurer-Tax Collector
- Risk Management
- Community Action Board of Santa Cruz County, Inc

**COMMUNITY ACTION BOARD OF SANTA CRUZ COUNTY INC**  
**HOUSING SUPPORT PROGRAM**

## **I. CONTRACT OVERVIEW**

The California Work Opportunity and Responsibility to Kids (CalWORKs) Housing Support Program (HSP) was established in 2014 to foster housing stability for families experiencing, or at risk of, homelessness in the CalWORKs program. HSP offers financial assistance and housing-related wraparound supportive services, including but not limited to: rental assistance, housing navigation, case management, security deposits, utility payments, moving costs, interim shelter assistance, legal services, and credit repair.

Due to the County’s specific requirements from CDSS for the County Expense Claim related to HSP, COUNTY Human Services Department (HSD) is contracting with Community Action Board of Santa Cruz County, Inc. (CONTRACTOR) to provide flexible rehousing and prevention assistance fund management for the Housing Support Program, tailored to meet the needs of the local community. The specified allowable maximum per household per year in accordance with funding requirements as outlined in formal notice from COUNTY on the “Housing Support Program Fund Request” form will be utilized to support participants in maintaining or obtaining housing and are reviewed and approved by COUNTY.

## **II. PERFORMANCE MEASUREMENTS**

Result: At least 85% households move from homelessness or maintain housing or prevent homelessness as a result from this assistance.	
<b>How Well Are Services Provided?</b>	100% of payments will be available to approved participants within two (2) working days of receipt of County-authorized Request Form.  Data Collection Tool: CONTRACTOR’s monthly backup detail reporting for invoicing

## **III. CONTRACTOR RESPONSIBILITIES**

### **A. HOUSING SUPPORT PROGRAM**

1. CONTRACTOR shall participate in the Santa Cruz County Continuum of Care (CoC), also known as the Housing for Health Partnership<sup>1</sup>, as at minimum an “Organizational Member,” as may be amended, to the extent that it is required to execute services under this Contract.
2. CONTRACTOR shall ensure that its services are available during their normally scheduled and published business hours.
3. CONTRACTOR shall inform COUNTY immediately if it is unable to provide services during their normally scheduled and published business hours or if those hours change, as timeliness of payment issuance is of the essence.

<sup>1</sup> <https://housingforhealthpartnership.org/>

COMMUNITY ACTION BOARD OF SANTA CRUZ COUNTY INC  
HOUSING SUPPORT PROGRAM

- a. During a week that CONTRACTOR is unable to provide services within their normally scheduled days and/or time frames, CONTRACTOR shall provide alternative availability that equates to the same number of service hours.
  - b. CONTRACTOR shall submit notification in writing if it needs to change services hours for more than two consecutive weeks. CONTRACTOR and COUNTY must agree in writing for any changes to service hours to be effective.
4. CONTRACTOR shall notify COUNTY-identified authorized staff by email to H4H.HousingAssistanceFund@santacruzcountycalifornia.gov if informed by a vendor or service provider about problems with an authorized payment. Once CONTRACTOR receives authorization for services, payment shall be issued immediately and at all times within two (2) business days.
  5. CONTRACTOR shall maintain sufficient backup documentation for invoicing as outlined in Attachment B – Terms of Payment, and coordinate with COUNTY as needed when questions arise.
    - a. In the event that prospective payments have been made in accordance with this Contract that later result in a credit due to CONTRACTOR, COUNTY will collaborate with payor regarding details of credit due and notify CONTRACTOR to monitor for its receipt. See also Section IV – COUNTY RESPONSIBILITIES.
    - b. CONTRACTOR shall document the details of the change within invoice backup documentation.

**B. 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 Contract.
  - b. CONTRACTOR shall notify COUNTY immediately of any grievances or complaints that may not get resolved internally, time is of the essence.
    - i. CONTRACTOR shall notify COUNTY of grievances or complaints related to payment request details for follow-up by COUNTY.
  - 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

COMMUNITY ACTION BOARD OF SANTA CRUZ COUNTY INC  
HOUSING SUPPORT PROGRAM

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).

C. ASSISTANCE FUND REQUESTS

1. CONTRACTOR shall receive HSP Fund Requests with all related documentation from COUNTY staff after COUNTY determines participant eligibility for allowable assistance payments.
2. Authorized COUNTY staff will submit an HSP Fund Request using the form designated under section IV – COUNTY RESPONSIBILITIES herein. CONTRACTOR shall utilize the completed HSP Fund Request form and related documentation as a referral to contact the participant or the supportive service provider listed on the form, and shall initiate rehousing or prevention assistance fund services.
3. CONTRACTOR shall arrange to pay each approved participant's vendor upon receipt of the assistance request, or in exceptional circumstances, reimburse the service provider or participant upon receipt of the assistance request.
4. CONTRACTOR shall contact the service provider, as specified on the HSP Fund Request form, once a completed and signed form is received from COUNTY, to inform them of the following:
  - a. The earliest date and time payment is scheduled by any means other than check release; or
  - b. The earliest date and time check(s) will be available for pick up or mailed. And, as applicable:
    - i. The location of checks;
    - ii. The hours of operation for pick-up of the check(s);
    - iii. The requirement of photo ID for release of check (or other requirement for participant as outlined in HSP Fund Request); and
    - iv. The requirement to return receipts to the CONTRACTOR for checks provided as needed.
    - v. CONTRACTOR shall coordinate with authorized COUNTY staff and/or the participant or service provider to arrange for check pick up as indicated by the COUNTY's authorization. Check pickup shall occur, generally, at the following locations:
      - 1) South Santa Cruz County participant checks will be released at CONTRACTOR's office location at 406 Main Street, Suite 313 in

**COMMUNITY ACTION BOARD OF SANTA CRUZ COUNTY INC**  
**HOUSING SUPPORT PROGRAM**

Watsonville. At times when CONTRACTOR staff in Suite 313 are unavailable, there will be a sign posted on the door, directing participants to an office nearby to pick up their check.

- 2) North Santa Cruz County participant checks will be released at COUNTY's Customer Service Center at 1020 Emeline, Building B.
5. CONTRACTOR shall ensure that any completed and signed HSP Fund Request forms received before noon on typical business days will be ready for disbursement as approved on the following workday.
6. CONTRACTOR shall ensure that any completed and signed HSP Fund Request forms received later than noon on typical business days will be ready for disbursement as approved within two working days.
7. CONTRACTOR shall confirm upon receipt that authorization documentation provided by COUNTY is sufficient to process payment in accordance with the parameters of this Contract.
  - a. When clarification is needed before payment services can be provided, CONTRACTOR shall coordinate with COUNTY within one business day.
  - b. Clarification requests shall be provided directly to COUNTY-identified staff via email to [H4H.HousingAssistanceFund@santacruzcountyca.gov](mailto:H4H.HousingAssistanceFund@santacruzcountyca.gov).
8. CONTRACTOR shall ensure that payments distributed to participants are payable to the indicated vendor (e.g., service provider, landlord), as specified by COUNTY on the HSP Fund Request form. CONTRACTOR shall not issue payments made out directly to participants, except as specifically requested by COUNTY.
- D. CONTRACTOR shall abide by the terms of all incorporated Attachments (See Standard Services Contract, section 14, Attachments).

**IV. COUNTY RESPONSIBILITIES**

- A. COUNTY will provide payment requests to CONTRACTOR by submitting a HSP Fund Request form completed or reviewed by, and authorized by COUNTY; and will provide all necessary supporting documentation.
  1. Request forms are completed by COUNTY authorized sources (COUNTY staff and/or COUNTY-designated partner agencies), and are reviewed by COUNTY staff. COUNTY is the sole authorizing source for HSP Fund Request forms sent to CONTRACTOR.
  2. When COUNTY requests CONTRACTOR issue payment directly to a participant, supporting documentation provided will include any detailed instructions for payment issuance required of CONTRACTOR.

COMMUNITY ACTION BOARD OF SANTA CRUZ COUNTY INC  
HOUSING SUPPORT PROGRAM

- B. When COUNTY indicates recurring payment is needed by CONTRACTOR, COUNTY will issue an additional form for each month or period the payment is needed.
- C. COUNTY will contact CONTRACTOR within one (1) business day with notification of credit due to CONTRACTOR for prospective or other payments. (e.g., COUNTY is notified by landlords or hotel management if a participant vacates early and credit is being issued to CONTRACTOR.)
  - 1. COUNTY will provide any additional, related updates such as to facilitate use of services by alternative participants which may be authorized by COUNTY.
    - a. In such an event, COUNTY will issue a new HSP Fund Request form to CONTRACTOR.
- D. COUNTY will specify when prospective payment is required, such as for rents, security deposits, hotel sheltering, and travel arrangements; and will delineate the length of services that are appropriate to the service provider's requirements. (e.g., Industry standards of one month's rent paid prospectively, two week's hotel stay paid prospectively, etc.)
  - 1. When prospective payment is authorized by COUNTY as required per industry standards, (e.g., rents):
    - a. COUNTY will ensure any/all prospective payment authorized is limited to reimbursable costs, and will further limit the time periods authorized to align with industry standards in order to support invoice backup documentation and the audit files of both COUNTY and CONTRACTOR.
- E. COUNTY will respond to grievances or complaints related to payment request details once notified by CONTRACTOR.
- F. COUNTY staff will authorize HSP payments and will provide CONTRACTOR with sufficient detail to execute prompt payment.

**V. MUTUAL RESPONSIBILITIES**

- A. COUNTY and CONTRACTOR will coordinate timely throughout the term of this Contract to clarify authorized referrals, payments, credits/refunds/reallocations, and related concerns.
- B. COUNTY and CONTRACTOR will respond to inquiries immediately and within one (1) business day whenever possible and no later than within two (2) business days.
- C. Recognizing industry standards for some service providers (e.g., landlords) require prospective payment, and COUNTY policies and/or funding sources for this Contract require detailed backup documentation to be maintained on file for audit, COUNTY and CONTRACTOR will closely monitor prospective payments.



**COMMUNITY ACTION BOARD OF SANTA CRUZ COUNTY INC**  
**HOUSING SUPPORT PROGRAM**

1. Services paid for by CONTRACTOR per COUNTY-authorized referral which result in a participant unable to utilize the entirety of credit shall be audited per mutual agreement as needed and no less than bi-monthly.
2. COUNTY and CONTRACTOR will collaborate to reallocate services paid for prospectively, whenever feasible, via a subsequent/new COUNTY-authorized request form.
3. COUNTY may require additional authorized staff participation in virtual meetings with CONTRACTOR to clarify audit file documentation for these situations.
4. CONTRACTOR and COUNTY will review prospective payments and reconcile any issues at least bi-monthly.
  - a. In the event that funding received by CONTRACTOR is not expended on behalf of a COUNTY-authorized participant, that funding shall be returned to COUNTY. In that event, a credit memo shall be issued by CONTRACTOR to COUNTY prior to subsequent month's invoicing.
    - i. COUNTY Contracts Analyst will assist CONTRACTOR with issuing a credit memo to COUNTY.

**VI. REPORTING AND COORDINATION REQUIREMENTS**

- A. TERMS OF PAYMENT: See clause 2. COMPENSATION of this Contract and Attachment B – Terms of Payment.
- B. 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 services. CONTRACTOR shall use a reporting template created or approved by COUNTY, which are due January 31 and July 31 of each fiscal year. 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 contracts taking effect later than July 1 of a fiscal year will be subject only to those reports deemed reasonable by COUNTY.

**VII. ADDITIONAL TERMS AND CONDITIONS**

- A. Corrective Action: CONTRACTOR shall perform the agreed upon services detailed in this scope of services, 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

COMMUNITY ACTION BOARD OF SANTA CRUZ COUNTY INC  
HOUSING SUPPORT PROGRAM

- 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 Standard Services Contract, section 4, 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 department or agency.
- C. Uninterrupted Provision of Services: In order to maintain uninterrupted services under this Contract, 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 Services and/or Terms of Payment of the Contract or termination of the Contract, 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 Contract (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 Services to all of its employees who conduct activities under this Contract, so that CONTRACTOR staff clearly understands expected activities per this Contract. 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:
- a. 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.
  - b. CONTRACTOR shall ensure that any subcontractor complies with COUNTY requirements as outlined in this Contract.
- 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:

COMMUNITY ACTION BOARD OF SANTA CRUZ COUNTY INC  
HOUSING SUPPORT PROGRAM

- a. CONTRACTOR shall obtain COUNTY approval prior to use of any program marketing materials indicated as a deliverable to or requirement of this Contract.
  - b. CONTRACTOR shall ensure that the COUNTY Human Services Department logo and name are included on all marketing materials related to this Contract, 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 uses.
  - c. As a recipient of government funding, CONTRACTOR shall ensure that electronic documents and websites at minimum comply with the Americans with Disabilities Act (ADA)<sup>2</sup> 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 831-588-0692 or Adam.Spickler@santacruzcountycalifornia.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.

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<sup>2</sup> <https://www.ada.gov/>

Attachment B – Terms of Payment, FY2024-25

Contract No. 25W4315

**COMMUNITY ACTION BOARD OF SANTA CRUZ COUNTY INC**  
**HOUSING SUPPORT PROGRAM**

**I. BUDGET**

<b>BUDGET EXPENDITURES</b>	<b>PROGRAM COSTS FY2024-25</b>
<b>PERSONNEL COSTS – SALARIES &amp; BENEFITS</b>	<b>\$49,290</b>
<b>NON- PERSONNEL COSTS</b>	<b>\$4,710</b>
<b>PARTICIPANT COSTS</b>	<b>\$540,000</b>
<b>ADMINISTRATIVE OVERHEAD/INDIRECT COSTS</b>	<b>\$6,000</b>
<b>GRAND TOTAL</b>	<b>\$600,000</b>

**A.** Payment will be made upon County’s receipt and approval of a monthly invoice showing the services provided in the previous month satisfied the requirements of the Scope of Services.

**B. BUDGET MODIFICATION**

1. Transfers between terms of payment categories within a specific fiscal year may be made only through a terms of payment modification, which must be requested by the CONTRACTOR to the COUNTY in writing in advance of the modification, providing the transfer is less than 30% (cumulative), is within a single suffix of the approved terms of payment, and remains within the total original fiscal year budget.
2. Terms of payment modification requests must be received no later than May 1st of the fiscal year in which the terms of payment 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.

**C. 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 service costs based on Clause I. BUDGET, above.
  - 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.



COUNTY OF SANTA CRUZ HUMAN SERVICES DEPARTMENT  
DATA PRIVACY AND SECURITY CONFIDENTIALITY AGREEMENT

“CONTRACTOR”: COMMUNITY ACTION BOARD OF SANTA CRUZ COUNTY INC

**1. PREAMBLE**

Contractor, its employees, subcontractors, representatives, volunteers and agents (hereinafter collectively referred to as CONTRACTOR), is involved with work pertaining to services provided by the County of Santa Cruz Human Services Department (COUNTY), and may have access to confidential data and personally identifiable information (PII) pertaining to persons and/or entities receiving services from the COUNTY (PARTICIPANT CLIENT). The COUNTY has a legal obligation to protect all such PII in its possession, with special consideration for PII concerning health, mental health, criminal and public assistance records. The COUNTY must ensure that all PII shall be protected by CONTRACTOR.

Additionally, CONTRACTOR may also have access to proprietary information supplied by the COUNTY or other vendors doing business with the COUNTY. As a condition of the attached agreement, CONTRACTOR agrees to these terms as well as adherence to Welfare and Institutions Code section 14100.2; Code of Federal Regulations section 431.300, section 45 Parts 160 & 164; Sections 453 and 1137 of the Social Security Act, and any other State and Federal regulations that also require confidentiality and privacy of client information, as applicable.

**2. DEFINITIONS**

- a. "PII" is confidential data and personally identifiable information directly obtained while performing services outlined in this agreement that can be used alone, or in conjunction with any other information, to identify a specific individual. PII includes but is not limited to any information that can be used to search for or identify individuals, or can be used to access their files, such as name, social security number, date of birth, biometric record, driver's license number or identification number. PII may be electronic, paper, verbal, or recorded.
- b. “Confidential Materials” includes:
  - i. All financial, health, criminal and public assistance records pertaining to persons and/or entities receiving services from the COUNTY, whether hard copy or electronic data; and
  - ii. All COUNTY proprietary information including but not limited to design concepts, algorithms, programs, formats, documentation, and all other original materials produced, created, or provided to or by CONTRACTOR; and
  - iii. Any other proprietary information supplied to CONTRACTOR.
- c. “Security Incident” means the attempted or successful unauthorized access, use, disclosure, modification, or destruction of PII, or interference to an information system which processes PII that is under the control of the COUNTY or the CONTRACTOR.
- d. “Secure environment” means any area where services are administered or where PII is used, disclosed, or stored in hard copy or electronic format.
- e. “Breach” refers to actual loss, loss of control, compromise, unauthorized disclosure, unauthorized acquisition, unauthorized access, or any similar term referring to situations where persons other

than authorized users and for other than authorized purposes have access or potential access to PII, whether electronic, paper, verbal, or recorded.

### 3. AGREEMENTS

- a. CONTRACTOR shall not to divulge to any unauthorized person, company, or organization any PII obtained while performing work pursuant to the attached agreement without the prior written consent of the PARTICIPANT CLIENT and/or COUNTY. **Unauthorized disclosure is a violation of County policy and a violation of law**, including, but not limited to Welfare & Institutions Code §10850.
- b. CONTRACTOR shall forward all requests received for the release of PII to COUNTY.
- c. CONTRACTOR shall maintain and protect Confidential Materials and PII against disclosure.
  - i. CONTRACTOR shall limit access and use of any PII to “business need” solely for the purpose of administering the program supported by this attached agreement.
  - ii. CONTRACTOR may not copy, modify, or delete any data unless CONTRACTOR receives prior written approval from HSD. CONTRACTOR shall not make or store printed or media copies of information unless there is a legitimate business need to do so. Copies shall be destroyed as soon as they are no longer needed.
  - iii. CONTRACTOR agrees to return all Confidential Materials to the COUNTY upon completion or termination of the attached contract.
  - iv. All provisions of data security and privacy restrictions on disclosure of PII and Confidential Materials shall survive until the PII and Confidential Materials are destroyed or returned to COUNTY.
- d. COUNTY agrees to provide to CONTRACTOR any/all applicable State regulations upon written request.

### 4. PERSONNEL CONTROLS

- a. CONTRACTOR shall inform all individuals or entities involved in the services under this agreement and attachments of the requirements concerning confidentiality in the handling of PII, including specifically that **Unauthorized disclosure is a violation of County policy and a violation of law**, including but not limited to Welfare & Institutions Code §10850, and can result in criminal prosecution up to and including incarceration and monetary fines.
- b. Unauthorized disclosure may result in termination of the attached agreement, civil and/or criminal action, or legal redress.
- c. CONTRACTOR individuals or entities involved in the services under this must perform the following security measures annually:
  - i. Complete an online training course regarding privacy and security to be provided by COUNTY, within thirty (30) days of provision to CONTRACTOR;
  - ii. Sign individual confidentiality statements provided by COUNTY and submit to COUNTY, within thirty (30) days of provision to CONTRACTOR;

- iii. Conduct other activities related to assurance of information security, if directed by COUNTY.
- d. COUNTY will immediately terminate access to any COUNTY secure environment for CONTRACTOR or CONTRACTOR individuals/entities found to have unauthorized use of those environments.

## 5. PHYSICAL AND TECHNICAL SECURITY

- a. CONTRACTOR shall maintain, use and store all PII and information gathered pertaining to program PARTICIPANT CLIENTS in a secure environment.
- b. CONTRACTOR shall use secure systems to access, store, process and transmit PII, including industry standard encryption when necessary or appropriate.

## 6. MONITORING

In addition to audit of records, CONTRACTOR acknowledges that COUNTY and/or the state or federal government shall have the right to observe, monitor, evaluate, audit, examine, and investigate all activities conducted by CONTRACTOR which are associated with this agreement.

## 7. NOTIFICATION AND INVESTIGATION OF BREACHES AND SECURITY INCIDENTS

- a. CONTRACTOR shall implement reasonable systems for the discovery and prompt reporting of any Breach or Security Incident, to be reviewed by COUNTY.
- b. CONTRACTOR shall report immediately to COUNTY Contracting Unit<sup>1</sup> and Security Compliance Officer<sup>2</sup> any actual or suspected Breach or Security Incident discovered by CONTRACTOR of its own secure environment or secure environment of any other person, company, or organization of which it becomes aware. Notice shall include all information known at the time and be made:
  - i. **Immediately upon discovery** of a suspected Security Incident that involves PII provided to CONTRACTOR by the COUNTY; and/or
  - ii. **In all cases within one working day of discovery.**

DocuSigned by:  
  
 544617DA76FF4E8...  
 Signature

2/25/2025  
 Date

MariaElena De La Garza,  
 Name

CEO  
 Title

<sup>1</sup> hsdccu@santacruzcountycalifornia.gov

<sup>2</sup> InformationSecurityOfficer@santacruzcountycalifornia.gov or (831)454-4840



COUNTY OF SANTA CRUZ HUMAN SERVICES DEPARTMENT  
ASSURANCE OF COMPLIANCE  
NONDISCRIMINATION IN STATE AND FEDERALLY ASSISTED PROGRAMS

“CONTRACTOR”: COMMUNITY ACTION BOARD OF SANTA CRUZ COUNTY INC

HEREBY AGREES THAT it will comply with Title VI and VII of the Civil Rights Acts of 1964 as amended; Section 504 of the Rehabilitation Acts of 1973, as amended; the Age Discrimination Act of 1975, as amended; the Food Stamp Act of 1977 as amended, and in particular Section 272.6; Title II of the Americans with Disabilities Act of 1990; California Civil Code, Section 51 et seq., as amended; California Government Code Section 11135-11139.8, as amended; California Government Code Section 12940(c), (h) (l), (i), and (j); California Government Code, Section 4450; and other applicable federal and state laws, as well as their implementing regulations (including 45 Code of Federal Regulations (CFR) Parts 80, 84, and 91, 7 CFR Part 15, and 28 CFR Part 42, and all relevant sections of the California Code of Regulations), by ensuring that employment practices and the administration of public assistance and social services programs are nondiscriminatory as defined by Government Code Section 11135, to the effect that no person shall be excluded from participation in or be denied the benefits of, or be otherwise subject to discrimination under any program or activity receiving federal or state financial assistance due in part or whole to protected status; and HEREBY GIVE ASSURANCE THAT it will immediately take any measures necessary to effectuate this agreement.

THIS ASSURANCE is given in consideration of and for the purpose of obtaining any and all federal and state assistance; and CONTRACTOR HEREBY GIVES ASSURANCE THAT administrative methods/procedures which have the effect of subjecting individuals to discrimination or defeating the objectives of the CDSS Manual of Policies and Procedures, Division 21, will be prohibited.

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

THIS ASSURANCE is binding on CONTRACTOR directly or through contract, license, or other provider services, as long as it receives federal or state assistance.

DocuSigned by:  
  
 544617DA76FF4E8...  
 Signature

MariaElena De La Garza,  
 Name

2/25/2025  
 Date

CEO  
 Title



Certificate Of Completion

Envelope Id: 5B05B4F6-09DE-4C8E-B507-EC3AAEABBD5A  
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701 Ocean Street  
Santa Cruz, CA 95060  
hsdccu@santacruzcountyca.gov  
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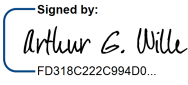
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hsdccu@santacruzcountyca.gov  
Pool: FedRamp  
Pool: County of Santa Cruz

Location: DocuSign  
  
  
Location: Docusign

Signer Events

Arthur G. Wille  
arthur.wille@santacruzcountyca.gov  
County of Santa Cruz  
Assistant County Counsel  
Security Level: Email, Account Authentication (None)

Signature


Signed by:  
  
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Timestamp

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Gina Borasi  
Gina.Borasi@santacruzcountyca.gov  
Risk Manager  
County of Santa Cruz  
Security Level: Email, Account Authentication (None)

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ID: 5f1392e5-7eb7-47e8-b6a6-baa8d5c3b8c6

MariaElena De La Garza  
mariaelena@cabinc.org  
CEO  
Community Action Board of Santa Cruz County, Inc.  
Security Level: Email, Account Authentication (None)

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Agent Delivery Events	Status	Timestamp
Intermediary Delivery Events	Status	Timestamp

Certified Delivery Events	Status	Timestamp
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Notary Events	Signature	Timestamp
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Envelope Summary Events	Status	Timestamps
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Completed	Security Checked	2/25/2025 12:29:14 PM

Payment Events	Status	Timestamps
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Electronic Record and Signature Disclosure		
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## **ELECTRONIC RECORD AND SIGNATURE DISCLOSURE**

From time to time, County of Santa Cruz (we, us or Company) may be required by law to provide to you certain written notices or disclosures. Described below are the terms and conditions for providing to you such notices and disclosures electronically through the DocuSign system. Please read the information below carefully and thoroughly, and if you can access this information electronically to your satisfaction and agree to this Electronic Record and Signature Disclosure (ERSD), please confirm your agreement by selecting the check-box next to 'I agree to use electronic records and signatures' before clicking 'CONTINUE' within the DocuSign system.

### **Getting paper copies**

At any time, you may request from us a paper copy of any record provided or made available electronically to you by us. You will have the ability to download and print documents we send to you through the DocuSign system during and immediately after the signing session and, if you elect to create a DocuSign account, you may access the documents for a limited period of time (usually 30 days) after such documents are first sent to you. After such time, if you wish for us to send you paper copies of any such documents from our office to you, you will be charged a \$0.00 per-page fee. You may request delivery of such paper copies from us by following the procedure described below.

### **Withdrawing your consent**

If you decide to receive notices and disclosures from us electronically, you may at any time change your mind and tell us that thereafter you want to receive required notices and disclosures only in paper format. How you must inform us of your decision to receive future notices and disclosure in paper format and withdraw your consent to receive notices and disclosures electronically is described below.

### **Consequences of changing your mind**

If you elect to receive required notices and disclosures only in paper format, it will slow the speed at which we can complete certain steps in transactions with you and delivering services to you because we will need first to send the required notices or disclosures to you in paper format, and then wait until we receive back from you your acknowledgment of your receipt of such paper notices or disclosures. Further, you will no longer be able to use the DocuSign system to receive required notices and consents electronically from us or to sign electronically documents from us.

### **All notices and disclosures will be sent to you electronically**

Unless you tell us otherwise in accordance with the procedures described herein, we will provide electronically to you through the DocuSign system all required notices, disclosures, authorizations, acknowledgements, and other documents that are required to be provided or made available to you during the course of our relationship with you. To reduce the chance of you inadvertently not receiving any notice or disclosure, we prefer to provide all of the required notices and disclosures to you by the same method and to the same address that you have given us. Thus, you can receive all the disclosures and notices electronically or in paper format through the paper mail delivery system. If you do not agree with this process, please let us know as described below. Please also see the paragraph immediately above that describes the consequences of your electing not to receive delivery of the notices and disclosures electronically from us.

### **How to contact County of Santa Cruz:**

You may contact us to let us know of your changes as to how we may contact you electronically, to request paper copies of certain information from us, and to withdraw your prior consent to receive notices and disclosures electronically as follows:

To contact us by email send messages to: [nada.algharib@santacruzcounty.us](mailto:nada.algharib@santacruzcounty.us)

### **To advise County of Santa Cruz of your new email address**

To let us know of a change in your email address where we should send notices and disclosures electronically to you, you must send an email message to us at [nada.algharib@santacruzcounty.us](mailto:nada.algharib@santacruzcounty.us) and in the body of such request you must state: your previous email address, your new email address. We do not require any other information from you to change your email address.

If you created a DocuSign account, you may update it with your new email address through your account preferences.

### **To request paper copies from County of Santa Cruz**

To request delivery from us of paper copies of the notices and disclosures previously provided by us to you electronically, you must send us an email to [nada.algharib@santacruzcounty.us](mailto:nada.algharib@santacruzcounty.us) and in the body of such request you must state your email address, full name, mailing address, and telephone number. We will bill you for any fees at that time, if any.

### **To withdraw your consent with County of Santa Cruz**

To inform us that you no longer wish to receive future notices and disclosures in electronic format you may:

- i. decline to sign a document from within your signing session, and on the subsequent page, select the check-box indicating you wish to withdraw your consent, or you may;
- ii. send us an email to [nada.algharib@santacruzcounty.us](mailto:nada.algharib@santacruzcounty.us) and in the body of such request you must state your email, full name, mailing address, and telephone number. We do not need any other information from you to withdraw consent.. The consequences of your withdrawing consent for online documents will be that transactions may take a longer time to process..

### **Required hardware and software**

The minimum system requirements for using the DocuSign system may change over time. The current system requirements are found here: <https://support.docusign.com/guides/signer-guide-signing-system-requirements>.

### **Acknowledging your access and consent to receive and sign documents electronically**

To confirm to us that you can access this information electronically, which will be similar to other electronic notices and disclosures that we will provide to you, please confirm that you have read this ERSD, and (i) that you are able to print on paper or electronically save this ERSD for your future reference and access; or (ii) that you are able to email this ERSD to an email address where you will be able to print on paper or save it for your future reference and access. Further, if you consent to receiving notices and disclosures exclusively in electronic format as described herein, then select the check-box next to 'I agree to use electronic records and signatures' before clicking 'CONTINUE' within the DocuSign system.

By selecting the check-box next to 'I agree to use electronic records and signatures', you confirm that:

- You can access and read this Electronic Record and Signature Disclosure; and
- You can print on paper this Electronic Record and Signature Disclosure, or save or send this Electronic Record and Disclosure to a location where you can print it, for future reference and access; and
- Until or unless you notify County of Santa Cruz as described above, you consent to receive exclusively through electronic means all notices, disclosures, authorizations, acknowledgements, and other documents that are required to be provided or made available to you by County of Santa Cruz during the course of your relationship with County of Santa Cruz.

## Certificate Of Completion

Envelope Id: 6FCD86F7-BC51-49E1-8975-776B8D76C4DB

Status: Completed

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Envelope Originator:

Certificate Pages: 5

Initials: 0

HSD CCU

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Stamps: 1

701 Ocean Street

Envelopeld Stamping: Enabled

Santa Cruz, CA 95060

Time Zone: (UTC-08:00) Pacific Time (US & Canada)

hsdccu@santacruzcountyca.gov

IP Address: 63.194.190.100

## Record Tracking

Status: Original

Holder: HSD CCU

Location: DocuSign

3/12/2025 8:38:03 AM

hsdccu@santacruzcountyca.gov

Security Appliance Status: Connected

Pool: FedRamp

Storage Appliance Status: Connected

Pool: County of Santa Cruz

Location: Docusign

## Signer Events

Randy Morris

Randy.Morris@santacruzcountyca.gov

Director

County of Santa Cruz

Security Level: Email, Account Authentication (None)

## Signature

DocuSigned by:

*Randy Morris*  
D1FB8B7500084B1...

Signature Adoption: Pre-selected Style

Using IP Address: 198.27.240.8

## Timestamp

Sent: 3/12/2025 8:40:44 AM

Viewed: 3/12/2025 9:56:52 AM

Signed: 3/12/2025 9:57:07 AM

## Electronic Record and Signature Disclosure:

Accepted: 6/28/2024 5:36:24 PM

ID: ad38cd27-0fe0-48dc-9c44-141ab3b72fbc

CBD eSignature

cbd.esignature@santacruzcountyca.gov

County of Santa Cruz

Security Level: Email, Account Authentication (None)

## Signed



Sent: 3/12/2025 9:57:10 AM

Viewed: 3/12/2025 11:01:07 AM

Signed: 3/12/2025 11:02:25 AM

Freeform Signing

Using IP Address: 63.194.190.100

## 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	3/12/2025 8:40:44 AM
Certified Delivered	Security Checked	3/12/2025 11:01:07 AM
Signing Complete	Security Checked	3/12/2025 11:02:25 AM
Completed	Security Checked	3/12/2025 11:02:25 AM

Payment Events	Status	Timestamps
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Electronic Record and Signature Disclosure
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