

**THIRD 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**

***Third Amendment***

This is a *Third Amendment* (*Third Amendment to the Agreement*) to the Agreement for Services of Independent Contractor, number BC#19-217 by and between the **County of Santa Barbara** (COUNTY) and **Community Action Commission of Santa Barbara County dba CommUnify** (CONTRACTOR).

**WHEREAS**, on May 21, 2019, COUNTY approved the Agreement for Services of Independent Contractor, number BC#19-217, (Agreement) with CONTRACTOR for the provision of 211 Helpline Services;

**WHEREAS**, the initial term of the Agreement commenced on July 1, 2019, and is set to expire on June 30, 2020;

**WHEREAS**, on June 16, 2020, 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, 2020 through June 30, 2021 (First Extension Period);

**WHEREAS**, on December 15, 2020, the COUNTY approved the Second Amendment to the Agreement with CONTRACTOR to increase the contract amount of the Agreement for fiscal year July 1, 2020 through June 30, 2021 (Second Extension Period); and

**WHEREAS**, the parties now desire to amend Agreement to extend the term for one additional year commencing on July 1, 2021, through June 30, 2022 (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. Page 1, first paragraph of the Agreement is amended in its entirety:

**THIS AGREEMENT** (hereafter Agreement) is made by and between the County of Santa Barbara, a political subdivision of the State of California (hereafter COUNTY) and Community Action Commission of Santa Barbara dba CommUnify with an address at 5638 Hollister Avenue, Suite 230, Goleta, CA 93117 (hereafter CONTRACTOR) wherein CONTRACTOR agrees to provide and COUNTY agrees to accept the services specified herein.

2. Section 4, **TERM**, of the Agreement is amended by adding the following language:

*For the Third Extension Period*, CONTRACTOR shall commence performance on **July 1, 2021** and end performance upon completion, but no later than **June 30, 2022** 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.

3. 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, 2019 through June 30, 2020, and **EXHIBIT B-2 revised October 2020**, for the period of July 1, 2020 through June 30, 2021, and **EXHIBIT B-3, for the period of July 1, 2021 through June 30, 2022**, 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**. Unless otherwise specified on **EXHIBIT B**, payment shall be net thirty (30) days from presentation of invoice.

4. 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 **\$143,100** for the period of July 1, 2019 through June 30, 2020, and not-to-exceed **\$154,437** for the period of July 1, 2020 through June 30, 2021, and not-to-exceed **\$152,465** for the period of July 1, 2021 through June 30, 2022. 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 9,500 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.

5. 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** 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, 2019 through June 30, 2020 and **EXHIBIT B-2 revised October 2020 (Line Item Budget)** for the period of July 1, 2020 through June 30, 2021, **EXHIBIT B-3 (Line Item Budget)** for the period of July 1, 2021 through June 30, 2022 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 12<sup>th</sup>. Actual final CONTRACTOR invoices for the month of June are due on or before July 31<sup>st</sup>.

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.

6. 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 October 2020, *or EXHIBIT B-3, 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.

7. Add **EXHIBIT B-3**, Line Item Budget, for FY 2021-2022 as attached.

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


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Third 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 Third Amendment to the Agreement to be effective on the date executed by COUNTY.

ATTEST:

Mona Miyasato  
County Executive Officer  
Clerk of the Board

By:   
Deputy Clerk

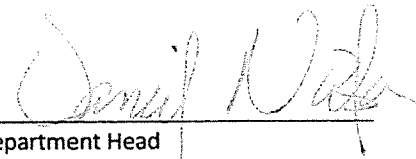
COUNTY OF SANTA BARBARA:

By:   
Bob Nelson, Chair  
Board of Supervisors

Date: 9.14.2021

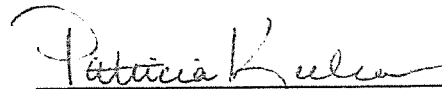
RECOMMENDED FOR APPROVAL:

Social Services

By:   
Department Head

CONTRACTOR:

Community Action Commission of Santa Barbara County dba CommUnify

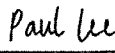
By:   
Authorized Representative

Name: Patricia Keelean

Title: Executive Director

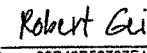
APPROVED AS TO FORM:

Michael C. Ghizzoni  
County Counsel

DocuSigned by:  
By:   
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Deputy County Counsel


APPROVED AS TO ACCOUNTING FORM:

Betsy M. Schaffer, CPA  
Auditor-Controller

DocuSigned by:  
By:   
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Deputy

APPROVED AS TO FORM:

Risk Management

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By:   
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Risk Management

**EXHIBIT B-3  
LINE ITEM BUDGET**

**Fiscal Year 2021 - 2022**

<b>Budget Category</b>	<b>FY 21-22 Annual Budget</b>
<b><u>Direct Program Costs</u></b>	
Director(.02FTE@\$55.94/hour)	\$2,327.45
Program Manager (100 FTE@\$29.12/hour)	\$60,569.60
Fringe – 33.5%	\$21,327.95
<b>Total Salaries&amp; Benefits</b>	<b>\$84,225.00</b>
Technology Expenses	
Interface call center	\$72,640.00
Icarol 211 database subscription	\$5,460.00
AIRS dues	\$200.00
211 CA dues	\$900.00
Mission web website management & updates	\$1,250.00
<b>Total Technology Cost</b>	<b>\$80,450.00</b>
<b>Basic overhead</b>	
Communications	\$300.00
Mileage	\$1,750.00
Training and Conference	
Office Supplies	\$250.00
Printing and Outreach	\$250.00
Postage/Mailing	\$50.00
Insurance	\$200.00
Equipment Lease	\$600.00
Rent & Utilities	\$3,725.00
	<b>\$7,125.00</b>
<b>Subtotal Program Expenses</b>	<b>\$171,800.00</b>
<b>Indirect Costs</b>	<b>\$0.00</b>
<b>Total 211 Helpline Cost:</b>	<b>\$171,800.00</b>
<b>Total COUNTY Cost*</b>	<b>\$152,465.00</b>
* City of Santa Barbara pays \$19,335 directly to CONTRACTOR to help fund 211. Therefore, total budget for CONTRACTOR to run 211 Helpline is \$171,800 and the not to exceed total COUNTY cost is \$152,465.	

Expenditures			FY 2021-22 Annual Budget
<b>Subtotal Program Expenses</b>			\$171,800.00
<b>Indirect Costs</b>			\$0.00
<b>Total 211 Helpline Cost:</b>			<b>\$171,800.00</b>
<b>Total Revenues</b>			
<b>Secured Contributions</b>	<b>County</b>	<b>Outside Entity</b>	
Housing and Community Development	\$15,000.00		
SB County Alcohol Drug & Mental Health Services	\$18,400.00		
SB County First 5	\$15,000.00		
SB County Social Services	\$15,000.00		
SB County Public Health	\$10,000.00		
County General Fund	\$75,500.00		Increased by \$25,800 ongoing
City of Carpinteria	\$3,565.00		Outside Entity but flows thru DSS
City of Santa Barbara-City Human Services Grant*	\$0	\$19,335.00	
<b>Total Secured Contributions</b>	<b>\$152,465.00</b>	<b>\$19,335.00</b>	<b>\$171,800.00</b>
<b>Revenue Shortfall</b>			<b>\$0.00</b>
<b>Total County Cost*</b>			<b>\$152,465.00</b>

**ATTACHMENT D-1**

Agreement for Services of Independent Contractor for 211 Helpline Services



**County of Santa Barbara  
BOARD OF SUPERVISORS**

**Minute Order**

**May 21, 2019**

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**Present:** 5 - Supervisor Williams, Supervisor Hart, Supervisor Hartmann, Supervisor Adam, and Supervisor Lavagnino

SOCIAL SERVICES

File Reference No. 19-00425

**RE:** Consider recommendations regarding an agreement with Community Action Commission of Santa Barbara County for 211 Helpline Service, as follows:

- a) Approve and authorize the Chair to execute the Agreement with Community Action Commission of Santa Barbara County, a local vendor, to provide the 211 Helpline Service for a total contract amount not to exceed \$143,100.00 for the period from July 1, 2019 through June 30, 2020; and
- b) Determine that the activity is not a "Project" subject to California Environmental Quality Act (CEQA) review per CEQA Guideline Section 15378(b)(5), since the activity is an organizational or administrative activity of government that will not result in direct or indirect physical changes in the environment.

**A motion was made by Supervisor Hart, seconded by Supervisor Hartmann, that this matter be acted on as follows:**

- a) **Approved and authorized; Chair to execute; and**
- b) **Approved.**

**The motion carried by the following vote:**

**Ayes:** 5 - Supervisor Williams, Supervisor Hart, Supervisor Hartmann, Supervisor Adam, and Supervisor Lavagnino



## **AGREEMENT FOR SERVICES OF INDEPENDENT CONTRACTOR**

**THIS AGREEMENT** (hereafter Agreement) is made by and between the County of Santa Barbara, a political subdivision of the State of California (hereafter COUNTY) and Community Action Commission of Santa Barbara (CAC) with an address at 5638 Hollister Avenue, Suite 230, Goleta, CA 93117 (hereafter CONTRACTOR) wherein CONTRACTOR agrees to provide and COUNTY agrees to accept the services specified herein.

**WHEREAS**, CONTRACTOR represents that it is specially trained, skilled, experienced, and competent to perform the special services required by COUNTY and COUNTY desires to retain the services of CONTRACTOR pursuant to the terms, covenants, and conditions herein set forth;

**NOW, THEREFORE**, in consideration of the mutual covenants and conditions contained herein, the parties agree as follows:

### **1. DESIGNATED REPRESENTATIVE**

Heather Gardner at phone number (805) 346-8264 is the representative of COUNTY and will administer this Agreement for and on behalf of COUNTY. Pat Keelean at phone number (805) 964-8857 is the authorized representative for CONTRACTOR. Changes in designated representatives shall be made only after advance written notice to the other party.

### **2. NOTICES**

Any notice or consent required or permitted to be given under this Agreement shall be given to the respective parties in writing, by personal delivery, email, or facsimile, or with postage prepaid by first class mail, registered or certified mail, or express courier service, as follows:

To COUNTY: Heather Gardner, Department of Social Services,  
2125 S. Centerpointe Parkway, Santa Maria, Ca 93455

To CONTRACTOR: Pat Keelean, Community Action Commission  
5638 Hollister Avenue, Suite 230  
Goleta, Ca 93117

or at such other address or to such other person that the parties may from time to time designate in accordance with this Notices section. If sent by first class mail, notices and consents under this section shall be deemed to be received five (5) days following their deposit in the U.S. mail. This Notices section shall not be construed as meaning that either party agrees to service of process except as required by applicable law.

### **3. SCOPE OF SERVICES**

CONTRACTOR agrees to provide services to COUNTY in accordance with EXHIBIT A attached hereto and incorporated herein by reference.

### **4. TERM**

CONTRACTOR shall commence performance on July 1, 2019 and end performance upon completion, but no later than June 30, 2020 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 availability of funding.

## **5. COMPENSATION OF CONTRACTOR**

In full consideration for CONTRACTOR's services, CONTRACTOR shall be paid for performance under this Agreement in accordance with the terms of EXHIBIT B 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. Unless otherwise specified on EXHIBIT B, payment shall be net thirty (30) days from presentation of invoice.

## **6. INDEPENDENT CONTRACTOR**

It is mutually understood and agreed that CONTRACTOR (including any and all of its officers, agents, and employees), shall perform all of its services under this Agreement as an independent contractor as to COUNTY and not as an officer, agent, servant, employee, joint venturer, partner, or associate of COUNTY. Furthermore, COUNTY shall have no right to control, supervise, or direct the manner or method by which CONTRACTOR shall perform its work and function. However, COUNTY shall retain the right to administer this Agreement so as to verify that CONTRACTOR is performing its obligations in accordance with the terms and conditions hereof. CONTRACTOR understands and acknowledges that it shall not be entitled to any of the benefits of a COUNTY employee, including but not limited to vacation, sick leave, administrative leave, health insurance, disability insurance, retirement, unemployment insurance, workers' compensation and protection of tenure. CONTRACTOR shall be solely liable and responsible for providing to, or on behalf of, its employees all legally-required employee benefits. In addition, CONTRACTOR shall be solely responsible and save COUNTY harmless from all matters relating to payment of CONTRACTOR's employees, including compliance with Social Security withholding and all other regulations governing such matters. It is acknowledged that during the term of this Agreement, CONTRACTOR may be providing services to others unrelated to the COUNTY or to this Agreement.

## **7. STANDARD OF PERFORMANCE**

CONTRACTOR represents that it has the skills, expertise, and licenses/permits necessary to perform the services required under this Agreement. Accordingly, CONTRACTOR shall perform all such services in the manner and according to the standards observed by a competent practitioner of the same profession in which CONTRACTOR is engaged. All products of whatsoever nature, which CONTRACTOR delivers to COUNTY pursuant to this Agreement, shall be prepared in a first class and workmanlike manner and shall conform to the standards of quality normally observed by a person practicing in CONTRACTOR's profession. CONTRACTOR shall correct or revise any errors or omissions, at COUNTY'S request without additional compensation. Permits and/or licenses shall be obtained and maintained by CONTRACTOR without additional compensation.

## **8. DEBARMENT AND SUSPENSION**

CONTRACTOR certifies to COUNTY that it and its employees and principals are not debarred, suspended, or otherwise excluded from or ineligible for, participation in federal, state, or county government contracts. CONTRACTOR certifies that it shall not contract with a subcontractor that is so debarred or suspended.

## **9. TAXES**

CONTRACTOR shall pay all taxes, levies, duties, and assessments of every nature due in connection with any work under this Agreement and shall make any and all payroll deductions required by law. COUNTY shall not be responsible for paying any taxes on CONTRACTOR's behalf, and should COUNTY be required to do so by state, federal, or local taxing agencies, CONTRACTOR agrees to promptly reimburse COUNTY for the full value of such paid taxes plus interest and penalty, if any. These taxes shall include, but not be limited to, the following: FICA (Social Security), unemployment insurance contributions, income tax, disability insurance, and workers' compensation insurance.

## **10. CONFLICT OF INTEREST**

CONTRACTOR covenants that CONTRACTOR presently has no employment or interest and shall not acquire any employment or interest, direct or indirect, including any interest in any business, property, or source of income, which would conflict in any manner or degree with the performance of services required to be performed under this Agreement. CONTRACTOR further covenants that in the performance of this Agreement, no person having any such interest shall be employed by CONTRACTOR. CONTRACTOR must promptly disclose to COUNTY, in writing, any potential conflict of interest. COUNTY retains the right to waive a conflict of interest disclosed by CONTRACTOR if COUNTY determines it to be immaterial, and such waiver is only effective if provided by COUNTY to CONTRACTOR in writing.

## **11. OWNERSHIP OF DOCUMENTS AND INTELLECTUAL PROPERTY**

COUNTY shall be the owner of the following items incidental to this Agreement upon production, whether or not completed: all data collected, all documents of any type whatsoever, all photos, designs, sound or audiovisual recordings, software code, inventions, technologies, and other materials, and any material necessary for the practical use of such items, from the time of collection and/or production whether or not performance under this Agreement is completed or terminated prior to completion. CONTRACTOR shall not release any of such items to other parties except after prior written approval of COUNTY.

Unless otherwise specified in EXHIBIT A, CONTRACTOR hereby assigns to COUNTY all copyright, patent, and other intellectual property and proprietary rights to all data, documents, reports, photos, designs, sound or audiovisual recordings, software code, inventions, technologies, and other materials prepared or provided by CONTRACTOR pursuant to this Agreement (collectively referred to as "Copyrightable Works and Inventions"). COUNTY shall have the unrestricted authority to copy, adapt, perform, display, publish, disclose, distribute, create derivative works from, and otherwise use in whole or in part, any Copyrightable Works and Inventions. CONTRACTOR agrees to take such actions and execute and deliver such documents as may be needed to validate, protect and confirm the rights and assignments provided hereunder. CONTRACTOR warrants that any Copyrightable Works and Inventions and other items provided under this Agreement will not infringe upon any intellectual property or proprietary rights of any third party. CONTRACTOR at its own expense shall defend, indemnify, and hold harmless COUNTY against any claim that any Copyrightable Works or Inventions or other items provided by CONTRACTOR hereunder infringe upon intellectual or other proprietary rights of a third party, and CONTRACTOR shall pay any damages, costs, settlement amounts, and fees (including attorneys' fees) that may be incurred by COUNTY in connection with any such claims. This Ownership of Documents and Intellectual Property provision shall survive expiration or termination of this Agreement.

## **12. NO PUBLICITY OR ENDORSEMENT**

CONTRACTOR shall not use COUNTY's name or logo or any variation of such name or logo in any publicity, advertising or promotional materials. CONTRACTOR shall not use COUNTY's name or logo in any manner that would give the appearance that the COUNTY is endorsing CONTRACTOR. CONTRACTOR shall not in any way contract on behalf of or in the name of COUNTY. CONTRACTOR shall not release any informational pamphlets, notices, press releases, research reports, or similar public notices concerning the COUNTY or its projects, without obtaining the prior written approval of COUNTY.

## **13. COUNTY PROPERTY AND INFORMATION**

All of COUNTY's property, documents, and information provided for CONTRACTOR's use in connection with the services shall remain COUNTY's property, and CONTRACTOR shall return any such items whenever requested by COUNTY and whenever required according to the Termination section of this Agreement. CONTRACTOR may use such items only in connection with providing the services. CONTRACTOR shall not disseminate any COUNTY property, documents, or information without COUNTY's prior written consent.

#### **14. RECORDS, AUDIT, AND REVIEW**

CONTRACTOR shall keep such business records pursuant to this Agreement as would be kept by a reasonably prudent practitioner of CONTRACTOR's profession and shall maintain such records for at least four (4) years following the termination of this Agreement. All accounting records shall be kept in accordance with generally accepted accounting principles. COUNTY shall have the right to audit and review all such documents and records at any time during CONTRACTOR's regular business hours or upon reasonable notice. In addition, if this Agreement exceeds ten thousand dollars (\$10,000.00), CONTRACTOR shall be subject to the examination and audit of the California State Auditor, at the request of the COUNTY or as part of any audit of the COUNTY, for a period of three (3) years after final payment under the Agreement (Cal. Govt. Code Section 8546.7). CONTRACTOR shall participate in any audits and reviews, whether by COUNTY or the State, at no charge to COUNTY.

If federal, state or COUNTY audit exceptions are made relating to this Agreement, CONTRACTOR shall reimburse all costs incurred by federal, state, and/or COUNTY governments associated with defending against the audit exceptions or performing any audits or follow-up audits, including but not limited to: audit fees, court costs, attorneys' fees based upon a reasonable hourly amount for attorneys in the community, travel costs, penalty assessments and all other costs of whatever nature. Immediately upon notification from COUNTY, CONTRACTOR shall reimburse the amount of the audit exceptions and any other related costs directly to COUNTY as specified by COUNTY in the notification.

#### **15. INDEMNIFICATION AND INSURANCE**

CONTRACTOR agrees to the indemnification and insurance provisions as set forth in EXHIBIT C attached hereto and incorporated herein by reference.

#### **16. NONDISCRIMINATION**

COUNTY hereby notifies CONTRACTOR that COUNTY's Unlawful Discrimination Ordinance (Article XIII of Chapter 2 of the Santa Barbara County Code) applies to this Agreement and is incorporated herein by this reference with the same force and effect as if the ordinance were specifically set out herein and CONTRACTOR agrees to comply with said ordinance.

#### **17. NONEXCLUSIVE AGREEMENT**

CONTRACTOR understands that this is not an exclusive Agreement and that COUNTY shall have the right to negotiate with and enter into contracts with others providing the same or similar services as those provided by CONTRACTOR as the COUNTY desires.

#### **18. NON-ASSIGNMENT**

CONTRACTOR shall not assign, transfer or subcontract this Agreement or any of its rights or obligations under this Agreement without the prior written consent of COUNTY and any attempt to so assign, subcontract or transfer without such consent shall be void and without legal effect and shall constitute grounds for termination.

#### **19. TERMINATION**

A. **By COUNTY.** COUNTY may, by written notice to CONTRACTOR, terminate this Agreement in whole or in part at any time, whether for COUNTY's convenience, for nonappropriation of funds, or because of the failure of CONTRACTOR to fulfill the obligations herein.

1. **For Convenience.** COUNTY may terminate this Agreement in whole or in part upon thirty (30) days written notice. During the thirty (30) day period, CONTRACTOR shall, as directed by COUNTY, wind

down and cease its services as quickly and efficiently as reasonably possible, without performing unnecessary services or activities and by minimizing negative effects on COUNTY from such winding down and cessation of services.

2. **For Nonappropriation of Funds.** Notwithstanding any other provision of this Agreement, in the event that no funds or insufficient funds are appropriated or budgeted by federal, state or COUNTY governments, or funds are not otherwise available for payments in the fiscal year(s) covered by the term of this Agreement, then COUNTY will notify CONTRACTOR of such occurrence and COUNTY may terminate or suspend this Agreement in whole or in part, with or without a prior notice period. Subsequent to termination of this Agreement under this provision, COUNTY shall have no obligation to make payments with regard to the remainder of the term.
  3. **For Cause.** Should CONTRACTOR default in the performance of this Agreement or materially breach any of its provisions, COUNTY may, at COUNTY's sole option, terminate or suspend this Agreement in whole or in part by written notice. Upon receipt of notice, CONTRACTOR shall immediately discontinue all services affected (unless the notice directs otherwise) and notify COUNTY as to the status of its performance. The date of termination shall be the date the notice is received by CONTRACTOR, unless the notice directs otherwise.
- B. **By CONTRACTOR.** Should COUNTY fail to pay CONTRACTOR all or any part of the payment set forth in EXHIBIT B, CONTRACTOR may, at CONTRACTOR's option terminate this Agreement if such failure is not remedied by COUNTY within thirty (30) days of written notice to COUNTY of such late payment.
- C. Upon termination, CONTRACTOR shall deliver to COUNTY all data, estimates, graphs, summaries, reports, and all other property, records, documents or papers as may have been accumulated or produced by CONTRACTOR in performing this Agreement, whether completed or in process, except such items as COUNTY may, by written permission, permit CONTRACTOR to retain. Notwithstanding any other payment provision of this Agreement, COUNTY shall pay CONTRACTOR for satisfactory services performed to the date of termination to include a prorated amount of compensation due hereunder less payments, if any, previously made. In no event shall CONTRACTOR be paid an amount in excess of the full price under this Agreement nor for profit on unperformed portions of service. CONTRACTOR shall furnish to COUNTY such financial information as in the judgment of COUNTY is necessary to determine the reasonable value of the services rendered by CONTRACTOR. In the event of a dispute as to the reasonable value of the services rendered by CONTRACTOR, the decision of COUNTY shall be final. The foregoing is cumulative and shall not affect any right or remedy which COUNTY may have in law or equity.

## **20. SECTION HEADINGS**

The headings of the several sections, and any Table of Contents appended hereto, shall be solely for convenience of reference and shall not affect the meaning, construction or effect hereof.

## **21. SEVERABILITY**

If any one or more of the provisions contained herein shall for any reason be held to be invalid, illegal or unenforceable in any respect, then such provision or provisions shall be deemed severable from the remaining provisions hereof, and such invalidity, illegality or unenforceability shall not affect any other provision hereof, and this Agreement shall be construed as if such invalid, illegal or unenforceable provision had never been contained herein.

**22. REMEDIES NOT EXCLUSIVE**

No remedy herein conferred upon or reserved to COUNTY is intended to be exclusive of any other remedy or remedies, and each and every such remedy, to the extent permitted by law, shall be cumulative and in addition to any other remedy given hereunder or now or hereafter existing at law or in equity or otherwise.

**23. TIME IS OF THE ESSENCE**

Time is of the essence in this Agreement and each covenant and term is a condition herein.

**24. NO WAIVER OF DEFAULT**

No delay or omission of COUNTY to exercise any right or power arising upon the occurrence of any event of default shall impair any such right or power or shall be construed to be a waiver of any such default or an acquiescence therein; and every power and remedy given by this Agreement to COUNTY shall be exercised from time to time and as often as may be deemed expedient in the sole discretion of COUNTY.

**25. ENTIRE AGREEMENT AND AMENDMENT**

In conjunction with the matters considered herein, this Agreement contains the entire understanding and agreement of the parties and there have been no promises, representations, agreements, warranties or undertakings by any of the parties, either oral or written, of any character or nature hereafter binding except as set forth herein. This Agreement may be altered, amended or modified only by an instrument in writing, executed by the parties to this Agreement and by no other means. Each party waives their future right to claim, contest or assert that this Agreement was modified, canceled, superseded, or changed by any oral agreements, course of conduct, waiver or estoppel.

**26. SUCCESSORS AND ASSIGNS**

All representations, covenants and warranties set forth in this Agreement, by or on behalf of, or for the benefit of any or all of the parties hereto, shall be binding upon and inure to the benefit of such party, its successors and assigns.

**27. COMPLIANCE WITH LAW**

CONTRACTOR shall, at its sole cost and expense, comply with all County, State and Federal ordinances and statutes now in force or which may hereafter be in force with regard to this Agreement. The judgment of any court of competent jurisdiction, or the admission of CONTRACTOR in any action or proceeding against CONTRACTOR, whether COUNTY is a party thereto or not, that CONTRACTOR has violated any such ordinance or statute, shall be conclusive of that fact as between CONTRACTOR and COUNTY.

**28. CALIFORNIA LAW AND JURISDICTION**

This Agreement shall be governed by the laws of the State of California. Any litigation regarding this Agreement or its contents shall be filed in the County of Santa Barbara, if in state court, or in the federal district court nearest to Santa Barbara County, if in federal court.

**29. EXECUTION OF COUNTERPARTS**

This Agreement may be executed in any number of counterparts and each of such counterparts shall for all purposes be deemed to be an original; and all such counterparts, or as many of them as the parties shall preserve undestroyed, shall together constitute one and the same instrument.

### **30. AUTHORITY**

All signatories and parties to this Agreement warrant and represent that they have the power and authority to enter into this Agreement in the names, titles and capacities herein stated and on behalf of any entities, persons, or firms represented or purported to be represented by such entity(ies), person(s), or firm(s) and that all formal requirements necessary or required by any state and/or federal law in order to enter into this Agreement have been fully complied with. Furthermore, by entering into this Agreement, CONTRACTOR hereby warrants that it shall not have breached the terms or conditions of any other contract or agreement to which CONTRACTOR is obligated, which breach would have a material effect hereon.

### **31. SURVIVAL**

All provisions of this Agreement which by their nature are intended to survive the termination or expiration of this Agreement shall survive such termination or expiration.

### **32. PRECEDENCE**

In the event of conflict between the provisions contained in the numbered sections of this Agreement and the provisions contained in the Exhibits, the provisions of the Exhibits shall prevail over those in the numbered sections.

### **33. STATE ENERGY CONSERVATION PLAN**

CONTRACTOR agrees to comply with mandatory standards and policies relating to energy efficiency which are contained in the state energy conservation plan issued in compliance with the Energy Policy and Conservation Act (42 U.S.C. 6201).

### **34. PROHIBITION OF EXPENDING LOCAL AGENCY STATE OR FEDERAL FUNDS FOR LOBBYING**

A. CONTRACTOR, by signing this Agreement, hereby certifies to the best of his, her or its knowledge and belief that:

1. No state, federal or local agency appropriated funds have been paid, or will be paid by-or-on behalf of CONTRACTOR to any person for influencing or attempting to influence an officer or employee of any state or federal agency; a Member of the State Legislature or United States Congress; an officer or employee of the Legislature or Congress; or any employee of a Member of the Legislature or Congress, in connection with the awarding of any state or federal contract; the making of any state or federal grant; the making of any state or federal loan; the entering into of any cooperative agreement, and the extension, continuation, renewal, amendment, or modification of any state or federal contract, grant, loan, or cooperative agreement.

2. If any funds other than federal appropriated funds have been paid, or will be paid to any person for influencing or attempting to influence an officer or employee of any federal agency; a Member of Congress; an officer or employee of Congress, or an employee of a Member of Congress; in connection with this federal contract, grant, loan, or cooperative agreement; CONTRACTOR shall complete and submit California State Standard Form-LLL, "Disclosure Form to Report Lobbying," to the COUNTY and in accordance with the instructions found therein.

B. This certification is a material representation of fact upon which reliance was placed when this transaction was made or entered into. Submission of this certification is a prerequisite for making or entering into this transaction imposed by Section 1352, Title 31, U.S. Code. Any person who fails to file the required certification shall be subject to a civil penalty of not less than \$10,000 and not more than \$100,000 for each such failure.

C. CONTRACTOR also agrees by signing this document that he, she or it shall require that the language of this certification be included in all lower-tier subcontracts, which exceed \$100,000 and that all such sub recipients shall certify and disclose accordingly

**35. CLEAN AIR ACT AND FEDERAL WATER POLLUTION CONTROL ACT**

CONTRACTOR shall comply with all applicable standards, orders, or regulations issued pursuant to the Clean Air Act (42 U.S.C. 7401-7671q.) and pursuant to the Federal Water Pollution Control Act, as amended (33 U.S.C. 1251-1387). CONTRACTOR shall promptly disclose, in writing, to the COUNTY office, to the Federal Awarding Agency, and to the Regional Office of the Environmental Protection Agency (EPA), whenever, in connection with the award, performance, or closeout of this contract or any subcontract thereunder, the CONTRACTOR has credible evidence that a principal, employee, agent, or subcontractor of the CONTRACTOR has committed a violation of the Clean Air Act (42 U.S.C. 7401-7671q.) or the Federal Water Pollution Control Act (33 U.S.C. 1251-1387).

**36. MANDATORY DISCLOSURE**

CONTRACTOR must disclose, in a timely manner, in writing to the COUNTY all violations of Federal criminal law involving fraud, bribery, or gratuity violations potentially affecting the award. Contractor is required to report certain civil, criminal, or administrative proceedings to the System for Award Management (SAM) located at [www.sam.gov](http://www.sam.gov). Failure to make required disclosures can result in any of the remedies described in 2 CFR §200.338 OR 45 CFR §75.371. Remedies for noncompliance, including suspension or debarment. (See also 2 CFR part 180 and 376 and 31 U.S.C. 3321.)

**37. SUBAWARD**

CONTRACTOR shall comply with the requirements of 2 CFR Parts 200 and 300, which are hereby incorporated by reference in this Agreement.

**38. PROCUREMENT OF RECOVERED MATERIALS**

CONTRACTOR must comply with section 6002 of the Solid Waste Disposal Act, as amended by the Resource Conservation and Recovery Act. The requirements of Section 6002 include procuring only items designated in 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.

**39. UNIFORM ADMINISTRATIVE REQUIREMENTS, COST PRINCIPLES, AND AUDIT REQUIREMENTS FOR FEDERAL AWARDS**

CONTRACTOR shall comply with the requirements of 45 CFR Part 75 which are hereby incorporated by reference in this Agreement.

**40. DRUG FREE WORKPLACE**

CONTRACTOR must comply with drug-free workplace requirements in Subpart B (or Subpart C, if the recipient is an individual) of part 382, which adopts the Governmentwide implementation (2 CFR part 182) of sec. 5152-5158 of the Drug-Free Workplace Act of 1988 (Pub. L. 100-690, Title V, Subtitle D; 41 U.S.C. 701-707).




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Agreement for Services of Independent Contractor between the County of Santa Barbara and Community Action Commission of Santa Barbara.

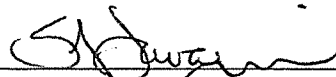
IN WITNESS WHEREOF, the parties have executed this Agreement to be effective on the date executed by COUNTY.

**ATTEST:**

Mona Miyasato  
County Executive Officer  
Clerk of the Board

By:   
Deputy Clerk

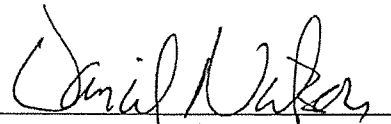
**COUNTY OF SANTA BARBARA:**

By:   
Steve Lavagnino,  
Chair-Board of Supervisors

Date: 5-21-19

**RECOMMENDED FOR APPROVAL:**

Department of Social Services

By:   
Department Head  
Daniel Nielson

**CONTRACTOR:**

Community Action Commission of Santa Barbara


By: \_\_\_\_\_  
Authorized Representative

Name: Pat Keelean

Title: CEO

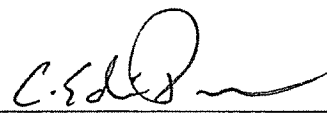
**APPROVED AS TO FORM:**

Michael C. Ghizzoni  
County Counsel

By:   
Deputy County Counsel

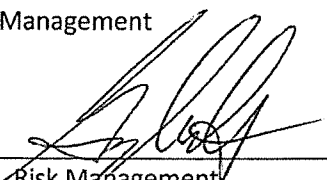
**APPROVED AS TO ACCOUNTING FORM:**

Betsy M. Schaffer, CPA  
Auditor-Controller

By:   
Deputy

**APPROVED AS TO FORM:**

Risk Management

By:   
Risk Management

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Agreement for Services of Independent Contractor between the County of Santa Barbara and Community Action Commission of Santa Barbara.

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

**ATTEST:**

Mona Miyasato  
County Executive Officer  
Clerk of the Board

By: \_\_\_\_\_  
Deputy Clerk

**COUNTY OF SANTA BARBARA:**

By: \_\_\_\_\_  
Steve Lavagnino,  
Chair Board of Supervisors

Date: \_\_\_\_\_

**RECOMMENDED FOR APPROVAL:**

Department of Social Services

By: \_\_\_\_\_  
Department Head  
Daniel Nielson

**CONTRACTOR:**

Community Action Commission of Santa Barbara

By: Patricia D. Keelean  
Authorized Representative

Name: Pat Keelean

Title: CEO

**APPROVED AS TO FORM:**

Michael C. Ghizzoni  
County Counsel

By: \_\_\_\_\_  
Deputy County Counsel

**APPROVED AS TO ACCOUNTING FORM:**

Betsy M. Schaffer, CPA  
Auditor-Controller

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

**APPROVED AS TO FORM:**

Risk Management

By: \_\_\_\_\_  
Risk Management

## EXHIBIT A

### STATEMENT OF WORK

#### **BACKGROUND**

Authority for the operation of 211 information and referral services using the three-digit dialing code was first enacted by the Federal Communication Commission (FCC) in 2000. The FCC found that there was a demonstration of sufficient public benefit to justify the use of scarce resources and assigned 211 to be used for access to community information and referral services. The FCC charged each state with the task of implementing the 211 program. The FCC's regulatory framework was based upon the set of national program and operational standards put forward by the United Way of America and the Alliance of Information and Referral Services, the two major national leaders in the 211 movement.

In California, the California Public Utilities Commission (CPUC) is responsible for the operation, oversight, regulation and authority for 211. The services are typically carried out by local organizations approved by the CPUC to use the 211 dialing code to serve specific counties. Information and referral centers seeking to utilize the 211 dialing code apply to the CPUC for rights to use the service. A CPUC ruling states, "The use of the 211 dialing code has the potential to provide California with easy access to information concerning child care services, housing assistance, physical and mental health resources, aging and hospice services, educational and other programs. Such information is not currently available through the 911 emergency code or the 311 non-emergency code." Currently, 93 percent of the state's population has access to 211. Nationally, 211 covers 82 percent of the US population.

211 was implemented in Santa Barbara County in 2005. Until June of 2013, the Family Services Agency served as the local host organization for 211 Helpline services to the community. Over 16,000 calls annually were received in Santa Barbara County with FSA posting a 93% citizen satisfaction rating. The service provides multilingual (150 languages) access to health and human services 24 hours a day, seven days a week, at no cost to the caller. The 211 Helpline is available to every resident of Santa Barbara County allowing access to over 2,000 health and human services and disaster relief and public information countywide.

Great support was expressed for the need for and the continuation of the 211 Helpline call center service. Given the support expressed by the community, the County Executive Office continued to work with multiple stakeholders to sustain 211 services.

On April 1, 2014, the Board of Supervisors directed staff to work with the Community Action Commission of Santa Barbara County (CAC) with an ongoing role as the 211 local community host and work with CAC to pursue additional grant and community funding for the 211 Program.

#### **Scope of Services**

CONTRACTOR shall administer the 211 program by providing resource database maintenance, reporting, community outreach and subcontracting with Interface Children and Family Services (Interface) for call center services to provide a 24/7 Helpline.

#### **Duties and Responsibilities**

CONTRACTOR shall be responsible for:

CAC – 211 Helpline – FY 19/20

- A. 211 Outreach and Community Relationship Building – Plan an outreach strategy and complete outreach with local organizations, develop and distribute outreach materials, and direct outreach to the public. Ten annual events shall be conducted (two in Lompoc, four in Santa Maria, and four in Santa Barbara).
- B. 211 Website Maintenance – Ensure that the 211 website is accessible 24 hours a day, seven days a week.
- C. 211 Reporting – Provide reporting necessary to stakeholders, funders, and the statewide 211 membership organization.
- D. Conduct effective advertising and marketing campaign to create awareness of 211.
- E. Work collaboratively with the COUNTY to pursue future funding to sustain the 211 program.
- F. Gather information from providers to enter into the iCarol software system database in a concise, heavily edited format to fit the requirements of 2-1-1 standards.
- G. Provide 211 resource database maintenance. This includes the annual update process and updating on an ongoing basis in a timely manner in response to notification (from callers, the public, community partners, etc.) that existing information is incorrect.
- H. Subcontract with Interface to:
  - 1. Provide culturally competent 24/7 Helpline with trained staff who assess needs, de-escalate challenging situations and provide information and referrals to social services based on the needs of the caller and provide an on-line resource directory.
  - 2. Capture disaster helpline service calls independent of other calls.
- I. Monitor and track the number of calls received by Interface monthly.

**Reporting Requirements**

CONTRACTOR shall submit the following to COUNTY:

- A. A comprehensive monthly staff time and program activity log with associated costs shall be maintained and submitted by the CONTRACTOR with its monthly invoices to the COUNTY. The program activity log shall document the activities conducted for this Agreement and by whom and when. It shall also document the results of the activities conducted for this Agreement.
- B. Submit a copy of the subcontract and any subsequent amendments between Interface and CONTRACTOR to the COUNTY.

**Performance Measures**

- 1. Maintain iCarol database information to be current, or less than one (1) year old.
- 2. Maintain the Uptime of 211 website at a minimum of 90 percent to remain accessible and provide referrals.
- 3. Increase the number of combined call volume and website sessions by at least 20 percent.
- 4. Information and referral text messages shall be provided to at least 10 percent of callers.

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## EXHIBIT B

### PAYMENT ARRANGEMENTS

#### Periodic Compensation (with attached Line Item Budget)

- A. For CONTRACTOR services to be rendered under this Agreement, CONTRACTOR shall be paid a total contract amount, including cost reimbursements, not to exceed \$ **143,100**.

This cost is based on the estimate of 7,000 presented calls expected by the 211 Helpline Service Program in Santa Barbara County during the term of this Agreement. Significant changes in 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.

- 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** 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) 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 end are due no later than June 12<sup>th</sup>. Actual final CONTRACTOR invoices for the month of June are due on or before July 31<sup>st</sup>.

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.

- 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** 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.
- D. COUNTY's failure to discover or object to any unsatisfactory work or billings prior to payment will not constitute a waiver of COUNTY's right to require CONTRACTOR to correct such work or billings or seek any other legal remedy.
- E. Tracking of Expenses: CONTRACTOR shall inform COUNTY when seventy-five percent (75%) of Maximum Agreement Amount has been incurred based upon CONTRACTOR's own billing records. CONTRACTOR shall send such notice to those persons and addresses which are set forth in the Agreement, Section 2 (NOTICES).
- F. Six-Month Billing Limit: Unless otherwise determined by state or federal regulations all original invoices under this Agreement must be received by COUNTY within six (6) months from the date of service to avoid possible payment reduction or denial for late billing.
- G. Monitoring/Audit Exceptions and Disallowed Costs: CONTRACTOR will be subject to monitoring reviews that cover any fiscal or programmatic term or condition of the Agreement and/or prescribed by the state, including cost allocation methodologies. Except to the extent that the state and/or the COUNTY determines it will

assume liability, CONTRACTOR shall be liable for and shall repay to the COUNTY all amounts recouped as a result of audit exceptions or disallowances of claimed costs. Such repayment shall be from funds other than those received under this Agreement.

**EXHIBIT B-1**

**LINE ITEM BUDGET**

**FY 2019-2020**

Budget Category	FY 19/20 Annual Budget
<b><u>Direct Program Costs</u></b>	
Director (.05FTE@\$45.77/hr)	\$4,760.08
Program Manager (.91FTE@\$26.83/hr)	\$50,783.82
Fringe benefits-36%	\$19,995.81
<b>Total Salaries &amp; Benefits</b>	<b>\$75,539.71</b>
<b>Technology Expenses</b>	
Interface call center services	\$79,000.00
iCarol subscription	\$4,500.00
Alliance of Information and Referral System dues	\$200.00
211 CA dues	\$900.00
Website management & updates	\$1,500.00
<b>Total Technology</b>	<b>\$86,100.00</b>
<b>Basic overhead</b>	
Communications	\$300.00
Mileage	\$1,750.00
Training and Conference	\$0.00
Office Supplies	\$250.00
Printing and Outreach	\$250.00
Postage/Mailing	\$50.00
Insurance	\$200.00
Equipment Lease	\$1,750.00
Rent & Utilities	\$2,652.00
	<b>\$7,202.00</b>
<b>Sub Total Program Expense</b>	<b>\$168,841.71</b>
<b>Indirect Costs</b>	<b>\$17,559.57</b>
<b>Total 211 Helpline Cost:</b>	<b>\$186,401.25</b>
<b>Total County Cost*</b>	<b>\$143,100.00</b>
*City of Santa Barbara pays directly to CAC to help fund 211. CAC has a remaining Agency Liability of \$20,604.25 to fully fund the 211 Program with additional revenue sources outside the County. Therefore, total budget for CAC to run 211 Helpline is \$186,401 and the total County cost is \$143,100.	

REVENUES		COUNTY	OUTSIDE ENTITY
SB County Human Services Commission	\$15,000.00	\$15,000.00	
SB County Alcohol Drug & Mental Health Services	\$18,400.00	\$18,400.00	
SB County First 5	\$30,000.00	\$30,000.00	
SB County Social Services	\$15,000.00	\$15,000.00	
SB County Public Health	\$10,000.00	\$10,000.00	
County General Fund	\$49,700.00	\$49,700.00	
County Executive Office	\$5,000.00	\$5,000.00	
City of Santa Barbara-City Human Services Grant*	\$22,697.00		\$22,697.00
CAC Agency Liability*	\$20,604.25		\$20,604.25
<b>Total Revenue</b>	<b>\$186,401.25</b>	<b>\$143,100.00</b>	<b>\$43,301.25</b>
*City of Santa Barbara pays directly to CAC to help fund 211. CAC has a remaining Agency Liability of \$20,604.25 to fully fund the 211 Program with additional revenue sources outside the County.			



## EXHIBIT C

### Indemnification and Insurance Requirements (For Professional Contracts)

#### INDEMNIFICATION

CONTRACTOR agrees to indemnify, defend (with counsel reasonably approved by COUNTY) and hold harmless COUNTY and its officers, officials, employees, agents and volunteers from and against any and all claims, actions, losses, damages, judgments and/or liabilities arising out of this Agreement from any cause whatsoever, including the acts, errors or omissions of any person or entity and for any costs or expenses (including but not limited to attorneys' fees) incurred by COUNTY on account of any claim except where such indemnification is prohibited by law. CONTRACTOR's indemnification obligation applies to COUNTY's active as well as passive negligence but does not apply to COUNTY's sole negligence or willful misconduct.

#### NOTIFICATION OF ACCIDENTS AND SURVIVAL OF INDEMNIFICATION PROVISIONS

CONTRACTOR shall notify COUNTY immediately in the event of any accident or injury arising out of or in connection with this Agreement. The indemnification provisions in this Agreement shall survive any expiration or termination of this Agreement.

#### INSURANCE

CONTRACTOR shall procure and maintain for the duration of this Agreement insurance against claims for injuries to persons or damages to property which may arise from or in connection with the performance of the work hereunder and the results of that work by the CONTRACTOR, its agents, representatives, employees or subcontractors.

##### A. Minimum Scope of Insurance

Coverage shall be at least as broad as:

1. **Commercial General Liability (CGL):** Insurance Services Office (ISO) Form CG 00 01 covering CGL on an "occurrence" basis, including products-completed operations, personal & advertising injury, with limits no less than \$1,000,000 per occurrence and \$2,000,000 in the aggregate.
2. **Automobile Liability:** ISO Form Number CA 00 01 covering any auto (Code 1), or if CONTRACTOR has no owned autos, hired, (Code 8) and non-owned autos (Code 9), with limit no less than \$1,000,000 per accident for bodily injury and property damage.
3. **Workers' Compensation:** as required by the State of California, with Statutory Limits, and Employer's Liability Insurance with limit of no less than \$1,000,000 per accident for bodily injury or disease.
4. **Professional Liability (Errors and Omissions)** Insurance appropriate to the CONTRACTOR'S profession, with limit of no less than \$1,000,000 per occurrence or claim, \$2,000,000 aggregate.

If the CONTRACTOR maintains higher limits than the minimums shown above, the COUNTY requires and shall be entitled to coverage for the higher limits maintained by the CONTRACTOR. Any available insurance proceeds in excess of the specified minimum limits of insurance and coverage shall be available to the COUNTY.

##### B. Other Insurance Provisions

The insurance policies are to contain, or be endorsed to contain, the following provisions:

1. **Additional Insured** – COUNTY, its officers, officials, employees, agents and volunteers are to be covered as additional insureds on the CGL policy with respect to liability arising out of work or operations performed by or on behalf of the CONTRACTOR including materials, parts, or equipment furnished in connection with such work or operations. General liability coverage can be provided in the form of an endorsement to the CONTRACTOR's insurance at least as broad as ISO Form CG 20 10 11 85 or if not available, through the addition of both CG 20 10 and CG 20 37 if a later edition is used).
2. **Primary Coverage** – For any claims related to this Agreement, the CONTRACTOR's insurance coverage shall be primary insurance as respects the COUNTY, its officers, officials, employees, agents and volunteers. Any insurance or self-insurance maintained by the COUNTY, its officers, officials, employees, agents or volunteers shall be excess of the CONTRACTOR's insurance and shall not contribute with it.
3. **Notice of Cancellation** – Each insurance policy required above shall provide that coverage shall not be canceled, except with notice to the COUNTY.
4. **Waiver of Subrogation Rights** – CONTRACTOR hereby grants to COUNTY a waiver of any right to subrogation which any insurer of said CONTRACTOR may acquire against the COUNTY by virtue of the payment of any loss under such insurance. CONTRACTOR agrees to obtain any endorsement that may be necessary to effect this waiver of subrogation, but this provision applies regardless of whether or not the COUNTY has received a waiver of subrogation endorsement from the insurer.
5. **Deductibles and Self-Insured Retention** – Any deductibles or self-insured retentions must be declared to and approved by the COUNTY. The COUNTY may require the CONTRACTOR to purchase coverage with a lower deductible or retention or provide proof of ability to pay losses and related investigations, claim administration, and defense expenses within the retention.
6. **Acceptability of Insurers** – Unless otherwise approved by Risk Management, insurance shall be written by insurers authorized to do business in the State of California and with a minimum A.M. Best's Insurance Guide rating of "A- VII".
7. **Verification of Coverage** – CONTRACTOR shall furnish the COUNTY with proof of insurance, original certificates and amendatory endorsements as required by this Agreement. The proof of insurance, certificates and endorsements are to be received and approved by the COUNTY before work commences. However, failure to obtain the required documents prior to the work beginning shall not waive the CONTRACTOR's obligation to provide them. The CONTRACTOR shall furnish evidence of renewal of coverage throughout the term of the Agreement. The COUNTY reserves the right to require complete, certified copies of all required insurance policies, including endorsements required by these specifications, at any time.
8. **Failure to Procure Coverage** – In the event that any policy of insurance required under this Agreement does not comply with the requirements, is not procured, or is canceled and not replaced, COUNTY has the right but not the obligation or duty to terminate the Agreement. Maintenance of required insurance coverage is a material element of the Agreement and failure to maintain or renew such coverage or to provide evidence of renewal may be treated by COUNTY as a material breach of contract.
9. **Subcontractors** – CONTRACTOR shall require and verify that all subcontractors maintain insurance meeting all the requirements stated herein, and CONTRACTOR shall ensure that COUNTY is an additional insured on insurance required from subcontractors.
10. **Claims Made Policies** – If any of the required policies provide coverage on a claims-made basis:
  - i. The Retroactive Date must be shown and must be before the date of the contract or the beginning of contract work.

- ii. Insurance must be maintained and evidence of insurance must be provided for at least five (5) years after completion of contract work.
- iii. If coverage is canceled or non-renewed, and not replaced with another claims-made policy form with a Retroactive Date prior to the contract effective date, the CONTRACTOR must purchase "extended reporting" coverage for a minimum of five (5) years after completion of contract work.

11. **Special Risks or Circumstances** – COUNTY reserves the right to modify these requirements, including limits, based on the nature of the risk, prior experience, insurer, coverage, or other special circumstances.

Any change requiring additional types of insurance coverage or higher coverage limits must be made by amendment to this Agreement. CONTRACTOR agrees to execute any such amendment within thirty (30) days of receipt.

Any failure, actual or alleged, on the part of COUNTY to monitor or enforce compliance with any of the insurance and indemnification requirements will not be deemed as a waiver of any rights on the part of COUNTY.

**ATTACHMENT D-2**

First Amendment to the Agreement for Services of Independent Contractor for 211 Helpline  
Services



County of Santa Barbara  
BOARD OF SUPERVISORS

Minute Order

June 16, 2020

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**Present:** 5 - Supervisor Williams, Supervisor Hart, Supervisor Hartmann, Supervisor Adam, and Supervisor Lavagnino

SOCIAL SERVICES

File Reference No. 20-00417

**RE:** Consider recommendations regarding a First Amendment to the Agreement with Community Action Commission of Santa Barbara County for 211 Helpline Service, as follows:

- a) Approve and authorize the Chair to execute the First Amendment to the Agreement with Community Action Commission of Santa Barbara County, a local vendor, to provide the 211 Helpline Service for Fiscal Year 2020-2021 for a total contract amount not to exceed \$126,665.00 for the period from July 1, 2020 through June 30, 2021; and
- b) Determine that the activity is not a "Project" subject to California Environmental Quality Act (CEQA) review per CEQA Guideline Section 15378(b)(5), since the activity is an organizational or administrative activity of government that will not result in direct or indirect physical changes in the environment.

**A motion was made by Supervisor Hartmann, seconded by Supervisor Williams, that this matter be acted on as follows:**

- a) Approved and authorized; Chair to execute; and
- b) Approved.

**The motion carried by the following vote:**

**Ayes:** 5 - Supervisor Williams, Supervisor Hart, Supervisor Hartmann, Supervisor Adam, and Supervisor Lavagnino

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

**Santa Barbara County  
Department of Social Services**

***First Amendment***

This is a *First Amendment* (*First Amendment to the Agreement*) to the Agreement for Services of Independent Contractor, number *BC#19-217* by and between the **County of Santa Barbara (COUNTY)** and **Community Action Commission of Santa Barbara County (CONTRACTOR)**.

**WHEREAS**, on May 21, 2019, COUNTY approved the Agreement for Services of Independent Contractor, number *BC#19-217*, (Agreement) with CONTRACTOR for the provision of 211 Helpline Services;

**WHEREAS**, the initial term of the Agreement commenced on July 1, 2019, and is set to expire on June 30, 2020; and

**WHEREAS**, the parties now desire to amend Agreement to extend the term for one additional year commencing on July 1, 2020, through June 30, 2021 (First 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 adding the following language:

*For the First Extension Period*, CONTRACTOR shall commence performance on *July 1, 2020* and end performance upon completion, but no later than *June 30, 2021* unless otherwise directed by COUNTY or unless earlier terminated.

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, 2019 through June 30, 2020, and **EXHIBIT B-2** for the period of July 1, 2020 through June 30, 2021, 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**. Unless otherwise specified on **EXHIBIT B**, payment shall be net thirty (30) days from presentation of invoice.

3. 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 **\$143,100** for the period of July 1, 2019 through June 30, 2020, and not-to-exceed **\$126,665** for the period of July 1, 2020 through June 30, 2021.

This contract amount is for revenue sources flowing through the County of Santa Barbara in support of the entire 211 program which is based on an estimate of 9,500 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 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.

4. 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** 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, 2019 through June 30, 2020 and **EXHIBIT B-2 (Line Item Budget)** for the period of July 1, 2020 through June 30, 2021, 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 12<sup>th</sup>. Actual final CONTRACTOR invoices for the month of June are due on or before July 31<sup>st</sup>.

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.

5. 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 B-2, 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.

6. Add **EXHIBIT B-2**, Line Item Budget, for FY 2020-2021 as attached.

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

EXHIBIT B-2

LINE ITEM BUDGET

FY 2020-2021

Budget Category		FY 20/21 Annual Budget
<b>Direct Program Costs</b>		
Director(.03FTE@\$47.68/hr)		\$ 2,975.72
Program Manager (.86FTE@\$27.37/hr)		\$ 48,959.45
Fringe – 35.5%		\$ 18,436.98
<b>Total Salaries&amp; Benefits</b>		<b>\$ 70,372.15</b>
<b>Technology Expenses</b>		
Interface call center		\$ 70,395.00
Icarol 211 database subscription		\$ 5,460.00
AIRS dues		\$ 200.00
211 CA dues		\$ 900.00
Mission web website management & updates		\$ 1,250.00
<b>Total Technology Cost</b>		<b>\$ 78,205.00</b>
<b>Basic overhead</b>		
Communications		\$ 500.00
Mileage		\$ 1,750.00
Training and Conference		\$ 0.00
Office Supplies		\$ 250.00
Printing and Outreach		\$ 250.00
Postage/Mailing		\$ 50.00
Insurance		\$ 200.00
Equipment Lease		\$ 600.00
Rent & Utilities		\$ 3,725.00
		<b>\$ 7,325.00</b>
<b>Subtotal Program Expenses</b>		<b>\$ 155,902.15</b>
<b>Indirect Costs</b>		<b>\$ 15,835.71</b>
<b>Total 211 Helpline Cost:</b>		<b>\$ 171,737.86</b>
<b>Total County Cost*</b>		<b>\$126,665.00</b>
<p>* City of Santa Barbara pays \$18,212 directly to CAC to help fund 211. As described in the chart below, there is a revenue shortfall of \$26,861. Therefore, total budget for CAC to run 211 Helpline is \$171,738 and the not to exceed total County cost is \$126,665.</p>		



Expenditures			FY 2020-2021 Annual Budget
<b>Subtotal Program Expenses</b>			\$ 155,902.15
<b>Indirect Costs</b>			\$ 15,835.71
<b>Total 211 Helpline Cost:</b>			<b>\$ 171,737.86</b>
<b>Total Revenues</b>			
<b>Secured Contributions</b>	<b>County</b>	<b>Outside Entity</b>	
Housing & Community Development	\$15,000.00		
SB County Alcohol Drug & Mental Health Services	\$18,400.00		
SB County First 5	\$15,000.00		
SB County Social Services	\$15,000.00		
SB County Public Health	\$10,000.00		
County General Fund	\$49,700.00		
City of Carpinteria	\$3,565.00		
City of Santa Barbara-City Human Services Grant*		\$18,212.00	
<b>Total Secured Contributions</b>	<b>\$126,665.00</b>	<b>\$18,212.00</b>	<b>\$ 144,877.00</b>
<b>Revenue Shortfall</b>			<b>\$ 26,861.00</b>
<b>Total County Cost*</b>			<b>\$126,665.00</b>

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First Amendment to the Agreement between the County of Santa Barbara and Community Action Commission of Santa Barbara County.

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

ATTEST:

Mona Miyasato  
County Executive Officer  
Clerk of the Board

By: *Shirley de Buena*  
Deputy Clerk

COUNTY OF SANTA BARBARA:

By: *Gregg Hart*  
Gregg Hart, Chair  
Board of Supervisors

Date: 6-16-20

RECOMMENDED FOR APPROVAL:

Social Services

By: *Samuel Wilson*  
Department Head

CONTRACTOR:

Community Action Commission of Santa Barbara County

By: \_\_\_\_\_  
Authorized Representative

Name: Patricia Keelean

Title: Executive Director

APPROVED AS TO FORM:

Michael C. Ghizzoni  
County Counsel

By: *Paul Lee*  
Paul Lee (Jun 1, 2020 09:27 PDT)  
Deputy County Counsel

APPROVED AS TO ACCOUNTING FORM:

Betsy M. Schaffer, CPA  
Auditor-Controller

By: *C. Schaffer*  
Deputy

APPROVED AS TO FORM:

Risk Management

By: *[Signature]*  
Risk Management

//  
//

First Amendment to the Agreement between the **County of Santa Barbara** and **Community Action Commission of Santa Barbara County**.

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

**ATTEST:**

Mona Miyasato  
County Executive Officer  
Clerk of the Board

**COUNTY OF SANTA BARBARA:**

By: \_\_\_\_\_  
Deputy Clerk

By: \_\_\_\_\_  
Gregg Hart, Chair  
Board of Supervisors

Date: \_\_\_\_\_

**RECOMMENDED FOR APPROVAL:**

Social Services

**CONTRACTOR:**

Community Action Commission of Santa  
Barbara County

By: \_\_\_\_\_  
Department Head

By: Patricia Keelean  
Authorized Representative

Name: Patricia Keelean

Title: Executive Director

**APPROVED AS TO FORM:**

Michael C. Ghizzoni  
County Counsel

**APPROVED AS TO ACCOUNTING FORM:**

Betsy M. Schaffer, CPA  
Auditor-Controller

By: \_\_\_\_\_  
Deputy County Counsel

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

**APPROVED AS TO FORM:**

Risk Management

By: \_\_\_\_\_  
Risk Management

**ATTACHMENT D-3**

Second Amendment to the Agreement for Services of Independent Contractor for 211 Helpline Services



# County of Santa Barbara BOARD OF SUPERVISORS

## Minute Order

December 15, 2020

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**Present:** 5 - Supervisor Williams, Supervisor Hart, Supervisor Hartmann, Supervisor Adam, and Supervisor Lavagnino

SOCIAL SERVICES

File Reference No. 20-00975

**RE:** Consider recommendations regarding a Second Amendment to the Agreement with Community Action Commission of Santa Barbara County dba CommUnify for 211 Helpline Service, as follows: (4/5 Vote Required)

- a) Approve, ratify and authorize the Chair to execute the Second Amendment to the Agreement with Community Action Commission of Santa Barbara County dba CommUnify, a local vendor, to provide the 211 Helpline Service for Fiscal Year 2020-2021 for a total contract amount not to exceed \$154,437.00 for the period from July 1, 2020 through June 30, 2021;
- b) Approve Budget Revision Request No. 0007303 to increase appropriations by \$31,337.00 in Fiscal Year 2020-2021 in the Department of Social Services Fund 0055; and
- c) Determine that the activity is not a "Project" subject to California Environmental Quality Act (CEQA) review per CEQA Guideline Section 15378(b)(5), since the activity is an organizational or administrative activity of government that will not result in direct or indirect physical changes in the environment.

**A motion was made by Supervisor Williams, seconded by Supervisor Hartmann, that this matter be acted on as follows:**

- a) **Approved, ratified and authorized; Chair to execute; and**
- b) **and c) Approved.**

**The motion carried by the following vote:**

**Ayes:** 5 - Supervisor Williams, Supervisor Hart, Supervisor Hartmann, Supervisor Adam, and Supervisor Lavagnino

**SECOND 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

*Second Amendment*

This is a *Second Amendment* (*Second Amendment to the Agreement*) to the Agreement for Services of Independent Contractor, number BC#19-217 by and between the **County of Santa Barbara (COUNTY)** and **Community Action Commission of Santa Barbara County dba CommUnify (CONTRACTOR)**.

**WHEREAS**, on May 21, 2019, COUNTY approved the Agreement for Services of Independent Contractor, number BC#19-217, (Agreement) with CONTRACTOR for the provision of 211 Helpline Services;

**WHEREAS**, the initial term of the Agreement commenced on July 1, 2019, and is set to expire on June 30, 2020;

**WHEREAS**, on June 16, 2020, 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, 2020 through June 30, 2021 (First Extension Period); and

**WHEREAS**, the parties now desire to amend Agreement to revise Budget for Fiscal Year 20-21 and to revise the Statement of Work.

**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. Amend Agreement so references to Community Action Commission of Santa Barbara County are now Community Action Commission of Santa Barbara County dba CommUnify.
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, 2019 through June 30, 2020, and **EXHIBIT B-2 revised October 2020**, for the period of July 1, 2020 through June 30, 2021, 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**. Unless otherwise specified on **EXHIBIT B**, payment shall be net thirty (30) days from presentation of invoice.

3. 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 **\$143,100** for the period of July 1, 2019 through June 30, 2020, and not-to-exceed **\$154,437** for the period of July 1, 2020 through June 30, 2021.

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 9,500 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.

4. 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** 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, 2019 through June 30, 2020 and **EXHIBIT B-2 revised October 2020 (Line Item Budget)** for the period of July 1, 2020 through June 30, 2021, 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 12<sup>th</sup>. Actual final CONTRACTOR invoices for the month of June are due on or before July 31<sup>st</sup>.

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.

5. 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 October 2020, 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.

6. Replace **STATEMENT OF WORK** with **REVISED STATEMENT OF WORK** as attached.

7. Replace **EXHIBIT B-2**, with **EXHIBIT B-2 Revised October 2020**, Line Item Budget, for FY 2020-2021 as attached.

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

## EXHIBIT A

### REVISED STATEMENT OF WORK

#### BACKGROUND

Authority for the operation of 211 *Helpline Service* using the three-digit dialing code was first enacted by the Federal Communication Commission (FCC) in 2000. The FCC found that there was a demonstration of sufficient public benefit to justify the use of scarce resources and assigned 211 to be used for access to community information and referral services. The FCC charged each state with the task of implementing the program. The FCC's regulatory framework was based upon the set of national program and operational standards put forward by the United Way of America and the Alliance of Information and Referral Services, the two major national leaders in the 211 movement.

In California, the California Public Utilities Commission (CPUC) is responsible for the operation, oversight, regulation and authority for 211. The services are typically carried out by local organizations approved by the CPUC to use the 211 dialing code to serve specific counties. Information and referral centers seeking to utilize the 211 dialing code apply to the CPUC for rights to use the service. A CPUC ruling states, "The use of the 211 dialing code has the potential to provide California with easy access to information concerning child care services, housing assistance, physical and mental health resources, aging and hospice services, educational and other programs. Such information is not currently available through the 911 emergency code or the 311 non-emergency code." Currently, 93 percent of the state's population has access to 211. Nationally, 211 covers 82 percent of the US population.

211 was implemented in Santa Barbara County in 2005. Until June of 2013, the Family Services Agency served as the local host organization for *the 211 Helpline Service* to the community. Over 16,000 calls annually were received in Santa Barbara County with FSA posting a 93% citizen satisfaction rating. The service provides multilingual (150 languages) access to health and human services 24 hours a day, seven days a week, at no cost to the caller. The 211 *Helpline Service* is available to every resident of Santa Barbara County allowing access to over 2,000 health and human services and disaster relief and public information countywide.

Great support was expressed for the need for and the continuation of the 211 *Helpline Service*. Given the support expressed by the community, the County Executive Office continued to work with multiple stakeholders to sustain *the 211 Helpline Service*.

*The Community Action Commission of Santa Barbara County dba CommUnify has an ongoing role as the 211 local community host and 211 Helpline Service. The 211 Helpline Service also provides local disaster response public information to the Santa Barbara County community at large. This program operates as a free resource on behalf of all County residents 24 hours a day, seven days a week, in over 150 languages.*

*As the County continues to respond to COVID-19, there is an increased need for ongoing support for the 211 Helpline Service. The Santa Barbara County Board of Supervisors adopted a contract with the County Emergency Management Office (OEM) and the Joint Information Center (JIC) on September 20, 2020 to provide additional funding for the COVID-19 related information and referral calls.*



### Scope of Services

CONTRACTOR shall administer the 211 *Helpline Service* by providing resource database maintenance, reporting, community outreach and subcontracting with Interface Children and Family Services (Interface) for call center services to provide a 24/7 Helpline.

### Duties and Responsibilities

CONTRACTOR shall be responsible for:

- A. *Providing high quality information and referral services to 211 callers and those using 2-way text messaging.*
- B. 211 Outreach and Community Relationship Building – Plan an outreach strategy and complete outreach with local organizations, develop and distribute outreach materials, and direct outreach to the public. Ten annual events shall be conducted (two in Lompoc, four in Santa Maria, and four in Santa Barbara).
- C. 211 Website Maintenance – Ensure that the 211 website is accessible 24 hours a day, seven days a week.
- D. 211 Reporting – Provide reporting necessary to stakeholders, funders, and the statewide *211-membership* organization.
- E. Conducting effective advertising and marketing campaign to create awareness of 211.
- F. Working collaboratively with the COUNTY to pursue future funding to sustain the 211 Helpline Service.
- G. Gathering information from providers to enter into the iCarol software system database in a concise, heavily edited format to fit the requirements of 211 standards.
- H. Providing 211 *Helpline Service* database maintenance. This includes the annual update process and updating on an ongoing basis in a timely manner in response to notification (from callers, the public, community partners, etc.) that existing information is incorrect.
- I. Subcontracting with Interface to:
  - 1. Provide culturally competent 24/7 Helpline with trained staff who assess needs, de-escalate challenging situations and provide information and referrals to COUNTY's Department of Social Services (DSS) based on the needs of the caller and provide an on-line resource directory.
  - 2. Capture *COVID-19/disaster* helpline service calls independent of other calls.
- J. Monthly monitoring and tracking the number of *presented* calls received *and 2-way-text conversations by 211 Helpline Service.*

### Reporting Requirements

CONTRACTOR shall submit the following to COUNTY:

- A. A comprehensive monthly staff time and program activity log with associated costs shall be maintained and submitted by the CONTRACTOR with its monthly invoices to the COUNTY. The program activity log shall document the activities conducted for this Agreement and by whom and when. It shall also document the results of the activities conducted for this Agreement.
- B. *Data on call volume and trends, including calls by city and DSS program will also be submitted monthly.*
- C. *For historical preservation of 211 Helpline Service call volume, monthly data reporting will include Information & Referral Calls (IRC) funded by this Agreement, as well as, COVID-19/Disaster calls funded by the Agreement with the Emergency Operations Center in the following categories:*

- a. *Number of presented calls, call abandoned, and non-211 calls (for non-disaster IRC and COVID/Disaster related calls).*
  - i. *Calls presented or offered is the number of calls available for agents to answer.*
  - ii. *Calls abandoned is the number of calls received but terminated by the caller before they speak to an agent.*
  - iii. *Non-211 calls are those that do not result in information or referrals to health and human services resources.*
- D. Submit a copy of the subcontract and any subsequent amendments between Interface and CONTRACTOR to the COUNTY.

**Performance Measures**

CONTRACTOR shall maintain the following performance measure requirements:

1. Maintain iCarol database information to be current, or less than one (1) year old.
2. Maintain the uptime of 211 website at a minimum of 90 percent to remain accessible and provide referrals.
3. Increase the number of combined 211 call volume and website sessions by at least 20 percent.
4. 211 information and referral text messages shall be provided to at least 10 percent of callers.

**EXHIBIT B-2 REVISED OCTOBER 2020**

**LINE ITEM BUDGET**

**FY 2020-2021**

<b>Budget Category</b>	<b>FY 20-21 Annual Budget</b>
<b><u>Direct Program Costs</u></b>	
Director(.03FTE@\$47.68/hr)	\$ 2,976.00
Program Manager (.86FTE@\$27.37/hr)	\$ 48,959.00
Fringe – 35.5%	\$ 18,177.00
<b>Total Salaries&amp; Benefits</b>	<b>\$ 70,112.00</b>
<b>Technology Expenses</b>	
Interface call center	\$ 71,630.00
Icarol 211 database subscription	\$ 5,460.00
AIRS dues	\$ 200.00
211 CA dues	\$ 900.00
Mission web website management & updates	\$ 900.00
<b>Total Technology Cost</b>	<b>\$ 79,090.00</b>
<b>Basic overhead</b>	
Communications	\$ 500.00
Mileage	\$ 927.86
Training and Conference	\$ 0.00
Office Supplies	\$ 250.00
Printing and Outreach	\$ 250.00
Postage/Mailing	\$ 50.00
Insurance	\$ 200.00
Equipment Lease	\$ 600.00
Rent & Utilities	\$ 3,725.00
	<b>\$ 6,102.86</b>
<b>Subtotal Program Expenses</b>	<b>\$ 155,304.86</b>
<b>Indirect Costs</b>	<b>\$ 16,433.00</b>
<b>Total 211 Helpline Cost:</b>	<b>\$ 171,737.86</b>
<b>Total COUNTY Cost*</b>	<b>\$ 154,437.00</b>
<p>* City of Santa Barbara pays \$17,304 directly to CONTRACTOR to help fund 211. Therefore, total budget for CONTRACTOR to run 211 Helpline is \$171,738 and the not to exceed total COUNTY cost is \$154,437.</p>	

<b>Expenditures</b>			<b>FY 2020-2021 Annual Budget</b>
<b>Subtotal Program Expenses</b>			<b>\$ 155,304.86</b>
<b>Indirect Costs</b>			<b>\$ 16,433.00</b>
<b>Total 211 Helpline Cost:</b>			<b>\$ 171,737.86</b>
<b>Total Revenues</b>			
<b>Secured Contributions</b>	<b>County</b>	<b>Outside Entity</b>	
Housing & Community Development	\$15,000.00		
SB County Alcohol Drug & Mental Health Services	\$18,400.00		
SB County First 5	\$15,000.00		
SB County Social Services	\$15,000.00		
SB County Public Health	\$10,000.00		
County General Fund	\$49,700.00		
County Executive Office	\$6,170.00		
Prior Year Unexpended Funds	\$21,602.00		
City of Carpinteria	\$3,565.00		
City of Santa Barbara-City Human Services Grant*		\$17,304.00	
<b>Total Secured Contributions</b>	<b>\$154,437.00</b>	<b>\$17,304.00</b>	<b>\$ 171,737.86</b>
<b>Revenue Shortfall</b>			<b>\$ 0.00</b>
<b>Total COUNTY Cost*</b>			<b>\$154,437.00</b>

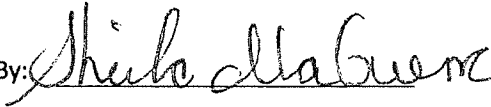
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Second Amendment to the Agreement between the County of Santa Barbara and Community Action Commission of Santa Barbara County dba CommUnify.

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

ATTEST:

Mona Miyasato  
County Executive Officer  
Clerk of the Board

By:   
Deputy Clerk

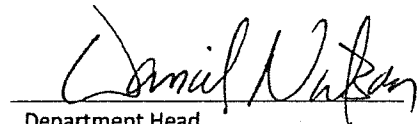
COUNTY OF SANTA BARBARA:

By:   
Gregg Hart, Chair  
Board of Supervisors

Date: 12-15-20

RECOMMENDED FOR APPROVAL:

Social Services

By:   
Department Head

CONTRACTOR:

Community Action Commission of Santa Barbara County dba CommUnify

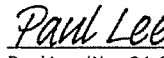
By: \_\_\_\_\_  
Authorized Representative

Name: Patricia Keelean

Title: Executive Director

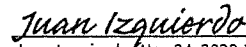
APPROVED AS TO FORM:

Michael C. Ghizzoni  
County Counsel

By:   
Paul Lee (Nov 24, 2020 12:05 PST)  
Deputy County Counsel

APPROVED AS TO ACCOUNTING FORM:

Betsy M. Schaffer, CPA  
Auditor-Controller

By:   
Juan Izquierdo (Nov 24, 2020 13:07 PST)  
Deputy

APPROVED AS TO FORM:

Risk Management

By:   
Risk Management

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Second 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 First Amendment to the Agreement to be effective on the date executed by COUNTY.

**ATTEST:**

Mona Miyasato  
County Executive Officer  
Clerk of the Board

**COUNTY OF SANTA BARBARA:**

By: \_\_\_\_\_  
Deputy Clerk

By: \_\_\_\_\_  
Gregg Hart, Chair  
Board of Supervisors

Date: \_\_\_\_\_

**RECOMMENDED FOR APPROVAL:**

Social Services

**CONTRACTOR:**

Community Action Commission of Santa  
Barbara County dba CommUnify

By: \_\_\_\_\_  
Department Head

By: Patricia Keelean  
Authorized Representative

Name: Patricia Keelean

Title: Executive Director

**APPROVED AS TO FORM:**

Michael C. Ghizzoni  
County Counsel

**APPROVED AS TO ACCOUNTING FORM:**

Betsy M. Schaffer, CPA  
Auditor-Controller

By: \_\_\_\_\_  
Deputy County Counsel

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

**APPROVED AS TO FORM:**

Risk Management

By: \_\_\_\_\_  
Risk Management