

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



**ITEM: 3.7**  
**(ID # 14849)**

**MEETING DATE:**  
Tuesday, April 20, 2021

**FROM:** EMERGENCY MANAGEMENT DEPARTMENT:

**SUBJECT:** EMERGENCY MANAGEMENT DEPARTMENT: Ratification and Approval of Amendment No. 2 and Amendment No. 3 to the COVID-19 Related 211 Call Center Personal Service Agreement with Community Connect for COVID-19 Information Management and Referral Services, All Districts. [Total Cost \$2,806,464 - 100% Federal Funding].

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

1. Ratify and approve Amendment No. 2 to the Personal Service Agreement with Community Connect for COVID-19 information management and referral services to increase the total Agreement amount by \$1,305,495 from \$159,000 to \$1,464,495 and extend the contract term through September 30, 2021, and authorize the Chair of the Board to sign the Amendment on behalf of the County.
2. Ratify and approve Amendment No. 3 to the Personal Service Agreement with Community Connect for COVID-19 information management and referral services to increase the total Agreement amount by \$1,341,969 from \$1,464,495 to \$2,806,464 through September 30, 2021, and authorize the Chair of the Board to sign the Amendment on behalf of the County.

**ACTION:**


  
Ramon A. Leon, DEPUTY DIRECTOR OF EMERGENCY MGMT DEPT 3/29/2021

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**MINUTES OF THE BOARD OF SUPERVISORS**

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

Ayes: Jeffries, Spiegel, Washington, Perez, and Hewitt  
Nays: None  
Absent: None  
Date: April 20, 2021  
xc: EMD

Kecia R. Harper  
Clerk of the Board  
By:   
Deputy

**SUBMITTAL TO THE BOARD OF SUPERVISORS COUNTY OF RIVERSIDE,  
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<b>FINANCIAL DATA</b>	<b>Current Fiscal Year:</b>	<b>Next Fiscal Year:</b>	<b>Total Cost:</b>	<b>Ongoing Cost</b>
<b>COST</b>	\$1,862,502	\$943,962.50	\$ 2,806,464	\$ 0
<b>NET COUNTY COST</b>	\$ 0	\$ 0	\$ 0	\$ 0
<b>SOURCE OF FUNDS: 100% Federal Funds (CARES ACT Funding)</b>			<b>Budget Adjustment: No</b>	
			<b>For Fiscal Year: 20/21-21/22</b>	

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

**BACKGROUND:**

**Summary**

The County entered into Professional Services Agreement EMARC-PSA-0001979 with Community Connect for 2-1-1 COVID-19 information management and referral services for the period of April 1, 2020 through June 30, 2020, which was approved and ratified by the Board of Supervisors on May 5, 2020 (Item 3.9). As a result of the COVID-19 pandemic, the increase in the volume of calls to the 2-1-1 call center necessitated additional infrastructure and capacity. The original agreement period of performance was through June 30, 2020 with the option to extend month-to-month for the duration of the incident. Due to the ongoing pandemic, Amendment No. 1 to the Agreement was executed on August 5, 2020 to exercise all options at once and extend the period of performance through December 31, 2020.

Amendment No. 2 to the Personal Service Agreement with Community Connect extends the agreement through September 30, 2021 to support an expansion of services to provide information and assist with scheduling appointments for the mass COVID-19 vaccination campaign. Community Connect will hire 25 additional temporary staff, as well as purchase equipment (refurbished laptops, headsets, and hotspots) for the 25 staff at a one-time cost of \$26,745. The ongoing cost to support the 25 staff that will be dedicated to the mass vaccination campaign equates to a \$31,187.50 weekly service rate.

Amendment No. 3 to the Personal Service Agreement with Community Connect requests up to an additional 30 temporary staff (as needed) in response to the extreme call volume surge experienced when the vaccine appointment line went live in 2021, which lead to long caller wait times, sometimes exceeding an hour and a half. The additional staff will be used as needed to lower caller wait times. The one-time cost to purchase equipment for the 30 additional staff is \$32,094. The weekly service rate will not exceed \$37,425 for the remainder of the Agreement.

Community Connect operates 24 hours a day, 7 days a week and employs trained Information and Referral Specialists to take calls from the public in search of services and refer callers to the appropriate agencies to meet their needs. Community Connect provides a liaison to the Riverside County Emergency Operations Center to help facilitate the communication process during an emergency and participates in the 2-1-1 mutual aid programs which will allow calls to 2-1-1 originating in Riverside County to be routed to 2-1-1 centers in other jurisdictions in the



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event of service disruption. Community Connect also serves as an information and referral line to health and social service providers for Riverside County and is a central and vital communication resource for Riverside County residents and agencies.

**Impact on Residents and Businesses**

The 2-1-1 call center provides valuable information regarding the resources available to assist County residents during the COVID-19 response. The expansion of services to assist with the mass COVID-19 vaccination campaign efforts will benefit all Riverside County residents who will be provided assistance with scheduling vaccine appointments, information, and referral services.

**Additional Fiscal Information**

The programs and personnel provided by Community Connect for COVID-19 information management and referral services through September 30, 2021 pursuant to the Personal Service Agreement EMARC-PSA-0001979 and Amendments No. 2 and No. 3 to the Agreement will be fully funded by the Coronavirus Relief Fund (CARES Act Funding), FEMA, and other federal funding.

Monthly Invoice	Amendment 2: Ongoing COVID-19 Call Center (Jan-Sept 2021)	Amendment 2: Add Vaccine Campaign Call Center (25 Staff)	Amendment 3: Vaccine Campaign Call Center (Up to 30 Additional Staff)	Total
JAN 2021	\$16,000.00	\$31,187.50	-	\$47,187.50
FEB 2021	\$16,000.00	\$124,750.00	\$149,700.00	\$290,450.00
MAR 2021	\$20,000.00	\$155,937.50	\$187,125.00	\$363,062.50
APR 2021	\$16,000.00	\$124,750.00	\$149,700.00	\$290,450.00
MAY 2021	\$16,000.00	\$124,750.00	\$149,700.00	\$290,450.00
JUN 2021	\$20,000.00	\$155,937.50	\$187,125.00	\$363,062.50
JUL 2021	\$16,000.00	\$124,750.00	\$149,700.00	\$290,450.00
AUG 2021	\$16,000.00	\$124,750.00	\$149,700.00	\$290,450.00
SEP 2021	\$20,000.00	\$155,937.50	\$187,125.00	\$363,062.50
Total:	\$156,000.00	\$1,122,750.00	\$1,309,875.00	\$2,588,625.00
Add'l Equipment	-	\$26,745.00	\$32,094.00	-
Grand Total:	\$156,000.00	\$1,149,495.00	\$1,341,969.00	\$2,647,464.00

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

**Contract History and Price Reasonableness**

The requested service was initiated as a result of the COVID-19 pandemic. As per the Director of Emergency Services Emergency Procurement Order dated March 26, 2020, the competitive bidding process was suspended for necessary goods and services immediately needed in the County of Riverside's operations for the preservation of life and property during the existence of a Local Emergency in the County of Riverside regarding COVID-19.

**ATTACHMENT –**

- **Amendment No. 2 Community Connect**
- **Amendment No. 3 Community Connect**

  
Tina Grande, Director of Purchasing 4/6/2021

  
Cherilyn Williams 4/13/2021

  
Gregory V. Priamos, Director County Counsel 4/6/2021



COUNTY OF RIVERSIDE  
AMENDMENT NO. 2 TO THE AGREEMENT  
WITH  
COMMUNITY CONNECT

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Original Contract Term:	April 1, 2020 through September 30, 2020
Effective Date of Amendment:	January 1, 2021
Original Maximum Contract Amount:	\$159,000
Amended Maximum Contract Amount:	\$1,464,495 (through September 30, 2021)
Contract ID:	EMARC-PSA-0001979

This Second Amendment to the Personal Service Agreement (the "Agreement") is entered into by and between the County of Riverside, a political subdivision of the State of California ("COUNTY") and Community Connect, a California not for profit corporation ("CONTRACTOR").

RECITALS

WHEREAS, COUNTY and CONTRACTOR entered into the Agreement (also identified as Contract No. EMARC-PSA-0001979) for 2-1-1 COVID-19 information management and referral services for the COUNTY on behalf of its Emergency Management Department; and

WHEREAS, COUNTY entered into Amendment No. 1 to the Agreement with Community Connect to exercise all options at once to renew the Agreement through December 31, 2020; and

WHEREAS, COUNTY now desires to extend the Agreement through September 30, 2021 to coincide with the mass COVID-19 vaccination campaign; and

WHEREAS, COUNTY has requested an expansion of services to assist with the mass COVID-19 vaccination campaign, and CONTRACTOR will hire 25 additional staff and requires electronic equipment to meet that need; and

WHEREAS, COUNTY will adjust total maximum contract amount from \$159,000 through December 31, 2020 to \$1,464,495 through September 30, 2021;

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

1. The above recitals are true and correct.
2. The first sentence of Section 2 of the Agreement is deleted in its entirety and replaced with the following:

"This Agreement shall be effective from April 1, 2020 through September 30, 2021, unless terminated earlier."



COUNTY OF RIVERSIDE  
AMENDMENT NO. 2 TO THE AGREEMENT  
WITH  
COMMUNITY CONNECT

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3. The second sentence of Section 3.1 of the Agreement is hereby deleted in its entirety and replace with the following:

“Maximum payments by COUNTY to CONTRACTOR shall not exceed one million four hundred sixty-four thousand four hundred and ninety-five dollars (\$1,464,495), including all expenses through September 30, 2021.”

4. Add Section 2.3 to Exhibit A, Scope of Service as follows:

“As of January 25, 2021, CONTRACTOR shall add twenty-five staff to the Call Center dedicated to the COVID-19 Vaccine Campaign at the rate of \$31 per hour for 40 hours per week (business hours) and a monthly software access fee of \$30 per staff. All responsibilities as stated in Section 2.2 as applicable are included. The COUNTY will reimburse the CONTRACTOR for the cost of electronic equipment required to meet the expansion (laptops, hotspots, headphones).”

5. Add Section 3 to Exhibit B, Payment Provision as follows:

**“3. Monthly Reimbursable Amount January 1, 2021 through September 30, 2021 and Cost of Equipment for Expansion”**

A. COUNTY agrees to pay CONTRACTOR a fixed price inclusive of salaries, fringe benefits, payroll taxes, travel and related expenses related to performance of the Agreement as follows:

Line Item	Description	Quantity	Cost	Total
1	Weekly service rate for scope of work detailed in Section 2.2	39 weeks	\$4,000.00	\$156,000.00
2	Weekly service rate for scope of work detailed in Section 2.3	36 weeks	\$31,187.50	\$1,122,750.00
	Sub-Total			\$1,278,750.00

B. County agrees to reimburse CONTRACTOR for the following One-Time Costs, to be invoiced separately for reimbursement upon receipt:

3	Equipment for 25 staff (refurbished laptop, headphones)	25 FTE	\$726.00	\$18,150.00
4	Hotspots (device/service for 8 months)	25 FTE	\$343.80	\$8,595.00
	Sub-Total			\$26,745.00
	Total			\$1,305,495.00



**COUNTY OF RIVERSIDE  
AMENDMENT NO. 2 TO THE AGREEMENT  
WITH  
COMMUNITY CONNECT**

C. Monthly Invoice Schedule of Payments for Services, to be submitted to  
EMDFiscal@rivco.org :

Invoice	Month	COVID-19 Resource Calls	Vaccine Campaign	Invoice Total
1	January 2021	\$16,000.00	\$31,187.50	\$ 47,187.50
2	February 2021	\$16,000.00	\$124,750.00	\$140,750.00
3	March 2021	\$20,000.00	\$155,937.50	\$175,937.50
4	April 2021	\$16,000.00	\$124,750.00	\$140,750.00
5	May 2021	\$16,000.00	\$124,750.00	\$140,750.00
6	June 2021	\$20,000.00	\$155,937.50	\$175,937.50
7	July 2021	\$16,000.00	\$124,750.00	\$140,750.00
8	August 2021	\$16,000.00	\$124,750.00	\$140,750.00
9	September 2021	\$20,000.00	\$155,937.50	\$175,937.50

/end"

6. All other terms and conditions of the Agreement not modified herein shall remain unchanged and in effect. If any provisions of this Amendment or the Agreement shall be determined to be illegal or unenforceable, such determination shall not affect any other provision of the Agreement and all such other provisions shall remain in full force and effect. The language in all parts of the Agreement shall be construed according to its normal and usual meaning and not strictly for or against either party.

IN WITNESS WHEREOF, the Parties hereto have caused their duly authorized representatives to execute this Second Amendment.

**COUNTY OF RIVERSIDE**, a political  
subdivision of the State of California

**COMMUNITY CONNECT**, a  
California not for profit organization

By:   
Jeff van Wagenen, County Executive Officer

By:   
Lisa Wright, Chief Executive Officer

Dated: 3.12.21

Dated: 1/25/2021

APPROVED AS TO FORM:  
Gregory P. Priamos  
County Counsel



On a motion of Supervisor Hewitt, seconded by Supervisor Spiegel and duly carried by unanimous vote, Item 3.7, April 20, 2021 is ratified and approved.

ROLL CALL:

Ayes: Spiegel, Jeffries, Washington, Perez and Hewitt

Nays: None

Absent: None

Abstained:

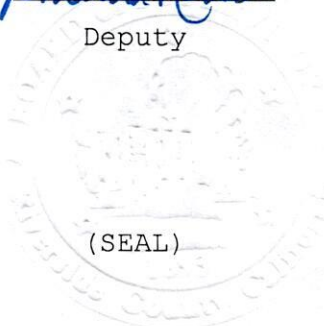
BOARD OF SUPERVISORS OF THE COUNTY OF  
RIVERSIDE, STATE OF CALIFORNIA

By: Karen S. Spiegel  
Karen Spiegel  
Chair

ATTEST:

CLERK OF THE BOARD:

By: Doreen Russo  
Deputy





COUNTY OF RIVERSIDE  
AMENDMENT NO. 3 TO THE AGREEMENT  
WITH  
COMMUNITY CONNECT

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Original Contract Term:	April 1, 2020 through September 30, 2021
Effective Date of Amendment:	February 1, 2021
Original Maximum Contract Amount:	\$159,000
Amended Maximum Contract Amount:	\$2,806,464 (through September 30, 2021)
Contract ID:	EMARC-PSA-0001979

This Third Amendment to the Personal Service Agreement (the "Agreement") is entered into by and between the County of Riverside, a political subdivision of the State of California ("COUNTY") and Community Connect, a California not for profit corporation ("CONTRACTOR").

RECITALS

WHEREAS, COUNTY and CONTRACTOR entered into the Agreement (also identified as Contract No. EMARC-PSA-0001979) for 2-1-1 COVID-19 information management and referral services for the COUNTY on behalf of its Emergency Management Department; and

WHEREAS, COUNTY entered into Amendment No. 1 to the Agreement with Community Connect to exercise all options at once to renew the Agreement through December 31, 2020; and

WHEREAS, COUNTY entered into Amendment No. 2 to the Agreement to extend the Agreement through September 30, 2021 to coincide with the mass COVID-19 vaccination campaign and to hire 25 additional temporary staff to assist with vaccine registration; and

WHEREAS, COUNTY has requested an additional expansion of services to assist with the mass COVID-19 vaccination campaign due to phone wait times exceeding 1.5 hours, and CONTRACTOR will hire 30 additional temporary staff and acquire electronic equipment to meet that need; and

WHEREAS, COUNTY will adjust total maximum contract amount from \$1,464,495 to \$2,806,464 through September 30, 2021.

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

1. The above recitals are true and correct.
2. The second sentence of Section 3.1 of the Agreement is hereby deleted in its entirety and replace with the following:



COUNTY OF RIVERSIDE  
AMENDMENT NO. 3 TO THE AGREEMENT  
WITH  
COMMUNITY CONNECT

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“Maximum payments by COUNTY to CONTRACTOR shall not exceed two million eight hundred six thousand four hundred and sixty-four dollars (\$2,806,464), including all expenses through September 30, 2021.”

3. Add Section 2.4 to Exhibit A, Scope of Service as follows:

“As of February 2, 2021, CONTRACTOR shall add thirty (30) additional staff to the Call Center dedicated to the COVID-19 Vaccine Campaign at the rate of \$31 per hour for 40 hours per week (business hours) and a monthly software access fee of \$30 per staff. All responsibilities as stated in Section 2.2 as applicable are included. The COUNTY will reimburse the CONTRACTOR for the cost of electronic equipment required to meet the expansion (laptops, hotspots, headphones).”

4. Add Section 4 to Exhibit B, Payment Provision as follows:

**“4. Monthly Reimbursable Amount February 1, 2021 through September 30, 2021 and Cost of Equipment for Expansion**

A. COUNTY agrees to pay CONTRACTOR a fixed price inclusive of salaries, fringe benefits, payroll taxes, travel and related expenses related to performance of the Agreement as follows:

Line Item	Description	Quantity	Cost	Total
1	Weekly service rate for scope of work detailed in Section 2.4 for 30 FTE at the rate of \$1,247.50 per staff	35 weeks	\$37,425.00	\$1,309,875.00
	Sub-Total			<b>\$1,309,875.00</b>
B. County agrees to reimburse CONTRACTOR for the following One-Time Costs, to be invoiced separately for reimbursement upon receipt:				
3	Equipment for 30 staff (refurbished laptop, headphones)	30 FTE	\$726.00	\$21,780.00
4	Hotspots (device/service for 8 months)	30 FTE	\$343.80	\$10,314.00
	Sub-Total			<b>\$32,094.00</b>
	Total			<b>\$1,341,969.00</b>

C. An advance payment of three months (13 weeks) in the amount of \$486,525.00 will be made upon execution of the contract to cover expenses related to the rapid expansion of staff. Invoices will be submitted on a monthly basis detailing the expenditures against this amount at a weekly rate of \$1247.50 per staff.



COUNTY OF RIVERSIDE  
AMENDMENT NO. 3 TO THE AGREEMENT  
WITH  
COMMUNITY CONNECT

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D. Estimated Monthly Invoice Schedule of Payments for Services, to be submitted to [EMDFiscal@rivco.org](mailto:EMDFiscal@rivco.org), shall not exceed the following amounts:

Invoice	Month (# of weeks)	Vaccine Campaign Not to exceed 30 FTE at a weekly rate of \$1247.50 per FTE	Invoice Total
1*	February 2021 (4)	\$149,700.00	\$149,700.00
2*	March 2021 (5)	\$187,125.00	\$187,125.00
3*	April 2021 (4)	\$149,700.00	\$149,700.00
4	May 2021 (4)	\$149,700.00	\$149,700.00
5	June 2021 (5)	\$187,125.00	\$187,125.00
6	July 2021 (4)	\$149,700.00	\$149,700.00
7	August 2021 (4)	\$149,700.00	\$149,700.00
8	September 2021 (5)	\$187,125.00	\$187,125.00

\*invoices 1-3 will be paid in advance"

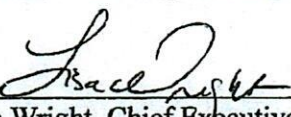
5. All other terms and conditions of the Agreement not modified herein shall remain unchanged and in effect. If any provisions of this Amendment or the Agreement shall be determined to be illegal or unenforceable, such determination shall not affect any other provision of the Agreement and all such other provisions shall remain in full force and effect. The language in all parts of the Agreement shall be construed according to its normal and usual meaning and not strictly for or against either party.

IN WITNESS WHEREOF, the Parties hereto have caused their duly authorized representatives to execute this Second Amendment.

**COUNTY OF RIVERSIDE**, a political  
subdivision of the State of California

**COMMUNITY CONNECT**, a  
California not for profit organization

By:   
Jeffrey Van Wagenen, County Executive Officer

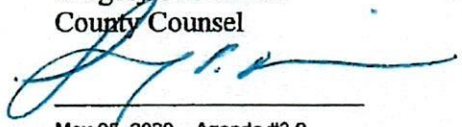
By:   
Lisa Wright, Chief Executive Officer

Dated: 3-12-21

Dated: 2/17/2021

APPROVED AS TO FORM:

Gregory P. Priamos  
County Counsel

  
May 05, 2020 – Agenda #3.9  
Form #116-311 Revision Date: 01/13/2016

On a motion of Supervisor Hewitt, seconded by Supervisor Spiegel and duly carried by unanimous vote, Item 3.7, April 20, 2021 is ratified and approved.

ROLL CALL:

Ayes: Spiegel, Jeffries, Washington, Perez and Hewitt

Nays: None

Absent: None

Abstained:

BOARD OF SUPERVISORS OF THE COUNTY OF  
RIVERSIDE, STATE OF CALIFORNIA

By: Karen S. Spiegel

Karen Spiegel  
Chair

ATTEST:

CLERK OF THE BOARD:

By: [Signature]

Deputy

