

**PROFESSIONAL SERVICES AGREEMENT
BY AND BETWEEN
COUNTY OF HUMBOLDT
AND
BETTY KWAN CHINN HOMELESS FOUNDATION
FOR FISCAL YEAR 2024-2025**

This Agreement, entered into this 9th day of April, 2024, by and between the County of Humboldt, a political subdivision of the State of California, hereinafter referred to as "COUNTY," and Betty Kwan Chinn Homeless Foundation, a California nonprofit corporation, hereinafter referred to as "CONTRACTOR," is made upon the following considerations:

WHEREAS, COUNTY, by and through its Department of Health and Human Services – Social Services ("DHHS – Social Services"), desires to retain a qualified professional organization to provide temporary shelter and support services to individuals and families experiencing homelessness in Humboldt County; and

WHEREAS, such work involves the performance of professional, expert and technical services of a temporary and occasional character; and

WHEREAS, COUNTY has no employees available to perform such services and is unable to hire employees for the performance thereof for the temporary period; and

WHEREAS, CONTRACTOR represents that it is adequately trained, skilled, experienced and qualified to perform the temporary shelter and support services required by COUNTY.

NOW THEREFORE, the parties hereto mutually agree as follows:

1. DESCRIPTION OF SERVICES:

CONTRACTOR hereby agrees to provide the services described in Exhibit A – Scope of Services, which is attached hereto and incorporated herein by reference as if set forth in full. In providing such services, CONTRACTOR agrees to fully cooperate with the DHHS – Social Services Director, or a designee thereof, hereinafter referred to as "Director."

2. TERM:

This Agreement shall begin on July 1, 2024 and shall remain in full force and effect until June 30, 2025, unless extended by a valid amendment hereto or sooner terminated as set forth herein.

3. TERMINATION:

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

B. Termination without Cause. COUNTY may terminate this Agreement without cause upon thirty (30) days advance written notice which states the effective date of the termination.

C. Termination due to Insufficient Funding. COUNTY's obligations under this Agreement are contingent upon the availability of local, state and/or federal funds. In the event such funding is

reduced or eliminated, COUNTY shall, at its sole discretion, determine whether this Agreement shall be terminated. COUNTY shall provide CONTRACTOR seven (7) days advance written notice of its intent to terminate this Agreement due to insufficient funding.

- D. Compensation upon Termination. In the event this Agreement is terminated, CONTRACTOR shall be entitled to compensation for uncompensated services provided hereunder through and including the effective date of such termination. However, this provision shall not limit or reduce any damages owed to COUNTY due to a breach of this Agreement by CONTRACTOR.

4. COMPENSATION:

- A. Maximum Amount Payable. The maximum amount payable by COUNTY for any and all services provided, and costs and expenses incurred, pursuant to the terms and conditions to this Agreement is Six Hundred Eighty Thousand Seven Hundred Twenty-Five Dollars (\$680,725.00). CONTRACTOR hereby agrees to perform any and all services required by this Agreement for an amount not to exceed such maximum dollar amount. However, if local, state or federal funding or allowance rates are reduced or eliminated, COUNTY may, by amendment, reduce the maximum amount payable hereunder or terminate this Agreement as set forth herein.
- B. Schedule of Rates. The specific rates and costs applicable to this Agreement are set forth in Exhibit B – Schedule of Rates, which is attached hereto and incorporated herein by reference as if set forth in full.
- C. Additional Services. Any additional services not otherwise set forth herein shall not be provided by CONTRACTOR, or compensated by COUNTY, without COUNTY's prior written authorization. Any and all unauthorized costs and expenses incurred above the maximum payable amount set forth herein shall be the responsibility of CONTRACTOR. CONTRACTOR shall notify COUNTY, in writing, at least six (6) weeks prior to the date upon which CONTRACTOR estimates that the maximum payable amount will be reached.

5. PAYMENT:

CONTRACTOR shall submit to COUNTY monthly invoices substantiating the costs and expenses incurred pursuant to the terms and conditions of this Agreement no later than thirty (30) days after the end of each month in which services are provided hereunder. CONTRACTOR shall submit a final invoice for payment within thirty (30) days following the expiration or termination of this Agreement. Invoices shall be prepared using a format that is substantially similar to Exhibit C – Sample Invoice Form, which is attached hereto and incorporated herein by reference as if set forth in full. Payment for any and all costs and expenses incurred pursuant to the terms and conditions of this Agreement shall be made within thirty (30) days after the receipt of approved invoices. Any and all invoices submitted pursuant to the terms and conditions of this Agreement shall be sent to COUNTY at the following address:

COUNTY: Humboldt County DHHS – Social Services
Attention: Financial Services
507 F Street
Eureka, California 95501

6. NOTICES:

Any and all notices required to be given pursuant to the terms and conditions of this Agreement shall be in writing and either served personally or sent by certified mail, return receipt requested, to the

respective addresses set forth below. Notice shall be effective upon actual receipt or refusal as shown on the receipt obtained pursuant to the foregoing.

COUNTY: Humboldt County DHHS – Social Services
Attention: Connie Beck, Social Services Director
507 F Street
Eureka, California 95501

CONTRACTOR: Betty Kwan Chinn Homeless Foundation
Attention: Betty Chinn, Vice President
P.O. Box 736
Eureka, California 95502

7. REPORTS:

CONTRACTOR hereby agrees to provide COUNTY with any and all reports that may be required by any local, state and/or federal agencies for compliance with this Agreement. CONTRACTOR shall submit one (1) electronic copy of any and all reports required pursuant to the terms and conditions of this Agreement in a format that complies with the Americans with Disabilities Act and any other applicable local, state and federal accessibility laws, regulations and standards. Any and all reports required pursuant to the terms and conditions of this Agreement shall be submitted in accordance with any and all applicable timeframes using the format required by the State of California as appropriate.

8. RECORD RETENTION AND INSPECTION:

- A. Maintenance and Preservation of Records. CONTRACTOR hereby agrees to timely prepare accurate and complete financial, performance and payroll records, documents and other evidence relating to the services provided pursuant to the terms and conditions of this Agreement, and to maintain and preserve said records for at least three (3) years from the date of final payment hereunder, except that if any litigation, claim, negotiation, audit or other action is pending, the records shall be retained until completion and resolution of all issues arising therefrom. Such records shall be original entry books with a general ledger itemizing all debits and credits for the services provided pursuant to the terms and conditions of this Agreement.
- B. Inspection of Records. Pursuant to California Government Code Section 8546.7, all records, documents, conditions and activities of CONTRACTOR, and its subcontractors, related to the services provided pursuant to the terms and conditions of this Agreement, shall be subject to the examination and audit of the California State Auditor and any other duly authorized agents of the State of California for a period of three (3) years after the date of final payment hereunder. CONTRACTOR hereby agrees to make all such records available during normal business hours to inspection, audit and reproduction by COUNTY and any other duly authorized local, state and/or federal agencies. CONTRACTOR further agrees to allow interviews of any of its employees who might reasonably have information related to such records by COUNTY and any other duly authorized local, state and/or federal agencies. Any and all examinations and audits conducted hereunder shall be strictly confined to those matters connected with the performance of this Agreement, including, without limitation, the costs associated with the administration of this Agreement.
- C. Audit Costs. In the event of an audit exception or exceptions related to the services provided pursuant to the terms and conditions of this Agreement, the party responsible for not meeting the requirements set forth herein shall be responsible for the deficiency and for the cost of the audit. If the allowable expenditures cannot be determined because CONTRACTOR's documentation

is nonexistent or inadequate, according to generally accepted accounting practices, the questionable cost shall be disallowed by COUNTY.

9. MONITORING:

CONTRACTOR hereby agrees that COUNTY has the right to monitor any and all activities related to this Agreement, including, without limitation, the right to review and monitor CONTRACTOR's records, policies, procedures and overall business operations, at any time, in order to ensure compliance with the terms and conditions of this Agreement. CONTRACTOR shall cooperate with a corrective action plan, if deficiencies in CONTRACTOR's records, policies, procedures or business operations are identified by COUNTY. However, COUNTY is not responsible, and shall not be held accountable, for overseeing or evaluating the adequacy of CONTRACTOR's performance hereunder.

10. CONFIDENTIAL INFORMATION:

A. Disclosure of Confidential Information. In the performance of this Agreement, CONTRACTOR may receive information that is confidential under local, state or federal law. CONTRACTOR hereby agrees to protect all confidential information in conformance with any and all applicable local, state and federal laws, regulations, policies, procedures and standards, including, without limitation: Division 19 of the California Department of Social Services Manual of Policies and Procedures – Confidentiality of Information; California Welfare and Institutions Code Sections 827, 5328, 10850 and 14100.2; California Health and Safety Code Sections 1280.15 and 1280.18; the California Information Practices Act of 1977; the California Confidentiality of Medical Information Act (“CMIA”); the United States Health Information Technology for Economic and Clinical Health Act (“HITECH Act”); the United States Health Insurance Portability and Accountability Act of 1996 (“HIPAA”) and any current and future implementing regulations promulgated thereunder, including, but not limited to, the Federal Privacy Regulations contained in Title 45 of the Code of Federal Regulations (“C.F.R.”) Parts 160 and 164, the Federal Security Standards contained in 45 C.F.R. Parts 160, 162 and 164 and the Federal Standards for Electronic Transactions contained in 45 C.F.R. Parts 160 and 162, all as may be amended from time to time.

B. Continuing Compliance with Confidentiality Requirements. Each party hereby acknowledges that local, state and federal laws, regulations and standards pertaining to confidentiality, electronic data security and privacy are rapidly evolving and that amendment of this Agreement may be required to ensure compliance with such developments. Each party agrees to enter into negotiations concerning an amendment to this Agreement embodying written assurances consistent with the requirements of HIPAA, the HITECH Act, the CMIA and any other applicable local, state and federal laws, regulations or standards.

11. NON-DISCRIMINATION COMPLIANCE:

A. Nondiscriminatory Delivery of Social Services. In connection with the execution of this Agreement, CONTRACTOR, and its subcontractors, shall not unlawfully discriminate in the administration of public assistance and social services programs. CONTRACTOR hereby assures that no person shall be excluded from participation in, be denied benefits of, or be subjected to discrimination under any program or activity receiving local, state or federal financial assistance because of: race; religion or religious creed; color; age, over forty (40) years of age; sex, including, without limitation, gender identity and expression, pregnancy, childbirth and related medical conditions; sexual orientation, including, without limitation, heterosexuality, homosexuality and bisexuality; national origin; ancestry; marital status; medical condition, including, without limitation, cancer and genetic characteristics; mental or physical disability,

including, without limitation, HIV status and AIDS; political affiliation; military service; denial of family care leave; or any other classifications protected by any and all applicable local, state or federal laws, regulations or standards, all as may be amended from time to time. COUNTY reserves the right to monitor the services provided hereunder in order to ensure compliance with the requirements of this provision.

- B. Professional Services and Employment. In connection with the execution of this Agreement, CONTRACTOR, and its subcontractors, shall not unlawfully discriminate in the provision of professional services or against any employee or applicant for employment because of: race; religion or religious creed; color; age, over forty (40) years of age; sex, including, without limitation, gender identity and expression, pregnancy, childbirth and related medical conditions; sexual orientation, including, without limitation, heterosexuality, homosexuality and bisexuality; national origin; ancestry; marital status; medical condition, including, without limitation, cancer and genetic characteristics; mental or physical disability, including, without limitation, HIV status and AIDS; political affiliation; military service; denial of family care leave; or any other classifications protected by any and all applicable local, state or federal laws, regulations or standards, all as may be amended from time to time. Nothing herein shall be construed to require the employment of unqualified persons.
- C. Compliance with Anti-Discrimination Laws. CONTRACTOR further assures that it, and its subcontractors, will abide by the applicable provisions of: Title VI and Title VII of the Civil Rights Act of 1964; Section 504 of the Rehabilitation Act of 1973; the Age Discrimination Act of 1975; the Food Stamp Act of 1977; Title II of the Americans with Disabilities Act of 1990; the California Fair Employment and Housing Act; California Civil Code Sections 51, *et seq.*; California Government Code Sections 4450, *et seq.*; California Welfare and Institutions Code Section 10000; Division 21 of the California Department of Social Services Manual of Policies and Procedures; United States Executive Order 11246, as amended and supplemented by United States Executive Order 11375 and 41 C.F.R. Part 60; and any other applicable local, state or federal laws, regulations or standards, all as may be amended from time to time. The applicable regulations of the California Fair Employment and Housing Commission implementing California Government Code Section 12990, set forth in Sections 8101, *et seq.* of Title 2 of the California Code of Regulations are incorporated herein by reference as if set forth in full.

12. NUCLEAR-FREE HUMBOLDT COUNTY ORDINANCE COMPLIANCE:

By executing this Agreement, CONTRACTOR certifies that it is not a Nuclear Weapons Contractor, in that CONTRACTOR is not knowingly or intentionally engaged in the research, development, production or testing of nuclear warheads, nuclear weapons systems or nuclear weapons components as defined by the Nuclear-Free Humboldt County Ordinance. CONTRACTOR agrees to notify COUNTY immediately if it becomes a Nuclear Weapons Contractor as defined above. COUNTY may immediately terminate this Agreement if it determines that the foregoing certification is false or if CONTRACTOR subsequently becomes a Nuclear Weapons Contractor.

13. DRUG-FREE WORKPLACE CERTIFICATION:

By executing this Agreement, CONTRACTOR certifies that it will provide a drug-free workplace in accordance with the requirements of the Drug-Free Workplace Act of 1990 (California Government Code Sections 8350, *et seq.*) by doing all of the following:

- A. Drug-Free Policy Statement. Publish, as required by California Government Code Section 8355(a)(1), a Drug-Free Policy Statement which notifies employees that the unlawful manufacture, distribution, dispensation, possession or use of a controlled substance is prohibited,

and specifies the actions to be taken against employees for violations.

- B. Drug-Free Awareness Program. Establish, as required by California Government Code Section 8355(a)(2), a Drug-Free Awareness Program which informs employees about:
 - 1. The dangers of drug abuse in the workplace;
 - 2. CONTRACTOR's policy of maintaining a drug-free workplace;
 - 3. Any available counseling, rehabilitation and employee assistance programs; and
 - 4. Penalties that may be imposed upon employees for drug abuse violations.
- C. Drug-Free Employment Agreement. Ensure, as required by California Government Code Section 8355(a)(3), that every employee who provides services hereunder shall:
 - 1. Receive a copy of CONTRACTOR's Drug-Free Policy Statement; and
 - 2. Agree to abide by CONTRACTOR's Drug-Free Policy as a condition of employment.
- D. Effect of Non-Compliance. Failure to comply with the requirements set forth herein may result in termination of this Agreement and/or ineligibility for award of future contracts.

14. INDEMNIFICATION:

- A. Hold Harmless, Defense and Indemnification. CONTRACTOR shall hold harmless, defend and indemnify COUNTY and its agents, officers, officials, employees and volunteers from and against any and all claims, demands, losses, damages and liabilities of any kind or nature, including, without limitation, attorney's fees and other costs of litigation, arising out of, or in connection with, CONTRACTOR's negligent performance of, or failure to comply with, any of the duties and/or obligations contained herein, except such loss or damage which was caused by the sole negligence or willful misconduct of COUNTY.
- B. Effect of Insurance. Acceptance of the insurance required by this Agreement shall not relieve CONTRACTOR from liability under this provision. This provision shall apply to all claims for damages related to CONTRACTOR's performance hereunder, regardless of whether any insurance is applicable or not. The insurance policy limits set forth herein shall not act as a limitation upon the amount of indemnification or defense to be provided hereunder.

15. INSURANCE REQUIREMENTS:

This Agreement shall not be executed by COUNTY, and CONTRACTOR is not entitled to any rights hereunder, unless certificates of insurance, or other proof that the following provisions have been complied with, are filed with the Clerk of the Humboldt County Board of Supervisors.

- A. General Insurance Requirements. Without limiting CONTRACTOR's indemnification obligations set forth herein, CONTRACTOR, and its subcontractors hereunder, shall take out and maintain, throughout the entire term of this Agreement, and any extensions thereof, the following policies of insurance, placed with insurers authorized to do business in the State of California with a current A.M. Bests rating of no less than A: VII or its equivalent against personal injury, death and property damage which may arise from, or in connection with, the activities of CONTRACTOR or its agents, officers, directors, employees, licensees, invitees,

assignees or subcontractors:

1. Comprehensive or Commercial General Liability Insurance at least as broad as Insurance Services Office Commercial General Liability Coverage (occurrence form CG 0001), in an amount of Two Million Dollars (\$2,000,000.00) per occurrence for any one (1) incident, including, without limitation, personal injury, death and property damage. If a general aggregate limit is used, such limit shall apply separately hereto or shall be twice the required occurrence limit.
 2. Automobile/Motor Liability Insurance with a limit of liability not less than One Million Dollars (\$1,000,000.00) combined single limit coverage. Such insurance shall include coverage of all owned, hired and non-owned vehicles, and be at least as broad as Insurance Service Offices Form Code 1 (any auto).
 3. Workers' Compensation Insurance, as required by the California Labor Code, with statutory limits, and Employers Liability Insurance with a limit of no less than One Million Dollars (\$1,000,000.00) per accident for bodily injury or disease. Said policy shall contain, or be endorsed to contain, a waiver of subrogation against COUNTY and its agents, officers, officials, employees and volunteers.
- B. Special Insurance Requirements. Said policies shall, unless otherwise specified herein, be endorsed with the following provisions:
1. The Comprehensive or Commercial General Liability Policy shall provide that COUNTY, and its agents, officers, officials, employees and volunteers, are covered as additional insured for liability arising out of the operations performed by, or on behalf of, CONTRACTOR. The coverage shall contain no special limitations on the scope of protection afforded to COUNTY or its agents, officers, officials, employees and volunteers. Said policy shall also contain a provision stating that such coverage:
 - a. Includes contractual liability.
 - b. Does not contain exclusions as to property damage caused by explosion or collapse of structures or underground damage, commonly referred to as "XCU Hazards."
 - c. Is the primary insurance with regard to COUNTY.
 - d. Does not contain a pro-rata, excess only and/or escape clause.
 - e. Contains a cross liability, severability of interest or separation of insureds clause.
 2. The above-referenced policies shall not be canceled, non-renewed or materially reduced in coverage without thirty (30) days prior written notice being provided to COUNTY in accordance with the notice requirements set forth herein. It is further understood that CONTRACTOR shall not terminate such coverage until COUNTY receives adequate proof that equal or better insurance has been secured.
 3. The inclusion of more than one (1) insured shall not operate to impair the rights of one (1) insured against another insured, and the coverage afforded shall apply as though separate policies had been issued to each insured, but the inclusion of more than one (1) insured shall not operate to increase the limits of the insurer's liability.
 4. For claims related to this Agreement, CONTRACTOR's insurance is the primary coverage

to COUNTY, and any insurance or self-insurance programs maintained thereby are excess to CONTRACTOR's insurance and will not be used to contribute therewith.

5. Any failure to comply with the terms and conditions of this Agreement shall not affect the coverage provided to COUNTY or its agents, officers, officials, employees and volunteers.
 6. CONTRACTOR shall furnish COUNTY with certificates and original endorsements effecting the required coverage prior to execution of this Agreement. The endorsements shall be on forms approved by the Humboldt County Risk Manager. Any deductible or self-insured retention over One Hundred Thousand Dollars (\$100,000.00) shall be disclosed to, and approved by, COUNTY. If CONTRACTOR does not keep all required policies in full force and effect, COUNTY may, in addition to any other available remedies, take out the necessary insurance and deduct the cost of said insurance from the monies owed to CONTRACTOR under this Agreement.
 7. COUNTY is to be notified immediately if twenty-five percent (25%) or more of any required insurance aggregate limit is encumbered, and CONTRACTOR shall be required to purchase additional coverage to meet the above-referenced aggregate limits.
- C. Insurance Notices. Any and all notices regarding the insurance required hereunder shall be sent to the addresses set forth below in accordance with the notice requirements contained herein.

COUNTY: County of Humboldt
Attention: Risk Management
825 Fifth Street, Room 131
Eureka, California 95501

CONTRACTOR: Betty Kwan Chinn Homeless Foundation
Attention: Betty Chinn, Vice President
P.O. Box 736
Eureka, California 95502

16. RELATIONSHIP OF PARTIES:

It is understood that this Agreement is by and between two (2) independent entities and is not intended to, and shall not be construed to, create the relationship of agents, servant, employee, partnership, joint venture or any other similar association. Both parties further agree that CONTRACTOR shall not be entitled to any benefits to which COUNTY employees are entitled, including, without limitation, overtime, retirement, leave or workers' compensation benefits. CONTRACTOR shall be solely responsible for the acts and omissions of its agents, officers, employees, assignees and subcontractors.

17. COMPLIANCE WITH APPLICABLE LAWS, REGULATIONS AND STANDARDS:

- A. General Legal Requirements. CONTRACTOR hereby agrees to comply with any and all local, state and federal laws, regulations, policies, procedures and standards applicable to the services provided pursuant to the terms and conditions of this Agreement.
- B. Licensure Requirements. CONTRACTOR hereby agrees to comply with any and all local, state and federal licensure, certification and accreditation standards applicable to the services provided pursuant to the terms and conditions of this Agreement, including, without limitation, the business licensure requirements set forth in Section 811-6(b) of the Humboldt County Code.
- C. Accessibility Requirements. CONTRACTOR hereby agrees to comply with any and all

applicable accessibility requirements set forth in the Americans with Disabilities Act, Section 508 of the Rehabilitation Act of 1973, as amended, California Government Code Section 11135 and any current and future implementing regulations, policies, procedures and standards promulgated thereunder, including, without limitation, the federal accessibility standards set forth in 36 C.F.R. Section 1194.1, all as may be amended from time to time.

- D. Conflict of Interest Requirements. CONTRACTOR hereby agrees to comply with any and all applicable conflict of interest requirements set forth in the California Political Reform Act and any current and future implementing regulations, policies, procedures and standards promulgated thereunder, including, without limitation, COUNTY's Conflict of Interest Code, all as may be amended from time to time.
- E. Humboldt County Local System of Care. CONTRACTOR hereby agrees to comply with any and all applicable provisions of the Humboldt County Local System of Care, which is attached hereto as Exhibit D – Local System of Care and incorporated herein by reference as if set forth in full.

18. PROVISIONS REQUIRED BY LAW:

This Agreement is subject to any additional local, state and federal restrictions, limitations or conditions that may affect the terms, conditions or funding of this Agreement. This Agreement shall be read and enforced as though all legally required provisions are included herein, and if for any reason any such provision is not included, or incorrectly stated, the parties agree to amend the pertinent section to make such insertion or correction.

19. REFERENCE TO LAWS, REGULATIONS AND STANDARDS:

In the event any law, regulation or standard referred to herein is amended during the term of this Agreement, the parties agree to comply with the amended provision as of the effective date thereof.

20. PROTOCOLS:

Each party hereby agrees that the inclusion of additional protocols may be required to make this Agreement specific. All such protocols shall be negotiated, determined and agreed upon by both parties hereto.

21. SEVERABILITY:

If any provision of this Agreement, or any portion thereof, is found by any court of competent jurisdiction to be unenforceable or invalid for any reason, such provision shall be severable and shall not in any way impair the enforceability of any other provision of this Agreement.

22. ASSIGNMENT:

Neither party shall delegate its duties or assign its rights hereunder, either in whole or in part, without the other party's prior written consent. Any assignment by CONTRACTOR in violation of this provision shall be void, and shall be cause for immediate termination of this Agreement. This provision shall not be applicable to service agreements or other arrangements usually or customarily entered into by either party to obtain supplies, technical support or professional services.

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23. AGREEMENT SHALL BIND SUCCESSORS:

All provisions of this Agreement shall be fully binding upon, and inure to the benefit of, the parties and to each of their heirs, executors, administrators, successors and permitted assigns.

24. WAIVER OF DEFAULT:

The waiver by either party of any breach of this Agreement shall not be deemed to be a waiver of any such breach in the future, or of the breach of any other requirement of this Agreement. In no event shall any payment by COUNTY constitute a waiver of any breach of this Agreement which may then exist on the part of CONTRACTOR. Nor shall such payment impair or prejudice any remedy available to COUNTY with respect to the breach or default. COUNTY shall have the right to demand repayment of, and CONTRACTOR shall promptly refund, any funds which COUNTY determines were not expended in accordance with the terms and conditions of this Agreement.

25. NON-LIABILITY OF COUNTY OFFICIALS AND EMPLOYEES:

No official or employee of COUNTY shall be personally liable for any default or liability under this Agreement.

26. AMENDMENT:

This Agreement may be amended at any time during the term hereof upon the mutual consent of both parties. No addition to, or alteration of, the terms of this Agreement shall be valid unless made in writing and signed by authorized representatives of the parties hereto.

27. STANDARD OF PRACTICE:

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

28. TITLE TO INFORMATION AND DOCUMENTS:

It is understood that any and all documents, information and reports concerning the subject matter of this Agreement prepared and/or submitted by CONTRACTOR shall become the property of COUNTY. However, CONTRACTOR may retain copies of such documents, information and reports for its records. In the event this Agreement is terminated, CONTRACTOR shall promptly turn over all such documents, information and reports to COUNTY without exception or reservation.

29. JURISDICTION AND VENUE:

This Agreement shall be construed in accordance with the laws of the State of California. Any dispute arising hereunder, or relating hereto, shall be litigated in the State of California and venue shall lie in the County of Humboldt unless transferred by court order pursuant to California Code of Civil Procedure Sections 394 or 395.

30. ADVERTISING AND MEDIA RELEASE:

Any and all informational material related to this Agreement shall receive approval from COUNTY prior to being used as advertising or released to the media, including, without limitation, television, radio, newspapers and internet. CONTRACTOR shall inform COUNTY of any and all requests for

interviews by the media related to this Agreement before such interviews take place. COUNTY shall be entitled to have a representative present at any and all interviews concerning the subject matter of this Agreement. Any and all notices required by this provision shall be given to Director in accordance with the notice requirements set forth herein.

31. SUBCONTRACTS:

CONTRACTOR shall obtain prior written approval from COUNTY before subcontracting any of the services to be provided pursuant to the terms and conditions of this Agreement. Any and all subcontracts shall be subject to all applicable terms and conditions of this Agreement, including, without limitation, the licensing, certification, privacy, security and confidentiality requirements set forth herein. CONTRACTOR shall remain legally responsible for the performance of all terms and conditions of this Agreement, including, without limitation, any and all services provided by third parties under subcontracts, whether approved by COUNTY or not.

32. ATTORNEYS' FEES:

If either party shall commence any legal action, including, without limitation, an action for declaratory relief, against the other by reason of the alleged failure of the other to perform any of its obligations hereunder, the party prevailing in said action shall be entitled to recover court costs and reasonable attorneys' fees, including, but not limited to, the reasonable value of services rendered by the Humboldt County Counsel's Office, to be fixed by the court, and such recovery shall include court costs and attorneys' fees on appeal, if applicable. As used herein, the term "prevailing party" means the party who dismisses an action in exchange for payment of substantially all sums allegedly due, performance of provisions allegedly breached, or other considerations substantially equal to the relief sought by said party, as well as the party in whose favor final judgment is rendered.

33. SURVIVAL OF PROVISIONS:

The duties and obligations of the parties set forth in Section 3(D) – Compensation upon Termination, Section 8 – Record Retention and Inspection, Section 10 – Confidential Information and Section 14 – Indemnification shall survive the expiration or termination of this Agreement.

34. CONFLICTING TERMS OR CONDITIONS:

In the event of any conflict in the terms or conditions set forth in any other agreements in place between the parties hereto and the terms and conditions set forth in this Agreement, the terms and conditions set forth herein shall have priority.

35. INTERPRETATION:

This Agreement, as well as its individual provisions, shall be deemed to have been prepared equally by both of the parties hereto, and shall not be construed or interpreted more favorably for one (1) party on the basis that the other party prepared it.

36. INDEPENDENT CONSTRUCTION:

The titles of the sections and subsections set forth herein are inserted for convenience of reference only and shall be disregarded in construing or interpreting any of the provisions of this Agreement.

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37. FORCE MAJEURE:

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

38. ENTIRE AGREEMENT:

This Agreement contains all of the terms and conditions agreed upon by the parties hereto and no other agreements, oral or otherwise, regarding the subject matter of this Agreement shall be deemed to exist or to bind either of the parties hereto. In addition, this Agreement shall supersede in their entirety any and all prior agreements, promises, representations, understandings and negotiations of the parties, whether oral or written, concerning the same subject matter. Any and all acts which may have already been consummated pursuant to the terms and conditions of this Agreement are hereby ratified.

39. COUNTERPART EXECUTION:

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

40. AUTHORITY TO EXECUTE:

Each person executing this Agreement represents and warrants that he or she is duly authorized and has legal authority to execute and deliver this Agreement. Each party represents and warrants to the other that the execution and delivery of this Agreement and the performance of such party's obligations hereunder have been duly authorized.

[Signatures on Following Page]

IN WITNESS WHEREOF, the parties have entered into this Agreement as of the first date written

above.

TWO SIGNATURES ARE REQUIRED FOR CORPORATIONS:

- (1) CHAIRPERSON OF THE BOARD, PRESIDENT, OR VICE PRESIDENT; AND
- (2) SECRETARY, CHIEF FINANCIAL OFFICER OR TREASURER.

BETTY KWAN CHINN HOMELESS FOUNDATION:

By: [Signature]

Date: 3-12-24

Name: CHAO PAMUSHA

Title: POS

By: [Signature]

Date: 3-12-24

Name: Betty K. Chinn

Title: Vice President

COUNTY OF HUMBOLDT:

By: [Signature]
Rex Bohn, Chair
Humboldt County Board of Supervisors

4-9-24

Date: [Signature]



INSURANCE AND INDEMNIFICATION REQUIREMENTS APPROVED:

By: Phillips, Amanda
Risk Management

Digitally signed by Phillips, Amanda
Date: 2024.03.13 09:34:34 -0700

Date: 03/13/2024

LIST OF EXHIBITS:

- Exhibit A – Scope of Services
- Exhibit B – Schedule of Rates
- Exhibit C – Sample Invoice Form
- Exhibit D – Local System of Care

EXHIBIT A
SCOPE OF SERVICES
Betty Kwan Chinn Homeless Foundation
For Fiscal Year 2024-2025

1. SUPPORT SERVICES:

A. Provision of Support Services. CONTRACTOR shall provide various support services, which are designed to assist individuals and families experiencing homelessness in Humboldt County with finding permanent housing and addressing issues with self-sufficiency and/or allegations of abuse or neglect, to eligible DHHS – Social Services clients as part of the Betty Kwan Chinn Day Center Program. The support services provided to DHHS – Social Services clients pursuant to the terms and conditions of this Agreement shall include, without limitation, all of the following:

1. Access to phone and mail services which allow clients to make outgoing calls, receive phone messages and use the Betty Kwan Chinn Day Center as a mailing address.
2. Access to the Betty Kwan Chinn Learning Center which consists of ten (10) computers that are available for the purpose of conducting occupational, housing and other business-related research, including, without limitation, benefit enrollment, transportation information and resource information.
3. Access to parenting classes which focus on conscious parenting strategies and other parenting-related topics, including, without limitation, non-violent communication, conflict resolution, self-awareness, self-care, child awareness and child care.
4. Access to computer skills classes which are designed to teach clients how to create and save documents, use a word processor, work with electronic files, navigate the internet and set up a personal email account.
5. Access to cell phone distribution services which allow clients to receive and use personal cell phones for up to one (1) year, with the option to requalify, through the Humboldt Lifeline program.
6. Access to temporary housing services which allow clients to stay at the two-bedroom apartment attached to the Betty Kwan Chinn Day Center rent-free in exchange for twenty (20) hours of volunteer work per week in at least one (1) of CONTRACTOR's programs.
7. Access to employment services which allow clients to receive assistance and support regarding job referrals, résumé preparation, interview techniques and occupational research.
8. Access to the Project UPLIFT Eureka program which allows clients to reclaim independence by providing work program opportunities, ongoing direct support and resource management, including, without limitation, assistance with obtaining necessary documents, arranging appointments and finding transportation.
9. Access to the professional clothing closet program which allows clients to receive professional clothing for job interviews and other events.

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10. Access to after school program services which allow homeless, unstably housed and foster children in kindergarten through fifth grade to receive homework assistance, one-on-one tutoring, field trips, snacks, art activities, educational experiences, dinner and transportation to their residence.
 11. Access to referral services which provide clients with referrals to outside resources, such as St. Vincent de Paul, the Rescue Mission, Family Resource Centers, Nurse Family Partnership and other programs from which clients may benefit.
 12. Access to the Homeless Court program which allows clients to convert fines owed due to citations into community service or program participation hours.
 13. Access to identification services which allow clients to receive assistance with obtaining their birth certificate, Social Security Cards and other forms of governmental identification free of charge.
 14. Access to shower facilities which allows clients to work towards obtaining self-sufficiency and/or addressing allegations of neglect by ensuring proper hygiene.
 15. Access to family reunification services which bring families who have been separated due to homelessness or other circumstances together for visitation.
 16. Access to laundry services which allows clients to clean and reuse their clothing.
 17. Access to weekly Alcoholic Anonymous meetings at the Betty Kwan Chinn Day Center.
 18. Access to bi-monthly Pathway to Pay Days at the Betty Kwan Chinn Day Center.
- B. Attendance Reports. CONTRACTOR shall provide COUNTY with quarterly attendance reports for any and all DHHS – Social Services clients receiving support services pursuant to the terms and conditions of this Agreement. CONTRACTOR shall submit one (1) electronic copy of any and all attendance reports required hereunder in a format that complies with the Americans with Disabilities Act and any other applicable local, state and federal accessibility laws, regulations and standards. Any and all attendance reports required hereunder shall be submitted in accordance with any and all applicable timeframes using the format required by the State of California as appropriate.
- C. Place of Performance. The support services set forth herein shall be provided at the Betty Kwan Chinn Day Center facility located at 133 Seventh Street, Eureka, California 95501 and the Betty's Shower facility located at 35 West Third Street, Eureka, California 95501.

2. TEMPORARY SHELTER SERVICES:

- A. Provision of Temporary Shelter Services. CONTRACTOR shall provide temporary shelter services for up to seven (7) eligible homeless families referred by DHHS – Social Services as part of the Betty's House Program. CONTRACTOR shall notify COUNTY of any openings in its temporary shelter facility in order to attain and maintain full program capacity, which will be determined based on the size and number of families receiving temporary shelter services pursuant to the terms and conditions of this Agreement. CONTRACTOR shall, to the extent possible, accommodate the special dietary requirements of any individual receiving temporary shelter services pursuant to the terms and conditions of this Agreement.

- B. Eligibility Requirements. CONTRACTOR shall ensure that all families referred for temporary shelter services pursuant to the terms and conditions of this Agreement meet the minimum program entrance criteria and eligibility requirements established by the parties hereto prior to placing such families at its temporary shelter facility. The minimum program entrance criteria and eligibility requirements shall include, without limitation, all of the following:
1. The referred family must be actively receiving CalWORKs benefits from DHHS – Social Services or have an open case with DHHS – Child Welfare Services, at the time of program entry.
 2. Adult members of the referred family must be employed or actively seeking employment at the time of program entry.
 3. School-aged members of the referred family must be attending school or in the enrollment process at the time of program entry.
 4. All members of the referred family must be comfortable with living in a communal setting at the time of program entry.
 5. No member of the referred family is a registered sex offender as outlined in California Penal Code Section 290 at the time of program entry.

C. Eligibility Assessments. CONTRACTOR shall conduct face-to-face eligibility assessment interviews with all individuals and families referred for temporary shelter services pursuant to the terms and conditions of this Agreement in order to determine if participants meet the minimum program entrance criteria and eligibility requirements set forth herein. If, after three (3) attempts, CONTRACTOR is unable to contact a referred family via telephone for the purpose of scheduling an eligibility assessment interview, or a referred family fails to attend an eligibility assessment interview, after two (2) scheduling attempts without contacting CONTRACTOR to reschedule, CONTRACTOR shall close the referral and the referred family will need to restart the referral process in order to receive temporary shelter services pursuant to the terms and conditions of this Agreement.

D. Participation Requirements. CONTRACTOR shall require all families receiving temporary shelter services pursuant to the terms and conditions of this Agreement to participate in any and all appropriate savings and budget programs provided by CONTRACTOR. All families receiving temporary shelter services pursuant to the terms and conditions of this Agreement shall be required to save and utilize income at the following rates:

Monthly Family Income:	\$0 - \$500	\$501 - \$1,000	\$1,000+
Family Savings:	70%	75%	80%
Family Use:	30%	25%	20%

E. Removal of Program Participants. If CONTRACTOR determines that the behavior of a participant is endangering staff and/or other program participants, or otherwise warrants immediate removal from its temporary shelter facility, CONTRACTOR shall ask the participant to leave the facility and, if necessary, call for emergency services by dialing 911. CONTRACTOR shall provide COUNTY with notification of, and justification for, the removal of any program participant within twenty-four (24) hours of such removal. CONTRACTOR shall provide COUNTY with written justification regarding the circumstances that led to the participant being asked to leave its temporary shelter facility within two (2) business days after the date on which the participant was removed from the facility.

- G. Program Planning and Coordination. CONTRACTOR shall meet with COUNTY staff on a monthly basis to discuss participant progress and coordinate program goals, without limitation: budgeting, savings and debt reduction; housing searches and applications; and acquiring necessary documentation, including, but not limited to, birth certificates, Social Security Cards and other forms of government identification.
- H. Status Reports. CONTRACTOR shall provide DHHS – Social Services with quarterly status reports which include, without limitation, all of the following:
1. Information regarding the demographics of any and all families receiving temporary shelter services pursuant to the terms and conditions of this Agreement during the applicable reporting period, including, without limitation:
 - a. The name and date of birth of the head of household of each participating family;
 - b. The total number of adults in each participating family;
 - c. The total number of children, including unborn children, in each participating family;
 - d. The Humboldt County Homeless Management Information System identification number assigned to each participating family;
 - e. The dates of birth of all children in each participating family;
 - f. The referral source, the date on which the referral was received, and the referral status for each participating family;
 - g. The gross monthly income of each participating family; and
 - h. The total debt and credit score of each participating family.
 2. Information regarding supportive services provided to any and all families receiving temporary shelter services pursuant to the terms and conditions of this Agreement during the applicable reporting period, including, without limitation:
 - a. The date on which each participating family moved into CONTRACTOR's temporary shelter facility;
 - b. The length of each participating family's stay at CONTRACTOR's temporary shelter facility as of the report date;
 - b. A description of the case management services regarding the procurement of employment and permanent housing, including, without limitation, the number of properties viewed and applied for, landlords contacted and budgeting program progress, provided to each participating family;
 - d. The total number of residents who acquired new employment;
 - e. The total number of residents who lost employment;
 - f. The total number of residents attending school; and

- g. The total number of any and all benefit programs applied to, and the dates on which such applications were made, by each participating family.
3. Information regarding any and all families receiving services pursuant to the terms and conditions of this Agreement that obtained alternative housing during the applicable reporting period, including, without limitation:
 - a. The total number of residents who obtained alternative housing;
 - b. The date on which, and the type of, alternative housing was obtained by each participating family;
 - c. The date on which each participating family exited, and the number of days the family was sheltered prior to exiting, CONTRACTOR's temporary shelter program;
 - d. The monthly income of each participating family at time of exit; and
 - e. The total debt and credit score of each participating family at the time of exit.
 4. Information regarding any and all families receiving temporary shelter services pursuant to the terms and conditions of this Agreement that exited CONTRACTOR's temporary shelter program during the applicable reporting period, including, without limitation:
 - a. The total number of participating families that exited CONTRACTOR's temporary shelter program voluntarily;
 - b. The total number of participating families that exited CONTRACTOR's temporary shelter program involuntarily;
 - c. The date on which each participating family entered CONTRACTOR's temporary shelter program;
 - d. The date on which each participating family exited CONTRACTOR's temporary shelter program;
 - e. The length of each participating family's stay in CONTRACTOR's temporary shelter facility;
 - f. A description of any and all case management services that were provided to each participating family;
 - g. The monthly income of each participating family at the time of exit;
 - h. The total savings, debt and credit score of each participating family at the time of exit; and
 - i. The reason or reasons why each participating family exited CONTRACTOR's temporary shelter program.
 5. Information regarding any and all families referred for temporary shelter services pursuant to the terms and conditions of this Agreement that either declined to enter, or were not accepted into, CONTRACTOR's temporary shelter program, including, without limitation:

- a. The total number of referred families that declined to enter CONTRACTOR's temporary shelter program;
 - b. The total number of referred families that were not accepted into CONTRACTOR's temporary shelter program; and
 - c. The reason or reasons why each referred family did not enter CONTRACTOR's temporary shelter program.
6. Information regarding any and all service referrals that were closed pursuant to the terms and conditions of this Agreement during the applicable reporting period, including, without limitation:
- a. The date on which each referral was received;
 - b. The dates and times CONTRACTOR attempted to contact each referred family;
 - c. The date on which each referral was closed; and
 - d. The reason or reasons why each referral was closed.
- I. Reporting Requirements. CONTRACTOR shall submit one (1) electronic copy of any and all status reports required hereunder in a format that complies with the Americans with Disabilities Act and any other applicable local, state and federal accessibility laws, regulations and standards. Any and all status reports required hereunder shall be submitted in accordance with any and all applicable timeframes using the format required by the State of California as appropriate.
- J. Data, Collection and Submission. CONTRACTOR shall maintain and enter any and all required participant-level data obtained as a result of the temporary shelter services provided pursuant to the terms and conditions of this Agreement into the Humboldt County Homeless Management Information System for participant identification, quality assurance, data-entry, service tracking and reporting purposes. CONTRACTOR shall adhere to any and all applicable local, state and federal security and confidentiality laws, regulations, standards and protocols regarding the collection and distribution of data entered into the Humboldt County Homeless Management Information System pursuant to the terms and conditions of this Agreement.
- K. Place of Performance. The temporary shelter services set forth herein shall be provided at CONTRACTOR's temporary shelter and shower facilities located at 624 C Street, Eureka, California 95501 and 35 West Third Street, Eureka, CA, 95501.
- L. County's Responsibilities. COUNTY shall generate, and provide to CONTRACTOR, a quarterly Management Report summarizing the information contained in CONTRACTOR's weekly status reports that will be used to assess each participant's progress during the planning and coordination meetings required hereunder.

EXHIBIT B
SCHEDULE OF RATES
 Betty Kwan Chinn Homeless Foundation
 For Fiscal Year 2024-2025

A. Personnel Costs	
Title: Case Manager (x2) Description of Duties: Client intake, referrals, budgeting, goal setting at Family Shelter and Annex	\$117,520.00
Title: Program Support Specialists (x4) Description of Duties: Support staff to maintain order and cleanliness at Family Shelter and Annex	\$150,426.00
Title: Children's Program Coordinator Description of Duties: Implements after school, summer school, and camp programs	\$29,380.00
Title: Shower Assistant Description of Duties: Cleans showers and distributes clean clothes	\$16,923.00
Title: Front Desk Attendant Description of Duties: Client intake, referrals, and maintains client records	\$39,957.00
Title: Business Manager Description of Duties: Deposits, accounts payable, contract review, and payroll	\$22,558.00
Title: Kitchen Assistant Description of Duties: Meal preparation and kitchen cleanup	\$18,803.00
Title: Worker's Compensation Insurance Description of Duties: Percentage of payroll paid monthly	\$21,440.00
Item: Fringe benefits Description: Medical allowance for full-time employees	\$39,494.00
Total Personnel Costs:	\$456,501.00
B. Operational Costs	
Item: Utilities Description: Utility charges for Betty's Showers to use facilities at St. Vincent's	\$4,800.00
Item: Utilities Description: City of Eureka water and sewer charges	\$6,000.00
Item: Utilities Description: PG&E charges for Family Shelter, Annex, and Day Center	\$42,000.00
Item: Trash and Recycling Description: Garbage disposal charges for Family Shelter, Annex, and Day Center	\$5,100.00
Item: Internet Access Description: Internet charges	\$5,160.00
Item: Cleaning Services Description: Cleaning for Family Shelter, Annex, and Day Center	\$3,600.00
Item: Water Delivery Description: Drinking water for Family Shelter	\$1,440.00
Item: Building security Description: Maintenance and servicing of security system including cameras	\$1,500.00
Item: Eureka Oxygen annual service/upgrade Description: Maintenance and servicing of fire extinguishers in Family Shelter, Annex, and Day Center	\$840.00
Item: Building Maintenance Description: Repair and maintenance of Family Shelter, Annex, and Day Center	\$7,200.00
Item: Habitability Funding Description: Household items for homeless clients going into homes	\$4,800.00

Item: Insurance	\$11,400.00
Description: Liability and auto insurance for Family Shelter, Annex, and Day Center	
Total Operational Costs:	\$93,840.00
C. Supply Costs	
Item: Food	\$36,000.00
Description: Meals for residents of the Family Shelter and Annex	
Item: Cleaning Supplies	\$2,400.00
Description: Shower supplies for Betty's Showers	
Item: Children's Program Supplies	\$2,500.00
Description: Items used for afterschool / summer programs and both camps	
Item: Job Seeker Supplies	\$3,000.00
Description: Food and supplies for clients seeking jobs	
Item: Office Supplies	\$4,800.00
Description: Office items for Family Shelter, Annex, and Day Center	
Item: Non-Food Supplies	\$10,200.00
Description: Cleaning, hygiene, food containers, utensils, cups for Family Shelter, Annex and Day Center	
Total Supply Costs:	\$58,900.00
D. Transportation/Travel Costs	
Item: Transportation of clients / vehicle maintenance	\$9,600.00
Description: Vehicle maintenance, registration, fuel, bus tickets, gas cards	
Total Transportation/Travel Costs:	\$9,600.00
E. Indirect Costs	
Item: Administrative costs	\$61,884.00
Description: Not to exceed ten percent (10%) of total direct costs	
Total Indirect Costs:	\$61,884.00
Grand Total:	\$680,725.00

Fluctuations of up to ten percent (10%) of salary calculations to account for wage increases, new hires, *etc.* are allowable if the total amount of Personnel Costs does not increase. Any shift of funds to or from the personnel category must be approved in writing by COUNTY. CONTRACTOR may shift up to twenty percent (20%) of budgeted amounts between all other budget categories without prior written approval by COUNTY.

EXHIBIT C
SAMPLE INVOICE FORM
 Betty Kwan Chinn Homeless Foundation
 For Fiscal Year 2024-2025
(Place on agency letter head)

INVOICE

Contractor Name
Contract Reference
Contractor Street Address
City, State, Zip Code

Invoice Date
Invoice Period
Invoice Number

Contact Name
Contact Phone Number

Date	Quantity	Description of Service	Rate	Total
Total Invoiced Amount				
Contract term	Contract Cap	Amount expended previously	Invoice Amount	Contract Amount Remaining after this Invoice

EXHIBIT D
LOCAL SYSTEM OF CARE
Betty Kwan Chinn Homeless Foundation
For Fiscal Year 2024-2025

Child services are part of the local System of Care (“SOC”), therefore CONTRACTOR will operate within all applicable principles of the local SOC:

1. Providing effective, community-based services and supports for children and their families which coordinate with other systems to address their emotional, social, educational and physical needs, including, without limitation, traditional and nontraditional services as well as natural and informal supports.
2. Provide individualized services in accordance with the unique potentials and needs of each child and family, guided by a strengths-based planning process and an individualized service plan developed in true partnership with the child and family.
3. Ensure that services and supports include evidence-informed practices and/or interventions supported by practice-based evidence, as agreed upon with COUNTY, to ensure the effectiveness of services and to improve outcomes for children and their families. This includes selecting, training and implementing practices with fidelity and tracking of outcomes associated with intervention using standardized outcome measurement tools.
4. Deliver services and supports within the least restrictive and most normative environments that are clinically appropriate.
5. Ensure that families, other caregivers and youth are full partners in all aspects of the planning and delivery of their own services. CONTRACTOR is also encouraged to include family and youth voice in development and implementation of policies and procedures that govern care for children and youth in their organization.
6. Ensure that services are well coordinated with other child-serving agencies with which the child and/or family may be involved to assure integrated care management.
7. Practice care management at the service level to ensure that multiple services are delivered in a coordinated and therapeutic manner and that children and their families can move through the system of services in accordance with their changing needs.
8. Provide developmentally appropriate mental health services and supports that promote optimal social and emotional outcomes for young children and their families in their homes and community when the CONTRACTOR serves children zero (0) to five (5) years of age.
9. Provide developmentally appropriate services and supports to facilitate the transition of youth eighteen (18) to twenty-one (21) years of age to adulthood and to the transition age youth and adult service systems as needed.
10. Encourage participation in local mental health promotion, prevention and early identification and intervention opportunities.
11. Incorporate continuous accountability and quality improvement mechanisms to track, monitor and manage the quality, effectiveness and outcomes at the program level, practice level and child and family level.

12. Protect the rights of children and families and promote effective advocacy efforts.
13. Provide services and supports without regard to race, religion, national origin, gender, gender expression, sexual orientation, physical disability, socio-economic status, geography, language, immigration status or other characteristics, and ensure that services are sensitive and responsive to these differences.