

**FOURTH AMENDMENT TO AGREEMENT FOR SERVICES OF INDEPENDENT CONTRACTOR
WITH COMMUNITY ACTION COMMISSION OF SANTA BARBARA COUNTY DBA COMMUNIFY
FOR 211 HELPLINE SERVICES**

**Santa Barbara County
Department of Social Services**

Fourth Amendment

This is a *Fourth* Amendment (*Fourth* Amendment to the Agreement) to the Agreement for Services of Independent Contractor, number BC#23-095 by and between the **County of Santa Barbara** (COUNTY) and **Community Action Commission of Santa Barbara County dba CommUnify** (CONTRACTOR).

WHEREAS, on June 28, 2022, COUNTY approved the Agreement for Services of Independent Contractor, number BC#22-062, (Agreement) with CONTRACTOR for the provision of 211 Helpline Services;

WHEREAS, the initial term of the Agreement commenced on July 1, 2022, and is set to expire on June 30, 2023;

WHEREAS, on June 16, 2023, the COUNTY approved the First Amendment to the Agreement with CONTRACTOR to extend the initial term of the Agreement for one additional year from July 1, 2023 through June 30, 2024 (First Extension Period);

WHEREAS, on January 23, 2024, the COUNTY approved the Second Amendment to the Agreement with CONTRACTOR to amend the Statement of Work, Payment Arrangements, Disaster Activation Services and Terms, and incorporate the 211 Helpline Communication and Disaster Activation Process Flowchart; and

WHEREAS, on June 25, 2024, the COUNTY approved the Third Amendment to the Agreement with CONTRACTOR to extend the initial term of the Agreement for one additional year from July 1, 2024 through June 30, 2025 (Second Extension Period); and

WHEREAS, the parties now desire to amend the Agreement to extend the term for one additional year commencing on July 1, 2025, through June 30, 2026 (Third Extension Period).

NOW, THEREFORE, for good and valuable consideration, the receipt and sufficiency of which is hereby acknowledged, COUNTY and CONTRACTOR agree as follows:

The Agreement is amended as follows:

1. Section 4, **TERM**, of the Agreement is amended by amending the first paragraph as noted below and adding the second paragraph noted below:

For the *Second* Extension Period, CONTRACTOR shall commence performance on **July 1, 2024** and end performance upon completion, but no later than **June 30, 2025** unless otherwise directed by COUNTY or unless earlier terminated. The COUNTY at the end of the original Agreement term has an option to renegotiate renewals. A renewal determination will be contingent upon the satisfactory achievement of agreed upon performance measures and available funding.

*For the Third Extension Period, CONTRACTOR shall commence performance on **July 1, 2025** and end performance upon completion, but no later than **June 30, 2026** unless otherwise directed by COUNTY or unless earlier terminated. The COUNTY at the end of the original Agreement term has an option to renegotiate renewals. A renewal determination will be contingent upon the satisfactory achievement of agreed upon performance measures and available funding.*

2. Section 5, **COMPENSATION OF CONTRACTOR**, of the Agreement is amended to state in its entirety:

In full consideration for CONTRACTOR's services, CONTRACTOR shall be paid for performance under this Agreement in accordance with the terms of **EXHIBIT B**, including **EXHIBIT B-1**, for the period of July 1, 2022 through June 30, 2023, and **EXHIBIT B-2** Revised January 2024, and REVISED EXHIBIT D for the period of July 1, 2023 through June 30, 2024, **EXHIBIT B-3**, for the period of July 1, 2024 through June 30, 2025, *and **EXHIBIT B-4**, for the period of July 1, 2025 through June 30, 2026*, attached hereto and incorporated herein by reference. Billing shall be made by invoice, which shall include the contract number assigned by COUNTY and which is delivered to the address given in Section 2, **NOTICES**, above following completion of the increments identified on **EXHIBIT B**, or as specified in REVISED **EXHIBIT D**. Unless otherwise specified on **EXHIBIT B** or REVISED **EXHIBIT D**, payment shall be net thirty (30) days from presentation of invoice.

3. Section 35, **CLEAN AIR ACT AND FEDERAL WATER POLLUTION CONTROL ACT**, of the Agreement is amended to state in its entirety:

35. CLEAN AIR ACT AND FEDERAL WATER POLLUTION CONTROL ACT

A. Clean Air Act

1. CONTRACTOR agrees to comply with all applicable standards, orders or regulations issued pursuant to the Clean Air Act, as amended, 42 U.S.C. § 7401 et seq.
2. CONTRACTOR agrees to report each violation to the California Environmental Protection Agency and understands and agrees that the California Environmental Protection Agency will, in turn, report each violation as required to assure notification to the COUNTY, Federal Agency which provided funds in support of this Agreement, and the appropriate Environmental Protection Agency Regional Office.
3. CONTRACTOR agrees to include these requirements in each subcontract exceeding \$150,000 financed in whole or in part with Federal assistance.

B. Federal Water Pollution Control Act

1. CONTRACTOR agrees to comply with all applicable standards, orders or regulations issued pursuant to the Federal Water Pollution Control Act, as amended, 33 U.S.C. 1251 et seq.
2. CONTRACTOR agrees to report each violation to the California State Water Resources Control Board and understands and agrees that the California State Water Resources Control Board will, in turn, report each violation as required to assure notification to the COUNTY, Federal Agency which provided funds in support of this Agreement, and the appropriate Environmental Protection Agency Regional Office.
3. CONTRACTOR agrees to include these requirements in each subcontract exceeding \$150,000 financed in whole or in part with Federal assistance.

4. Section 36, **MANDATORY DISCLOSURE**, of the Agreement is amended to state in its entirety:

36. MANDATORY DISCLOSURE

CONTRACTOR must promptly disclose to the COUNTY whenever it has credible evidence of a commission of a violation of Federal criminal law involving fraud, conflict of interest, bribery, or gratuity violations found in Title 18 of the United States Code or a violation of the civil False Claims Act (31 U.S.C. §§ 3729-3733). The disclosure must be made in writing to COUNTY. In addition, CONTRACTOR is required to report certain civil, criminal, or administrative proceedings to the System for Award Management (SAM) located at www.sam.gov. Failure to make required disclosures can result in any of the remedies described in 2 CFR §200.339 Remedies for noncompliance, including suspension or debarment. (See also 2 CFR part 180, 31 U.S.C. 3321, and 41 U.S.C. 2313.)

5. Section 37, **PROCUREMENT OF RECOVERED MATERIALS**, of the Agreement is amended to state in its entirety:

37. PROCUREMENT OF RECOVERED MATERIALS

- A. CONTRACTOR must comply with section 6002 of the Solid Waste Disposal Act, as amended by the Resource Conservation and Recovery Act of 1976 as amended, 42 U.S.C. 6962. The requirements of Section 6002 include procuring only items designated in the guidelines of the Environmental Protection Agency (EPA) at 40 CFR part 247 that contain the highest percentage of recovered materials practicable, consistent with maintaining a satisfactory level of competition, where the purchase price of the item exceeds \$10,000 or the value of the quantity acquired during the preceding fiscal year exceeded \$10,000; procuring solid waste management services in a manner that maximizes energy and resource recovery; and establishing an affirmative procurement program for procurement of recovered materials identified in the EPA guidelines.
- B. CONTRACTOR should, to the greatest extent practicable and consistent with law, purchase, acquire, or use products and services that can be reused, refurbished, or recycled; contain recycled content, are biobased, or are energy and water efficient; and are sustainable. This may include purchasing compostable items and other products and services that reduce the use of single-use plastic products. See Executive Order 14057, section 101, Policy.

6. Section 40, **DOMESTIC PREFERENCES FOR PROCUREMENTS**, of the Agreement is amended to state in its entirety:

40. DOMESTIC PREFERENCES FOR PROCUREMENTS

- A. CONTRACTOR should, to the greatest extent practicable and consistent with law, provide a preference for the purchase, acquisition, or use of goods, products, or materials produced in the United States (including but not limited to iron, aluminum, steel, cement, and other manufactured products). The requirements of this section must be included in all subawards, contracts, and purchase orders under Federal awards.
- B. For purposes of this section
 - 1. "Produced in the United States" means, for iron and steel products, that all manufacturing processes, from the initial melting stage through the application of coatings, occurred in the United States.
 - 2. "Manufactured products" means items and construction materials composed in whole or in part of non-ferrous metals such as aluminum; plastics and polymer-based products such as polyvinyl chloride pipe; aggregates such as concrete; glass, including optical fiber; and lumber.

7. Section 41, **PROHIBITION OF CERTAIN TELECOMMUNICATIONS AND VIDEO SURVEILLANCE SERVICES OR EQUIPMENT**, of the Agreement is amended to state in its entirety:

41. PROHIBITION OF CERTAIN TELECOMMUNICATIONS AND VIDEO SURVEILLANCE SERVICES OR EQUIPMENT

- A. CONTRACTOR is prohibited from obligating or expending loan or grant funds to:
 - 1. Procure or obtain covered telecommunications equipment or services;
 - 2. Extend or renew a contract to procure or obtain covered telecommunications equipment or services; or
 - 3. Enter into a contract (or extend or renew a contract) to procure or obtain covered telecommunications equipment or services.
- B. As described in section 889 of [Public Law 115-232](#), “covered telecommunications equipment or services” means any of the following:
 - 1. Telecommunications equipment produced by Huawei Technologies Company or ZTE Corporation (or any subsidiary or affiliate of such entities);
 - 2. For the purpose of public safety, security of government facilities, physical security surveillance of critical infrastructure, and other national security purposes, video surveillance and telecommunications equipment produced by Hytera Communications Corporation, Hangzhou Hikvision Digital Technology Company, or Dahua Technology Company (or any subsidiary or affiliate of such entities);
 - 3. Telecommunications or video surveillance services provided by such entities or using such equipment;
 - 4. Telecommunications or video surveillance equipment or services produced or provided by an entity that the Secretary of Defense, in consultation with the Director of the National Intelligence or the Director of the Federal Bureau of Investigation, reasonably believes to be an entity owned or controlled by, or otherwise connected to, the government of a covered foreign country;
- C. For the purposes of this section, “covered telecommunications equipment or services” also includes systems that use covered telecommunications equipment or services as a substantial or essential component of any system, or as critical technology as part of any system.
- D. In implementing the prohibition under section 889 of [Public Law 115-232](#), heads of executive agencies administering loan, grant, or subsidy programs must prioritize available funding and technical support to assist affected businesses, institutions, and organizations as is reasonably necessary for those affected entities to transition from covered telecommunications equipment or services, to procure replacement equipment or services, and to ensure that communications service to users and customers is sustained.
- E. CONTRACTOR certifies that it will comply with the prohibition on covered telecommunications equipment and services in this section. CONTRACTOR is not required to certify that funds will not be expended on covered telecommunications equipment or services beyond the certification provided upon accepting grant funding and those provided upon submitting payment requests and financial reports.
- F. For additional information, see section 889 of [Public Law 115-232](#) and 2 C.F.R. § 200.471.

8. Section 42, **CONTRACTOR ASSURANCE FOR COMPLIANCE**, is added to the Agreement:

42. CONTRACTOR ASSURANCE FOR COMPLIANCE

CONTRACTOR agrees it will comply with Title VI and VII of the Civil Rights Act of 1964 as amended; Section 504 of the Rehabilitation Act 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; California Government Code Section 4450; Title 22, California Code of Regulations Section 98000 – 98413; Title 24 of the California Code of Regulations, Section 3105A(e); the Dymally-Alatorre Bilingual Services Act (California Government Code Section 7290-7299.8); Section 1808 of the

Removal of Barriers to Interethnic Adoption Act of 1996; 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], by ensuring that employment practices and the administration of public assistance and social services programs are nondiscriminatory, to the effect that no person shall because of ethnic group identification, age, sex, sexual orientation, gender identity, color, disability, medical condition, national origin, race, ancestry, marital status, religion, religious creed, political belief, or other applicable protected basis 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; and CONTRACTOR gives its 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 California Department of Social Services (CDSS) Manual of Policies and Procedures (MPP) Division 21, will be prohibited.

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 COUNTY, 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, COUNTY and 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.

9. Section 43, **CONFIDENTIAL INFORMATION** is added to the Agreement:

43. CONFIDENTIAL INFORMATION

Contractor shall safeguard confidential information in accordance with applicable law, including Welfare and Institutions Code section 10850, et seq., and California Department of Social Services Manual of Policies and Procedures Division 19.

10. Section V.A.4 of EXHIBIT A, Performance Measures, is amended to add:

V. Performance Measures

A. For the period of July 1, 2022 to June 30, 2025:

- a. The CONTRACTOR will track and provide quarterly updates on the following performance measures:
 - i. Maintain iCarol database information to be current, or less than one (1) year old.
 - ii. Maintain the Uptime of 211 website at a minimum of 90 percent to remain accessible and provide referrals.
 - iii. Information and referral text messages shall be provided to at least 10 percent of callers.
 - iv. Strive to attain the monthly service level goal of a response time of no more than 60 seconds Average Seconds to Answer (ASA), as stated in the CONTRACTOR's agreement with Interface.

B. For the period of July 1, 2025 to June 30, 2026:

- a. The CONTRACTOR will track and provide quarterly updates on the following performance measures:

Fourth Amendment – CommUnify – 211 Helpline Service FY 2025/2026

- i. *Maintain iCarol database information to be current, or less than one (1) year old.*
- ii. *Maintain the Uptime of 211 website at a minimum of 90 percent to remain accessible and provide referrals.*
- iii. *Information and referral text messages shall be provided to at least 10 percent of callers.*

11. Section A of EXHIBIT B, Payment Arrangements, is amended to state in its entirety:

- A. For CONTRACTOR services to be rendered under this Agreement, CONTRACTOR be paid a total contract amount, including cost reimbursements, not-to-exceed **\$200,933** for the period of July 1, 2022 through June 30, 2023, and not-to-exceed **\$236,333** for the period of July 1, 2023 through June 30, 2024, not-to-exceed **\$251,950** for the period of July 1, 2024 through June 30, 2025, and not-to-exceed **\$249,808** for the period of July 1, 2025 through June 30, 2026, as applicable.

The not-to-exceed contract amount of \$249,808 is a combined total cost of \$224,808 total County cost and \$25,000 Disaster Activation Contingency Fund. Disaster Activation Services will only be expended per terms of Revised EXHIBIT D, and not considered billable under annual contract terms.

This contract amount is for revenue sources flowing through the County of Santa Barbara in support of the 211 Helpline Service non-COVID related calls which is based on an estimate of 10,000 presented calls and 2-way-texts expected by the 211 Helpline Service Program in Santa Barbara County during the term of this Agreement. Significant changes in non-COVID call volume might lead to a review of this Agreement. COUNTY shall conduct quarterly reviews of presented calls. The results of this review might be used as the basis for any amendments to the Agreement, including, but not limited to, the Scope of Services, staffing levels and budget.

12. Section B of EXHIBIT B, Payment Arrangements, is amended to state in its entirety:

- B. Payment for services and/or reimbursement of costs shall be made upon CONTRACTOR's satisfactory performance, based upon the scope and methodology contained in **EXHIBIT A – REVISED STATEMENT OF WORK** and **REVISED EXHIBIT D – DISASTER ACTIVATION SERVICES & TERMS** as determined by COUNTY. Payment for services and/or reimbursement of costs shall be based upon the costs, expenses, overhead charges and hourly rates for personnel, as defined in **EXHIBIT B-1** (Line Item Budget) for the period of July 1, 2022 through June 30, 2023 and **EXHIBIT B-2** revised January 2024 (Line Item Budget) for the period of July 1, 2023 through June 30, 2024, **EXHIBIT B-3** (Line Item Budget) for the period of July 1, 2024 through June 30, 2025, and **EXHIBIT B-4** (Line Item Budget) for the period of July 1, 2025 through June 30, 2026, as applicable, and in compliance with Sections 5 and 14 of this Agreement. Invoices must be submitted in COUNTY required format and contain sufficient detail to enable an audit of the charges along with adequate documentation. Each claiming period shall consist of one calendar month. CONTRACTOR invoice estimates for June Fiscal Year (FY) end are due no later than June 12th. Actual final CONTRACTOR invoices for the month of June are due on or before July 31st.

CONTRACTOR shall submit invoices with sufficient documentation to demonstrate direct labor and non-labor costs CONTRACTOR is requesting reimbursement for and those costs are compliant with the federal and state regulations applicable to the entity who incurred the costs.

13. Section C of EXHIBIT B, Payment Arrangements, is amended to state in its entirety:

- C. Subject to Section B, by the twentieth (20th) of every month for the preceding month, CONTRACTOR shall submit to the COUNTY DESIGNATED REPRESENTATIVE an invoice or certified claim on the County Treasury

for the service performed over the period specified. These invoices or certified claims must cite the assigned Board Contract Number. COUNTY DESIGNATED REPRESENTATIVE shall evaluate the quality of the service performed and if found to be satisfactory and within the cost basis of **EXHIBIT B-1 or EXHIBIT B-2 revised January 2024, EXHIBIT B-3, or EXHIBIT B-4, as applicable** shall initiate payment processing. COUNTY shall pay invoices or claims for satisfactory work within 30 days of receipt of correct and complete invoices or claims from CONTRACTOR.

14. Add **EXHIBIT B-4**, Line Item Budget, for FY 2025-2026 as attached.

In all other respects, the Agreement remains unchanged and shall remain in full effect.

**EXHIBIT B-3
LINE ITEM BUDGET**

Fiscal Year –2025-2026

211 Helpline Budget (DSS I & R)	
Direct Program Costs	
Director 3%	\$2,494.44
Program Manager 80%	\$56,291.63
Fringe – 30.5%	\$17,929.75
Total Salaries& Benefits	\$76,715.82
Technology Expenses	
Interface call center	\$107,600.00
Icarol Database Subscription	\$7,218.00
AIRS dues	\$225.00
211 CA dues	\$1,200.00
Mission web website management & updates	\$600.00
Website Licensing	\$1,200.00
Total Technology Cost	\$118,043.00
Basic overhead	
Communications	\$300.00
Mileage	\$1,000.00
Training and Conference	\$1,000.00
Office Supplies	\$300.00
Printing and Outreach	\$200.00
Postage/Mailing	\$100.00
Insurance	\$200.00
Equipment Lease	\$400.00
Rent & Utilities	\$3,725.00
Total Basic Overhead	\$7,225.00
Subtotal Program Expenses	\$201,983.82
Indirect Costs	\$22,824.18
Total 211 Helpline Expenses:	\$224,808.00

Revenues	County Revenue Source	Outside Entity Revenue Source	Total 211 Helpline (County and Outside Entity) Without Disaster Funding
County of Santa Barbara			
Child Support Services	\$6,500		
Housing and Community Development	\$34,650		
Behavioral Wellness	\$23,050		
First 5 Santa Barbara County	\$0		
Social Services	\$22,893		
Public Health	\$14,650		
General Fund Contribution	\$119,500		
City of Carpinteria		\$3,565	
Total Secured Contributions	\$221,243	\$3,565	\$224,808
Disaster Activation Contingency Fund ***	\$25,000		
Total 211 Helpline Costs with Disaster Activation Contingency Fund	\$249,808		
*** Disaster Activation Contingency Fund will be charged to EOC Activation Fund under the General Fund. Disaster Activation Services will only be expended per terms of Revised EXHIBIT D, and not considered billable under annual contract terms.			

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Fourth Amendment to the Agreement between the **County of Santa Barbara** and **Community Action Commission of Santa Barbara County dba CommUnify**.

IN WITNESS WHEREOF, the parties have executed this Fourth Amendment to the Agreement to be effective on the date executed by COUNTY.

ATTEST:

Mona Miyasato
County Executive Officer
Clerk of the Board

By: Sheila Mabueria
Deputy Clerk

COUNTY OF SANTA BARBARA:

By: [Signature]
Laura Capps, Chair
Board of Supervisors
Date: 7-15-25

RECOMMENDED FOR APPROVAL:

Social Services

Signed by:
By: Daniel Nelson
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Department Head

CONTRACTOR:

Community Action Commission of Santa
Barbara County dba CommUnify

DocuSigned by:
By: Patricia Keelean
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Authorized Representative
Name: Patricia Keelean
Title: CEO

APPROVED AS TO FORM:

Rachel Van Mullem
County Counsel

DocuSigned by:
By: Paul Lee
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Deputy County Counsel

APPROVED AS TO ACCOUNTING FORM:

Betsy M. Schaffer, CPA
Auditor-Controller

Signed by:
By: Shawna Jorgenson
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Deputy

APPROVED AS TO FORM:

Greg Milligan, ARM
Risk Management

Signed by:
By: Greg Milligan
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Risk Management