

**SUBMITTAL TO THE BOARD OF SUPERVISORS  
COUNTY OF RIVERSIDE, STATE OF CALIFORNIA**



324

**FROM:** Department of Public Social Services (DPSS)

**SUBMITTAL DATE:**  
May 2, 2016

**SUBJECT:** Approve Agreement #AA-03348 with Community Connect, on behalf of DPSS, to provide 2-1-1 information and referral services to individuals of Riverside County, without seeking competitive bids, for five years. [All Districts]; [Total Cost \$410,000]; [\$82,000 annually]; Source of Funds – Federal: 54.86%; County: 2.11%; State: 22.71%; Realignment: 19.76%; Other: 0.56%

**RECOMMENDED MOTION:** That the Board of Supervisors:

1. Approve and Execute the attached Agreement #AA-03348 with Community Connect for 2-1-1 information and referral services, in the amount not to exceed \$82,000 annually for five (5) years; for the period of July 01, 2016 through June 30, 2021; and
2. Authorize the Purchasing Agent, in accordance with Ordinance No. 459, based on the availability of fiscal funding and as approved by County Counsel to: sign amendments that do not change the substantive terms of the Agreement; and sign amendments to the compensation provisions that do not exceed 10% annually.

slh

*Susan von Zabern*  
Susan von Zabern  
Director

FINANCIAL DATA	Current Fiscal Year:	Next Fiscal Year:	Total Cost:	Ongoing Cost:	POLICY/CONSENT (per Exec. Office)
COST	\$ 82,000	\$ 82,000	\$ 410,000	\$ 246,000	Consent <input type="checkbox"/> Policy <input checked="" type="checkbox"/>
NET COUNTY COST	\$ 1,730	\$ 1,730	\$ 8,650	\$ 5,190	

<b>SOURCE OF FUNDS:</b> Federal Funding: 54.86% State Funding: 22.71%; County Funding: 2.11%; Realignment Funding: 19.76%; Other Funding: 0.56%	Budget Adjustment: No
	For Fiscal Year: 16/17 – 20/21

**C.E.O. RECOMMENDATION:**

**APPROVE**

County Executive Office Signature

BY: *Jennifer L. Sargent*  
Jennifer L. Sargent

**MINUTES OF THE BOARD OF SUPERVISORS**

On motion of Supervisor Jeffries, seconded by Supervisor Benoit and duly carried, IT WAS ORDERED that the above matter is approved as recommended.

Ayes: Jeffries, Washington and Benoit  
Nays: None  
Absent: Tavaglione and Ashley  
Date: June 7, 2016  
xc: DPSS, Purchasing

Kecia Harper-Ihem  
Clerk of the Board  
BY: *Kecia Harper-Ihem*  
Deputy

Prev. Agn. Ref.: 04/23/13, (#3.44) | District: All | Agenda Number:

**3-28**

PURCHASING & FLEET SERVICES: Lisa Brandl, Director  
FORM APPROVED COUNTY COUNSEL BY: GREGORY P. PRIAMOS DATE: 5/17/16  
Departmental Concurrence

- A-30
- Positions Added
- 4/5 Vote
- Change Order

**SUBMITTAL TO THE BOARD OF SUPERVISORS, COUNTY OF RIVERSIDE, STATE OF CALIFORNIA**

**FORM 11:** Approve Agreement #AA-03348 with Community Connect, on behalf of DPSS, to provide 2-1-1 information and referral services to individuals of Riverside County, without seeking competitive bids, for five years. [All Districts]; [Total Cost \$410,000]; [\$82,000 annually]; Source of Funds –

Federal: 54.86%; County: 2.11%; State: 22.71%; Realignment: 19.76%; Other: 0.56%

**DATE:** May 2, 2016

**PAGE:** Page 2 of 2

**BACKGROUND:**

**Summary:**

2-1-1 is a three digit easy to remember number that was designated by the Federal Communication Commission (FCC) to facilitate connection with the local health and human service information providers.

In 2004, the California Public Utilities Commission ruled that the Volunteer Center of Riverside County, now doing business as Community Connect, to be the sole 2-1-1 provider for Riverside County; thus eliminating other vendors as being eligible to provide 2-1-1 information and referral services within Riverside County. The current 2-1-1 Agreement between DPSS and Community Connect expires June 30, 2016.

**Impact on Residents and Businesses**

These programs provide much needed assistance to individuals or families who wish to receive information and referral services to enrich their daily lives.

**Contract History and Price Reasonableness**

During the last five (5) years, Community Connect received an average of 9,000 calls annually from individuals seeking information about DPSS programs and services, with more than half of the calls (50%+) pertaining to CalFresh and sixteen percent (16%) related to Medi-Cal.

The maximum reimbursable amount of \$70,000 remained unchanged since services began in fiscal year 2007. In 2016, the cost of services will increase by twelve percent (12%) due to fixed and variable business expenses.

**Additional Fiscal Information**

Several funding sources contribute to the success of 2-1-1, sponsored in part by; United Way, County of Riverside DPSS, County of Riverside Public Health, Susan G. Komen for the Cure Inland Empire, California Association of Food Banks, California 2-1-1, Riverside County Transportation Commission, Kaiser Permanente, and multiple cities within Riverside County. The Riverside County Executive Office continues to work with departments that fund 2-1-1 services to ensure a coordinated effort.

Funding for this agreement was budgeted through the normal County budget process and has been allocated for the FY 16/17 budget. No budget adjustment is necessary.

Date: April 28, 2016  
From: Susan von Zabern, Director of the Department of Public Social Services  
To: Board of Supervisors/Purchasing Agent  
Via: Purchasing Agent  
Subject: Sole Source Procurement: Request - 211 – Information and Referral Services

The below information is provided in support of my Department requesting approval for a sole source.

**1. Supplier being requested:**

Community Connect (formerly Volunteer Center of Riverside County)

**2. Vendor ID: 0000095210**

**3. Supply/Service being requested:**

Period of service: FY 16/17 – 20/21

Service being requested for renewal: 2-1-1 – Information and Referral Services Agreement.

2-1-1 is a three digit easy to remember number that was designated by the Federal Communication Commission (FCC) to facilitate connection with the local health and human service information providers. The current 2-1-1 Agreement expires June 30, 2016.

During the last five (5) years, Community Connect received an average of 9,000 calls annually from individuals seeking information about DPSS programs and services, with more than half of the calls (50%+) pertaining to CalFresh and sixteen percent (16%) related to Medi-Cal.

*(If this request is for professional services, attach the service agreement to this sole source request. The Purchasing Agent, or designee, is the signing authority for agreements unless the service is exempted by Ordinance 459, Board delegated authority or by State law.)*

**4. Alternative suppliers that can or might be able to provide supply/service and extent of market search conducted:**

No other vendors are eligible to provide 2-1-1 information and referral services within Riverside County. The California Public Utilities commission ruled in August 2004 that the Volunteer Center of Riverside County was designated as the sole 2-1-1 provider for Riverside County.

**5. Unique features of the supply/service being requested from this supplier, which no alternative supplier can provide (if proprietary software or machinery, hardware, please provide a supporting letter from the manufacturer):**

Community Connect maintains a comprehensive web-based database of over 800 agencies and 2,200 community programs to help 2-1-1 specialists respond to callers needs quickly and efficiently.

Advanced technology allows Community Connect staff to document the details of each call, link callers to vital services, and escalate high risk calls to supervisors immediately by electronic notification.

Community Connect provides DPSS with quarterly reports demonstrating call volume, trends, caller needs and referrals that offer DPSS Managers great insight into the need for services across the County. They also provide statistical reports and data to DPSS supported programs upon request.

**6. Reasons why my department requires these unique features and what benefit will accrue to the county:**

DPSS has contracted with the Volunteer Center since fiscal year 06/07, and wishes to continue its support through fiscal year 20/21.

Several funding sources contribute to the success of 2-1-1, sponsored in part by; United Way, County of Riverside DPSS, County of Riverside Public Health, Susan G. Komen for the Cure Inland Empire, California Association of Food Banks, California 2-1-1, Riverside County Transportation Commission, Kaiser Permanente and multiple cities within Riverside County.

The Riverside County Executive Office continues to work with departments that fund 2-1-1 services to ensure a coordinated effort. These programs provide much needed assistance to individuals or families who wish to receive information and referral services to enrich their daily lives.

**7. Period of Performance:**

From: July 01, 2016 to June 30, 2021, for a total of five (5) years.

Is this an annually renewable contract?     No     Yes  
Is this a fixed-term agreement?             No     Yes

*(A fixed-term agreement is set for a specific amount of time; it is not renewed annually. Ensure fixed-term agreements include a cancellation, non-appropriation of funds, or refund clause. If there is no clause(s) to that effect, than the agreement must be submitted to the Board for approval.)*

8. Identify all costs for this requested purchase. If approval is for multiple years, ongoing costs must be identified below. If annual increases apply to ongoing costs such as CPI or other contract increases, provide the estimated annual cost for each consecutive year. If the annual increase may exceed the Purchasing Agent's authority, Board approval must be obtained. (Note: ongoing costs may include but are not limited to subscriptions, licenses, maintenance, support, etc.)

Description:	FY 16/17	FY 17/18	FY 18/19	FY 19/20	FY 20/21	Total
One-time Costs:	\$82,000					\$82,000
Ongoing Costs:		\$82,000	\$82,000	\$82,000	\$82,000	\$328,000
Total Costs						\$410,000

Note: Insert additional rows as needed

9. Price Reasonableness: (Explain why this price is reasonable or cost effective, and if this service/commodity will be bid out in the future.)

The Maximum Reimbursable Amount of \$70,000 remained unchanged since the contract began in fiscal year 2007. In fiscal year 2016, the cost of services will increase by twelve percent (12%) due to fixed and variable business expenses.

10. Projected Board of Supervisor Date (if applicable): June 7, 2016

(Form 11s must accompany the sole source request for Purchasing Agent approval.)

*Susan von Zabern*

Susan von Zabern

5-3-16

Department Head Signature  
(or designee)

Print Name

Date

Purchasing Department Comments:

Approve

Approve with Condition/s

Disapprove

Not to exceed: \$ 82,000.00

One time

Annual Amount through June 30, 2021  
(Date)

*Lisa Brendell*

5/19/16

16-555

Purchasing Agent

Date

Approval Number  
(Reference on Purchasing Documents)

List Attachments:

**County of Riverside Department of Public Social Services  
Contracts Administration Unit  
10281 Kidd Street  
Riverside, CA 92503**

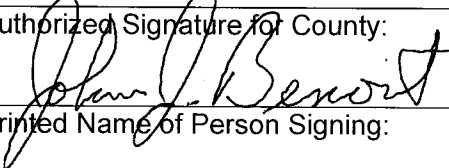

**AGREEMENT:** AA-03348  
**CONTRACTOR:** Community Connect  
**EFFECTIVE:** July 1, 2016 - June 30, 2021  
**ANNUAL MAXIMUM REIMBURSABLE AMOUNT:** \$82,000.00  
**TOTAL MAXIMUM REIMBURSABLE AMOUNT:** \$410,000.00


WHEREAS, the County of Riverside, Department of Public Social Services, (hereinafter referred to as the "County and or "DPSS") desires to provide 211 Riverside County;

WHEREAS, Community Connect (hereinafter referred to as the "Contractor") is qualified to provide 211 Riverside County;

WHEREAS, DPSS desires Community Connect, to perform these services in accordance with the TERMS and CONDITIONS (T&C) attached hereto and incorporated herein by this reference. The T&C specify the responsibilities of DPSS and the Contractor;

NOW THEREFORE, DPSS and the Contractor do hereby covenant and agree that the Contractor shall provide said services in return for monetary compensation, all in accordance with the TERMS and CONDITIONS contained herein and exhibits attached hereto and incorporated herein (hereinafter referred to as an "Agreement").

Authorized Signature for County: 	Authorized Signature for Community Connect 
Printed Name of Person Signing: John J. Benoit	Printed Name of Person Signing: Marie Davis
Title: Chair, Board of Supervisors	Title: CEO
Address: 10281 Kidd St. Riverside, CA 92503	Address: 2060 University Ave Suite 212 Riverside, CA 92517
Date Signed: JUN 07 2016	Date Signed: 5/5/16

ATTEST:  
 KEGIA HARPER-IHEM, Clerk  
  
 DEPUTY

FORM APPROVED COUNTY COUNSEL  
 BY: 00161 v7.1  5/11/16  
 ERIC STOPHER DATE

JUN 07 2016 3-28

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Exhibit A- DPSS 2076A, DPSS 2076B &amp; Instructions

Exhibit B- Assurance of Compliance Agreement

## TERMS AND CONDITIONS

## I. DEFINITIONS

- A. "211" refers to a three-digit easy to remember number that was designated by the Federal Communications Commission to facilitate connection with the local health and human services information provider.
- B. "Contractor" refers to Community Connect and its employees, agents and representatives providing services under this Agreement.
- C. "DPSS and/or County" refers to the County of Riverside and its Department of Public Social Services, which has administrative responsibility for this Agreement.
- D. "Subcontract" refers to any contract, purchase order, or other purchase agreement, including modifications and change orders to the foregoing, entered into by the Contractor with a subcontractor to furnish supplies, materials, equipment, and services for the performance of any of the terms and conditions contained in this Agreement.
- E. "Subcontractor" means any supplier, vendor, or firm that furnishes supplies, materials, equipment, or services to or for the Contractor or another subcontractor.

## II. OBJECTIVES

Provide individuals of Riverside County with 211 information and referral services.

## III. DPSS RESPONSIBILITIES

- A. Assign staff to be a liaison between DPSS and the Contractor.
- B. DPSS may monitor the performance of the Contractor in meeting the terms, conditions and services in this Agreement. DPSS, at its sole discretion, may monitor the performance of the Contractor through any combination of the following methods: periodic on-site visits, annual inspections, evaluations and Contractor self-monitoring.

## IV. CONTRACTOR RESPONSIBILITIES

### A. SCOPE OF SERVICE

1. Assign staff to be a liaison between the Contractor and DPSS.
2. Provide free telephone access for 211 to Riverside County callers twenty-four (24) hours each day for seven (7) days a week.
3. Provide trained 211 Specialists. Training shall include recognizing and reporting child abuse.
4. Provide crisis intervention contact information during non-business hours, including weekends and holidays.
5. Assess callers' needs for community resources and provide referrals to local community resources that will address identified needs.



6. Maintain a log of callers' zip codes, needs, and referrals and track data electronically in order to meet the reporting requirements of this agreement in a timely manner.
7. Maintain and update resources on-line at [www.211riversidecounty.com](http://www.211riversidecounty.com) website that will allow potential clients to search for desired services in their region of the County.
8. Verify that the resource database contains information about resources that will be useful to the targeted population, which will include at-risk, low risk, and families with special needs, such as disabilities, foster care, and adoption.
9. Perform monthly outreach to the community to promote Inform Riverside County. The Contractor shall distribute printed material outlining 211 services, attend health fairs and contact child service providers, such as schools, healthcare clinics, daycare centers, etc., to promote utilization of services provided.
10. Maintain a current log of events and community contacts.
11. Provide services in both English and Spanish.
12. Contractor shall provide preference to clients who are residents of Riverside County.

#### B. REPORTING

Contractor shall:

1. Supply statistics to all DPSS supported programs upon request.
2. Contractor shall provide a quarterly report containing the following statistical data: call volume, areas of need, city and zip codes of call origination, resource linkage and referrals, and any other pertinent information that clearly demonstrate demand for 211 services. Each Quarterly report shall be submitted electronically to DPSS Contracts Administration Unit at [contractreporting@riversidedpss.org](mailto:contractreporting@riversidedpss.org), no later than 20 days after the end of each quarter in which the services were provided.

#### C. FISCAL

##### 1. MAXIMUM REIMBURSABLE AMOUNT

- a. Total payment under this Agreement shall not exceed an aggregate total of \$410,000. Annually, payments shall not exceed:

FISCAL YEAR PERIOD	ANNUAL PAYMENT
July 1, 2016 through June 30, 2017	\$82,000
July 1, 2017 through June 30, 2018	\$82,000
July 1, 2018 through June 30, 2019	\$82,000
July 1, 2019 through June 30, 2020	\$82,000
July 1, 2020 through June 30, 2021	\$82,000
Total	\$410,000

##### 2. UNIT OF SERVICE COST RATE

Contractor shall be paid for the following approved 211 expense categories only: Salaries, Fringe Benefits, Payroll Taxes, Operating Expenses, and Subcontracts. Contractor shall submit invoices each month detailing expenses charged to Riverside County DPSS which are assigned VCRC code 2101. All invoices must clearly identify items being charged to Riverside County DPSS separate from charges being billed to other funding sources.

### 3. METHOD, TIME AND SCHEDULE CONDITIONS OF PAYMENT

- a. The Contractor will be paid the actual amount of each monthly invoice for payment. If the required supporting documentation is not provided, DPSS may delay payment until the information is received by DPSS.
- b. All completed claims must be submitted on a monthly basis no later than 30 days after the end of each month in which the services were provided. All complete claims submitted in a timely manner shall be processed within forty-five (45) calendar days.
- c. The Contractor shall submit DPSS Forms 2076A, 2076B (if applicable) (Exhibit A), following the instructions set forth. Exhibit A is attached hereto and incorporated herein by this reference for request of all payments.
- d. Each claiming period shall consist of a calendar month claiming period. Contractor Invoice estimates for May and June are due no later than the 5th of June. Actual Contractor invoices for May and June are due no later than the 30th of July.

### 4. FINANCIAL RESOURCES

The Contractor warrants that during the term of this Agreement, the Contractor shall retain sufficient financial resources necessary to perform all aspects of its obligations, as described under this Agreement. Further, the Contractor warrants that there has been no adverse material change in the Contractor, Parent, or Subsidiary business entities, resulting in negative impact to the financial condition and circumstances of the Contractor since the date of the most recent financial statements.

### 5. RECORDS, INSPECTIONS AND AUDITS

- a. The Contractor shall maintain auditable books, records, documents, and other evidence pertaining to costs and expenses in this Agreement. The Contractor shall maintain these records for three (3) years after final payment has been made or until all pending County, State, and Federal audits, if any, are completed, whichever is later.
- b. Any authorized representative of the County of Riverside, the State of California, and the Federal government shall have access to any books, documents, papers, electronic data, and other records, which these representatives may determine to be pertinent to this Agreement, for the purpose of performing an audit, evaluation, inspection, review, assessment, or examination. These representatives are authorized to obtain excerpts, transcripts, and copies, as they deem necessary. Further, these authorized representatives shall have the right at all reasonable times to inspect or otherwise evaluate the work performed, or being performed, under this Agreement and the premises in which it is being performed.

- c. This access to records includes, but is not limited to, service delivery, referral, financial, and administrative documents for three (3) years after final payment is made, or until all pending County, State, and Federal audits are completed, whichever is later.
- d. Should the Contractor disagree with any audit conducted by DPSS, the Contractor shall have the right to employ a licensed, Certified Public Accountant (CPA) to prepare and file with DPSS a certified financial and compliance audit that is in compliance with generally-accepted government accounting standards of related services provided during the term of this Agreement. The Contractor shall not be reimbursed by DPSS for such an audit.
- e. In the event the Contractor does not make available its books and financial records at the location where they are normally maintained, the Contractor agrees to pay all necessary and reasonable expenses, including legal fees, incurred by DPSS in conducting such an audit.
- f. Contractors that expend \$500,000 or more in a year in Federal funding shall obtain an audit performed by an independent auditor in accordance with generally accepted governmental auditing standards covering financial and compliance audits as per the Single Audit Act of 1984 and the Single Audit Act Amendments of 1996, as per OMB Circular A-133. However, records must be available for review and audit by appropriate officials of Federal, State and County agencies.

#### 6. SUPPLANTATION

The Contractor shall not supplant any federal, state, or County funds intended for the purpose of this Agreement with any funds made available under any other Agreement. The Contractor shall not claim reimbursement from DPSS for, or apply any sums received from DPSS, with respect to the portion of its obligations, which have been paid by another source of revenue. The Contractor agrees that it will not use funds received pursuant to this Agreement, either directly or indirectly, as a contribution or compensation for purposes of obtaining state funds under any state program or County funds under any County programs without prior approval of DPSS.

#### 7. DISALLOWANCE

In the event the Contractor receives payment for services under this Agreement which is later disallowed for nonconformance with the terms and conditions herein by DPSS, the Contractor shall promptly refund the disallowed amount to DPSS on request, or at its option, DPSS may offset the amount disallowed from any payment due to the Contractor under any agreement with DPSS.

## D. ADMINISTRATIVE

### 1. CONFLICT OF INTEREST

The Contractor, Contractor's employees, and agents shall have no interest, and shall not acquire any interest, direct or indirect, which shall conflict in any manner or degree with the performance of services required under this Agreement.

### 2. CONFIDENTIALITY

The Contractor shall maintain the confidentiality of all information and records and comply with all other statutory laws and regulations relating to privacy and confidentiality.

Each party shall ensure that case record information is kept confidential when it identifies an individual by name, address, or other information. Confidential information requires special precautions to protect it from loss, unauthorized use, access, disclosure, modification, and destruction.

The parties to this Agreement shall keep all information that is exchanged between them in the strictest confidence, in accordance with Section 10850 of the Welfare and Institutions Code. All records and information concerning any and all persons referred to the Contractor shall be considered and kept confidential by the Contractor, its staff, agents, employees and volunteers. The Contractor shall require all of its employees, agents, subcontractors and volunteer staff who may provide services under this Agreement with the Contractor before commencing the provision of any such services, to maintain the confidentiality of any and all materials and information with which they may come into contact, or the identities or any identifying characteristics or information with respect to any and all participants referred to the Contractor by Riverside County.

The confidentiality of juvenile records is established under section 827 and 828 of the Welfare and Institutions Code, California Rules of Court, Rule 5.552 and case law. The Juvenile Court has exclusive jurisdiction over juvenile records and information and has the responsibility to protect the interests of minors and their families in the confidentiality of any records and information concerning minors involved in the justice system and to provide a reasonable method for release of these records and information in appropriate circumstances.

Contractor shall ensure that no person will publish, disclose, use, permit, or cause to be published, disclosed, or used, any confidential information pertaining to any applicant or recipient of services under this Agreement. The Contractor agrees to inform all persons directly or indirectly involved in administration of services provided under this Agreement of the above provisions and that any person deliberately violating these provisions is guilty of a misdemeanor.

### 3. HOLD HARMLESS/INDEMNIFICATION

Contractor shall indemnify and hold harmless the County of Riverside, its Agencies, Districts, Special Districts and Departments, their respective directors, officers, Board of Supervisors, elected and appointed officials, employees, agents and representatives (individually and collectively hereinafter referred to as Indemnitees) from any liability, action, claim or damage whatsoever, based or asserted upon any services of Contractor,

its officers, employees, subcontractors, agents or representatives arising out of or in any way relating to this Agreement, including but not limited to property damage, bodily injury, or death or any other element of any kind or nature. Contractor shall defend the Indemnitees at its sole expense including all costs and fees (including, but not limited, to attorney fees, cost of investigation, defense and settlements or awards) in any claim or action based upon such acts, omissions or services.

With respect to any action or claim subject to indemnification herein by Contractor, Contractor shall, at their sole cost, have the right to use counsel of their own choice and shall have the right to adjust, settle, or compromise any such action or claim without the prior consent of County; provided, however, that any such adjustment, settlement or compromise in no manner whatsoever limits or circumscribes Contractor indemnification to Indemnitees as set forth herein.

Contractor's obligation hereunder shall be satisfied when Contractor has provided to County the appropriate form of dismissal relieving County from any liability for the action or claim involved.

The specified insurance limits required in this Agreement shall in no way limit or circumscribe Contractor's obligations to indemnify and hold harmless the Indemnitees herein from third party claims.

#### 4. INSURANCE

- a. Without limiting or diminishing the Contractor's obligation to indemnify or hold the County harmless, Contractor shall procure and maintain or cause to be maintained, at its sole cost and expense, the following insurance coverage's during the term of this Agreement. As respects to the insurance section only, the County herein refers to the County of Riverside, its Agencies, Districts, Special Districts, and Departments, their respective directors, officers, Board of Supervisors, employees, elected or appointed officials, agents or representatives as Additional Insureds.

(1) Worker's Compensation:

If the Contractor has employees as defined by the State of California, the Contractor shall maintain statutory Worker's Compensation Insurance (Coverage A) as prescribed by the laws of the State of California. Policy shall include Employers' Liability (Coverage B) including Occupational Disease with limits not less than \$1,000,000 per person per accident. The policy shall be endorsed to waive subrogation in favor of The County of Riverside, and, if applicable, to provide a Borrowed Servant/Alternate Employer Endorsement.

(2) Commercial General Liability:

Commercial General Liability insurance coverage, including but not limited to, premises liability, contractual liability, products and completed operations liability, personal and advertising injury, and cross liability coverage, covering claims which may arise from or out of Contractor's performance of its obligations hereunder. Policy shall name the County as additional Insured. Policy's limit of liability shall not be less than \$1,000,000 per occurrence combined single limit. If such insurance contains a general aggregate limit, it shall apply separately to this Agreement or be no less than two (2) times the occurrence limit.

## (3) Vehicle Liability:

If vehicles or mobile equipment are used in the performance of the obligations under this Agreement, then Contractor shall maintain liability insurance for all owned, non-owned or hired vehicles so used in an amount not less than \$1,000,000 per occurrence combined single limit. If such insurance contains a general aggregate limit, it shall apply separately to this Agreement or be no less than two (2) times the occurrence limit. Policy shall name the County as additional Insured.

## (4) Professional Liability:

If, at any time during the duration of this Agreement and any renewal or extension thereof, the Contractor, its employees, agents or subcontractors provide professional counseling for issues of medical diagnosis, medical treatment, mental health, dispute resolution or any other services for which it is the usual and customary practice to maintain Professional Liability Insurance, the Contractor shall procure and maintain Professional Liability Insurance (Errors & Omissions), providing coverage for performance of work included within this Agreement, with a limit of liability of not less than \$1,000,000 per occurrence and \$2,000,000 annual aggregate. If Contractor's Professional Liability Insurance is written on a claims made basis rather than an occurrence basis, such insurance shall continue through the term of this Agreement. Upon termination of this Agreement or the expiration or cancellation of the claims made insurance policy Contractor shall purchase at his sole expense either 1) an Extended Reporting Endorsement (also known as Tail Coverage); or, 2) Prior Dates Coverage from a new insurer with a retroactive date back to the date of, or prior to, the inception of this Agreement; or, 3) demonstrate through Certificates of Insurance that Contractor has maintained continuous coverage with the same or original insurer. Coverage provided under items 1), 2) or 3) will continue for a period of five (5) years beyond the termination of this Agreement.

## b. General Insurance Provisions – All lines:

- (1) Any insurance carrier providing insurance coverage hereunder shall be admitted to the State of California and have an A M BEST rating of not less than A: VIII (A:8) unless such requirements are waived, in writing, by the County Risk Manager. If the County's Risk Manager waives a requirement for a particular insurer such waiver is only valid for that specific insurer and only for one policy term.
- (2) The Contractor's insurance carrier(s) must declare its insurance self-insured retentions. If such self-insured retentions exceed \$500,000 per occurrence such retentions shall have the prior written consent of the County Risk Manager before the commencement of operations under this Agreement. Upon notification of self insured retention unacceptable to the County, and at the election of the County's Risk Manager, Contractor's carriers shall either; 1) reduce or eliminate such self-insured retention as respects this Agreement with the County, or 2) procure a bond which guarantees payment of losses and related investigations, claims administration, and defense costs and expenses.
- (3) Contractor shall cause Contractor's insurance carrier(s) to furnish the County of Riverside with either 1) a properly executed original Certificate(s) of Insurance

and certified original copies of Endorsements effecting coverage as required herein, and 2) if requested to do so orally or in writing by the County Risk Manager, provide original Certified copies of policies including all Endorsements and all attachments thereto, showing such insurance is in full force and effect. Further, said Certificate(s) and policies of insurance shall contain the covenant of the insurance carrier(s) that thirty (30) days written notice shall be given to the County of Riverside prior to any material modification, cancellation, expiration or reduction in coverage of such insurance. In the event of a material modification, cancellation, expiration, or reduction in coverage, this Agreement shall terminate forthwith, unless the County of Riverside receives, prior to such effective date, another properly executed original Certificate of Insurance and original copies of endorsements or certified original policies, including all endorsements and attachments thereto evidencing coverages set forth herein and the insurance required herein is in full force and effect. Contractor shall not commence operations until the County has been furnished original Certificate(s) of Insurance and certified original copies of endorsements and if requested, certified original policies of insurance including all endorsements and any and all other attachments as required in this Section. An individual authorized by the insurance carrier to do so on it's behalf shall sign the original endorsements for each policy and the Certificate of Insurance.

- (4) It is understood and agreed to by the parties hereto that the Contractor's insurance shall be construed as primary insurance, and the County's insurance and/or deductibles and/or self-insured retentions or self-insured programs shall not be construed as contributory.
- (5) If, during the term of this Agreement or any extension thereof, there is a material change in the scope of services; or, there is a material change in the equipment to be used in the performance of the scope of work which will add additional exposures (such as the use of aircraft, watercraft, cranes, etc.); or, the term of this Agreement, including any extensions thereof, exceeds five (5) years the County reserves the right to adjust the types of insurance required under this Agreement and the monetary limits of liability for the insurance coverages currently required herein, if, in the County Risk Manager's reasonable judgment, the amount or type of insurance carried by the Contractor has become inadequate.
- (6) Contractor shall pass down the insurance obligations contained herein to all tiers of subcontractors working under this Agreement.
- (7) The insurance requirements contained in this Agreement may be met with a program(s) of self-insurance acceptable to the County.
- (8) Contractor agrees to notify County of any claim by a third party or any incident or event that may give rise to a claim arising from the performance of this Agreement.

## 5. LICENSES AND PERMITS

In accordance with the provisions of the Business and Professions Code concerning the licensing of Contractors, all Contractors shall be licensed, if required, in accordance with the laws of this State and any Contractor not so licensed is subject to the penalties imposed by such laws.

The Contractor warrants that it has all necessary permits, approvals, certificates, waivers, and exemptions necessary for the provision of services hereunder and required by the laws and regulations of the United States, State of California, the County of Riverside and all other appropriate governmental agencies, and shall maintain these throughout the term of this Agreement.

#### 6. INDEPENDENT CONTRACTOR

It is understood and agreed that the Contractor is an independent Contractor and that no relationship of employer-employee exists between the parties hereto. Contractor and/or Contractor's employees shall not be entitled to any benefits payable to employees of the County including, but not limited to, County Worker's Compensation benefits. County shall not be required to make any deductions for employees of Contractor from the compensation payable to Contractor under the provision of this Agreement.

As an independent Contractor, Contractor hereby holds County harmless from any and all claims that may be made against County based upon any contention by any third party that an employer-employee relationship exists by reason of this Agreement. As part of the foregoing indemnity, the Contractor agrees to protect and defend at its own expense, including attorney's fees, the County, its officers, agents and employees in any legal action based upon any such alleged existence of an employer-employee relationship by reason of this Agreement.

#### 7. ASSIGNMENT

The Contractor shall not assign any interest in this Agreement, and shall not transfer any interest in the same, whether by assignment or novation, without the prior written consent of DPSS. Any attempt to assign or delegate any interest without written consent of DPSS shall be deemed void and of no force or effect.

#### 8. PERSONNEL

a. Upon request by DPSS, the Contractor agrees to make available to DPSS a current list of personnel that are providing services under this Agreement who have contact with children or adult clients. The list shall include:

- (1) All staff who work full or part-time positions by title, including volunteer positions; and
- (2) A brief description of the functions of each position and hours each position worked; and
- (3) The professional degree, if applicable and experience required for each position.

DPSS has the sole discretion to approve or not approve any person on the Contractor's list that has been convicted of any crimes involving sex, drugs or violence, or who is known to have a substantiated report of child abuse, as defined in Penal Code Section 11165.12, who occupy positions with supervisory or disciplinary power over minors, or who occupies supervisory or teaching positions over adult clients. DPSS shall notify the Contractor in writing of any person not approved, but to protect client confidentiality, may not be able to disclose the reason(s) for non-approval. Upon notification, the Contractor shall immediately remove that person from providing services under this Agreement.



b. Background Checks

Conduct criminal background records checks on all employees, subcontractors, and volunteers providing services under this Agreement. Prior to these individuals providing services to clients, the Contractor shall have received a criminal records clearance from the State of California Department of Justice (DOJ). A signed certification of such clearance shall be retained in each individual's personnel file.

c. Alcohol and Drug Use Prohibited

As a material condition of this Agreement, the Contractor agrees that the Contractor and its employees, while performing services for DPSS:

Shall not be in any way impaired because of being under the influence of alcohol or drugs.

- (1) Shall not possess an open container of alcohol or consumer alcohol or possess or be under the influence of an illegal drug.
- (2) Shall not sell, offer, or provide alcohol or an illegal drug to another person. This provision shall not be applicable to the Contractor or its employee who, as part of the performance of normal job duties and responsibilities, prescribes or administers medically prescribed drugs.

DPSS may terminate for default or breach of this Agreement, if the Contractor or its employees are determined by DPSS not to be in compliance with the conditions in this section.

9. SUBCONTRACT FOR SERVICES

a. The Contractor shall not enter into any subcontract with any subContractor who:

- (1) is presently debarred, suspended, proposed for debarment, and declared ineligible or voluntarily excluded from covered transactions by a federal department or agency.
- (2) has within a 3-year period preceding this Agreement been convicted of or had a civil judgment rendered against them for the commission of fraud, or a criminal offense in connection with obtaining, attempting to obtain, or performing a public (Federal, State, or local) transaction; violation of Federal or State anti-trust status or commission of embezzlement, theft, forgery, bribery, falsification or destruction of records, making false statements, or receiving stolen property;
- (3) is presently indicated or otherwise criminally or civilly charged by a government entity (Federal, State, or local) with commission of any of the offenses enumerated in the paragraph above; and
- (4) has within a 3-year period preceding this Agreement had one or more public transactions (Federal, State, or local) terminated for cause or default.

b. The Contractor shall be as fully responsible for the acts or omissions of its subcontractors, and of persons either directly or indirectly employed by them as for the acts or omissions of persons directly employed by the Contractor.

- c. The Contractor shall insert appropriate clauses in all subcontracts to bind subcontractors to the terms and conditions of this Agreement insofar as they are applicable to the work of subcontractors.
- d. Nothing contained in this Agreement shall create any contractual relationship between any subcontractor and the County of Riverside, its Agencies, Districts, Special Districts and Departments, their respective directors, officers, Board of Supervisors, elected and appointed officials, employees, agents and representatives.

#### 10. DEBARMENT AND SUSPENSION

As a sub-grantee of federal funds under this Agreement, the Contractor certifies that it, and its principals:

- a. Are not presently debarred, suspended, proposed for debarment, and declared ineligible or voluntarily excluded from covered transactions by a federal department or agency.
- b. Have not within a 3-year period preceding this Agreement been convicted of or had a civil judgment rendered against them for the commission of fraud, or a criminal offense in connection with obtaining, attempting to obtain, or performing a public (Federal, State, or local) transaction; violation of Federal or State anti-trust status or commission of embezzlement, theft, forgery, bribery, falsification or destruction of records, making false statements, or receiving stolen property;
- c. Are not presently indicated or otherwise criminally or civilly charged by a government entity (Federal, State, or local) with commission of any of the offenses enumerated in the paragraph above; and
- d. Have not within a 3-year period preceding this Agreement had one or more public transactions (Federal, State or local) terminated for cause or default.

#### 11. COMPLIANCE WITH RULES, REGULATIONS AND DIRECTIVES

The Contractor shall comply with all rules, regulations, requirements, and directives of the California Department of Social Services, other applicable state agencies, and funding sources which impose duties and regulations upon DPSS, which are equally applicable and made binding upon the Contractor as though made with the Contractor directly.

#### 12. EMPLOYMENT PRACTICES

- a. The Contractor shall not discriminate in its recruiting, hiring, promoting, demoting, or terminating practices on the basis of race, religious creed, color, national origin, ancestry, physical handicap, medical condition, marital status, age, or sex in the performance of this Agreement, and to the extent they shall apply, with the provisions of the Fair Employment and Housing Act (FEHA), and the Federal Civil Rights Act of 1964 (P. L. 88-352).
- b. In the provision of benefits, the Contractor shall certify and comply with Public Agreement Code 10295.3, to not discriminate between employees with spouses and

employees with domestic partners, or discriminate between the domestic partners and spouses of those employees.

- c. For the purpose of this section Domestic Partner means one of two persons who have filed a declaration of domestic partnership with the Secretary of State pursuant to Division 2.5 (commencing with Section 297) of the Family Code.

### 13. EQUAL EMPLOYMENT OPPORTUNITY

By signing this Agreement or accepting funds under this Agreement, the Contractor shall comply with Executive Order 11246 of September 24, 1965, entitled " Equal Employment Opportunity", as amended by Department of Labor regulations (41 CFR Chapter 60).

### 14. FAIR LABOR STANDARDS ACT

- a. The hourly rate may be adjusted to reflect increases or decreases by the Contractor in wages and fringe benefits to the extent that these increases or decreases are made to comply with:

An increased or decreased wage determination applied to this Agreement by operation of law;

- (1) An amendment to the Fair Labor Standards Act of 1938 that is enacted subsequent to award of this Agreement, affects the minimum wage, and becomes applicable to this Agreement under law;
- (2) Any such adjustment will be limited to increases or decreases in wages and fringe benefits, and to the accompanying increases or decreases in social security and unemployment taxes and worker's compensation insurance; it shall not otherwise include any amount for general and administrative costs, overhead, or profit;

- b. The Contractor shall notify the DPSS Contracts Administration unit of any:

- (1) Increase claimed under this clause within thirty (30) days after the effective date of the wage change, unless the period is extended by the DPSS Contracts Administration unit in writing; and/or
- (2) Decrease under this clause, but nothing in the clause shall preclude DPSS from asserting a claim within the period permitted by law. The notice shall contain a statement of the amount claimed and any relevant supporting date that the DPSS Contracts Administration Unit may reasonably require. Upon agreement of the parties, the Agreement hourly rate shall be modified in writing. The Contractor shall continue performance pending agreement on determination of any such adjustment and its effective date.

### 15. CLIENT CIVIL RIGHTS COMPLIANCE

- a. Assurance of Compliance

The Contractor shall complete the Vendor Assurance of Compliance with Riverside County Department of Public Social Services Non-Discrimination in State and Federally Assisted Programs, attached hereto as Exhibit **B** and incorporated herein by this reference. The Contractor will sign and date Exhibit **B** and return it to DPSS

along with the executed Agreement. The Contractor shall ensure that the administration of public assistance and social service programs are non-discriminatory. To the effect that no person shall because of ethnic group identification, age, sex, color, disability, medical condition, national origin, race, ancestry, marital status, religion, religious creed or political belief be excluded from participation in or be denied the benefits of, or be otherwise subject to discrimination under any program or activity receiving federal or state financial assistance.

b. Client Complaints

The Contractor shall further establish and maintain written referral procedures under which any person, applying for or receiving services hereunder, may seek resolution from Riverside County DPSS Civil Rights Coordinator of a complaint with respect to any alleged discrimination in the provision of services by Contractor's personnel. The Contractor must distribute to social service clients that apply for and receive services, "Your Rights Under California Welfare Programs" brochure (Publication 13). For a copy of this brochure, visit the following website at:

<http://www.dss.cahwnet.gov/cdssweb/entres/forms/English/pub13.pdf>

**Civil Rights Complaints should be referred to:**

Civil Rights Coordinator  
Riverside County Department of Public Social Services  
10281 Kidd Street  
Riverside, CA 92503  
(951) 358-6841

c. Services, Benefits and Facilities

Contractor shall not discriminate in the provision of services, the allocation of benefits, or in the accommodation in facilities on the basis of color, race, religion, national origin, sex, age, sexual preference, physical or mental handicap in accordance with Title VI of the Civil Rights Act of 1964, 42 U.S.C. Section 2000d and all other pertinent rules and regulations promulgated pursuant thereto, and as otherwise provided by State law and regulations, as all may now exist or be hereafter amended or changed.

For the purpose of this Section, discrimination means denying a participant or potential participant any service, benefit, or accommodation that would be provided to another and includes, but is not limited to, the following:

- (1) Denying a participant any service or benefit or availability of a facility.
- (2) Providing any service or benefit to a participant which is different, or is provided in a different manner, or at a different time or place from that provided to other participants on the basis of race, color, creed or national origin.
- (3) Restricting a participant in any way in the enjoyment of any advantage or privilege enjoyed by others receiving any service or benefit. Treating a participant differently from others in satisfying any admission requirement or condition, or eligibility requirement or condition, which individuals must meet in order to be provided any service or benefit.

d. Cultural Competency

Contractor shall cause to be available bilingual professional staff or qualified interpreter to ensure adequate communication between clients and staff. Any individual with limited English language capability or other communicative barriers shall have equal access to services.

For the purpose of this Section, a qualified interpreter is defined as someone who is fluent in English and in the necessary second language, can accurately speak, read and readily interpret the necessary second language and/or accurately sign and read sign language. A qualified interpreter must be able to translate in linguistically appropriate terminology necessary to convey information such as symptoms or instructions to the client in both languages.

16. PROCEDURE TO RESOLVE CLIENT GRIEVANCE

Contractor shall establish a Client grievance policy and procedure that describes the system by which clients of service shall have the opportunity to express and have considered their views, grievance, and complaints regarding the Contractor's delivery of services. This system shall not negate the rights of a client for a State hearing.

17. CHILD ABUSE REPORTING

If Contractor is a mandated reporter under Penal Code Sections 11165 -11174.3, the Contractor shall establish a procedure acceptable to the County and in accordance with applicable laws to ensure that all employees, volunteers, consultants, subcontractors or agents performing services under this Agreement report child abuse or neglect to a child protective agency as defined in the Penal Code.

18. ADULT AND ELDER ABUSE REPORTING

The Contractor shall provide documentation of a policy and procedure acceptable to DPSS to ensure that all employees, volunteers, consultants, subcontractors, or agents performing services under this Agreement report elder and dependent adult abuse pursuant to Welfare & Institutions Code (WIC) Sections 15600 et seq.

Suspected incidents of abuse should be immediately reported to DPSS, followed by a written report within two working days.

19. TRANSITION PERIOD

The Contractor recognizes that the services under this Agreement are vital to DPSS and must be continued without interruption, and that, upon expiration, a successor, either DPSS or another contractor, may continue the services outlined herein. The Contractor agrees to exercise its best efforts and cooperation to effect an orderly and efficient transition of clients to a successor.

- a. The Contractor shall, upon written notification from DPSS, negotiate in good faith a transition plan with a successor to determine the nature and extent of the transitioning of services. The transition plan for each service type and shall be subject to DPSS' approval and shall specify:

- (1.) List of clients that include:  
(a.) Current contact information;  
(b.) Assigned social worker.

- b. Discharge summary that includes:
  - (1.) Services received;
  - (2.) Number of hours of services completed;
  - (3.) On-going service recommendations;
  - (4.) Date for transferring responsibilities.
- c. The Contractor shall provide DPSS with copies of client files.

V. GENERAL

A. PERIOD OF PERFORMANCE

This Agreement shall be effective July 1, 2016 to June 30, 2021, unless terminated earlier. Contractor shall commence performance upon the effective date of this Agreement and shall diligently and continuously perform thereafter. The Riverside County Board of Supervisors is the only authority that may obligate the County for a non-cancelable multi-year agreement.

B. NOTICES

All notices, claims, correspondence, and/or statements authorized or required by this Agreement shall be addressed as follows:

DPSS: Department of Public Social Services  
Contracts Administration Unit  
P.O. Box 7789  
Riverside, CA 92513

Invoices and other financial documents:  
Department of Public Social Services  
Fiscal/Management Reporting Unit  
4060 County Circle Drive  
Riverside, CA 92503

CONTRACTOR: Community Connect  
CEO  
2060 University Ave Suite 212  
Riverside, CA 92517

All notices shall be deemed effective when they are made in writing, addressed as indicated above, and deposited in the United States mail. Any notices, correspondence, reports and/or statements authorized or required by this Agreement, addressed in any other fashion will not be acceptable.

C. AVAILABILITY OF FUNDING

DPSS' obligation for payment of any Agreement is contingent upon the availability of funds from which payment can be made.

#### D. DISPUTES

1. The parties shall attempt to resolve any disputes amicably at the working level. If that is not successful, the dispute shall be referred to the senior management of the parties. Any dispute relating to this Agreement which is not resolved by the parties shall be decided by the County's Compliance Contract Officer who shall furnish the decision in writing. The decision of the COUNTY's Compliance Contract Officer shall be final and conclusive unless determined by a court of competent jurisdiction to have been fraudulent, capricious, arbitrary, or so grossly erroneous as necessarily to imply bad faith. The CONTRACTOR shall proceed diligently with the performance of this Agreement pending the resolution of a dispute.
2. Prior to the filing of any legal action related to this Agreement, the parties shall be obligated to attend a mediation session in Riverside County before a neutral third party mediator. A second mediation session shall be required if the first session is not successful. The parties shall share the cost of the mediations.

#### E. SANCTIONS

Failure by the Contractor to comply with any of the provisions covenants, requirements, or conditions of this Agreement including, but not limited to, reporting and evaluation requirements, shall be a material breach of this Agreement. In such event, DPSS may immediately terminate this Agreement and may take other remedies available by law, or otherwise specified in this Agreement. DPSS may also:

1. Afford the Contractor a time period within which to cure the breach, the period of which shall be established at the sole discretion of DPSS; and/or
2. Discontinue reimbursement to the Contractor for, and during the period in which the Contractor is in breach, the reimbursement of which the Contractor shall not be entitled to recover later; and/or
3. Withhold funds pending a cure of the breach; and/or
4. Offset against any monies billed by the Contractor but yet unpaid by DPSS. DPSS shall give the Contractor notice of any action pursuant to this paragraph, the notice of which shall be effective when given.

#### F. GOVERNING LAW

This Agreement shall be construed and interpreted according to the laws of the State of California. Any legal action related to the interpretation or performance of this Agreement shall be filed only in the appropriate courts located in the County of Riverside, State of California. Should action be brought to enforce or interpret the provisions of the Agreement, the prevailing party shall be entitled to attorney's fees in addition to whatever other relief are granted.

#### G. CONSUMER PRICE INDEX

No price increases will be permitted during the first year of the Agreement. All price decreases (for example, if Contractor offers lower prices to another governmental entity) will automatically be extended to the DPSS. The DPSS requires written proof satisfactory to DPSS of cost increases prior to any approved price adjustment. After the first year of the award, a minimum of 30-days advance notice in writing is required to secure such adjustment. No retroactive price adjustments will be considered. Any price increases must be stated in a written amendment to this Agreement. The net dollar amount of profit will remain firm during the period of the Agreement. Annual increases shall not exceed the Consumer Price Index (CPI) for all consumers, all items for the Los Angeles, Riverside and Orange County, CA areas and be subject to satisfactory performance review by the County and approved (if needed) for budget funding by the Board of Supervisors.

#### H. MODIFICATION OF TERMS

No addition to or alteration of the terms of this Agreement, whether by written or verbal understanding of the parties, their officers, agents, or employees shall be valid unless made in writing and formally approved and executed by both parties. Requests to modify fiscal provisions shall be submitted no later than April 1.

#### I. NON-APPROPRIATION OF FUNDS

The COUNTY obligation for payment of this Agreement beyond the current fiscal year end is contingent upon and limited by the availability of COUNTY funding from which payment can be made, and invoices shall be rendered "monthly" in arrears. In the State of California, Government agencies are not allowed to pay excess interest and late charges, per Government Codes, Section 926.10. No legal liability on the part of the COUNTY shall arise for payment beyond June 30 of each calendar year unless funds are made available for such payment. In the event that such funds are not forthcoming for any reason, COUNTY shall immediately notify CONTRACTOR in writing; and this Agreement shall be deemed terminated, have no further force, and effect.

#### J. TERMINATION

This Agreement may be terminated without cause by either party by giving thirty (30) days written notification to the other party. In the event DPSS elects to abandon, indefinitely postpone, or terminate the Agreement, DPSS shall make payments for all services performed up to the date that written notice was given in a prorated amount.

#### K. ENTIRE AGREEMENT

This Agreement constitutes the entire Agreement between the parties hereto with respect to the subject matter hereof, and all prior or contemporaneous agreements of any kind or nature relating to the same shall be deemed to be merged herein.



COUNTY OF RIVERSIDE  
DEPARTMENT OF PUBLIC SOCIAL SERVICES

CONTRACTOR PAYMENT REQUEST

Exhibit Number: A

To: Riverside County  
Department of Public Social Services  
Attn: Management Reporting Unit  
4060 County Circle Drive  
Riverside, CA 92503

From: Community Connect  
Remit to Name  
Address  
Contractor Name  
Contract Number

Total amount requested \_\_\_\_\_ for the period of \_\_\_\_\_ 20 \_\_\_\_\_

Select Payment Type(s) Below:

- Advance Payment \$ \_\_\_\_\_ (if allowed by Contract/MOU)
- Actual Payment \$ \_\_\_\_\_ (Same amount as 2076B if needed)
- Unit of Service Payment \$ \_\_\_\_\_ # of Units X \_\_\_\_\_ (\$)
- \_\_\_\_\_ # of Units X (\$)
- \_\_\_\_\_ # of Units X (\$)

Any questions regarding this request should be directed to: \_\_\_\_\_  
Name Phone Number

I hereby certify under penalty of perjury that to the best of my knowledge the above is true and correct

\_\_\_\_\_  
Authorized Signature Title Date

**FOR DPSS USE ONLY (DO NOT WRITE BELOW THIS LINE)**

Business Unit (5)	Purchase Order # (10)	Invoice #
Account (6)	Amount Authorized	
Fund (5)	If amount authorized is different from amount request, please explain:	
Dept ID (10)		
Program (5)	Program (if applicable)	Date
Class (10)	Management Reporting Unit	Date
Project/Grant (15)	Contracts Administration Unit	Date
Vendor Code (10)	General Accounting Section	Date



Exhibit A

## DEPARTMENT OF PUBLIC SOCIAL SERVICES FORMS

Mailing Instructions: When completed, these forms will summarize all of your claims for payment. Your Claims Packet will include DPSS 2076A, 2076B (if required), invoices, payroll verification, and copies of canceled checks attached, receipts, bank statements, sign-in sheets, daily logs, mileage logs, and other back-up documentation needed to comply with Contract/MOU.

Mail Claims Packet to address shown on upper left corner of DPSS 2076A.  
[see method, time, and schedule/condition of payments].  
(Please type or print information on all DPSS Forms.)

DPSS 2076A  
CONTRACTOR PAYMENT REQUEST

## "Remit to Name"

The legal name of your agency.

## "Address"

The remit to address used when this contract was established for your agency. All address changes must be submitted for processing prior to use.

## "Contractor Name"

Business name, if different than legal name (if not leave blank).

## "Contract Number"

Can be found on the first page of your contract.

## "Amount Requested"

Fill in the total amount and billing period you are requesting payment for.

## "Payment Type"

Check the box and enter the dollar amount for the type(s) of payment(s) you are requesting payment for.

## "Any questions regarding..."

Fill in the name and phone number of the person to be contacted should any questions arise regarding your request for payment.

## "Authorized Signature, Title, and Date (Contractor's)

Self-explanatory (required). Original Signature needed for payment.

EVERYTHING BELOW THE THICK SOLID LINE IS FOR DPSS USE ONLY AND SHOULD BE LEFT BLANK.

**ASSURANCE OF COMPLIANCE WITH  
THE RIVERSIDE COUNTY DEPARTMENT OF PUBLIC SOCIAL SERVICES  
NONDISCRIMINATION IN STATE AND FEDERALLY ASSISTED PROGRAMS**

Community Connect  
NAME OF ORGANIZATION

HEREBY AGREES THAT it will comply with Title VI and VII of the Civil Rights Act of 1964 as amended; Section 504 of the Rehabilitation Act of 1973 as amended; the Age Discrimination Act of 1975 as amended; the Food Stamp Act of 1977, as amended and in particular section 272.6; Title II of the Americans with Disabilities Act of 1990; California Civil Code Section 51 et seq., as amended; California Government Code section 11135-11139.5, as amended; California Government Code section 12940 (c), (h) (1), (i), and (j); California Government Code section 4450; Title 22, California Code of Regulations section 98000 – 98413; Title 24 of the California Code of Regulations, Section 3105A(e); the Dymally-Alatorre Bilingual Services Act (California Government Code Section 7290-7299.8); Section 1808 of the Removal of Barriers to Interethnic Adoption Act of 1996; and other applicable federal and state laws, as well as their implementing regulations [including 45 Code of Federal Regulations (CFR) Parts 80, 84, and 91, 7 CFR Part 15, and 28 CFR Part 42], by ensuring that employment practices and the administration of public assistance and social services programs are nondiscriminatory, to the effect that no person shall because of ethnic group identification, age, sex, color, disability, medical condition, national origin, race, ancestry, marital status, religion, religious creed or political belief be excluded from participation in or be denied the benefits of, or be otherwise subject to discrimination under any program or activity receiving federal or state financial assistance; and HEREBY GIVE ASSURANCE THAT it will immediately take any measures necessary to effectuate this agreement.

THIS ASSURANCE is given in consideration of and for the purpose of obtaining any and all federal and state assistance; and THE VENDOR/RECIPIENT HEREBY GIVES ASSURANCE THAT administrative methods/procedures which have the effect of subjecting individuals to discrimination or defeating the objectives of the California Department of Social Services (CDSS) Manual of Policies and Procedures (MPP) Chapter 21, will be prohibited.

BY ACCEPTING THIS ASSURANCE, the vendor/recipient agrees to compile data, maintain records and submit reports as required, to permit effective enforcement of the aforementioned laws, rules and regulations and permit authorized CDSS and/or federal government personnel, during normal working hours, to review such records, books and accounts as needed to ascertain compliance. If there are any violations of this assurance, CDSS shall have the right to invoke fiscal sanctions or other legal remedies in accordance with Welfare and Institutions Code section 10605, or Government Code section 11135-11139.5, or any other laws, or the issue may be referred to the appropriate federal agency for further compliance action and enforcement of this assurance.

THIS ASSURANCE is binding on the vendor/recipient directly or through contract, license, or other provider services, as long as it receives federal or state assistance.

\_\_\_\_\_  
Date

\_\_\_\_\_  
Director's Signature

\_\_\_\_\_  
Address of Vendor/Recipient

(08/13/01)

CR50-Vendor Assurance of Compliance



POLICY NUMBER: 201514158NPO

COMMERCIAL GENERAL LIABILITY  
CG 20 26 07 04

**THIS ENDORSEMENT CHANGES THE POLICY. PLEASE READ IT CAREFULLY.**

## **ADDITIONAL INSURED – DESIGNATED PERSON OR ORGANIZATION**

This endorsement modifies insurance provided under the following:

COMMERCIAL GENERAL LIABILITY COVERAGE PART

SCHEDULE

Name Of Additional Insured Person(s) Or Organization(s)
Any person or organization that you are required to add as an additional insured on this policy, under a written contract or agreement currently in effect, or becoming effective during the term of this policy. The additional insured status will not be afforded with respect to liability arising out of or related to your activities as a real estate manager for that person or organization.
Information required to complete this Schedule, if not shown above, will be shown in the Declarations.

**Section II – Who Is An Insured** is amended to include as an additional insured the person(s) or organization(s) shown in the Schedule, but only with respect to liability for "bodily injury", "property damage" or "personal and advertising injury" caused, in whole or in part, by your acts or omissions or the acts or omissions of those acting on your behalf:

- A. In the performance of your ongoing operations; or
- B. In connection with your premises owned by or rented to you.



ENDORSEMENT AGREEMENT  
WAIVER OF SUBROGATION  
BLANKET BASIS

**BROKER COPY**

9017157- 15  
RENEWAL  
SJ  
3-22-18-75  
PAGE 1 OF 1

HOME OFFICE  
SAN FRANCISCO

EFFECTIVE JULY 1, 2015 AT 12.01 A.M.  
AND EXPIRING JULY 1, 2016 AT 12.01 A.M.

ALL EFFECTIVE DATES ARE  
AT 12:01 AM PACIFIC  
STANDARD TIME OR THE  
TIME INDICATED AT  
PACIFIC STANDARD TIME

COMMUNITY CONNECT  
2060 UNIVERSITY AVE STE 212  
RIVERSIDE, CA 92507

WE HAVE THE RIGHT TO RECOVER OUR PAYMENTS FROM ANYONE  
LIABLE FOR AN INJURY COVERED BY THIS POLICY. WE WILL  
NOT ENFORCE OUR RIGHT AGAINST THE PERSON OR  
ORGANIZATION NAMED IN THE SCHEDULE.

THIS AGREEMENT APPLIES ONLY TO THE EXTENT THAT YOU  
PERFORM WORK UNDER A WRITTEN CONTRACT THAT REQUIRES YOU  
TO OBTAIN THIS AGREEMENT FROM US.

THE ADDITIONAL PREMIUM FOR THIS ENDORSEMENT SHALL BE  
2.00% OF THE TOTAL POLICY PREMIUM.

SCHEDULE

<u>PERSON OR ORGANIZATION</u>	<u>JOB DESCRIPTION</u>
ANY PERSON OR ORGANIZATION FOR WHOM THE NAMED INSURED HAS AGREED BY WRITTEN CONTRACT TO FURNISH THIS WAIVER	BLANKET WAIVER OF SUBROGATION

NOTHING IN THIS ENDORSEMENT CONTAINED SHALL BE HELD TO VARY, ALTER, WAIVE  
OR EXTEND ANY OF THE TERMS, CONDITIONS, AGREEMENTS, OR LIMITATIONS OF THIS  
POLICY OTHER THAN AS STATED. NOTHING ELSEWHERE IN THIS POLICY SHALL BE  
HELD TO VARY, ALTER, WAIVE OR LIMIT THE TERMS, CONDITIONS, AGREEMENTS OR  
LIMITATIONS OF THIS ENDORSEMENT.

COUNTERSIGNED AND ISSUED AT SAN FRANCISCO: JULY 1, 2015

AUTHORIZED REPRESENTATIVE

PRESIDENT AND CEC



THIS ENDORSEMENT CHANGES THE POLICY. PLEASE READ IT CAREFULLY.

### **ADDITIONAL INSURED ENDORSEMENT**

This endorsement modifies insurance provided under the following:

**BUSINESS AUTO COVERAGE ONLY**

In consideration of the premium charged, it is understood and agreed that the following is added as an additional insured:

(If no entry appears above, information required to complete this endorsement will be shown in the Declarations as applicable to this endorsement.)

But only as respects a legally enforceable contractual agreement with the Named Insured and only for liability arising out of the Named Insured's negligence and only for occurrences of coverages not otherwise excluded in the policy to which this endorsement applies.

It is further understood and agreed that irrespective of the number of entities named as insureds under this policy, in no event shall the company's limits of liability exceed the occurrence or aggregate limits as applicable by policy definition or endorsement.





POLICY NUMBER: 201514158NPO

COMMERCIAL GENERAL LIABILITY  
CG 20 26 07 04

**THIS ENDORSEMENT CHANGES THE POLICY. PLEASE READ IT CAREFULLY.**

## **ADDITIONAL INSURED – DESIGNATED PERSON OR ORGANIZATION**

This endorsement modifies insurance provided under the following:

COMMERCIAL GENERAL LIABILITY COVERAGE PART

### **SCHEDULE**

<b>Name Of Additional Insured Person(s) Or Organization(s)</b>
<p>Any person or organization that you are required to add as an additional insured on this policy, under a written contract or agreement currently in effect, or becoming effective during the term of this policy. The additional insured status will not be afforded with respect to liability arising out of or related to your activities as a real estate manager for that person or organization.</p>
<p>Information required to complete this Schedule, if not shown above, will be shown in the Declarations.</p>

**Section II – Who Is An Insured** is amended to include as an additional insured the person(s) or organization(s) shown in the Schedule, but only with respect to liability for "bodily injury", "property damage" or "personal and advertising injury" caused, in whole or in part, by your acts or omissions or the acts or omissions of those acting on your behalf:

- A. In the performance of your ongoing operations; or
- B. In connection with your premises owned by or rented to you.



ENDORSEMENT AGREEMENT  
WAIVER OF SUBROGATION  
BLANKET BASIS

**BROKER COPY**

9017157- 15  
RENEWAL  
SJ  
3-22-18-75  
PAGE 1 OF 1

HOME OFFICE  
SAN FRANCISCO

EFFECTIVE JULY 1, 2015 AT 12.01 A.M.  
AND EXPIRING JULY 1, 2016 AT 12.01 A.M.

ALL EFFECTIVE DATES ARE  
AT 12:01 AM PACIFIC  
STANDARD TIME OR THE  
TIME INDICATED AT  
PACIFIC STANDARD TIME

COMMUNITY CONNECT  
2060 UNIVERSITY AVE STE 212  
RIVERSIDE, CA 92507

WE HAVE THE RIGHT TO RECOVER OUR PAYMENTS FROM ANYONE  
LIABLE FOR AN INJURY COVERED BY THIS POLICY. WE WILL  
NOT ENFORCE OUR RIGHT AGAINST THE PERSON OR  
ORGANIZATION NAMED IN THE SCHEDULE.

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HELD TO VARY, ALTER, WAIVE OR LIMIT THE TERMS, CONDITIONS, AGREEMENTS OR  
LIMITATIONS OF THIS ENDORSEMENT.

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AUTHORIZED REPRESENTATIVE

PRESIDENT AND CEC



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It is further understood and agreed that irrespective of the number of entities named as insureds under this policy, in no event shall the company's limits of liability exceed the occurrence or aggregate limits as applicable by policy definition or endorsement.

**Community Connect  
2-1-1 Riverside County  
AA-03348  
April 22, 2016**

**PURPOSE:** Execute Contract AA-03348; 2-1-1 Information and Referral Services

**CONTRACT:** AA-03348

**TERM:** July 1, 2016 - June 30, 2021

**MRA:** \$410,000.00

**CONTRACT HISTORY:**

- Execute Contract AA-03348 with Community Connect to provide 2-1-1 Information and Referral Services for a five (5) year period without seeking a competitive bid.

**Cole, Sivari**

---

**From:** Haddon, Scott <SHaddon@co.riverside.ca.us>  
**Sent:** Monday, May 02, 2016 11:47 AM  
**To:** Cole, Sivari  
**Cc:** McDaid, Laurie A  
**Subject:** RE: Approval to begin routing Community Connect Form-11 for 211 Services  
**Attachments:** AA-03348+++Sole+Source+Justification+++AA-03348-  
Sole+Source+Justification+Form+\_116-333+(T-00139+v5.0) (v.03).doc

Hi Sivari,  
Also attached is the latest SSJ draft. Can you email me the contract and the proof of insurance and I'll request the SSJ Approval.

Thanks,

Scott

---

**From:** Haddon, Scott  
**Sent:** Monday, May 02, 2016 11:40 AM  
**To:** 'Cole, Sivari'  
**Cc:** McDaid, Laurie A.  
**Subject:** RE: Approval to begin routing Community Connect Form-11 for 211 Services  
Hi Sivari,  
Okay to start routing the attached Form-11.

Thanks,

Scott

---

**From:** Haddon, Scott  
**Sent:** Monday, May 02, 2016 9:14 AM  
**To:** Whitesell, Mark  
**Cc:** 'Cole, Sivari'; McDaid, Laurie A.  
**Subject:** RE: Approval to begin routing Community Connect Form-11 for 211 Services

Thanks Mark,  
We'll get this routed.

Scott

---

## **Cole, Sivari**

---

**From:** Cole, Sivari  
**Sent:** Tuesday, April 19, 2016 9:51 AM  
**To:** von Zabern, Susan K  
**Cc:** Jaffe, Rod; McDaid, Laurie A  
**Subject:** RE: Sole Source--Community Connect

Susan,

I have included the information you referenced below. Since there was a decrease in FY 14/15 I did not include that data.

Thank you,

Sivari

**From:** von Zabern, Susan K  
**Sent:** Friday, April 15, 2016 7:20 AM  
**To:** Cole, Sivari <Sicole@riversidedpss.org>  
**Cc:** Jaffe, Rod <rojaffe@riversidedpss.org>; McDaid, Laurie A <lamcdaid@riversidedpss.org>  
**Subject:** Re: Sole Source--Community Connect

Sivari,

Thanks for this information. The data you provided a few emails ago reflected a much higher call volume for this fiscal year. Did I read that correctly?

Based on the attached report, we can indicate that during the last 5 years, Community Connect has assisted an average of nearly 9,000 calls per year from individuals seeking information about DPSS programs and services. More than half of those calls related to CalFresh and another 15% were for Medi-Cal.

If their call volume has increased in the most recent year, we could also highlight that fact.

Thanks,

Susan

---

**From:** Cole, Sivari  
**Sent:** Tuesday, April 12, 2016 3:08 PM  
**To:** von Zabern, Susan K  
**Cc:** Jaffe, Rod; McDaid, Laurie A  
**Subject:** RE: Sole Source--Community Connect

Good afternoon Susan,

Per your request, please see the attached report that highlights the servicing of DPSS clients by Community Connect. Please let me know what information you'd like to include on the F-11. The volume of calls has fluctuated over the years. There are three different charts enclosed for your review and consideration.

Please let me know if you have any questions.

Thank you,

Sivari

**From:** von Zabern, Susan K

**Sent:** Tuesday, March 15, 2016 1:25 PM

**To:** Cole, Sivari <SIcole@riversidedpss.org>

**Cc:** Jaffe, Rod <rojaffe@riversidedpss.org>; McDaid, Laurie A <lamcdaid@riversidedpss.org>

**Subject:** Re: Sole Source--Community Connect

Sivari,

That information is helpful. It would be good to know if the volume has changed over the last few years and if Community Connect has mad any changes to their operations that would be good to note. It may mean contacting them to get some information.

Thanks for looking into this further!

Susan

---

Riverside County Department of Public Social Services (DPSS)

***Mission: Partnering with communities to protect and empower vulnerable people.***

***Vision: A County where individuals reach their full potential.***

***Values: Accountability, Collaboration, Respect, Diversity, Integrity and Customer Focus.***

---

On Mar 15, 2016, at 10:39 AM, Cole, Sivari <SIcole@riversidedpss.org> wrote:

Susan,

Quarterly reports are submitted to Contracts Administration and provided to programs upon request. In the second quarter of 2016, Community Connect received 9,760 total calls for assistance. Would you like me to include this information on the Form 11?

Thank you,

Sivari



**From:** von Zabern, Susan K  
**Sent:** Tuesday, March 15, 2016 9:42 AM  
**To:** Cole, Sivari <[Slcole@riversidedpss.org](mailto:Slcole@riversidedpss.org)>  
**Cc:** Jaffe, Rod <[rojaffe@riversidedpss.org](mailto:rojaffe@riversidedpss.org)>; McDaid, Laurie A <[lamcdaid@riversidedpss.org](mailto:lamcdaid@riversidedpss.org)>  
**Subject:** Re: Sole Source--Community Connect

Thank you. Is there anyone on the program side that is designated to receive reports or have follow up contact with Community Connect? It would be good to have some information to include in the Form 11 to support our continued funding of the program. Let me know if we need to discuss this further. Thanks, Susan

---

**From:** Cole, Sivari  
**Sent:** Monday, March 14, 2016 2:36 PM  
**To:** von Zabern, Susan K  
**Cc:** Jaffe, Rod; McDaid, Laurie A  
**Subject:** RE: Sole Source--Community Connect

Susan,

Community Connect has asked for \$82,000 annually; \$410,000 cumulatively.

Best,

-Sivari

**From:** von Zabern, Susan K  
**Sent:** Monday, March 14, 2016 12:54 PM  
**To:** Cole, Sivari <[Slcole@riversidedpss.org](mailto:Slcole@riversidedpss.org)>  
**Cc:** Jaffe, Rod <[rojaffe@riversidedpss.org](mailto:rojaffe@riversidedpss.org)>; McDaid, Laurie A <[lamcdaid@riversidedpss.org](mailto:lamcdaid@riversidedpss.org)>  
**Subject:** RE: Sole Source--Community Connect

Sivari - I am supportive. How much is our contract? Thanks, Susan

**From:** Cole, Sivari  
**Sent:** Monday, March 14, 2016 8:49 AM  
**To:** von Zabern, Susan K <[svonzabe@riversidedpss.org](mailto:svonzabe@riversidedpss.org)>  
**Cc:** Jaffe, Rod <[rojaffe@riversidedpss.org](mailto:rojaffe@riversidedpss.org)>; McDaid, Laurie A <[lamcdaid@riversidedpss.org](mailto:lamcdaid@riversidedpss.org)>  
**Subject:** Sole Source--Community Connect

Good morning Susan,

Contract AA-02690 for 2-1-1 information and referral services will expire on June 30, 2016. Prior to moving forward with the sole source, CAU would like to ensure that you approve this action prior to internally routing the drafted sole source, F-11 and contract (AA-03348). CAU hopes to have this item heard at the 6/7/16 BOS meeting.

Please do not hesitate to contact with me with any questions or concerns.

Best regards,

**Sivari Cole, Contracts and Grants Analyst, MPA**

County of Riverside, Department of Public Social Services (DPSS)  
Administrative Services Division – Contracts Administration Unit

10281 Kidd Street  
Riverside CA, 92503

(951) 358-3298 (Desk)  
(951) 358-3900 (Fax)

[sicole@riversidedpss.org](mailto:sicole@riversidedpss.org)

sicole

**Mission:** *Partnering with communities to protect and empower vulnerable people.*

**CERTIFICATE OF LIABILITY INSURANCE**

DATE (MM/DD/YYYY)  
7/01/2015

THIS CERTIFICATE IS ISSUED AS A MATTER OF INFORMATION ONLY AND CONFERS NO RIGHTS UPON THE CERTIFICATE HOLDER. THIS CERTIFICATE DOES NOT AFFIRMATIVELY OR NEGATIVELY AMEND, EXTEND OR ALTER THE COVERAGE AFFORDED BY THE POLICIES BELOW. THIS CERTIFICATE OF INSURANCE DOES NOT CONSTITUTE A CONTRACT BETWEEN THE ISSUING INSURER(S), AUTHORIZED REPRESENTATIVE OR PRODUCER, AND THE CERTIFICATE HOLDER.

**IMPORTANT:** If the certificate holder is an ADDITIONAL INSURED, the policy(ies) must be endorsed. If SUBROGATION IS WAIVED, subject to the terms and conditions of the policy, certain policies may require an endorsement. A statement on this certificate does not confer rights to the certificate holder in lieu of such endorsement(s).


<b>PRODUCER</b> HUB International 470 E. Highland Ave. Redlands, CA 92373 909 793-2373	<b>CONTACT NAME:</b> Kim Katz <b>PHONE (A/C, No, Ext):</b> 909-793-2373 <b>E-MAIL ADDRESS:</b> kim.katz@hubinternational.com	<b>FAX (A/C, No):</b> 909-533-2266
	<b>INSURER(S) AFFORDING COVERAGE</b>	
<b>INSURED</b> Community Connect 2060 University Ave, Ste 212 Riverside, CA 92507	<b>INSURER A:</b> Nonprofits' Insurance Alliance	<b>NAIC #</b> 999999
	<b>INSURER B:</b> State Comp Insurance Fund of CA	<b>NAIC #</b> 35076
	<b>INSURER C:</b>	
	<b>INSURER D:</b>	
	<b>INSURER E:</b>	
	<b>INSURER F:</b>	

**COVERAGES**      **CERTIFICATE NUMBER:**      **REVISION NUMBER:**

THIS IS TO CERTIFY THAT THE POLICIES OF INSURANCE LISTED BELOW HAVE BEEN ISSUED TO THE INSURED NAMED ABOVE FOR THE POLICY PERIOD INDICATED. NOTWITHSTANDING ANY REQUIREMENT, TERM OR CONDITION OF ANY CONTRACT OR OTHER DOCUMENT WITH RESPECT TO WHICH THIS CERTIFICATE MAY BE ISSUED OR MAY PERTAIN, THE INSURANCE AFFORDED BY THE POLICIES DESCRIBED HEREIN IS SUBJECT TO ALL THE TERMS, EXCLUSIONS AND CONDITIONS OF SUCH POLICIES. LIMITS SHOWN MAY HAVE BEEN REDUCED BY PAID CLAIMS.

INSR LTR	TYPE OF INSURANCE	ADDLSUBR INSR IWND	POLICY NUMBER	POLICY EFF (MM/DD/YYYY)	POLICY EXP (MM/DD/YYYY)	LIMITS
A	<b>GENERAL LIABILITY</b> <input checked="" type="checkbox"/> COMMERCIAL GENERAL LIABILITY <input type="checkbox"/> CLAIMS-MADE <input checked="" type="checkbox"/> OCCUR GEN'L AGGREGATE LIMIT APPLIES PER: <input type="checkbox"/> POLICY <input type="checkbox"/> PROJECT <input type="checkbox"/> LOC		201514158NPO	07/01/2015	07/01/2016	EACH OCCURRENCE \$1,000,000 DAMAGE TO RENTED PREMISES (Ea occurrence) \$500,000 MED EXP (Any one person) \$20,000 PERSONAL & ADV INJURY \$1,000,000 GENERAL AGGREGATE \$2,000,000 PRODUCTS - COMP/OP AGG \$2,000,000 \$
A	<b>AUTOMOBILE LIABILITY</b> <input type="checkbox"/> ANY AUTO <input type="checkbox"/> ALL OWNED AUTOS <input type="checkbox"/> SCHEDULED AUTOS <input checked="" type="checkbox"/> HIRED AUTOS <input checked="" type="checkbox"/> NON-OWNED AUTOS		201514158NPO	07/01/2015	07/01/2016	COMBINED SINGLE LIMIT (Ea accident) \$1,000,000 BODILY INJURY (Per person) \$ BODILY INJURY (Per accident) \$ PROPERTY DAMAGE (Per accident) \$ \$
A	<input checked="" type="checkbox"/> UMBRELLA LIAB <input checked="" type="checkbox"/> OCCUR <input type="checkbox"/> EXCESS LIAB <input type="checkbox"/> CLAIMS-MADE DED <input checked="" type="checkbox"/> RETENTION \$10000		201514158UMBENPO	07/01/2015	07/01/2016	EACH OCCURRENCE \$1,000,000 AGGREGATE \$1,000,000 \$
B	<b>WORKERS COMPENSATION AND EMPLOYERS' LIABILITY</b> ANY PROPRIETOR/PARTNER/EXECUTIVE OFFICER/MEMBER EXCLUDED? (Mandatory in NH) If yes, describe under DESCRIPTION OF OPERATIONS below	Y/N <input type="checkbox"/> N/A	901715715	07/01/2015	07/01/2016	<input checked="" type="checkbox"/> WC STATUTORY LIMITS <input type="checkbox"/> OTH-ER E.L. EACH ACCIDENT \$1,000,000 E.L. DISEASE - EA EMPLOYEE \$1,000,000 E.L. DISEASE - POLICY LIMIT \$1,000,000
A	<b>Professional Liab</b>		201514158NPO	07/01/2015	07/01/2016	1,000,000 ea Occ/Agg

DESCRIPTION OF OPERATIONS / LOCATIONS / VEHICLES (Attach ACORD 101, Additional Remarks Schedule, if more space is required)  
 Re: 211 Services-Agreement # AA01907-02  
 Certificate Holder is additional insured as respects to General Liability per form CG20260704. Waiver of Subrogation included per form #NIAC-E26. Waiver of Subrogation applies to Workers Compention per form 2572.  
 AA-02668-03  
 CW-03004-01  
 CW-03139  
 AA-02690-02  
 MAJORITY  
 } prop's on lease

<b>CERTIFICATE HOLDER</b> County of Riverside Contracts Ad. Unit 10281 Kidd Street, 1st Floor Riverside, CA 92503	<b>CANCELLATION</b> SHOULD ANY OF THE ABOVE DESCRIBED POLICIES BE CANCELLED BEFORE THE EXPIRATION DATE THEREOF, NOTICE WILL BE DELIVERED IN ACCORDANCE WITH THE POLICY PROVISIONS.
	<b>AUTHORIZED REPRESENTATIVE</b> 

POLICY NUMBER: 201514158NPO

COMMERCIAL GENERAL LIABILITY  
CG 20 26 07 04

**THIS ENDORSEMENT CHANGES THE POLICY. PLEASE READ IT CAREFULLY.**

## **ADDITIONAL INSURED – DESIGNATED PERSON OR ORGANIZATION**

This endorsement modifies insurance provided under the following:

COMMERCIAL GENERAL LIABILITY COVERAGE PART

SCHEDULE

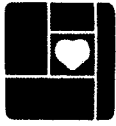
**Name Of Additional Insured Person(s) Or Organization(s)**

Any person or organization that you are required to add as an additional insured on this policy, under a written contract or agreement currently in effect, or becoming effective during the term of this policy. The additional insured status will not be afforded with respect to liability arising out of or related to your activities as a real estate manager for that person or organization.

Information required to complete this Schedule, if not shown above, will be shown in the Declarations.

**Section II – Who Is An Insured** is amended to include as an additional insured the person(s) or organization(s) shown in the Schedule, but only with respect to liability for "bodily injury", "property damage" or "personal and advertising injury" caused, in whole or in part, by your acts or omissions or the acts or omissions of those acting on your behalf:

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**NONPROFITS  
INSURANCE**  
ALLIANCE OF CALIFORNIA

*A Head for Insurance. A Heart for Nonprofits.*

THIS ENDORSEMENT CHANGES THE POLICY. PLEASE READ IT CAREFULLY.

## **WAIVER OF TRANSFER RIGHTS OF RECOVERY AGAINST OTHERS**

This endorsement modifies insurance provided under the following:

COMMERCIAL GENERAL LIABILITY COVERAGE PART  
SOCIAL SERVICES PROFESSIONAL LIABILITY ENDORSEMENT  
IMPROPER SEXUAL CONDUCT LIABILITY COVERAGE FORM  
BUSINESS AUTO COVERAGE FORM

We waive any right of recovery we may have against the person or organization shown in the schedule below because of payments we make for injury or damage arising out of "your work" done under a contract with that person or organization. The waiver applies only to the person or organization shown in the schedule.

### **SCHEDULE**

NAME OF PERSON OR ORGANIZATION:

City of Corona  
DPSS Riverside County  
City of Riverside  
County of Riverside, Contracts Administration Unit

City of Rancho Mirage



ENDORSEMENT AGREEMENT  
WAIVER OF SUBROGATION  
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SJ  
3-22-18-75  
PAGE 1 OF 1

HOME OFFICE  
SAN FRANCISCO

EFFECTIVE JULY 1, 2015 AT 12.01 A.M.  
AND EXPIRING JULY 1, 2016 AT 12.01 A.M.

ALL EFFECTIVE DATES ARE  
AT 12:01 AM PACIFIC  
STANDARD TIME OR THE  
TIME INDICATED AT  
PACIFIC STANDARD TIME

COMMUNITY CONNECT  
2060 UNIVERSITY AVE STE 212  
RIVERSIDE, CA 92507

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SCHEDULE

<u>PERSON OR ORGANIZATION</u>	<u>JOB DESCRIPTION</u>
ANY PERSON OR ORGANIZATION FOR WHOM THE NAMED INSURED HAS AGREED BY WRITTEN CONTRACT TO FURNISH THIS WAIVER	BLANKET WAIVER OF SUBROGATION

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OR EXTEND ANY OF THE TERMS, CONDITIONS, AGREEMENTS, OR LIMITATIONS OF THIS  
POLICY OTHER THAN AS STATED. NOTHING ELSEWHERE IN THIS POLICY SHALL BE  
HELD TO VARY, ALTER, WAIVE OR LIMIT THE TERMS, CONDITIONS, AGREEMENTS OR  
LIMITATIONS OF THIS ENDORSEMENT.

COUNTERSIGNED AND ISSUED AT SAN FRANCISCO: JULY 1, 2015

*Kent R. Va. Kauf*  
AUTHORIZED REPRESENTATIVE

*Thomas E. Rone*  
PRESIDENT AND CEC