

**AMENDMENT NUMBER ONE  
TO AGREEMENT NUMBER 2009DPSS01  
BETWEEN  
LOS ANGELES HOMELESS SERVICES AUTHORITY  
AND CITY OF LONG BEACH DEPARTMENT OF HEALTH SERVICES RELATING TO  
2010 - 2011 EMERGENCY SHELTER SERVICES PROGRAM**

**31256**

THIS AMENDMENT Number One ("Amendment") to Agreement Number 2009DPSS01 ("Agreement") is made and entered into by and between the Los Angeles Homeless Service Authority, a Joint Powers Agency of the City and County of Los Angeles ("LAHSA"), and City of Long Beach Department of Health Services, a municipal corporation, ("Contractor"); collectively the "Parties".

**WITNESSETH**

**WHEREAS**, LAHSA has entered into an agreement with the Department of Public Social Services (DPSS) of the County of Los Angeles (COUNTY) to provide emergency assistance intermediary services to CalWORKs Welfare-to-Work families if an adult on the CalWORKs case is receiving or has exhausted the time limit for CalWORKs cash assistance, **and** is either employed or enrolled in the CalWORKs Greater Avenues for Independence (GAIN) Program; and;

**WHEREAS**, LAHSA cooperates with private organizations and agencies of other governmental jurisdictions in carrying out certain functions and programs which are its responsibility; and

**WHEREAS**, CONTRACTOR wishes to receive funds from LAHSA to operate the Emergency Shelter Services Program, and LAHSA wishes to grant CONTRACTOR funds for said Program; and

**WHEREAS**, LAHSA's Board of Commissioners voted on June 27, 2008 to award the Agreement to Contractor under the 2008 Emergency Shelter Services Program RFP; and

**WHEREAS**, LAHSA's Board of Commissioners voted on June 25, 2010 to renew the Agreement for one additional year based upon satisfactory program performance; and

**WHEREAS**, Section 11 of the Agreement provides for amendments to the Agreement; and

**WHEREAS**, LAHSA and Contractor desire to amend the agreement as authorized by the LAHSA Commission for the purposes of: (a) extending the time of performance by twelve (12) months, through June 30, 2011; (b) increasing compensation by one hundred twenty nine thousand six hundred sixty eight dollars and no cents (\$129,668.00) for a new contract total dollar amount of two hundred fifty-nine thousand three hundred thirty-six dollars (\$259,336.00);

and (c) making such other changes as are required in connection with all of the foregoing, as detailed elsewhere in this Amendment; and

**WHEREAS**, this Amendment is necessary and proper for the continuation and completion of those activities authorized under the Agreement.

**NOW, THEREFORE**, in consideration of the mutual covenants herein set forth and the mutual benefits to be derived therefrom, the Parties agree as follows:

### **AMENDMENT**

Effective July 1, 2010, the Agreement is amended as follows:

1. The Agreement number is hereby changed to 2010DPSS01.
2. The following language shall be added to Section 4, TERM OF CONTRACT:

The term of this Agreement shall be extended for one year, effective from July 1, 2010 through June 30, 2011.

3. Amend Section 5(A), CONTRACT SUM, as follows:

Delete the original contract dollar amount of one hundred twenty nine thousand six hundred sixty eight dollars and no cents (\$129,668.00) and replacing it with the new contract total dollar amount of two hundred fifty-nine thousand three hundred thirty-six dollars (\$259,336.00).

The original dollar amount of one hundred twenty nine thousand six hundred sixty eight dollars and no cents (\$129,668.00) shall only be expended for eligible activities during the period of July 1, 2009 to June 30, 2010.

The Amendment contract dollar amount of one hundred twenty nine thousand six hundred sixty eight dollars and no cents (\$129,668.00) shall only be expended for eligible activities during the period of July 1, 2010 to June 30, 2011.

4. Attachment A-1, Scope of Work and Technical Exhibits, for the period of July 1, 2010 thru June 30, 2011 is hereby added to the Agreement, and is incorporated herein and attached hereto.
5. Any and all references to Attachment A, Scope of Work and Technical Exhibits, in this Agreement, its Table of Contents and/or Exhibits shall hereby incorporate and include Attachment A-1, Scope of Work and Technical Exhibits.
6. Attachment B-1, Contractor Budget, for the period of July 1, 2010 thru June 30, 2011 is hereby added to the Agreement, and is incorporated herein and attached hereto.

7. Any and all references to Attachment B, Contractor Budget, in this Agreement, its Table of Contents and/or Exhibits shall hereby incorporate and include Attachment B-1, Contractor Budget.
8. Attachment C-1, Provider Per Diem Rate Structure, for the period of July 1, 2010 thru June 30, 2011 is hereby added to the Agreement, and is incorporated herein and attached hereto.
9. Any and all references to Attachment C, Provider Per Diem Rate Structure in this Agreement, its Table of Contents and/or Exhibits shall hereby incorporate and include Attachment C-1, Provider Per Diem Rate Structure.
10. Attachment E-1, ESS Monthly Management Report, for the period of July 1, 2010 thru June 30, 2011 is hereby added to the Agreement, and is incorporated herein and attached hereto.
11. Any and all references to Attachment E, ESS Monthly Management Report, in this Agreement, its Table of Contents and/or Exhibits shall hereby incorporate and include Attachment E-1, ESS Month Management Report.
12. Attachment AA, Certification Regarding Compliance with the Americans with Disabilities Act, is hereby added to this Agreement and is incorporated herein and attached hereto.
13. Except as herein amended, all other terms and conditions of the Agreement remain in full force and effect.
14. This Amendment is executed in two (2) duplicate originals, each of which is deemed to be an original. This Amendment includes four (4) pages, Attachments A-1 Statement of Work, B-1 Contractor Budget, C-1 Provider Per Diem Rate Structure, E-1 Monthly Management Report and AA Certification Regarding Compliance with the Americans with Disabilities Act which together with the original Agreement constitute the entire understanding and agreement of the Parties regarding the subject matter hereof.

IN WITNESS WHEREOF, the Parties have caused this Amendment to be executed by their duly authorized representatives.

Executed this 25<sup>th</sup> day of June, 2010  
For: Los Angeles Homeless Services Authority

By:   
Print Name: G. Michael Arnold  
Title: Executive Director

Corporate Seal Affixed:

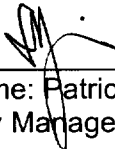
Executed this 24<sup>th</sup> day of June, 2010

For: City of Long Beach Department of Health Services

Internal Revenue Service ID Number:



**EXECUTED PURSUANT  
TO SECTION 301 OF  
THE CITY CHARTER.**

By:   
Print Name: Patrick West  
Title: City Manager **Assistant City Manager**

APPROVED AS TO FORM:  
OFFICE OF THE COUNTY COUNSEL  
ANDREA SHERIDAN ORDIN  
COUNTY COUNSEL

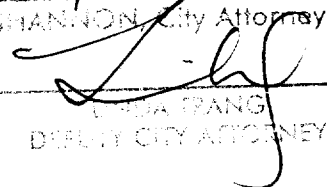
ATTEST:

BY: ALEEN LANGTON, SENIOR DEPUTY  
COUNTY COUNSEL

By: \_\_\_\_\_  
Print Name: \_\_\_\_\_  
Title: \_\_\_\_\_

APPROVED AS TO FORM

6/22, 2010  
ROBERT E. SHANNON, City Attorney

By:   
LEISA FUNG  
DEPUTY CITY ATTORNEY

Said Agreement is Number 2010DPSS01 of LAHSA Contracts

**ATTACHMENT A-1  
SCOPE OF WORK AND TECHNICAL EXHIBITS**

**ATTACHMENT A-1  
SCOPE OF WORK AND TECHNICAL EXHIBITS**

CONTRACTOR: City of Long Beach Department of Health Services	CONTRACT NUMBER: 2010DPSS01
PROJECT TITLE: DPSS Emergency Shelter Services	
PROJECT TERM: July 1, 2010 through June 30, 2011	
CONTRACT AMOUNT: \$129,668.00	
PROGRAM COMPONENT: Emergency Shelter	
AVERAGE NUMBER OF FAMILIES TO BE SERVED PER DAY: 4	
TARGET POPULATION: CalWORKS Families	
PROJECT LOCATION: 6400 E. Pacific Coast Hwy Long Beach, CA 90803	
CATALOGUE OF FEDERAL DOMESTIC ASSISTANCE (C.F.D.A.) NUMBER: 93.558	

**ATTACHMENT A-1**  
**SCOPE OF WORK AND TECHNICAL EXHIBITS**

**PREAMBLE**

For over a decade, the County has collaborated with its community partners to enhance the capacity of the health and human services system to improve the lives of children and families. These efforts require, as a fundamental expectation, that the County's contracting partners share the County and community's commitment to provide health and human services that support achievement of the County's vision, goals, values, and adopted outcomes. Key to these efforts is the integration of service delivery systems and the adoption of the Customer Service and Satisfaction Standards.

The County of Los Angeles' Vision is to improve the quality of life in the County by providing responsive, efficient, and high quality public services that promote the self-sufficiency, well-being and prosperity of individuals, families, business and communities. This philosophy of teamwork and collaboration is anchored in the shared values of:

- |                   |                         |
|-------------------|-------------------------|
| ➤ Responsiveness  | ➤ Integrity             |
| ➤ Professionalism | ➤ Commitment            |
| ➤ Accountability  | ➤ A Can-Do Attitude     |
| ➤ Compassion      | ➤ Respect for Diversity |

These shared values are encompassed in the County Mission to enrich lives through effective and caring service and the County Strategic Plan's eight goals: 1) Service Excellence; 2) Workforce Excellence; 3) Organizational Effectiveness; 4) Fiscal Responsibility; 5) Children and Families' Well-Being; 6) Community Services; 7) Health and Mental Health; and 8) Public Safety. Improving the well-being of children and families requires coordination, collaboration, and integration of services across functional and jurisdictional boundaries, by and between County departments/agencies, and community and contracting partners.

The basic conditions that represent the well-being we seek for all children and families in Los Angeles County are delineated in the following five outcomes, adopted by the Board of Supervisors in January 1993.

- Good Health;
- Economic Well-Being;
- Safety and Survival;
- Emotional and Social Well-Being; and
- Education and Workforce Readiness.

Recognizing no single strategy - in isolation - can achieve the County's outcomes of well-being for children and families, consensus has emerged among County and community leaders that making substantial improvements in integrating the County's health and human services system is necessary to significantly move toward achieving these outcomes. The County has also established the following values and goals for guiding this effort to integrate the health and human services delivery system:

- ✓ Families are treated with respect in every encounter they have with the health, educational, and social services systems.
- ✓ Families can easily access a broad range of services to address their needs, build on their strengths, and achieve their goals.
- ✓ There is no "wrong door": wherever a family enters the system is the right place.
- ✓ Families receive services tailored to their unique situations and needs.

- ✓ Service providers and advocates involve families in the process of determining service plans, and proactively provide families with coordinated and comprehensive information, services, and resources.
- ✓ The County service system is flexible, able to respond to service demands for both the Countywide population and specific population groups.
- ✓ The County service system acts to strengthen communities, recognizing that just as individuals live in families, families live in communities.
- ✓ In supporting families and communities, County agencies work seamlessly with public and private service providers, community-based organizations, and other community partners.
- ✓ County agencies and their partners work together seamlessly to demonstrate substantial progress towards making the system more strength-based, family-focused, culturally-competent, accessible, user-friendly, responsive, cohesive, efficient, professional, and accountable.
- ✓ County agencies and their partners focus on administrative and operational enhancements to optimize the sharing of information, resources, and best practices while also protecting the privacy rights of families.
- ✓ County agencies and their partners pursue multi-disciplinary service delivery, a single service plan, staff development opportunities, infrastructure enhancements, customer service and satisfaction evaluation, and revenue maximization.
- ✓ County agencies and their partners create incentives to reinforce the direction toward service integration and a seamless service delivery system.
- ✓ The County human service system embraces a commitment to the disciplined pursuit of results accountability across systems. Specifically, any strategy designed to improve the County human services system for children and families should ultimately be judged by whether it helps achieve the County's five outcomes for children and families: good health, safety and survival, economic well-being, social and emotional well-being, and education and workforce readiness.

The County, its clients, contracting partners, and the community will continue to work together to develop practical ways to make County services more accessible, customer friendly, better integrated, and outcome-focused. Several departments have identified shared themes in their strategic plans for achieving these goals including: making an effort to become more consumer/client-focused; valuing community partnerships and collaborations; emphasizing values and integrity; and using a strengths-based and multi-disciplinary team approach. County departments are also working to provide the Board of Supervisors and the community with a better understanding of how resources are being utilized, how well services are being provided, and what are the results of the services.

The County of Los Angeles Health and Human Service Departments and their partners are working together to achieve the following Customer Service and Satisfaction Standards in support of improving outcomes for children and families.

#### *Personal Service Delivery*

***The service delivery team – staff and volunteers – will treat customers and each other with courtesy, dignity, and respect.***

- Introduce themselves by name;
- Listen carefully and patiently to customers;



- Be responsive to cultural and linguistic needs;
- Explain procedures clearly; and
- Build on the strengths of families and communities.

#### Service Access

***Service providers will work proactively to facilitate customer access to services.***

- Provide services as promptly as possible;
- Provide clear directions and service information;
- Outreach to the community and promote available services;
- Involve families in service plan development; and
- Follow-up to ensure appropriate delivery of services.

#### Service Environment

***Service providers will deliver services in a clean, safe, and welcoming environment, which supports the effective delivery of services.***

- Ensure a safe environment;
- Ensure a professional atmosphere;
- Display vision, mission, and values statements;
- Provide a clean and comfortable waiting area;
- Ensure privacy; and
- Post complaint and appeals procedures.

The basis for all County health and human services contracts is the provision of the highest level of quality services that support improved outcomes for children and families. The County and its contracting partners must work together and share a commitment to achieve a common vision, goals, outcomes, and standards for providing services.

**ATTACHMENT A-1  
SCOPE OF WORK AND TECHNICAL EXHIBITS**

**GENERAL**

1. Scope of Work

Contractor shall provide a clean, safe and well-maintained emergency shelter environment that is appropriate to the needs of each family in a hotel/motel facility located at 6400 E. Pacific Coast Hwy. Long Beach, CA 90803. Contractor shall provide each participating family in the ESS program with as much privacy and personal space as possible. Each client must at a minimum, be provided with a bed, clean linens, a pillow, blanket and a personal closet/locker for storing and hanging clothes and other personal effects.

Contractor shall provide all management/administrative services for providing emergency shelter and case management services, in conjunction with the DPSS Homeless Case Manager assigned to the case, for CalWORKs Welfare-to-Work families who are homeless.

CalWORKs families are eligible to receive emergency shelter and services only if an adult: (1) is receiving or has exhausted the time limit for CalWORKs cash assistance, and (2) is either employed or enrolled and active in the CalWORKs Greater Avenues for Independence (GAIN) Program. Contractor will determine families' eligibility for the emergency shelter and services by accessing the County's GAIN Employment Activity and Reporting System (GEARS).

This program was designed to fill the gap for CalWORKs Welfare-to-Work families who are not eligible to DPSS homeless benefits or who have already exhausted all of the DPSS homeless benefits. This program is for families with or without a mental health issue. In the situation when a family meets the criteria of a mental health issue and the number of families eligible for the Homeless CalWORKs Families Project has reached its limit, then the family may be referred to ESS program.

2. Quality Assurance

LAHSA shall monitor Contractor's performance under this Contract using the quality assurance procedures specified in Attachment A-1, or any other such procedures as defined in this Contract.

LAHSA or its agent will evaluate Contractor's performance under this Contract on not less than an annual basis. Such evaluation will include assessing Contractor's compliance with all Contract terms and performance standards.

The LAHSA Program Specialist and Contractor will make every effort to resolve minor discrepancies during the monitoring visit.

3. Government Observations

Federal, State and/or County personnel approved by County administrative management personnel, in addition to departmental contracting staff, may observe performance activities, documents and products under this Contract at any time during hours of operation as defined below. However, these personnel may not unreasonably interfere with Contractor performance.

4. Monitoring Hours

Contractor shall be available for monitoring activities Monday through Friday, 8:00 a.m. to 5:00 p.m. except on County recognized holidays.

5. Hours of Operation

A. Public Access Hours:

Contractor's main office shall be open from 8:00 a.m. to 5:00 p.m., Monday-Friday, except for County-recognized holidays. Main office telephones shall be staffed during all Contractor Public Access Hours. Contractor shall have staff available to respond to calls in English and Spanish during all Public Access Hours.

B. LAHSA Contact Hours:

Contractor's Project Director or alternate shall be available Monday through Friday from 8:00 a.m. to 5:00 p.m. to respond to inquiries of the LAHSA Program Specialist or alternate, except on LAHSA-recognized holidays. The LAHSA Contract Specialist shall provide lists of County holidays when this Contract is approved and at the beginning of each calendar year during the term this Contract.

**SPECIFIC TASKS OF THIS SCOPE OF WORK**

1. Funds under this program may be used to provide emergency shelter for the target population at the rate of \$ **88.81** per family per night.
2. Participant eligibility
  - A. Contractor shall screen participants for eligibility and provide LAHSA with a completed Participant Eligibility Form (Attachment P).
  - B. LAHSA will check GAIN Activity Reporting System (GEARS) the first day the participant is screened and the first day of each month the participant is in the shelter/hotel/motel to see if the participant:
    - i. is receiving or has exhausted the time limit for CalWORKs cash assistance, **and**
    - ii. is either employed or enrolled in the CalWORKs Greater Avenues for Independence (GAIN) Program.
    - iii. LAHSA shall respond to all eligibility inquiries that are submitted before 4:00 p.m. on the same day. If LAHSA cannot respond within the same day, your agency will be notified in advance.
3. Funds provided under this program shall be used for emergency shelter/emergency hotel/motel vouchers for an average of 4 families per day.
4. Participants may stay in the program for up to ninety (90) days. However, Contractor may allow participants to remain for a period longer than ninety (90) days (but not exceeding 120 days) if participants require a longer period to accomplish certain goals.
5. Contractor shall maintain accurate records of unduplicated participants that enter and exit from the program each month, including the type of long-term housing in which participants were placed, and contact information for purposes of verification of housing placement. During their stay in the program, Contractor shall provide shelter and

accompanying services to assist participants in receiving stable housing. Services provided include shelter, transportation (services that are not provided to participants through the DPSS GAIN program), and case management. Eligible participants receive an Electronic Benefit Transfer (EBT) card that can be used at a store or other State-authorized agency to purchase food. Food is not an eligible expense funded by this Contract.

6. Contractor shall develop individual housing plans addressing the housing obstacles and needs of each participant. In addition, Contractor shall ensure that participants who spent the previous night at the shelter or in a hotel/motel sign the daily-attendance log before noon each day. All services provided to participants shall be free of charge. Thus, facilitating participants' ability to save money.
7. Contractor shall provide a description of the type and level of case management, including frequency and type of contact that will be provided to the clients enrolled in the Emergency Shelter and Services Program.
  - A. Contractor shall describe in detail the type of individualized housing plan to be developed with the client to move the family into transitional or permanent housing.
8. Contractor shall provide transportation for the families enrolled in the program if the family is not currently receiving these services through the GAIN Program.
  - A. For families transported, ensure the adult family member complete and sign Technical Exhibit 26.B, Emergency Shelter Services Transportation Log. Attach the log to the MMR.

9. Program Procedures

Contractor shall follow the program procedures indicated in Attachment M.

10. Performance Measures

- A. 50% of participants will be placed in transitional or permanent housing.
- B. 80% of participants placed in transitional or permanent housing will remain housed for at least six months.

11. Performance Outcome Measures

Contractor shall track and report the following on the Monthly management Report:

- A. The number of families enrolled in emergency shelter services per day on the day of intake by each subcontractor.
- B. The number of families enrolled/entered in emergency shelter services after the first day of intake due to late processing.
- C. The number of families moved from emergency shelter and placed into transitional housing within 30, 60, 90, and 120 days.
- D. The number of families moved from emergency shelter and placed into permanent housing within 30, 60, 90, and 120 days.

- E. The number of families who left the emergency shelter services program, before the completion of the 120 day program, prior to placement into transitional or permanent housing.
- F. The number of families who received emergency shelter services for 120 days and remained homeless.

## **REPORTING TO LAHSA**

### **1. Monthly Management Report (MMR)**

Contractor shall submit a MMR, Attachment E sample report, to the LAHSA Contract Specialist by the seventh (7<sup>th</sup>) calendar day of the month following the month of service.

- A. For emergency shelter and services, Contractor shall submit the Emergency Shelter and Services Monthly Management Report, Attachment E-1, to the LAHSA Contract Specialist by the seventh (7<sup>th</sup>) calendar day of the month following the month of service. The MMR should be included with the submission of the invoice.
- B. Contractor shall submit to LAHSA the Participant Roster- DPSS/LAHSA Emergency Shelter Services Program, Attachment F, a monthly report containing the following information: i) participant's name; ii) CalWORKs case number; iii) DPSS Homeless Case Manager's name; iv) date screened; v) date of entry/enrollment; vi) date of exit; vii) number of days enrolled in ESS program; viii) reason for leaving program; ix) destination type: transitional or permanent; and x) reason family was not placed in transitional or permanent housing. The report is due on the seventh (7<sup>th</sup>) calendar of each month for the previous month. The report is to be sent to:

Los Angeles Homeless Services Authority  
Attn: Leslie Sanchez, Program Specialist  
453 S. Spring Street, 12th Floor  
Los Angeles, CA 90013

### **2. Monthly Complaint Log**

Contractor shall submit its Monthly Complaint Log, Technical Exhibit 26.A, to the LAHSA Contract Specialist by the seventh (7<sup>th</sup>) calendar day of the month following the month of service. The Monthly Complaint Log should be included with the MMR as specified above.

### **3. Ad Hoc Reports**

At various times, LAHSA and the County may request data or other information from Contractor on an ad hoc basis, as needed by the Department, County Board of Supervisors, the State, or other County agencies or entities for budgetary or other purposes. Contractor shall provide the requested data, if available, to LAHSA in a mutually agreeable time period. LAHSA cannot be responsible for the provision of information based upon data which Subcontracting agencies have not been required to collect in the course of service provision.

### **4. Fraud Referrals**

Contractor shall make fraud referrals to the DPSS Welfare Fraud Prevention & Investigations (WFP&I) Section pursuant to the instructions in Administrative Directive

Number 4126, dated 9/24/02, (provided to Contractor prior to contract effective date) and any supplements or other issuances subsequently released. In those instances when County requests Contractor to make a fraud referral, (e.g., County Contract Monitor review), fraud referrals shall be made to WFP&I within three (3) business days with a copy provided to the DPSS CalWORKs Division. A copy of all other fraud referrals initiated by Contractor shall also be provided to the DPSS CalWORKs Division.

5. Quality Assurance Plan

Within ninety (90) days of the effective date of this Contract, Contractor shall present to LAHSA a comprehensive Quality Assurance Plan, including internal monitoring, SubContractor monitoring schedules, and staff training systems, to assure that the requirements of this Contract are met, and that a consistently high level of services are provided throughout the term of this Contract. All monitoring records shall be provided to LAHSA upon request. The Plan shall include, but not be limited to the following:

- A. A monitoring system covering all services identifying specific activities to be monitored, and the frequency of monitoring.
- B. Monthly monitoring of employee files, provider files and payment records for accuracy and timeliness of work; a review of the functioning of system quality controls; and observance of staff to ensure that employees rendering services under this Contract do not present themselves by commission or omission as agents, employees, or representatives of DPSS.

Monthly monitoring for Emergency Shelter and Services may include a focus on:

- I. Number of families receiving emergency shelter.
- II. Number of night's families received emergency shelter.
- III. Type of emergency shelter received (shelter/motel).
- IV. Cost of emergency shelter.
- V. Invoices.
- VI. Number of complaints received.
- VII. Number of families moved into transitional housing.
- VIII. Number of families moved into permanent housing.

- C. Record keeping of all monitoring conducted by Contractor, identification of all errors found, a clear description of the problem, the corrective action taken, and the time elapsed between identification and completed correction.
- D. Training plan for newly hired staff.
- E. Plans for re-training staff that are found to have above average levels of errors, including inaccuracy or timeliness of transporting participants.
- F. Samples of forms to be used in monitoring.
- G. Samples or records to be maintained of staff training.

6. DPSS Received Complaints

LAHSA shall refer complaints related to Emergency Shelter Services to Contractor in writing for resolution. Contractor shall notify LAHSA in writing of the resolution within five (5) calendar days LAHSA shall prepare a monthly listing of complaints referred to Contractor for resolution. Inquiries shall not be considered complaints. Calls not referred to Contractor for resolution shall not be considered complaints.

7. Contractor Received Complaints

- A. Contractor shall maintain a Monthly Complaint Log, Technical Exhibit 26.A of all complaints related to the Emergency Shelter Services received directly by Contractor. The log shall include complaints about providers, the Contractor or about other aspects of the outreach efforts.
- B. Complaints which indicate abuse, neglect or exploitation of children shall be referred by Contractor to the Department of Children and Family Services within 24 hours of receipt.

8. Customer Service Program

Contractor shall implement an active Customer Service Program that is consistent with the County's vision, as detailed in this Contract's Preamble. The Customer Service Program must be approved by DPSS and changes to the Program must be made allowing ten (10) business days.

9. Customer Service Monitoring

LAHSA shall monitor the quality of the Contractor's Customer Service by randomly selecting participants for telephone and/or site surveys. LAHSA, at its sole discretion, may change the means of measuring this standard via a Change Notice as specified in Standard Terms and Conditions, Section 8.0.

10. Civil Rights Complaints Procedure

Contractor shall comply with the terms of the Civil Rights Resolution Agreement as directed by DPSS, which includes but is not limited to the following:

- A. Ensure public contact staff attend the mandatory Civil Rights training provided by DPSS.
- B. Ensure notices and correspondences provided to the participants, if any, are in their respective primary language and provide interpreters to ensure meaningful access to services to all participants.
- C. Maintain a record of all Civil Rights materials provided by DPSS and ensure all participants are provided with the Civil Rights materials.
- D. Develop, and operate procedures for receiving, investigating and responding to civil rights complaints as follows:
  - i. All Contractors must provide and assist participants with completing a PA 607 Complaint of Discriminatory Treatment in the participants' primary language.
  - ii. All Contractors must maintain a log of civil rights complaints.
  - iii. Contractor's Project Director will act as the Civil Rights Liaison (CRL) between the Contractor agency and LAHSA Program Specialist (LPS) and Civil Rights Section (CRS).
  - iv. All LPS/CRLs must forward all PA 607s to the CCA within two (2) business days.
  - v. LPS/CRLs should not attempt to investigate Civil Right complaints. Investigations are handled by CRS.

11. TECHNICAL EXHIBITS

- A. Monthly Complaint Log ..... Attached.
- B. Transportation Log.....Attached.

SAMPLE  
EMERGENCY SHELTER SERVICES MONTHLY COMPLAINT LOG

REPORTING AGENCY: \_\_\_\_\_

REPORT MONTH: \_\_\_\_\_ YEAR: \_\_\_\_\_ STAFF PERSON COMPLETING REPORT: \_\_\_\_\_ DATE: \_\_\_\_\_

Date	Time Of Call	Complainant's Name	Agency or Participant	Primary Language	Explain Problem	Resolution	Staff Person	Time Spent
	a.m. p.m.							
	a.m. p.m.							
	a.m. p.m.							
	a.m. p.m.							

**NOTE:** Attach a copy of the Monthly Complaint Log to the Monthly Management Report





ESS TRANSPORTATION LOG



Sub-Contractor \_\_\_\_\_  
 Service Month \_\_\_\_\_

Date	Client's Name and/or Destination	CW Case # or SNN	Referred to GAIN for Transportation (Yes or No)	Indicate: BT = Bus Tokens TV = Taxi Vouchers	Indicate Dollar Value of Bus Tokens or Taxi Vouchers	Client's Signature	Driver's Initials	Total Mileage	Indicate Destination: DMH, DPSS, DCFS, DMV, Social Security or if other, indicate the Location/Destination
1									
2									
3									
4									
5									
6									
7									
8									
9									
10									
11									
12									
13									
14									
15									
16									
17									
18									
19									
20									

Comments: \_\_\_\_\_

Completed by: \_\_\_\_\_ Title: \_\_\_\_\_ Date: \_\_\_\_\_

**Note: Transportation Log is due by the 25th calendar day; attach to the MMR each month.**

**ATTACHMENT B-1  
CONTRACTOR BUDGET**

**Agency Name:** City of Long Beach  
**Program Name:** Emergency Shelter Services  
**Contract #:** 2010DPSS01  
**For Period:** 07/01/10 - 06/30/11  
**Total Award:** \$129,668.00

**Per Diem Rate:** \$88.81

<b>Summary Project Budget by Subcategory</b>			
	<b>Total Program Budget</b>	<b>Funded by Others</b>	<b>Total LAHSA Budget</b>
<b>Supportive Services</b>			
Outreach	-	-	-
Case Management	-	-	-
Life Skill	-	-	-
Alcohol and Drug Abuse Services	-	-	-
Mental Health Services	-	-	-
AIDS Related Services	-	-	-
Other Health Care Services	-	-	-
Education/Literacy	-	-	-
Housing Placement	26,050.00	-	26,050.00
Employment Assistance	-	-	-
Child Care Services	-	-	-
Transportation	-	-	-
Legal Services	-	-	-
Other (please specify)	-	-	-
<b>Subtotal Supportive Services</b>	<b>26,050.00</b>	<b>-</b>	<b>26,050.00</b>
<b>Operations</b>			
Shelter/Housing Operations	-	-	-
Space Costs	-	-	-
Maintenance/Repair	-	-	-
Security	-	-	-
Utilities	-	-	-
Food Costs	-	-	-
Insurance	-	-	-
Other (please specify)	-	-	-
<b>Subtotal Operations</b>	<b>-</b>	<b>-</b>	<b>-</b>
<b>Hotel Vouchers</b>	<b>94,900.00</b>	<b>-</b>	<b>94,900.00</b>
<b>Food Vouchers</b>	<b>-</b>	<b>-</b>	<b>-</b>
<b>Administration</b>	<b>8,718.00</b>	<b>-</b>	<b>8,718.00</b>
<b>Total Budget</b>	<b>129,668.00</b>	<b>-</b>	<b>129,668.00</b>

**ATTACHMENT C-1  
PROVIDER PER DEIM RATE STRUCTURE**

**Agency Name:** City of Long Beach  
**Program Name:** Emergency Shelter Services  
**Contract #:** 2010DPSS01  
**For Period:** 07/01/10 - 06/30/11  
**Total Award:** \$129,668.00

**Per Diem Rate:** \$88.81

**Summary Project Budget by Per Diem Rate**

	Total Program Budget	Funded by Others	Total LAHSA Budget	Percentage Per Category	Per Diem Rate Structure
<b>Personnel</b>	34,768.00	-	34,768.00	26.81%	23.81
<b>Shelter</b>	-	-	-		
<b>Non-Personnel</b>	-	-	-		
<b>Hotel Vouchers</b>	94,900.00	-	94,900.00	73.19%	65.00
<b>Total Budget</b>	<b>129,668.00</b>	-	<b>129,668.00</b>	<b>1.00</b>	<b>88.81</b>

**ATTACHMENT E-1  
MONTHLY MANAGEMENT REPORT**

**ESS Monthly Management Report - Service Month:** \_\_\_\_\_

Section	Sub-contractors:	Family Crisis Ctr SD2	Family Crisis Ctr SD4	AV Domestic Violence Council	Beyond Shelter	City of Long Beach	Harbor Interfaith Svcs	LA Family Housing Corp.	Lutheran Social Svcs	Ocean Park Com. Ctr	Special Svcs for Groups	St. Joseph Center	The Salvation Army	Upward Bound House	Total
5.2.1	# of Families enrolled in ESS from the day of intake w/in 24 hours.														
5.2.2	# of Families enrolled/ entered in ESS after the first day of intake due to late processing.														
5.2.3	# of Families moved from emergency shelter & placed in transitional housing within:														
	30 days														
	60 days														
	90 days														
5.2.4	# of Families moved from emergency shelter & placed in permanent housing within:														
	30 days														
	60 days														
	90 days														
5.2.5	# of Families who left ESS prior to placement into transitional or permanent housing.														
5.2.6	# of Families who received ESS for 120 days & remained homeless.														
	Long Term Retention: Number of Families remaining in <u>transitional</u> housing for six months.														
	Long Term Retention: Number of Families remaining in <u>permanent</u> housing for six months.														

Note: The MMR is due from the SubContractor to LAHSA by the 7th calendar day each month; the MMR Report will then be submitted from LAHSA to DPSS by the 25th calendar day after the service month. Attach Transportation Log & Participant Roster each month.

(Continue to page 3 for signature verification)

**ATTACHMENT AA  
CERTIFICATION REGARDING COMPLIANCE WITH THE AMERICANS WITH DISABILITIES ACT**

The undersigned certifies, that to the best of his/her knowledge and belief, that:

Contractor is in compliance with and will continue to comply with the Americans with Disabilities Act 42 U.S.C. 12101 et seq. and its implementing regulations.

Contractor will ensure that persons with disabilities have equal access to participate in programs and services. If necessary, Contractor will provide for reasonable accommodations to allow qualified individuals with disabilities to have access to and participate in its programs, services and activities in accordance with the provisions of the Americans with Disabilities Act ("ADA").

Contractor will not discriminate against persons with disabilities nor against persons who have a relationship with or association with a person with a disability.

Contractor will adopt and implement LAHSA's policies and procedures to provide reasonable accommodations for disabled individuals who use service animals.

Contractor will designate staff to participate in periodic mandatory training sessions on ADA compliance; including training regarding reasonable accommodations for disabled individuals who use service animals.

Contractor will require that the ADA compliance language of this certification be included in the award documents for all subawards at all tiers (including subcontracts, subgrants, and other agreements under grants, loans and cooperative agreements) and that all subgrantees shall certify accordingly.

This certification is a material representation of fact upon which reliance was placed when the Parties entered into this transaction.

**CONTRACTOR: City of Long Beach Department of Health Services**

**CONTRACT NUMBER: 2010DPSS01**

**EXECUTED PURSUANT  
TO SECTION 301 OF  
THE CITY CHARTER.**

  
Patrick West, City Manager  
Assistant City Manager

6.24.10  
DATE

**NAME & TITLE OF AUTHORIZED ADA COMPLIANCE REPRESENTATIVE**

Deborah Mills

Director of Human Resources

**NAME**

**TITLE**

APPROVED AS TO FORM

6/22, 20 10  
ROBERT E. SHANNON, City Attorney

By   
LINDA TRANG  
DEPUTY CITY ATTORNEY