

**AMENDMENT #1 TO THE RENEWAL CONTRACT WITH  
NEVADA-SIERRA CONNECTING POINT PUBLIC AUTHORITY (IN-HOME  
SUPPORTIVE SERVICES)**

**THIS AMENDMENT** is dated this 1<sup>st</sup> day of January, 2018 by and between NEVADA-SIERRA CONNECTING POINT PUBLIC AUTHORITY (IN-HOME SUPPORTIVE SERVICES), hereinafter referred to as "Contractor" and COUNTY OF NEVADA, hereinafter referred to as "County". Said Amendment will amend the prior Agreement between the parties entitled Personal Services Contract, as approved on June 20, 2017, per Resolution No. 17-313; and

**WHEREAS**, the Contractor provides services related to maintaining the Community Resource Directory of the 211 Nevada County database and providing CalFresh outreach and application assistance for clients, as well as, managing and staffing the Nevada County 211 Call Center; and

**WHEREAS**, the parties desire to amend their agreement to: increase the Maximum Contract Price from \$167,003 to \$180,000 (an increase of \$12,997); amend Exhibit "A", Schedule of Services to add additional Coordinated Care/Homeless Management Information System (HMIS) Services/data collection and reporting requirements; and amend Exhibit "B", Schedule of Charges and Payments to reflect the increase in the maximum contract price.

**NOW, THEREFORE**, the parties hereto agree as follows:

1. That Amendment #1 shall be effective as of January 1, 2018.
2. That Section (§2), Maximum Contract Price shall be changed to the following: \$180,000.
3. That the Schedule of Services, Exhibit "A" is amended to the revised Exhibit "A" attached hereto and incorporated herein.
4. That the Schedule of Charges and Payments, Exhibit "B" is amended to the revised Exhibit "B" attached hereto and incorporated herein.
5. That in all other respects the prior agreement of the parties shall remain in full force and effect except as amended herein.

COUNTY OF NEVADA:

By: \_\_\_\_\_

Chair of the Board of Supervisors

ATTEST:

By: \_\_\_\_\_

Julie Patterson-Hunter  
Clerk of the Board of Supervisors

CONTRACTOR:

By: 

Ann Guerra, Executive Director  
Nevada-Sierra Connecting Point  
Public Authority  
208 Sutton Way  
Grass Valley, CA 95945

**Exhibit "A"**  
**Schedule of Services**  
**Nevada-Sierra Connecting Point Public Authority**

The County of Nevada, Department of Social Services, hereinafter referred to as County, and Nevada-Sierra Connecting Point Public Authority, hereinafter referred to as "Contractor", agree to enter into a specific contract pertaining to maintaining The Community Resource Directory of 211 Nevada County [www.211connectingpoint.org](http://www.211connectingpoint.org) database and services related to the operation of a Nevada County 211 Call Center.

**PROGRAM STATEMENT:**

The Community Resource Directory of 211 Nevada County is a resource tool that assists County residents, and Out of County interested parties, in locating and connecting to needed local resources and services. Currently, this database of services is used as an online resource tool through the website address of [www.211connectingpoint.org](http://www.211connectingpoint.org).

The resource database is the focal point of 211 Nevada County Information and Referral/Assistance services and the means by which people and services are brought together. The resource database is a computerized body of information about community resources for a defined population within a specific geographic area. A Resource Specialist ensures that the information that is contained in the database is accurate and up-to-date and organized into a system that allows people to search for the services that they need.

The Contractor will continue to provide a 24/7 call center services to Nevada County residents.

**SCOPE OF SERVICES:**

**Section I.**

Maintain and update the web-based service directory of resources.

The Contractor shall provide the following services:

- Maintain database of resources to residents in Nevada County and the Truckee Tahoe region.
- Annual formal updates for each active agency listed, which includes verifying the accuracy for each agency and the services they provide.
- On-going updates as new information become available directly by the agencies or by other means.
- Maintain County Disaster Preparedness resources to be utilized by the EOC and public in case of an emergency.
  - Information collected and entered into database, to be available during an emergency.
- Maintain a current inclusion/exclusion policy for the resource database;
- Research new regional resources to be inputted into the database;
- Organizing, classifying and indexing the information;

- Monthly statistical reports to the Department of Social Services Program Manager;
- Attend quarterly Office of Emergency Services Council meetings;
- Representative at OES during an actual emergency;
- Act as community liaison to promote 211 Nevada County;
- Increase CalFresh outreach by utilization of text messaging.

**Section II.**

- Contractor shall provide CalFresh outreach and application assistance, with the anticipated goals of increasing access to CalFresh benefits for County residents and to reduce the processing time needed for client to obtain CalFresh benefits;
- Contractor will enter client information into C4Yourself system;
- Monthly statistical reports of the number of public assistance program applications filed through C4Yourself system to the Department of Social Services Program Manager.

**Section III**

- Act as the single point of contact for homeless services and provide services to the public to assist with the coordinated entry of homeless services and housing opportunities.
- Provide a toll-free number as well as the 211 number for use in Nevada County to connect callers to the Connecting Point Call Center.
- Staff the call center 24 hours a day, 365 days a year with trained call agents. Calls will typically be answered as they are received, although a delay of no longer than 20 minutes may occur during the evening and nighttime.
- Refer all callers seeking housing assistance according to the process determined by the Homeless Resource Council of the Sierras' Coordinated Entry Committee.
- Collect and enter referral form, basic HMIS and Vulnerability Index data into the HMIS system, as directed by the Nevada County's HRCS. Data entry will occur during normal Monday through Friday business hours from 8:30 am to 5:00 pm, excepting holidays. Data will be collected at all other times and entered into HMIS during normal Monday through Friday business hours. This basic data will include the following:

Initial referral form (question tree) to determine appropriate referral(s):

- Name
- Telephone Number
- Social Security Number
- Date of Birth
- Race
- Gender
- Veteran Status
- Disability Condition
- Relationship to head of household
- Customer Location

○ Living Situation question series

- Contractor shall provide monthly statistical reports of the number of calls screened for Coordinated Entry services;
- Contractor shall provide monthly statistical reports of the number of persons added to the HMIS "By Name" list.

The Contractor will coordinate services and ensure appropriate expenditures, billings, and audit requirements are met.

The Contractor will:

- Complete policies and procedures necessary for effective 211 Call Center operation as well as AIRS Accreditation.
- Complete training on CalFresh application and benefit maintenance.
- Complete initial training on C4Yourself system and as needed.

The County shall:

- Provide CalFresh and C4Yourself training to the Contractor's staff as needed.
- Distribute CalFresh marketing materials to promote application assistance at the Call Center.
- Update the Contractor on rules and regulations regarding CalFresh application, enrollment, and benefit maintenance.
- Pay the CAIRS and AIRS dues.

#### 211 Nevada County iCarol Database Ownership and Use:

211 Nevada County is supported by the Nevada County Department of Social Services and other organizations. It is important to the funders that this service remains constant even in the unlikely event that administration of the service must shift from one organization to another. Therefore, the Nevada County Department of Social Services shall retain ownership of the 211 database while granting all rights to use of the data and management of the database to the Nevada-Sierra Connecting Point Public Authority (Connecting Point).

The iCarol database that contains 211 data is owned solely by the Nevada County Department of Social Services who shall be responsible for continued payment for the annual database and taxonomy administrator fee.

Nevada County will manage the contract and contract payments to Charity Logic. The Nevada-Sierra Connecting Point Public Authority will be the entity responsible for all communications with Charity Logic regarding 211 Nevada County.

Upon termination of this contract, Contractor will cooperate in good faith with the County and ensure that all data belonging to County, not within the control of Charity Logic, will be returned to County in a commercially readable format within thirty (30) days.

Connecting Point may allow database access to entities other than the County of Nevada for the purpose of enabling call center response to 211 calls or data collection. Connecting Point is responsible for the maintenance and upkeep of the 211 iCarol database.

The Public Authority has the sole authority to sell data and data reports and collect related revenue. Such data-related revenue shall be utilized for the continued development and maintenance of Nevada County 211.

**Exhibit "B"**  
**Schedule of Charges and Payments**  
**Nevada-Sierra Connecting Point Public Authority**

County agrees to reimburse Contractor for satisfactory delivery of services pursuant to this Agreement, a maximum amount not to exceed \$180,000 for the contract period of July 1, 2017 through June 30, 2018.

Upon approval of the contract by the Nevada County Board of Supervisors and receipt of an approved invoice, an amount of Forty One Thousand Seven Hundred Fifty Dollars and Seventy Five Cents (\$41,750.75) will be provided as an advance payment for costs incurred for the period of July 1, 2017 through September 30, 2017.

Contract expenses shall include:

211 Call Center and CalFresh Outreach functions of Exhibit A:

Salary & Benefits	\$ 122,117
Miscellaneous and Overhead Expenses	\$ 32,883

Homeless Services Coordinated Entry functions of Exhibit A:

Salary & Benefits	\$ 12,003
Miscellaneous and Overhead Expenses	<u>\$ 12,997</u>

<b>Total</b>	<b>\$ 180,000</b>
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Should modification to or changes to the budget line items be needed, a written request for modification shall be submitted for approval to the Director and or his/her designee, Department of Social Services. The Department of Social Services at its sole discretion shall determine if the change will continue to meet the contract objectives and approve or deny the request.

**BILLINGS AND PAYMENTS FOR OCTOBER 1, 2017 THROUGH DECEMBER 31, 2017:**

Contractor shall submit to County at the beginning of each quarter a request for payment in the amount of Forty One Thousand Seven Hundred Fifty Dollars and Seventy Five Cents (\$41,750.75).

**BILLINGS AND PAYMENTS FOR JANUARY 1, 2018 THROUGH JUNE 30, 2018:**

Contractor shall submit to County at the beginning of each quarter a request for payment in the amount of Forty Eight Thousand Two Hundred Forty Nine Dollars and Twenty Five Cents (\$48,249.25).

Each request/invoice for payment shall include all reporting requirements as detailed under Exhibit A for the previous quarter. In the event Contractor is unable for any reason to provide contracted services, the unused portion of the advance remitted to Contractor will be returned to the County by July 31, 2018.

Each invoice shall include:

Connecting Point 211 EX 17-18

- Dates/Month services were rendered
- Cost of services rendered — identifying total direct costs
- Billing period covered
- Reconciliation of advanced payment to actual expenses
- A final reconciliation for Quarter 4 shall be provided by July 31<sup>st</sup>
- Contract Number assigned to the approved contract
- Supporting documentation if required

**INVOICES ARE TO BE SUBMITTED TO:**

HHS Administration  
Attn: DSS Fiscal  
950 Maidu Avenue  
Nevada City, California 95959

County shall review each billing for supporting documentation; dates of services and costs of services as detailed previously. Should there a discrepancy on the invoice, said invoice will be returned to Contractor for correction and/or additional supporting documentation.