

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



**ITEM: 3.51  
(ID # 22839)**

**MEETING DATE:**

Tuesday, August 29, 2023

**FROM :** PUBLIC SOCIAL SERVICES:

**SUBJECT:** DEPARTMENT OF PUBLIC SOCIAL SERVICES (DPSS): Approve Standard Agreement No. 75340751 effective September 1, 2023 through August 31, 2028, for a total aggregate of \$1,190,389; approve Standard Agreement No. 75340752 effective January 1, 2024 through December 31, 2028, for a total aggregate amount of \$944,117, both for County Subject Matter Expertise Work related to the Child Welfare Services – California Automated Response and Engagement System (CWS-CARES) Project; and adopt Resolution No. 2023-232; All Districts. [Total \$2,134,506, with up to \$533,627 in additional compensation; 100% State Funding]

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

1. Approve Standard Agreement No. 75340751 with the California Health and Human Services Agency, Office of Technology and Solutions Integration, to provide County Subject Matter Expertise Work related to the Child Welfare Services – California Automated Response and Engagement System (CWS-CARES) Project, for a total aggregate amount not to exceed \$674,626 effective September 1, 2023 through August 31, 2026, with the option to renew for two additional one-year periods for a total aggregate of \$1,190,389 through August 31, 2028; and authorize the Director of the Department of Public Social Services, or designee, to execute this Agreement on behalf of the County.

Continued on Page 2

**ACTION:Policy**

  
Charity Douglas, DPSS Director

8/21/2023

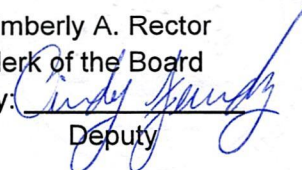
---

**MINUTES OF THE BOARD OF SUPERVISORS**

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

Ayes: Jeffries, Spiegel, Perez, Washington, and Gutierrez  
Nays: None  
Absent: None  
Date: August 29, 2023  
xc: DPSS

Kimberly A. Rector  
Clerk of the Board

By:   
Deputy

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

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

2. Authorize the Director of the Department of Public Social Services, or designee, in accordance with Ordinance 459, based on the availability of fiscal funding and as approved as to form by County Counsel to sign amendments to Standard Agreement No. 75340751 (a) that exercise the options of the Agreement to include renewing the term of the Agreement and modifying the Scope of Services that stay within the intent of the Agreement, and (b) to the compensation provisions that do not exceed the sum total of twenty-five percent (25%) of the total aggregate amount of the Agreement.
3. Approve Standard Agreement No. 75340752 with the California Health and Human Services Agency, Office of Technology and Solutions Integration, to provide County Subject Matter Expertise Work related to the Child Welfare Services – California Automated Response and Engagement System (CWS-CARES) Project, for a total aggregate amount not to exceed \$535,057 effective January 1, 2024 through December 31, 2026, with the option to renew for two additional one-year periods for a total aggregate of \$944,117 through December 31, 2028; and authorize the Director of the Department of Public Social Services, or designee, to execute this Agreement on behalf of the County.
4. Authorize the Director of the Department of Public Social Services, or designee, in accordance with Ordinance 459, based on the availability of fiscal funding and as approved as to form by County Counsel to sign amendments to Standard Agreement No. 75340752 (a) that exercise the options of the Agreement to include renewing the term of the Agreement and modifying the Scope of Services that stay within the intent of the Agreement, and (b) to the compensation provisions that do not exceed the sum total of twenty-five percent (25%) of the total aggregate amount of the Agreement.
5. Adopt Resolution No. 2023-232 authorizing the Director of the Department of Public Social Services, or designee, to execute Standard Agreement No. 75340751 and Standard Agreement No. 75340752 with the California Health and Human Services Agency, Office of Technology and Solutions Integration, for County Subject Matter Expertise Work related to the Child Welfare Services – California Automated Response and Engagement System (CWS-CARES) Project.
6. Authorize the Director of the Department of Public Social Services, or designee, to sign any required documents from the California Health and Human Services Agency, Office of Technology and Solutions Integration, to receive and administer the funds under the Standard Agreement Nos. 75340751 and 75340752.

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

<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>	\$ 262,925	\$ 398,038	\$ 2,134,506	\$ 0
<b>NET COUNTY COST</b>	\$ 0	\$ 0	\$ 0	\$ 0
<b>SOURCE OF FUNDS:</b> State 100%			<b>Budget Adjustment:</b> N/A	
			<b>For Fiscal Year:</b> 23/24- 28/29	

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

**BACKGROUND:**

**Summary**

Child Welfare Digital Services (CWDS) is a collaborative effort between State and local government agencies dedicated to building a child welfare case management information system responding to users' needs while maintaining the best standards for security and data integrity. The California Health and Human Services Agency, Office of Technology and Integration (OTSI), has developed the Child Welfare Services-California Automated Response and Engagement System (CWS-CARES) to replace the previous Child Welfare Services/Case Management System (CWS-CMS).

CWS-CARES is a child welfare information system that responds to users' needs while maintaining the best standards for security and data integrity to aid child welfare professionals in the vital assistance, oversight and case management of our most vulnerable populations. The vision of CWDS is to establish and maintain an innovative statewide 21<sup>st</sup> century information technology application that aids child welfare stakeholders in assuring the safety, permanency and well-being of children at risk of abuse and neglect.

On January 10, 2013, this project received approval from the California Department of Technology through their Feasibility Study Report, and subsequently launched July 1, 2013 through release of the 2013 State Budget Act. OTSI requested Counties provide CWDS subject matter experts to assist in development and implementation of CWS-CARES.

In February 2021, DPSS entered into Standard Agreement No. 75334076 with the California Health and Human Services, Office of Technology and Solutions Integration, for one (1) OTSI-funded subject matter expert to support OTSI. This agreement was approved by the Board of Supervisors February 9, 2021, Agenda Item 3.22, This agreement is set to expire December 31, 2023.

Riverside County proposes two (2) OTSI-funded subject matter experts to support OTSI, working primarily from a Sacramento project office.

Standard Agreement No. 75340751 is effective September 1, 2023 through August 31, 2026, with the option to renew for two additional one-year periods through August 31, 2028. Standard

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

Agreement No. 75340752 is effective January 1, 2024 through December 31, 2026, with the option to renew for two additional one-year periods through December 31, 2028.

**Impact on Residents and Businesses**

CWS-CARES will allow child welfare workers to ensure safety, well-being and permanency of children at risk of abuse, neglect or exploitation.

**Additional Fiscal Information**

This is 100% State funded. The positions are within the department's budget. Base salary is subject to 3-5% annual increases. Below is the breakdown of the budget:

Standard Agreement No. 75340751 for one (1) Regional Manager FTE; Term September 1, 2023 – August 31, 2028

State FY (SFY)	FY 23/24	FY 24/25	FY 25/26	FY 26/27
Months	10 Months	12 Months	12 Months	2 Months
Base Salary	\$111,835	\$139,571	\$145,153	\$25,160
Benefits	\$67,068	\$83,701	\$87,049	\$15,089
Totals	\$178,903	\$223,272	\$232,202	\$40,249
Core Term Total				\$674,626

Option Year 1		
SFY	FY 26/27	FY 27/28
Months	10 Months	2 Months
Base Salary	\$130,832	\$27,213
Benefits	\$78,460	\$16,320
Totals	\$209,292	\$43,533
Option Year 1 Total		\$252,825

Option Year 2		
SFY	FY 27/28	FY 28/29
Months	10 Months	2 Months
Base Salary	\$136,065	\$28,301
Benefits	\$81,599	\$16,973
Totals	\$217,664	\$45,274
Option Year 2 Total		\$262,938

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

Standard Agreement No. 75340752 for one (1) Social Services Supervisor FTE; Term January 1, 2024 – December 31, 2028

Core Term				
State FY	23/24	24/25	25/26	26/27
Months	6 Months	12 Months	12 Months	6 Months
Base Salary	\$ 52,523.00	\$ 109,249.00	\$ 113,619.00	\$ 59,082.00
Benefits	\$ 31,499.00	\$ 65,517.00	\$ 68,137.00	\$ 35,431.00
Totals	\$ 84,022.00	\$ 174,766.00	\$ 181,756.00	\$ 94,513.00
Core Term Total				\$ 535,057.00

Option Year 1		
SFY	26/27	27/28
Months	6 Months	6 Months
Base Salary	\$ 61,445.00	\$ 63,903.00
Benefits	\$ 36,849.00	\$ 38,323.00
Totals	\$ 98,294.00	\$ 102,226.00
Option Year 1 Total	\$ 200,520.00	

Option Year 2		
SFY	27/28	28/29
Months	6 Months	6 Months
Base Salary	\$ 63,903.00	\$ 66,458.00
Benefits	\$ 38,323.00	\$ 39,856.00
Totals	\$ 102,226.00	\$ 106,314.00
Option Year 2 Total	\$ 208,540.00	

**ATTACHMENTS:**

- ATTACHMENT A** Resolution No. 2023-232
- ATTACHMENT B** Standard Agreement No 75340751
- ATTACHMENT C** Standard Agreement No 75340752

  
 Gregg Gu, Chief Deputy County Counsel 8/21/2023

2  
3 RESOLUTION NO. 2023-232

4 **A RESOLUTION OF THE BOARD OF SUPERVISORS OF THE COUNTY OF RIVERSIDE TO**  
5 **APPROVE STANDARD AGREEMENT NO. 75340751 EFFECTIVE SEPTEMBER 1, 2023**  
6 **THROUGH AUGUST 31, 2028, FOR A TOTAL AGGREGATE OF \$1,190,389; APPROVE**  
7 **STANDARD AGREEMENT NO. 75340752 EFFECTIVE JANUARY 1, 2024 THROUGH**  
8 **DECEMBER 31, 2028, FOR A TOTAL AGGREGATE AMOUNT OF \$944,117, BOTH FOR**  
9 **COUNTY SUBJECT MATTER EXPERTISE WORK RELATED TO THE CHILD WELFARE**  
10 **SERVICES – CALIFORNIA AUTOMATED RESPONSE AND ENGAGEMENT SYSTEM (CWS-**  
11 **CARES) PROJECT; AND ADOPT RESOLUTION NO. 2023-232.**

12  
13  
14 **WHEREAS**, the California Health and Human Services Agency, Office of Technology and  
15 Solutions Integration, desires to contract with the County of Riverside and its Department of Public Social  
16 Services for Child Welfare Services – California Automated Response and Engagement System (CWS-  
17 CARES) Project Subject Matter Experts; and,

18 **WHEREAS**, upon proper motion and approval of the Board of Supervisors, the Director of the  
19 Department of Public Social Services, or designee, for the County of Riverside, will have been authorized  
20 to sign standard agreements Nos. 75340751 and 75340752 and amendments on behalf of the County of  
21 Riverside, Department of Public Social Services.

22 **NOW, THEREFORE, BE IT RESOLVED, DETERMINED AND ORDERED**

23 by the Board of Supervisors of the County of Riverside, State of California, (“Board”) in regular session  
24 assembled on August 29, 2023, at 9:30 a.m. or soon thereafter, in the meeting room located on the first floor  
25 of the County Administrative Center, 4080 Lemon Street, Riverside, California, that this Board does hereby  
26 determine and declare as follows:

1 SECTION 1. The Board of Supervisors approves Standard Agreement No. 75340751 with the  
2 California Health and Human Services Agency, Office of Technology and Solutions Integration, to provide  
3 County Subject Matter Expertise Work related to the Child Welfare Services – California Automated  
4 Response and Engagement System (CWS-CARES) Project, for a total aggregate amount not to exceed  
5 \$674,626 effective September 1, 2023 through August 31, 2026, with the option to renew for two additional  
6 one-year periods for a total aggregate of \$1,190,389 through August 31, 2028; and authorizes the Director  
7 of the Department of Public Social Services, or designee, to execute this Agreement on behalf of the County.

8 SECTION 2. The Board of Supervisors authorizes the Director of the Department of Public Social  
9 Services, or designee, in accordance with Ordinance 459, based on the availability of fiscal funding and as  
10 approved as to form by County Counsel to sign amendments to Standard Agreement No. 75340751 (a) that  
11 exercise the options of the Agreement to include renewing the term of the Agreement and modifying the  
12 Scope of Services that stay within the intent of the Agreement, and (b) to the compensation provisions that  
13 do not exceed the sum total of twenty-five percent (25%) of the total aggregate amount of the Agreement.

14 SECTION 3. The Board of Supervisors approves Standard Agreement No. 75340752 with the  
15 California Health and Human Services Agency, Office of Technology and Solutions Integration, to provide  
16 County Subject Matter Expertise Work related to the Child Welfare-Services – California Automated  
17 Response and Engagement System (CWS-CARES) Project, for a total aggregate amount not to exceed  
18 \$535,057 effective January 1, 2024 through December 31, 2026, with the option to renew for two additional  
19 one-year periods for a total aggregate \$944,117 through December 31, 2028.

20 SECTION 4. The Board of Supervisors authorizes the Director of the Department of Public Social  
21 Services, or designee, in accordance with Ordinance 459, based on the availability of fiscal funding and as  
22 approved as to form by County Counsel to sign amendments to Standard Agreement No. 75340752 (a) that  
23 exercise the options of the Agreement to include renewing the term of the Agreement and modifying the  
24 Scope of Services that stay within the intent of the Agreement, and (b) to the compensation provisions that  
25 do not exceed the sum total of twenty-five percent (25%) of the total aggregate amount of the Agreement.

26 SECTION 5. The Board of Supervisors authorizes the Director of the Department of Public Social  
27 Services, or designee, to sign any required documents from the California Health and Human Services  
28

1 Agency, Office of Technology and Solutions Integration, to receive and administer the funds under the  
2 Standard Agreement Nos. 75340751 and 75340752.

3 **BE IT FURTHER RESOLVED, DETERMINED, AND ORDERED** that this Board hereby  
4 authorizes this resolution to take effect immediately upon its adoption.

5  
6 PASSED AND ADOPTED this 29<sup>th</sup> day of August 2023, but the following vote:

7 AYES \_\_\_\_\_  
8 NOES \_\_\_\_\_  
9 ABSTENTIONS \_\_\_\_\_  
10 ABSENT \_\_\_\_\_

11 By:   
Kevin Jeffries, Chairman of the Board

12 Approval as to Form  
13 Minh C. Tran, County Counsel

14 By: *Katherine Wilkins*  
15 Katherine Wilkins  
16 Deputy County Counsel

17 Date: Aug 23, 2023

18 **STATE OF CALIFORNIA**  
19 County of Riverside

20 I, Kimberly Rector, County Clerk of the County of Riverside, State of California, hereby certify the above  
and foregoing to be a full, true and correct copy of a resolution adopted by the County Board of  
Supervisors on this 29<sup>th</sup> day of August 2023.

21 Kimberly Rector  
22 Clerk of the County of Riverside, State of California

23 By:   
24 DEPUTY



2  
3 RESOLUTION NO. 2023-232

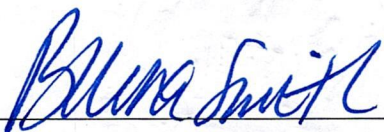
4 A RESOLUTION OF THE BOARD OF SUPERVISORS OF THE COUNTY OF RIVERSIDE TO  
5 APPROVE STANDARD AGREEMENT NO. 75340751 EFFECTIVE SEPTEMBER 1, 2023  
6 THROUGH AUGUST 31, 2028, FOR A TOTAL AGGREGATE OF \$1,190,389; APPROVE  
7 STANDARD AGREEMENT NO. 75340752 EFFECTIVE JANUARY 1, 2024 THROUGH  
8 DECEMBER 31, 2028, FOR A TOTAL AGGREGATE AMOUNT OF \$944,117, BOTH FOR  
9 COUNTY SUBJECT MATTER EXPERTISE WORK RELATED TO THE CHILD WELFARE  
10 SERVICES CALIFORNIA AUTOMATED RESPONSE AND ENGAGEMENT SYSTEM (CWS-  
11 CARES) PROJECT; AND ADOPT RESOLUTION NO. 2023-232.

12 ROLL CALL:

13  
14 Ayes: Jeffries, Washington, Spiegel, Perez and Gutierrez  
15 Nays: None  
16 Absent: None  
17

18  
19 The foregoing is certified to be a true copy of a resolution duly adopted by said Board of  
20 Supervisors on the date therein set forth.

21  
22 KIMBERLY A. RECTOR, Clerk of said Board

23  
24 By: 

25 Deputy

# RESOLUTION

BE IT RESOLVED by the Board of Supervisors of the County of Riverside, State of California, in regular session assembled on Tuesday, August 29, 2023, that the Chair is authorized and directed to execute on behalf of said County the Standard Agreement No. 75340751 between Riverside County and the California Health and Human Services Agency, Office of Technology and Solutions Integration (CalHHS OTSI) providing for: Child Welfare Services – California Automated Response and Engagement System (CWS-CARES) Project

## ROLL CALL:

Ayes: Jeffries, Spiegel, Washington, Perez and Gutierrez  
Nays: None  
Absent: None  
Abstain: None

The foregoing is certified to be a true copy of a resolution duly adopted by said Board of Supervisors on the date therein set forth.

KIMBERLY A. RECTOR, Clerk of the Board

BY: 

Deputy

08.29.2023 3.51

**CLERK'S COPY**

to Riverside County Clerk of the Board, Stop 1010

Post Office Box 1147, Riverside, Ca 92502-1147

Thank you. SCO ID: 0531-75340751

STATE OF CALIFORNIA  
DEPARTMENT OF TECHNOLOGY  
STATEWIDE TECHNOLOGY PROCUREMENT  
**STANDARD AGREEMENT**  
TECH 213 (rev. 02/2020)

AGREEMENT NUMBER  
75340751

1. This Agreement is entered into between the Contracting Agency and the Contractor named below:  

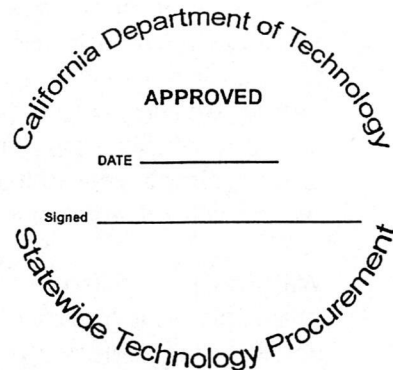
<b>CONTRACTING AGENCY NAME</b>	California Health and Human Services Agency, Office of Technology and Solutions Integration (hereinafter referred to as State or CalHHS OTSI)
<b>CONTRACTOR NAME</b>	County of Riverside
2. The term of this Agreement is: September 1, 2023, or upon approval by CDT-STP, whichever is later, through August 31, 2026, or 36 months, whichever is later.
3. The maximum amount of this Agreement is: \$674,626.41  
Six hundred seventy-four thousand, six hundred twenty-six dollars and forty-one cents
4. The parties agree to comply with the terms and conditions of the following exhibits which are by this reference made a part of the County Subject Matter Expert Agreement for the CalHHS OTSI CWS-CARES project:

EXHIBIT TITLE	PAGES
Exhibit A – Scope of Work	7
Exhibit B – Budget Detail and Payment Provisions	5
Exhibit C* - General Terms and Conditions (GTC 04/2017)	*
Exhibit D – Special Terms and Conditions	4
Exhibit E – Special Provisions	1
Exhibit E, Attachment 1- State's Confidentiality and Security Requirements	3
Exhibit F – Contractor Resume	3

Items shown with an asterisk (\*), are hereby incorporated by reference and made part of this agreement as if attached hereto. These documents can be viewed at <https://www.dgs.ca.gov/OLS/Resources>

IN WITNESS WHEREOF, this Agreement has been executed by the parties hereto.

<b>CONTRACTOR</b>	Department of Technology (CDT), Statewide Technology Procurement (STP) Use Only
CONTRACTOR NAME (If other than an individual, state whether a corporation, partnership, etc.) County of Riverside	
CONTRACTOR AUTHORIZED SIGNATURE 	DATE SIGNED
PRINTED NAME AND TITLE OF PERSON SIGNING Charity Douglas / Director	
ADDRESS 4060 County Circle Drive, Riverside CA 92503	
<b>STATE OF CALIFORNIA</b>	
CONTRACTING AGENCY NAME California Health and Human Services Agency, Office of Technology and Solutions Integration	
CONTRACTING AGENCY AUTHORIZED SIGNATURE 	DATE SIGNED
PRINTED NAME AND TITLE OF PERSON SIGNING Jim Kammerer / Chief Procurement Officer	
CONTRACTING AGENCY ADDRESS 2495 Natomas Park Drive, Suite 515, Sacramento, CA 95833	



AUG 29 2023 3.57

## EXHIBIT A SCOPE OF WORK

### 1. GENERAL

This Agreement is entered into by and between the California Health and Human Services Agency, Office of Technology and Solutions Integration, hereinafter referred to as the "CalHHS OTSI" or the "State," and the County of Riverside, hereinafter referred to as the "Contractor." The State and the Contractor, individually as "Party" and collectively as "the Parties," are entering into this Agreement for the purpose of the Contractor to provide Subject Matter Expert (SME) services to the State as described herein.

### 2. TERM

This Agreement will commence September 1, 2023, or the date the Agreement is approved by the California Department of Technology, Statewide Technology Procurement, whichever is later (referred to herein as the "Effective Date"), and continue through August 31, 2026, or 36 months, whichever is later.

Upon mutual written agreement, the Parties may extend the term of this Agreement for up to two (2), one (1) year optional extensions at the originally agreed-upon costs specified in Exhibit B, Budget Detail and Payment Provisions.

### 3. COST

The total cost of this Agreement shall not exceed \$674,626.41. Cost details are located in Exhibit B – Budget Detail and Payment Provisions.

### 4. WORK LOCATION AND HOURS OF SERVICES

Contractor staff (also referred to herein as "County Employee") is required to perform all services under this Agreement at the Child Welfare Services-California Automated Response and Engagement System (CWS-CARES) Project (hereinafter referred to as "Project") office located at 2870 Gateway Oaks Drive, Sacramento, CA 95833, and the County of Riverside, as agreed upon by the Parties. The County Employee may telework from their home office or other locations, as approved by the State. The County Employee may also work at other project sites, State offices, or meeting locations during the term of this Agreement within the greater Sacramento area. Duties may require the County Employee to travel occasionally to other locations throughout the State as directed by the State Project Administration Director or its designee.

With the exception of state and county holidays, the contracted services shall be provided during normal, state business days between the hours of 8:00 a.m. to 5:00 p.m. Pacific Time, unless otherwise authorized in writing by the State Project Administration Director or its designee.

In order to meet deadlines specified within the Child Welfare Digital Services (CWDS) Master Project Schedule, it may be necessary for Contractor staff to adjust their working schedule to attend meetings and/or perform services.

## 5. SCOPE OF RESPONSIBILITIES

The County Employee shall not work more than 180 hours per month without prior State written approval.

County Employee tasks shall be performed in accordance with the deadlines set forth in the CWDS Master Project Schedule, which is incorporated by reference herein and located in the Project's SharePoint site. Deadlines within the CWDS Master Project Schedule may be changed by the State, at its sole discretion, to meet the needs of the Project. The tasks listed in Section 5 may be further detailed and overseen in accordance with the Vendor Management Plan by the State Functional Manager, and progress is managed through Jira, the Project's designated project management tool, and the CWDS Master Project Schedule. These tools allow for visibility into task progression and completion through a variety of reporting capabilities.

Under the general direction of the State Project Administration Director or its designee, the County Employee shall perform county subject matter expertise work related to the Project. The County Employee shall provide the following services:

<b>Task No.</b>	<b>Task Description</b>
<b>Task 1 – Task Management</b>	
1.1	<p><b>Monthly Status Report</b>                      Prepare and submit Monthly Status Reports (MSRs) using the template provided by the State. The MSRs shall include the following:</p> <ul style="list-style-type: none"> <li>• Description of planned and unplanned activities in the reporting month;</li> <li>• Description of activities scheduled in the coming month;</li> <li>• Identification of any concerns and/or issues; and</li> <li>• Identification of detailed tasks from the Scope of Work (SOW).</li> </ul> <p>(Due: Monthly, by the fifth business day of each month)</p>
1.2	<p><b>Final Report</b>                      Prepare and submit a Final Report using the template provided by the State documenting Agreement results. The Final Report shall include the following:</p> <ul style="list-style-type: none"> <li>• Summary of all SOW activities;</li> <li>• Deliverables;</li> <li>• Milestone accomplishments;</li> <li>• Lessons learned; and</li> <li>• Actual contract expenditures versus planned expenditures.</li> </ul> <p>(Due: As requested by the State)</p>
<b>Task 2 – Communication Management</b>	
2.1	Identify stakeholder communication needs regarding the CWS-CARES development, policy, and operations.
2.2	Coordinate and facilitate county staff involvement in implementation-related activities.
2.3	Attend meetings as approved by CWDS management, which may include county meetings, regional meetings, and County Welfare Directors Association (CWDA) meetings, to provide input and status on decisions and resolutions to issues.

<b>Task No.</b>	<b>Task Description</b>
2.4	Provide content to update the CWDS website and other electronic tools.
2.5	Meet with stakeholders, staff, end users, and other appropriate persons from various private and/or governmental organizations for the purposes of problem identification and resolution, inclusion of program and technical policy and regulation, and procedure development.
2.6	Prepare and deliver presentations for stakeholders as needed or requested by CWDS management.
2.7	Assist in developing All County Letters and Informational Notices and provide suggested changes to program descriptions, needs, or outcomes.
2.8	Review and provide comment on all solution training materials developed by other vendors.
2.9	Identify risks and issues that arise during the design, development, and implementation of the CWS-CARES.
2.10	Travel as necessary to attend meetings, obtain training, and assist in the implementation of the CWS-CARES and other project activities, as approved by CWDS management.
<b>Task 3 – Child Welfare Services Subject Matter Expertise Services</b>	
3.1	Analyze legislation, regulations, and county decisions for impacts to the CWS-CARES.
3.2	Provide input on gaps and needs within the CWS-CARES Service Delivery Life Cycle, and provide recommendations to address programmatic problems or issues as they arise.
3.3	Assist with research, analysis, and development of solutions for highly complex business or technical issues or problems identified during the development and implementation of the CWS-CARES.
3.4	Act in the capacity of a SME to ensure the development and implementation of the CWS-CARES incorporates county business practice, processes, and procedures.
3.5	Recommend new or amended processes and methods as a result of emerging technologies to achieve end user satisfaction.
3.6	Assist in developing or revising project documentation related to solution development and implementation activities with an emphasis on program descriptions, needs, or outcomes.
3.7	Ensure the development and implementation of the CWS-CARES meets county program, fiscal, technical, and business needs.
<b>Task 4 – Procurement Support Services</b>	
4.1	Participate in developing, reviewing, and revising procurement-related documentation.
4.2	Conduct impact analyses on proposed requirement changes.
4.3	Participate in developing and reviewing revisions to the Product Blueprint, Product Roadmap, user stories, business and technical requirements, business process workflows, and associated procurement artifacts to ensure they remain in alignment with current policy and legislation.
4.4	Develop responses to vendor questions to clarify business or technical requirements.
4.5	Provide support during assessment of vendor offers.

<b>Task No.</b>	<b>Task Description</b>
<b>Task 5 – CWS-CARES Development and Implementation Support Services</b>	
5.1	Participate as a SME throughout the CWS-CARES Service Delivery Life Cycle (i.e., Context Setting, Prioritization, Discovery, Prototyping, Iterative Build, Deployment to Sandbox, and Deployment to Production).
5.2	Participate in project planning activities including all CWS-CARES Service Delivery Life Cycle Phases, sprint planning, sprint retrospective and related efforts for the development and implementation teams.
5.3	Collaborate with all project state and vendor resources to develop a clear understanding and empathy for end users, answer questions about the service, analyze existing research, and conduct additional research, as required.
5.4	Interpret user insight and performance data to assist in all CWS-CARES Service Delivery Life Cycle Phases.
5.5	Assess Work Order Authorizations (WOAs) and deliverables to ensure they meet blueprinting requirements for specified milestones, CWDS Playbook standards, and all stakeholder training and implementation requirements, and are consistent with the Product Roadmap.
5.6	Act in the capacity of a SME utilizing user-centered design principles to identify business intelligence impacts, analytics, quality assurance methods, and reports to be produced by the CWS-CARES.
5.7	Participate in testing activities related to the CWS-CARES Service Delivery Life Cycle and respond to any questions or concerns, as required. Activities include, but are not limited to: <ul style="list-style-type: none"> <li>○ Collaborating with quality assurance engineers to develop test plans;</li> <li>○ Executing test cases (manual or automated) and analyzing results;</li> <li>○ Documenting testing phases and defects;</li> <li>○ Reporting defects and errors;</li> <li>○ Assisting in issue resolution; and</li> <li>○ Participating in post-release/post-implementation testing.</li> </ul>
5.8	Clarify and articulate the diverse requirements of end users to support the effective delivery of the CWS-CARES.
5.9	Identify changes that quickly transform the flexibility, responsiveness, and quality of the CWS-CARES allowing CWDS management to make quick, confident decisions at a strategic level.
5.10	Act as an advocate for the transformation of services, promoting progress, and publicizing learning.
5.11	Gather and report detailed performance data against key performance indicators to generate actionable improvements to the quality of services offered by the CWS-CARES.
5.12	Analyze data from various sources and recognize when to bring in experts/researchers to validate or add to available information.
5.13	Participate in the CWS-CARES implementation by preparing end users for the transition from the Child Welfare Services/Case Management System to the CWS-CARES.
5.14	Assist in state and federal compliance review(s).
<b>Task 6 - Additional Subject Matter Expertise Services</b>	

Task No.	Task Description
6.1	Act in the capacity of a SME and perform as-needed tasks related to the following specific service areas: <ul style="list-style-type: none"> <li>o Perform case management-related tasks as identified in the CWS-CARES Product Blueprint.</li> <li>o Perform building block refinement for case-management, providing additional details, as required.</li> <li>o Perform case management-related tasks to provide additional details to existing service map areas, as required.</li> <li>o Attend core county meetings and participate in discussions as court subject matter expert.</li> <li>o Works closely and collaboratively with the digital service design team(s) and product owners to develop a clear understanding and empathy for end users, answer outstanding questions about the service, analyze existing research, and conduct additional research, as required.</li> <li>o Act in the capacity of a SME to ensure the development and implementation of the CWS-CARES incorporates county business practice, processes, and procedures.</li> </ul>
<b>Task 7 – Unanticipated Tasks</b>	
7.1	Perform as-needed tasks and services, such as ad hoc issue papers, briefings, presentations, analysis, etc.

**6. DOCUMENTS**

A. Document Format

- 1) All documents shall be provided in a format compatible with the CalHHS OTSI Project Office standard applications (currently, Microsoft Office 2016). In all cases, the Contractor shall verify application compatibility with the State Contract Manager prior to creation or delivery of any document. Any deviations to these standards shall be approved by the CalHHS OTSI Information Technology Office (ITO) and Information Security Office (ISO).
- 2) The delivery media shall be compatible with the State storage devices.
- 3) If the State does not accept the work product(s) or services in the executed Agreement, payment for the work product(s)/services shall be withheld by the State, and the Contractor will be notified. The Contractor shall take timely and appropriate measures to correct or remediate the reason(s) for non-acceptance and demonstrate to the State that the Contractor has successfully completed the scheduled work for each work product/service before payment is made.

B. Media and Number of Copies

One (1) electronic copy of the deliverable is to be submitted to:  
[cwdsdeliverables@osi.ca.gov](mailto:cwdsdeliverables@osi.ca.gov).



## 7. CONTACTS

The Parties' representatives during the term of this Agreement shall be as follows:

<b>Contractor – Contract Manager:</b>	
Name, Title:	Kat Severance, Contracts and Grants Analyst
Address:	4060 County Circle Drive, 2 <sup>nd</sup> Floor, Riverside, CA 92503
Telephone Number:	951-358-6299
Email Address:	kseveran@rivco.org

<b>State – Contract Manager:</b>	
Name, Title:	Jessie Buan, Contract Manager and Procurement Chief
Address:	2870 Gateway Oaks Drive, Suite 230 Sacramento, CA 95833
Telephone Number:	(916) 842-1912
Email Address:	<u>Jessie.Buan@osi.ca.gov</u> ; cc: <u>CWDSContracts@osi.ca.gov</u>

## 8. SUBSTITUTE PERSONNEL

- A. In the event that the Contractor's assigned personnel is unable to perform their duties due to illness, resignation, other factors beyond the Contractor's control, or upon mutual agreement of the Parties, the Contractor shall make every reasonable effort to provide suitable substitute personnel. If the Contractor is unable to provide a substitute, or if the State does not approve of the substitute, either the Contractor or the State may terminate this Agreement with a 30-day advance written notice.
- B. To add or substitute Contractor personnel, the Contractor shall submit an Add, Delete or Substitute Contractor Staff Request Form (form to be provided by the State) and the résumé of a suitable replacement to the State. The additional or substitute personnel shall meet all the requirements set forth in this Agreement and must be approved by the State in writing prior to starting work. The State will provide a written disposition of the request within ten (10) State business days after receipt of these documents. The State reserves the right to interview all proposed additional or substitute personnel prior to its issuance of consent. The Contractor shall not add or substitute personnel without the prior written consent of the State, which consent shall not be unreasonably withheld.
- C. Additional or substitute Contractor personnel shall not automatically receive the compensation of the individual or positions being replaced. The State and the Contractor shall negotiate the compensation of any additional or substitute personnel to the Agreement. The compensation negotiated shall be dependent, in part, upon the experience and individual skills of the proposed additional or substitute personnel. The negotiated compensation shall not exceed the compensation for that position as set forth in the Agreement.
- D. If the addition or substitution of Contractor personnel does not increase the total cost of the Agreement, no amendment shall be required to make this change(s) to the Agreement.

## **9. EXECUTIVE ORDER N-6-22 – RUSSIA SANCTIONS**

On March 4, 2022, Governor Gavin Newsom issued Executive Order N-6-22 (the EO) regarding Economic Sanctions against Russia and Russian entities and individuals. "Economic Sanctions" refers to sanctions imposed by the U.S. government in response to Russia's actions in Ukraine, as well as any sanctions imposed under state law. The EO directs state agencies to terminate contracts with, and to refrain from entering any new contracts with, individuals or entities that are determined to be a target of Economic Sanctions. Accordingly, should the State determine Contractor is a target of Economic Sanctions or is conducting prohibited transactions with sanctioned individuals or entities, that shall be grounds for termination of this agreement. The State shall provide Contractor advance written notice of such termination, allowing Contractor at least 30 calendar days to provide a written response. Termination shall be at the sole discretion of the State.

**EXHIBIT B  
 BUDGET DETAIL AND PAYMENT PROVISIONS**

**1. INVOICING AND PAYMENT**

A. The amounts listed below by State Fiscal Year (SFY) are estimates. The State may adjust the dollar amounts in any SFY so long as the total dollar amount of the Agreement is not exceeded.

<b>Core Term</b>				
<b>SFY</b>	<b>23/24</b>	<b>24/25</b>	<b>25/26</b>	<b>26/27</b>
<b>Months</b>	<b>10 months</b>	<b>12 months</b>	<b>12 months</b>	<b>2 months</b>
<b>Salary (Includes a 4% COLA based on the current supervisory union MOU. Subject to change based on negotiation of future MOUs)</b>	\$ 111,835.36	\$ 139,570.53	\$ 145,153.35	\$ 25,159.91
<b>Benefits</b>	\$ 67,068.27	\$ 83,701.20	\$ 87,049.25	\$ 15,088.54
<b>Overhead</b>	\$ -	\$ -	\$ -	\$ -
<b>Totals</b>	<b>\$ 178,903.63</b>	<b>\$ 223,271.73</b>	<b>\$ 232,202.60</b>	<b>\$ 40,248.45</b>
<b>Core Term Total</b>	<b>\$ 674,626.41</b>			

<b>Option Year 1</b>		
<b>SFY</b>	<b>26/27</b>	<b>27/28</b>
<b>Months</b>	<b>10 months</b>	<b>2 months</b>
<b>Salary (Includes a 4% COLA based on the current supervisory union MOU. Subject to change based on negotiation of future MOUs)</b>	\$ 130,831.55	\$ 27,212.96
<b>Benefits</b>	\$ 78,460.39	\$ 16,319.77
<b>Overhead</b>	\$ -	\$ -
<b>Totals</b>	<b>\$ 209,291.94</b>	<b>\$ 43,532.73</b>
<b>Option Year 1 Total</b>	<b>\$ 252,824.67</b>	

<b>Option Year 2</b>		
<b>SFY</b>	<b>27/28</b>	<b>28/29</b>
<b>Months</b>	<b>10 months</b>	<b>2 months</b>
<b>Salary (Includes a 4% COLA based on the current supervisory union MOU. Subject to change based on negotiation of future MOUs)</b>	\$ 136,064.82	\$ 28,301.48
<b>Benefits</b>	\$ 81,598.81	\$ 16,972.55
<b>Overhead</b>		\$ -
<b>Totals</b>	<b>\$ 217,663.63</b>	<b>\$ 45,274.03</b>
<b>Option Year 2 Total</b>	<b>\$ 262,937.66</b>	

- B. For services satisfactorily rendered, and upon receipt and approval of the invoice(s), the State agrees to compensate the Contractor for actual expenditures incurred according to Section 1 (A) above.
- C. In no event shall the Contractor request or be entitled to reimbursement from the State for obligations entered into or for cost(s) incurred prior to the effective date or after this Agreement terminates.
- D. Invoices shall be submitted quarterly, in arrears, not later than thirty (30) calendar days after the end of the billing period. Invoices must include the following:
  - 1) Invoice with the Agreement number;
  - 2) A certification statement that is signed by a company official, attesting to the accuracy of the invoice data and includes that company official's phone number and email address;
  - 3) Copies of signed timesheet(s) or other documentation supporting that the State has provided approval for the items invoiced; and
  - 4) The start and end dates for the service period covered in the invoice. If an invoice service period crosses between State fiscal years, the Contractor shall provide an invoice for each State fiscal year. The State fiscal year is July 1 to June 30.
- E. Invoices may be submitted electronically via email or by mail.
  - 1) Invoices submitted electronically shall be emailed to: AccountsPayable@osi.ca.gov. Electronic submissions must:
    - a) Be submitted individually. The CalHHS OTSI will not accept multiple invoices submitted in a single email.

- b) Contain the following in the Subject line:
  - (i) Company Name
  - (ii) Agreement Number
  - (iii) Invoice Number
- c) Be in PDF format and include all of the supporting documentation as required in this Agreement.

- 2) Invoices submitted by mail shall be sent directly to the following address. Hard copies must be submitted in triplicate and include all of the supporting documentation as required in this Agreement.

**CalHHS, Office of Technology and Solutions Integration**  
**Attn: Accounting Office**  
**2495 Natomas Park Drive, Suite 515**  
**Sacramento, CA 95833**

- F. The State will allow for travel costs, which includes reimbursement for the County Employee's travel, per diem, lodging, etc. The travel costs shall not exceed the State rates current at the time of order placement and shall be made in accordance with the provisions established in the California Department of Human Resources (CalHR) Human Resources Manual (e.g., section 2203) and any applicable CalHR travel regulations (Cal. Code Regs., tit. 2, § 599.615 et seq.), as applied to excluded employees and limited to actual costs incurred. The State shall approve all travel in advance. All State approved travel costs accrued by the County Employee from fulfilling the terms of this Agreement shall be reimbursed directly to the County Employee from the State. Reimbursement for travel-related costs shall be made upon approval of a Travel Expense Claim (TEC) with receipts substantiating travel costs, as required. A TEC shall also be submitted with substantiating receipts for any travel costs directly paid for by the State. TECs shall be submitted not more frequently than after each travel occurrence and no less than quarterly in arrears. The State shall not bear any responsibility for any tax liabilities on reportable and taxable travel expenditure reimbursements to the Contractor or County Employee.
- G. Payment by the State to the Contractor for the reimbursement of the County Employee's benefits during the term of this Agreement, as specified in the Exhibit B, Budget Detail and Payment Provisions, shall not in any way obligate the State to pay or reimburse the Contractor, or incur any liability, for any specific claims or benefits which may arise under applicable laws during the performance of services under this Agreement, including but not limited to workers' compensation, disability, or unemployment, except as otherwise required by law or court order.

## **2. BUDGET CONTINGENCY**

- A. It is mutually agreed that if the Budget Act of the current year and/or any subsequent years covered under this Agreement does not appropriate sufficient funds for the program, this Agreement shall be of no further force and effect. In this event, the State shall have no liability to pay any funds whatsoever to the Contractor or to furnish any other consideration under this Agreement, and the Contractor shall not be obligated to perform any provisions of this Agreement.
- B. If funding for any fiscal year is reduced or deleted by the Budget Act for purposes of this program, the State shall have the option to either cancel this Agreement with no liability occurring to the State, or offer an agreement to the Contractor to reflect a reduction in the amount.

## **3. CONTRACT WITH FEDERAL FUNDS**

- A. It is mutually understood between the Parties that this Agreement may have been written before ascertaining the availability of Congressional appropriation of funds, for the mutual benefit of both Parties, in order to avoid program and fiscal delays that would occur if the Agreement were executed after that determination was made.
- B. This Agreement is valid and enforceable only if sufficient funds are made available to the State by the United States Government for the term of this Agreement for the purposes of this program. In addition, this Agreement is subject to any additional restrictions, limitation, or conditions enacted by the Congress or any statute enacted by Congress that may affect the provisions, terms, or funding of this Agreement in any manner.
- C. It is mutually agreed that if Congress does not appropriate sufficient funds for the program, the State shall have the option to either cancel this Agreement with no liability occurring to the State, or offer an agreement to the Contractor to reflect a reduction in the amount.

## **4. PROMPT PAYMENT CLAUSE**

Payment will be made in accordance with, and within the time specified in, Government Code Chapter 4.5, commencing with section 927.

## **5. TIMELY SUBMISSION OF FINAL INVOICE**

- A. A final undisputed invoice that is clearly marked "Final Invoice" shall be submitted for payment no more than thirty (30) calendar days following the expiration or termination date of this Agreement.
- B. If the State disputes the Final Invoice or any item in the Final Invoice, the State shall provide written notice to the Contractor describing the reason or reasons the State disputes the Final Invoice, and the Contractor shall be required to submit a corrected Final Invoice to the State no later than ten (10) calendar days after the date the Contractor received the State's written notice.

- C. If the Contractor fails to submit a corrected Final Invoice within the time required, or if the Contractor's corrected Final Invoice fails to correct the disputed item, the State shall have the right to elect to deny payment of the disputed item and pay only the undisputed amounts under the Final Invoice.
- D. The State may, at its discretion, choose not to honor any final invoice submitted after the deadline specified in Section 5(A) above if the Contractor fails to obtain prior written State approval of an alternate Final Invoice submission deadline.

## **EXHIBIT D SPECIAL TERMS AND CONDITIONS**

### **1. PERFORMANCE COMMENCEMENT**

This Agreement is of no force and effect until signed by both Parties, and approved by the California Department of Technology, Statewide Technology Procurement if required. Performance may not commence until such approval has been obtained.

### **2. TERMINATION WITHOUT CAUSE**

The Agreement may be terminated by either Party without cause upon thirty (30) calendar days' prior written notice to the other Party.

### **3. AMENDMENTS**

The Parties may amend this Agreement as permissible by law. If the identified services included in the Agreement are not completed within the term and unspent funds remain in the Agreement, the State may exercise its option to extend the term of the Agreement for up to one (1) year at no additional cost.

### **4. DEBARMENT AND SUSPENSION**

For federally funded agreements in the amount of \$100,000 or more, by signing this agreement, Contractor certifies that to the best of its knowledge and belief that the Contractor and its principals or affiliates or any subcontractor utilized under this Agreement, are not debarred or suspended from federal financial assistance programs and activities nor proposed for debarment, declared ineligible, or voluntarily excluded from participation in covered transactions by any federal department or agency. The Contractor also certifies that it or any of its subcontractors are not listed with any active exclusions on the System for Award Management (<http://www.sam.gov>) (Executive Order 12549, 2 C.F.R. Parts 180, 376, 417 and 2336).

### **5. CERTIFICATION REGARDING LOBBYING**

For agreements with contractors who are state entities under the authority of the Governor, or counties, cities, private firms or agencies that are receiving in excess of \$100,000 in federal funds from the State of California to perform services, the Contractor agrees to sign and submit to the State the Certification Regarding Lobbying form, which shall be provided by the State (section 1352, Title 31 of the U.S. Code).

### **6. OFFICE OF MANAGEMENT AND BUDGET AUDIT**

Pursuant to Office of Management and Budget (OMB) audit requirement regulations (2 C.F.R. § 200.501), non-federal entities that expend \$750,000 or more in a year in federal awards from all sources combined shall have a single or program-specific audit conducted for that year in accordance with the provisions of 2 C.F.R. § 200.514 (previously OMB Circular A-133). All OMB audit reports shall meet the report submission requirements established in 2 C.F.R. § 200.512 and a copy shall be forwarded to the State.



## 7. SETTLEMENT OF DISPUTES

In the event of a dispute, the Contractor shall file a written dispute notice with the State Project Administration Director within ten (10) State business days after discovery of the problem. Pending resolution of any dispute, the Parties shall continue to perform under this Agreement, and Contractor shall diligently continue all work and comply with all of the State Project Administration Director's orders and directions.

- A. The written dispute notice shall contain the following information:
- 1) The decision under dispute;
  - 2) The reason(s) the Contractor believes the decision in dispute to have been in error (if applicable, reference pertinent Agreement provisions);
  - 3) Identification of all documents and substance of all oral communications that support the Contractor's position; and
  - 4) The dollar amount in dispute, if applicable.
- B. Upon receipt of the written dispute notice, the State Project Administration Director will examine the matter and issue a written decision to the Contractor within ten (10) State business days. The decision shall contain the following information:
- 1) A description of the dispute;
  - 2) A reference to pertinent Agreement provisions, if applicable;
  - 3) A statement of the factual areas of the agreement or disagreement; and
  - 4) A statement of the representative's decision with supporting rationale.
- C. The decision of the State Project Administration Director shall be final unless, within thirty (30) calendar days from the date of the receipt of the State Project Administration Director's decision, the Contractor files with the State a notice of appeal addressed to:

**CalHHS Office of Technology and Solutions Integration**  
**Attn: Director**  
**2495 Natomas Park Drive, Suite 515**  
**Sacramento, CA 95833**

The decision of the Director or its designee shall be final.

## 8. ENTIRE AGREEMENT

This Agreement (including the Exhibits and documents incorporated into this Agreement by reference) is the complete and exclusive statement of the Agreement between the Parties relating to the subject matter of this Agreement and supersedes all prior contracts or prior representations, oral or written, between the Parties relating to the subject matter of this Agreement.

## 9. INCOMPATIBLE ACTIVITIES & STATEMENT OF ECONOMIC INTEREST FORM 700

- A. The County Employee is subject to the following incompatible activities provision of Government Code section 1126 during the term of this Agreement:
- "(a) Except as provided in Section 1128 and 1129, a local agency officer or employee shall not engage in any employment activity or enterprise for

compensation which is inconsistent, incompatible, in conflict with, or inimical to his or her duties as a local agency officer or employee or with the duties, functions, or responsibilities of his or her appointing power or the agency to which he or she is employed. The officer or employee shall not perform any work, service or counsel for compensation outside his or her local agency employment where any part of his or her efforts will be subject to approval by any other officer, employee, board or commission of his or her employing body, unless otherwise approved in the manner prescribed by subdivision (b)."

- B. Any employment or other arrangement for compensated services by the County Employee with a CalHHS OTSI contractor during the County Employee's assignment to the State, shall be deemed an incompatible activity within the meaning of Government Code section 1126, subdivision (a), and is prohibited during the term of this Agreement.
- C. The County Employee shall not engage in employment or services described in the preceding paragraph while performing work under this Agreement.
- D. All Contractor staff who will provide services pursuant to this Agreement shall complete an Assuming Office Statement of Economic Interests, Form 700 within thirty (30) calendar days of commencing any work for the CalHHS OTSI. All Contractor staff shall thereafter file a Form 700 on an annual basis and shall also file a Leaving Office Form 700 within thirty (30) calendar days of ceasing to perform any work for the CalHHS OTSI. In addition, upon beginning work for the CalHHS OTSI and every two (2) years thereafter, each Contractor staff shall complete the State's online Ethics Training Course, as maintained by the California Office of the Attorney General, and submit the certificate of completion to the CalHHS OTSI Filing Officer.

## 10. STATE POLICIES

Contractor staff resources shall review CalHHS OTSI policies concerning the CalHHS OTSI workplace and provide to the State Contract Manager a signed acknowledgment form agreeing to abide by the policies prior to performing any work under this Agreement. The policies and forms will be provided by the State.

## 11. EQUIPMENT

- A. The State shall provide the following items for the Contractor staff's use while the Contractor staff performs work under this Agreement at the State facility:
  - 1) State-issued computer (laptop or desktop);
  - 2) Office space, including a desk, chair, desk phone, and Internet connection; and
  - 3) Access to the office building and office suite.
- B. If the Contractor staff is approved to perform work under this Agreement remotely, then the State shall provide a State-issued computer (laptop or desktop) for the Contractor staff's performance of that remote work.
- C. Any State-provided equipment must be returned to the State upon termination of this Agreement.

**12. RIGHTS TO COMPETE IN EXAMS**

The County Employee maintains all rights to compete in the county's open and promotional exams and State open exams.

**13. COUNTY EMPLOYEE LEAVE REPORTING**

The County Employee shall report leave usage to their county while working for the State.

**14. WORK RULES**

The County Employee shall abide by the State's work rules, policies, and/or practices. Where conflicts may occur with the county's work rules, policies and/or practices, the State rules shall apply.

**15. RIGHTS TO RETURN TO PREVIOUS PERMANENT POSITION**

Upon termination or expiration of this Agreement, the County Employee shall return to his/her permanent position in the county department in which the County Employee worked prior to this Agreement, at the step at which the County Employee would have been eligible.

**16. RETENTION OF PERMANENT COUNTY POSITION & SERVICE CREDIT**

The County Employee shall retain their permanent position as a Regional Manager during the term of this Agreement. The period during which the County Employee renders services pursuant to this Agreement shall be credited by the Contractor to the County Employee for purposes of determining seniority, promotional status, retirement date and other employee benefits.

**17. ELECTRONIC SIGNATURES**

This Agreement may be executed in any number of counterparts, each of which will be an original, but all of which together will constitute one instrument. Each party of this Agreement agrees to the use of electronic signatures, such as digital signatures that meet the requirements of the California Uniform Electronic Transactions Act ("CUETA") Cal. Civ. Code §§ 1633.1 to 1633.17), for executing this Agreement. The parties further agree that the electronic signatures of the parties included in this Agreement are intended to authenticate this writing and to have the same force and effect as manual signatures. Electronic signature means an electronic sound, symbol, or process attached to or logically associated with an electronic record and executed or adopted by a person with the intent to sign the electronic record pursuant to the CUETA as amended from time to time. The CUETA authorizes use of an electronic signature for transactions and contracts among parties in California, including a government agency. Digital signature means an electronic identifier, created by computer, intended by the party using it to have the same force and effect as the use of a manual signature, and shall be reasonably relied upon by the parties. For purposes of this section, a digital signature is a type of "electronic signature" as defined in subdivision (h) of Section 1633.2 of the Civil Code.

**EXHIBIT E**  
**SPECIAL PROVISIONS**

**1. CONFIDENTIALITY**

Contractor and Contractor staff performing services pursuant to this Agreement agree to comply with State's Confidentiality and Security Requirements (Exhibit E – Attachment 1).

**EXHIBIT E – ATTACHMENT 1**  
**STATE'S CONFIDENTIALITY AND SECURITY REQUIREMENTS**

**1. CONFIDENTIALITY OF DATA**

- A. Definitions – Confidential and Sensitive Information are defined as follows:
- 1) Confidential Information is information which identifies an individual (i.e., name, social security number, home/ mailing address, telephone number, etc.) and/or entity (i.e., employing unit, etc.) and/or information in the possession of the Department in which the disclosure is limited by contractual agreement (i.e., proprietary information, etc.).
  - 2) Sensitive Information is information maintained by the Department, which is not confidential by definition, but requires special precautions to protect it from unauthorized access (i.e., financial or operational information). Sensitive Information is information in which the disclosure would jeopardize the integrity of the State (i.e., State's fiscal resources and operations).
- B. All financial, statistical, personal, technical, and other information relating to State operations that are designated Confidential or Sensitive Information by the State and that may become available to the Contractor as a result of the implementation of this Agreement ("State Data") shall be protected by the Contractor from unauthorized access, use, and disclosure through the observance of the same or more effective procedural requirements as are applicable to the State. The Contractor certifies that it will hold in the strictest confidence and will not copy, disclose or give access to State Data to any person or entity. The identification of all such confidential data and information as well as the State's procedural requirements for protection of such data and information from unauthorized use and disclosure shall be provided by the State in writing to the Contractor. If the methods and procedures employed by the Contractor for the protection of the Contractor's data and information are deemed by the State to be adequate for the protection of the State's confidential information, such methods and procedures may be used with the written consent of the State to carry out the intent of this paragraph. The Contractor shall not be required under the provisions of this paragraph to keep confidential any data or information that is or becomes publicly available, is already rightfully in the Contractor's possession, is independently developed by the Contractor outside the scope of this Agreement, or is rightfully obtained from third parties. Contractor understands that this obligation to maintain confidentiality and restrictions on the access, use, and disclosure of State Data shall remain in perpetuity.
- C. Contractor is notified that there are civil and criminal actions that may be invoked for unauthorized disclosure of information from confidential records. (Penal Code sections 11140-11144 and 13301-13304, and Civil Code section 1798 et seq., and Welfare and Institutions Code section 10850 et seq., provide for civil and criminal actions for unauthorized disclosure of information from confidential records.)
- D. The Contractor shall:

- 1) Instruct all subject matter consultants with access to Confidential and Sensitive Information regarding: (1) the confidential nature of the information, and (2) the sanctions against unauthorized access, use, or disclosure found in Civil Code section 1798.55 and Penal Code section 502.
- 2) Ensure that their subject matter consultants will not intentionally seek out, read, use, or disclose Confidential or Sensitive Information.
- 3) Not disclose any personally identifiable information to any person.
- 4) Require that all Contractor's subject matter consultants with access to Confidential Information sign the State Confidentiality Agreement in Exhibit E – Attachment 1, Section 2.
- 5) Cooperate in any investigations of information security incidents.
- 6) Immediately notify the State within twenty-four (24) hours of initial detection of any unauthorized access, use, and disclosure of State information. Notification shall be reported by telephone or email to:

<b>CalHHS OTSI State Contract Manager</b>	<b>CalHHS OTSI Privacy Officer</b>	<b>CalHHS OTSI Information Security Officer</b>
See the Agreement for State Contract Manager information	Privacy Officer CalHHS OTSI Information Security Office CalHHS Office of Technology and Solutions Integration 2495 Natomas Park Drive, Suite 530 Sacramento, CA 95833  Email: <a href="mailto:privacy@osi.ca.gov">privacy@osi.ca.gov</a> Telephone: (916) 263-0330	Information Security Officer CalHHS OTSI Information Security Office CalHHS Office of Technology and Solutions Integration 2495 Natomas Park Drive, Suite 530 Sacramento, CA 95833  Email: <a href="mailto:cwdsinfosecurity@osi.ca.gov">cwdsinfosecurity@osi.ca.gov</a> and <a href="mailto:osiinfosecurity@osi.ca.gov">osiinfosecurity@osi.ca.gov</a> Telephone: (916) 263-0481

## 2. CONFIDENTIALITY AGREEMENT

Public assistance records and documents are subject to strict confidentiality requirements imposed by State and federal law including California Welfare and Institutions Code sections 10850, California Penal Code section 11167.5, and 45 Code of Federal Regulations.

I understand that I may have access to confidential, sensitive, and/or personal information. I agree to use reasonable precautions to assure that this information is not disclosed to unauthorized persons or used in an unauthorized manner.

I understand that non-compliance with the State's Confidentiality and Security Requirements may result in immediate termination of services or contractual arrangements in accordance with state and federal statutes. Criminal or civil action may be initiated by the appropriate authorities in certain instances. Obtaining any record containing personal information from a state agency under false pretenses is actionable under Cal. Civil Code 1798.56.

I understand that all network activity, including Internet and email usage, conducted with State resources is the property of the State of California. Further, I understand the State reserves the right to monitor and record all network activity including Internet and email usage, with or without notice, and therefore I should have no expectation of privacy in the use of these resources.

I understand that any tampering, interference, damage, or unauthorized access to computer data or computer systems may constitute a criminal violation of Penal Code Section 502.

I hereby certify that I am aware of the provisions and consequences for violating the State's Confidentiality and Security Requirements.

Contractor:	
Individual:	
Individual's Signature:	
Title:	Date:
Phone:	E-Mail Address:

**EXHIBIT F**  
**CONTRACTOR RESUME**  
**ELIZABETH GRAVENBERG**

**Profile:**

An energetic, motivated, and dynamic person with strong ethical working skills, a broad range of hands-on and theoretical experience in many areas. Influential people management skills, with the ability to manage performance and motivate staff on an individual and team level. Highly articulate, demonstrating excellent interpersonal skills. Strong management skills, methodical aptitude with an innate ability in decision-making, coordinating and synthesizing data.

**Experience Overview:**

- Over 25 years of social services experience including non-profit, education, regional and county structures.
- 20 years of experience as an influential trainer for all levels of staff, law enforcement and non-profit organizations.
- 18 years of experience in investigations, mediation and grievance resolution.
- 15 years of leadership experience and change management in implementing strategies designed to improve outcomes.
- Collaborative partnerships with law enforcement, district attorney, county counsel judicial officers and Board of Supervisors aides.
- Successful implementation of agency wide process change improvements through collaborations and policy development.
- Skilled in the handling of highly confidential matters.
- Strength based leader passionate about the development of others.

**Experience:**

Regional Manager

Department of Public Social Services - Riverside County      11/2018 – Present

- Responsible for the oversight and management of administrative programs serving the entire division
- Direct management and development of supervisors dedicated in leading teams to operational excellence and achieving best outcomes
- Direct the development and implementation of agency policy and procedures
- Agency Staffing and Recruitment of employees
- Works closely with Risk Management, County Attorneys and Human Resources on internal investigations and litigation matters
- Establish, collaborate and maintain relationships with key stakeholders in the community; Riverside County Office of Education, DA-Victim Advocate office, faith based organizations, Center Against Sexual Assault (CASA), law enforcement
- Develop training protocols for strengthening practice



- Agency trainer as well as law enforcement liaison/trainer
- Construction of several databases to memorialize pertinent project data
- Analyze and track data to ensure compliance with State and Federal regulations and County requirements
- Strategic planning and development of programs and streamlining processes to provide exceptional customer service.
- Continuous quality improvement monitoring and evaluation of the performance of agency service deliverables and objectives.
- CWDA/CDSS team member on various workgroups.

#### Key Accomplishments

- Lead on development of Riverside County Training Region
- Development of agency-wide training on Investigation outcomes/CACI listing.
- Successful collaboration and partnership with law enforcement agencies in the development of child protective custody warrant protocol.
- Established partnership with non-profit organization for no-cost legal representation of undocumented immigrant children
- Subject Matter Expert on SB-39, CACI Listing, Public Record Requests (PRA), Child Welfare adjudication process, mandate reporter

#### Social Services Supervisor

Department of Public Social Services - Riverside County      1/2013 - 11/2018

#### Program Specialist II

Department of Public Social Services - Riverside County      1/2012 – 1/2013

#### Social Services Practitioner V - Skilled in Emergency Response, Family Maintenance/Reunification, Court Dependency and Permanency Placement

#### Child Welfare Practice Trainer – Various training topics

Child Welfare Development Services (CWDS) –San Diego, CA 2/2020 – Current

#### Residential Manager

The Village of Childhelp - Beaumont, CA 2/2004 – 5/2007

- Responsible for the management of the Residential Treatment Program for an 80 bed facility for abused children age 6 to 14 yrs. Direct duties include; interviewing, hiring, training and evaluation of new employees. Direct supervision of Supervisors and Duty Officers and indirect supervision of 125 child care workers.
- Responsible for building teams, developing policies and procedures and ensuring County and State requirements were upheld and met.
- Conduct internal investigations of child care workers/supervisors and initiate disciplinary action through consultation with Human Resources.
- Facility Pro-Act (Physical Assault Response) instructor and Love & Logic Parenting Trainer.

- Conduct statistical studies to measure program outcomes and success. Implement quality assurance strategies to maximize outcome success.
- Fiscal management of multi-million dollar budget

#### Key Accomplishments

- Reduced attrition rate of child care workers from 20% to 8% in 16 month period.
- Overhaul of entire agency in adopting Pro-Act training to aid in successful intervention/ de-escalation strategies in crisis situations.
- Implemented Love & Logic training program, to include coaching and mentoring

#### Program Manager- Non-Public School

The Village of Childhelp - Beaumont, CA 1/2003 – 2/2004

- Responsible for the management of behavior support staff and teacher's aides for the Non-Public School. Duties include the hiring, training, evaluation, and direct supervision of teacher aides and indirect supervision of classroom child care workers.
- Development of policies and procedures and Behavior Management System
- Participated in crisis management, case planning, individual education planning, and quality assurance measuring.
- Compiled Quarterly reports of student success in reaching behavior modification goals
- Liaison to County/State representatives and Village Residential Program.

#### Program Manager

Highlander Children's Services- Riverside, CA 11/2000 – 12/2002

- Hiring, Supervision, Training, Evaluation and Management responsibility of Administrative Assistant, Unit Supervisors, Case Workers, and Kitchen employees.
- Internal investigations of staff misconduct and collaboration with corporate HR.
- Facility Physical Assault Response Training (P.A.R.T) Instructor, New Hire/Weekly In-Service Trainer
- Developed agency policies and procedures and ensured County/State/Federal requirements were met.
- Constructed Inter-Agency agreements with County Probation Dept., community based organizations and California Youth Authority.
- Comprised monthly quality assurance reports for Director.
- Responsible for the field interviewing, placement, case plan development, and oversight of case management of juvenile sex offenders within 30 bed treatment program.
- Worked with clinical team on treatment plan strategies and participated in group therapy sessions

# RESOLUTION

BE IT RESOLVED by the Board of Supervisors of the County of Riverside, State of California, in regular session assembled on Tuesday, August 29, 2023, that the Chair is authorized and directed to execute on behalf of said County the Standard Agreement No. 75340752 between Riverside County and the California Health and Human Services Agency, Office of Technology and Solutions Integration (CalHHS OTSI) providing for: Child Welfare Services – California Automated Response and Engagement System (CWS-CARES) Project

## ROLL CALL:

Ayes: Jeffries, Spiegel, Washington, Perez and Gutierrez  
Nays: None  
Absent: None  
Abstain: None

The foregoing is certified to be a true copy of a resolution duly adopted by said Board of Supervisors on the date therein set forth.

KIMBERLY A. RECTOR, Clerk of the Board

BY:   
Deputy

08.29.2023 3.51

**CLERK'S COPY**

to Riverside County Clerk of the Board, Stop 1010

Post Office Box 147, Riverside, Ca 92502-1147

Thank you

STATE OF CALIFORNIA  
DEPARTMENT OF TECHNOLOGY  
STATEWIDE TECHNOLOGY PROCUREMENT  
**STANDARD AGREEMENT**  
TECH 213 (rev. 02/2020)

AGREEMENT NUMBER  
75340752

1. This Agreement is entered into between the Contracting Agency and the Contractor named below:  

<b>CONTRACTING AGENCY NAME</b>	California Health and Human Services Agency, Office of Technology and Solutions Integration (hereinafter referred to as State or CalHHS OTSI)
<b>CONTRACTOR NAME</b>	County of Riverside
  2. The term of this Agreement is: January 1, 2024, or upon approval by CDT-STP, whichever is later, through December 31, 2026, or thirty-six (36) months, whichever is later.
  3. The maximum amount of this Agreement is: \$535,057.00  
Five hundred thirty-five thousand fifty-seven dollars and zero cents
  4. The parties agree to comply with the terms and conditions of the following exhibits which are by this reference made a part of the County Subject Matter Expert Agreement for the CalHHS OTSI's CWS-CARES project:

EXHIBIT TITLE	PAGES
Exhibit A – Scope of Work	7
Exhibit B – Budget Detail and Payment Provisions	4
Exhibit C* - General Terms and Conditions (GTC 04/2017)	*
Exhibit D – Special Terms and Conditions	4
Exhibit E – Special Provisions	1
Attachment 1- State's Confidentiality and Security Requirements	3
Exhibit F – Contractor Resume	4
- Items shown with an asterisk (\*), are hereby incorporated by reference and made part of this agreement as if attached hereto. These documents can be viewed at <https://www.dqs.ca.gov/OLS/Resources>*

IN WITNESS WHEREOF, this Agreement has been executed by the parties hereto.

<b>CONTRACTOR</b>	Department of Technology (CDT), Statewide Technology Procurement (STP) Use Only
CONTRACTOR NAME <i>(If other than an individual, state whether a corporation, partnership, etc.)</i> County of Riverside	
CONTRACTOR AUTHORIZED SIGNATURE 	DATE SIGNED
PRINTED NAME AND TITLE OF PERSON SIGNING Charity Douglas / Director	
ADDRESS 4060 County Circle Dr, 2 <sup>nd</sup> Floor, Riverside, CA, 92503	
<b>STATE OF CALIFORNIA</b>	
CONTRACTING AGENCY NAME California Health and Human Services Agency, Office of Technology and Solutions Integration	
CONTRACTING AGENCY AUTHORIZED SIGNATURE 	DATE SIGNED
PRINTED NAME AND TITLE OF PERSON SIGNING Jim Kammerer/ Chief Procurement Officer	
CONTRACTING AGENCY ADDRESS 2495 Natomas Park Drive, Suite 515. Sacramento, CA 95833	

APPROVED

DATE \_\_\_\_\_

Signed \_\_\_\_\_

EXEMPT PER:

AUG 29 2023 3.51

## EXHIBIT A SCOPE OF WORK

### 1. GENERAL

This Agreement is entered into by and between the California Health and Human Services Agency, Office of Technology and Solutions Integration, hereinafter referred to as the "CalHHS OTSI" or the "State," and the County of Riverside, hereinafter referred to as the "Contractor." The State and the Contractor, individually as "Party" and collectively as "the Parties," are entering into this Agreement for the purpose of the Contractor to provide Subject Matter Expert (SME) services to the State as described herein.

### 2. TERM

This Agreement will commence January 1, 2024, or the date the Agreement is approved by the California Department of Technology, Statewide Technology Procurement, whichever is later (referred to herein as the "Effective Date"), and continue through December 31, 2026, or 36 months, whichever is later.

Upon mutual written agreement, the Parties may extend the term of this Agreement for up to two (2), one (1) year optional extensions at the originally agreed-upon costs specified in Exhibit B, Budget Detail and Payment Provisions.

### 3. COST

The total cost of this Agreement shall not exceed \$535,057.00. Cost details are located in Exhibit B – Budget Detail and Payment Provisions.

### 4. WORK LOCATION AND HOURS OF SERVICES

Contractor staff (also referred to herein as "County Employee") is required to perform all services under this Agreement at the Child Welfare Services-California Automated Response and Engagement System (CWS-CARES) Project (hereinafter referred to as "Project") office located at 2870 Gateway Oaks Drive, Sacramento, CA 95833, and the County of Riverside, as agreed upon by the Parties. The County Employee may telework from their home office or other locations, as approved by the State. The County Employee may also work at other project sites, State offices, or meeting locations during the term of this Agreement within the greater Sacramento area. Duties may require the County Employee to travel occasionally to other locations throughout the State as directed by the State Project Administration Director or its designee.

With the exception of state and county holidays, the contracted services shall be provided during normal, state business days between the hours of 8:00 a.m. to 5:00 p.m. Pacific Time, unless otherwise authorized in writing by the State Project Administration Director or its designee.

In order to meet deadlines specified within the Child Welfare Digital Services (CWDS) Master Project Schedule, it may be necessary for Contractor staff to adjust their working schedule to attend meetings and/or perform services.

### 5. SCOPE OF RESPONSIBILITIES

The County Employee shall not work more than 180 hours per month without prior State written approval.

County Employee tasks shall be performed in accordance with the deadlines set forth in the CWDS Master Project Schedule, which is incorporated by reference herein and located in the Project's SharePoint site. Deadlines within the CWDS Master Project Schedule may be changed by the State, at its sole discretion, to meet the needs of the Project. The tasks listed in Section 5 may be further detailed and overseen in accordance with the Vendor Management Plan by the State Functional Manager, and progress is managed through Jira, the Project's designated project management tool, and the CWDS Master Project Schedule. These tools allow for visibility into task progression and completion through a variety of reporting capabilities.

Under the general direction of the State Project Administration Director or its designee, the County Employee shall perform county subject matter expertise work related to the Project. The County Employee shall provide the following services:

<b>Task No.</b>	<b>Task Description</b>
<b>Task 1 – Task Management</b>	
1.1	<p><b>Monthly Status Report</b></p> <p>Prepare and submit Monthly Status Reports (MSRs) using the template provided by the State. The MSRs shall include the following:</p> <ul style="list-style-type: none"> <li>• Description of planned and unplanned activities in the reporting month;</li> <li>• Description of activities scheduled in the coming month;</li> <li>• Identification of any concerns and/or issues; and</li> <li>• Identification of detailed tasks from the Scope of Work (SOW).</li> </ul> <p>(Due: Monthly, by the fifth business day of each month)</p>
1.2	<p><b>Final Report</b></p> <p>Prepare and submit a Final Report using the template provided by the State documenting Agreement results. The Final Report shall include the following:</p> <ul style="list-style-type: none"> <li>• Summary of all SOW activities;</li> <li>• Deliverables;</li> <li>• Milestone accomplishments;</li> <li>• Lessons learned; and</li> <li>• Actual contract expenditures versus planned expenditures.</li> </ul> <p>(Due: As requested by the State)</p>
<b>Task 2 – Communication Management</b>	
2.1	Identify stakeholder communication needs regarding the CWS-CARES development, policy, and operations.
2.2	Coordinate and facilitate county staff involvement in implementation-related activities.
2.3	Attend meetings as approved by CWDS management, which may include county meetings, regional meetings, and County Welfare Directors Association (CWDA) meetings, to provide input and status on decisions and resolutions to issues.
2.4	Provide content to update the CWDS website and other electronic tools.

<b>Task No.</b>	<b>Task Description</b>
2.5	Meet with stakeholders, staff, end users, and other appropriate persons from various private and/or governmental organizations for the purposes of problem identification and resolution, inclusion of program and technical policy and regulation, and procedure development.
2.6	Prepare and deliver presentations for stakeholders as needed or requested by CWDS management.
2.7	Assist in developing All County Letters and Informational Notices and provide suggested changes to program descriptions, needs, or outcomes.
2.8	Review and provide comment on all solution training materials developed by other vendors.
2.9	Identify risks and issues that arise during the design, development, and implementation of the CWS-CARES.
2.10	Travel as necessary to attend meetings, obtain training, and assist in the implementation of the CWS-CARES and other project activities, as approved by CWDS management.
<b>Task 3 – Child Welfare Services Subject Matter Expertise Services</b>	
3.1	Analyze legislation, regulations, and county decisions for impacts to the CWS-CARES.
3.2	Provide input on gaps and needs within the CWS-CARES Service Delivery Life Cycle and provide recommendations to address programmatic problems or issues as they arise.
3.3	Assist with research, analysis, and development of solutions for highly complex business or technical issues or problems identified during the development and implementation of the CWS-CARES.
3.4	Act in the capacity of a SME to ensure the development and implementation of the CWS-CARES incorporates county business practice, processes, and procedures.
3.5	Recommend new or amended processes and methods as a result of emerging technologies to achieve end user satisfaction.
3.6	Assist in developing or revising project documentation related to solution development and implementation activities with an emphasis on program descriptions, needs, or outcomes.
3.7	Ensure the development and implementation of the CWS-CARES meets county program, fiscal, technical, and business needs.
<b>Task 4 – Procurement Support Services</b>	
4.1	Participate in developing, reviewing, and revising procurement-related documentation.
4.2	Conduct impact analyses on proposed requirement changes.
4.3	Participate in developing and reviewing revisions to the Product Blueprint, Product Roadmap, user stories, business and technical requirements, business process workflows, and associated procurement artifacts to ensure they remain in alignment with current policy and legislation.
4.4	Develop responses to vendor questions to clarify business or technical requirements.
4.5	Provide support during assessment of vendor offers.
<b>Task 5 – CWS-CARES Development and Implementation Support Services</b>	

<b>Task No.</b>	<b>Task Description</b>
5.1	Participate as a SME throughout the CWS-CARES Service Delivery Life Cycle (i.e., Context Setting, Prioritization, Discovery, Prototyping, Iterative Build, Deployment to Sandbox, and Deployment to Production).
5.2	Participate in project planning activities including all CWS-CARES Service Delivery Life Cycle Phases, sprint planning, sprint retrospective and related efforts for the development and implementation teams.
5.3	Collaborate with all project state and vendor resources to develop a clear understanding and empathy for end users, answer questions about the service, analyze existing research, and conduct additional research, as required.
5.4	Interpret user insight and performance data to assist in all CWS-CARES Service Delivery Life Cycle Phases.
5.5	Assess Work Order Authorizations (WOAs) and deliverables to ensure they meet blueprinting requirements for specified milestones, CWDS Playbook standards, and all stakeholder training and implementation requirements, and are consistent with the Product Roadmap.
5.6	Act in the capacity of a SME utilizing user-centered design principles to identify business intelligence impacts, analytics, quality assurance methods, and reports to be produced by the CWS-CARES.
5.7	Participate in testing activities related to the CWS-CARES Service Delivery Life Cycle and respond to any questions or concerns, as required. Activities include, but are not limited to: <ul style="list-style-type: none"> <li>○ Collaborating with quality assurance engineers to develop test plans;</li> <li>○ Executing test cases (manual or automated) and analyzing results;</li> <li>○ Documenting testing phases and defects;</li> <li>○ Reporting defects and errors;</li> <li>○ Assisting in issue resolution; and</li> <li>○ Participating in post-release/post-implementation testing.</li> </ul>
5.8	Clarify and articulate the diverse requirements of end users to support the effective delivery of the CWS-CARES.
5.9	Identify changes that quickly transform the flexibility, responsiveness, and quality of the CWS-CARES allowing CWDS management to make quick, confident decisions at a strategic level.
5.10	Act as an advocate for the transformation of services, promoting progress, and publicizing learning.
5.11	Gather and report detailed performance data against key performance indicators to generate actionable improvements to the quality of services offered by the CWS-CARES.
5.12	Analyze data from various sources and recognize when to bring in experts/researchers to validate or add to available information.
5.13	Participate in the CWS-CARES implementation by preparing end users for the transition from the Child Welfare Services/Case Management System to the CWS-CARES.
5.14	Assist in state and federal compliance review(s).

**Task 6 - Additional Subject Matter Expertise Services**



Task No.	Task Description
6.1	Act in the capacity of a SME and perform as-needed tasks related to the following specific service areas: <ul style="list-style-type: none"> <li>o Perform case management-related tasks as identified in the CWS-CARES Product Blueprint.</li> <li>o Perform building block refinement for case-management, providing additional details, as required.</li> <li>o Perform case management-related tasks to provide additional details to existing service map areas, as required.</li> <li>o Attend core county meetings and participate in discussions as court subject matter expert.</li> <li>o Work closely and collaboratively with the digital service design team(s) and product owners to develop a clear understanding and empathy for end users, answer outstanding questions about the service, analyze existing research, and conduct additional research, as required.</li> <li>o Act in the capacity of a SME to ensure the development and implementation of the CWS-CARES incorporates county business practice, processes, and procedures.</li> </ul>
<b>Task 7 – Unanticipated Tasks</b>	
7.1	Perform as-needed tasks and services, such as ad hoc issue papers, briefings, presentations, analysis, etc.

**6. DOCUMENTS**

A. Document Format

- 1) All documents shall be provided in a format compatible with the CalHHS OTSI Project Office standard applications (currently, Microsoft Office 2016). In all cases, the Contractor shall verify application compatibility with the State Contract Manager prior to creation or delivery of any document. Any deviations to these standards shall be approved by the CalHHS OTSI Information Technology Office (ITO) and Information Security Office (ISO).
- 2) The delivery media shall be compatible with the State storage devices.
- 3) If the State does not accept the work product(s) or services in the executed Agreement, payment for the work product(s)/services shall be withheld by the State, and the Contractor will be notified. The Contractor shall take timely and appropriate measures to correct or remediate the reason(s) for non-acceptance and demonstrate to the State that the Contractor has successfully completed the scheduled work for each work product/service before payment is made.

B. Media and Number of Copies

One (1) electronic copy of the deliverable is to be submitted to:  
[cwdsdeliverables@osi.ca.gov](mailto:cwdsdeliverables@osi.ca.gov).

**7. CONTACTS**

The Parties' representatives during the term of this Agreement shall be as set forth below. Each Party may change its own contact information by giving written notice to the other Party. Said changes shall not require an amendment to this Agreement.

<b>Contractor – Contract Manager:</b>	
Name, Title:	Kat Severance, Contracts and Grants Analyst
Address:	4060 County Circle Drive, 2 <sup>nd</sup> Floor, Riverside, CA 92503
Telephone Number:	951-358-6299
Email Address:	kseveran@rivco.org

<b>State – Contract Manager:</b>	
Name, Title:	Jessie Buan, Contract Manager and Procurement Chief
Address:	2870 Gateway Oaks Drive, Suite 230 Sacramento, CA 95833
Telephone Number:	(916) 842-1912
Email Address:	<a href="mailto:Jessie.Buan@osi.ca.gov">Jessie.Buan@osi.ca.gov</a> ; cc: <a href="mailto:CWDSContracts@osi.ca.gov">CWDSContracts@osi.ca.gov</a>

## 8. SUBSTITUTE PERSONNEL

- A. In the event that the Contractor's assigned personnel is unable to perform their duties due to illness, resignation, other factors beyond the Contractor's control, or upon mutual agreement of the Parties, the Contractor shall make every reasonable effort to provide suitable substitute personnel. If the Contractor is unable to provide a substitute, or if the State does not approve of the substitute, either the Contractor or the State may terminate this Agreement with a 30-day advance written notice.
- B. To add or substitute Contractor personnel, the Contractor shall submit an Add, Delete or Substitute Contractor Staff Request Form (form to be provided by the State) and the résumé of a suitable replacement to the State. The additional or substitute personnel shall meet all the requirements set forth in this Agreement and must be approved by the State in writing prior to starting work. The State will provide a written disposition of the request within ten (10) State business days after receipt of these documents. The State reserves the right to interview all proposed additional or substitute personnel prior to its issuance of consent. The Contractor shall not add or substitute personnel without the prior written consent of the State, which consent shall not be unreasonably withheld.
- C. Additional or substitute Contractor personnel shall not automatically receive the compensation of the individual or positions being replaced. The State and the Contractor shall negotiate the compensation of any additional or substitute personnel to the Agreement. The compensation negotiated shall be dependent, in part, upon the experience and individual skills of the proposed additional or substitute personnel. The negotiated compensation shall not exceed the compensation for that position as set forth in the Agreement.
- D. If the addition or substitution of Contractor personnel does not increase the total cost of the Agreement, no amendment shall be required to make this change(s) to the Agreement.

## **9. EXECUTIVE ORDER N-6-22 – RUSSIA SANCTIONS**

On March 4, 2022, Governor Gavin Newsom issued Executive Order N-6-22 (the EO) regarding Economic Sanctions against Russia and Russian entities and individuals. "Economic Sanctions" refers to sanctions imposed by the U.S. government in response to Russia's actions in Ukraine, as well as any sanctions imposed under state law. The EO directs state agencies to terminate contracts with, and to refrain from entering any new contracts with, individuals or entities that are determined to be a target of Economic Sanctions. Accordingly, should the State determine Contractor is a target of Economic Sanctions or is conducting prohibited transactions with sanctioned individuals or entities, that shall be grounds for termination of this agreement. The State shall provide Contractor advance written notice of such termination, allowing Contractor at least 30 calendar days to provide a written response. Termination shall be at the sole discretion of the State.

**EXHIBIT B  
 BUDGET DETAIL AND PAYMENT PROVISIONS**

**1. INVOICING AND PAYMENT**

A. The amounts listed below by State Fiscal Year (SFY) are estimates. The State may adjust the dollar amounts in any SFY so long as the total dollar amount of the Agreement is not exceeded.

<b>Core Term</b>				
<b>SFY</b>	<b>23/24</b>	<b>24/25</b>	<b>25/26</b>	<b>26/27</b>
<b>Months</b>	<b>6 months</b>	<b>12 months</b>	<b>12 months</b>	<b>6 months</b>
<b>Salary (Includes a 4% COLA based on the current supervisory union MOU. Subject to change based on negotiation of future MOUs)</b>	\$ 52,523.00	\$ 109,249.00	\$ 113,619.00	\$ 59,082.00
<b>Benefits</b>	\$ 31,499.00	\$ 65,517.00	\$ 68,137.00	\$ 35,431.00
<b>Overhead</b>	\$ -	\$ -	\$ -	\$ -
<b>Totals</b>	<b>\$ 84,022.00</b>	<b>\$ 174,766.00</b>	<b>\$ 181,756.00</b>	<b>\$ 94,513.00</b>
<b>Core Term Total</b>	<b>\$</b>			<b>535,057.00</b>

<b>Option Year 1</b>		
<b>SFY</b>	<b>26/27</b>	<b>27/28</b>
<b>Months</b>	<b>6 months</b>	<b>6 months</b>
<b>Salary (Includes a 4% COLA based on the current supervisory union MOU. Subject to change based on negotiation of future MOUs)</b>	\$ 61,445.00	\$ 63,903.00
<b>Benefits</b>	\$ 36,849.00	\$ 38,323.00
<b>Overhead</b>	\$ -	\$ -
<b>Totals</b>	<b>\$ 98,294.00</b>	<b>\$ 102,226.00</b>
<b>Option Year 1 Total</b>	<b>\$ 200,520.00</b>	

<b>Option Year 2</b>		
<b>SFY</b>	<b>27/28</b>	<b>28/29</b>

<b>Months</b>	<b>6 months</b>	<b>6 months</b>
<b>Salary (Includes a 4% COLA based on the current supervisory union MOU. Subject to change based on negotiation of future MOUs)</b>	\$ 63,903.00	\$ 66,458.00
<b>Benefits</b>	\$ 38,323.00	\$ 39,856.00
<b>Overhead</b>	\$ -	
<b>Totals</b>	<b>\$ 102,226.00</b>	<b>\$ 106,314.00</b>
<b>Option Year 2 Total</b>	<b>\$</b>	<b>208,540.00</b>

- B. For services satisfactorily rendered, and upon receipt and approval of the invoice(s), the State agrees to compensate the Contractor for actual expenditures incurred according to Section 1(A) above.
- C. In no event shall the Contractor request or be entitled to reimbursement from the State for obligations entered into or for cost(s) incurred prior to the effective date or after this Agreement terminates.
- D. Invoices shall be submitted quarterly, in arrears, not later than thirty (30) calendar days after the end of the billing period. Invoices must include the following:
  - 1) Invoice with the Agreement number;
  - 2) A certification statement that is signed by a company official, attesting to the accuracy of the invoice data and includes that company official's phone number and email address;
  - 3) Copies of signed timesheet(s) or other documentation supporting that the State has provided approval for the items invoiced; and
  - 4) The start and end dates for the service period covered in the invoice. If an invoice service period crosses between State fiscal years, the Contractor shall provide an invoice for each State fiscal year. The State fiscal year is July 1 to June 30.
- E. Invoices may be submitted electronically via email or by mail.
  - 1) Invoices submitted electronically shall be emailed to: AccountsPayable@osi.ca.gov. Electronic submissions must:
    - a) Be submitted individually. The CalHHS OTSI will not accept multiple invoices submitted in a single email.
    - b) Contain the following in the Subject line:
      - (i) Company Name
      - (ii) Agreement Number
      - (iii) Invoice Number

- c) Be in PDF format and include all of the supporting documentation as required in this Agreement.
- 2) Invoices submitted by mail shall be sent directly to the following address. Hard copies must be submitted in triplicate and include all of the supporting documentation as required in this Agreement.

**Office of Technology and Solutions Integration**  
**Attn: Accounting Office**  
**2495 Natomas Park Drive, Suite 515**  
**Sacramento, CA 95833**

- F. The State will allow for travel costs, which includes reimbursement for the County Employee's travel, per diem, lodging, etc. The travel costs shall not exceed the State rates current at the time of order placement and shall be made in accordance with the provisions established in the California Department of Human Resources (CalHR) Human Resources Manual (e.g., section 2203) and any applicable CalHR travel regulations (Cal. Code Regs., tit. 2, § 599.615 et seq.), as applied to excluded employees and limited to actual costs incurred. The State shall approve all travel in advance. All State approved travel costs accrued by the County Employee from fulfilling the terms of this Agreement shall be reimbursed directly to the County Employee from the State. Reimbursement for travel-related costs shall be made upon approval of a Travel Expense Claim (TEC) with receipts substantiating travel costs, as required. A TEC shall also be submitted with substantiating receipts for any travel costs directly paid for by the State. TECs shall be submitted not more frequently than after each travel occurrence and no less than quarterly in arrears. The State shall not bear any responsibility for any tax liabilities on reportable and taxable travel expenditure reimbursements to the Contractor or County Employee.
- G. Payment by the State to the Contractor for the reimbursement of the County Employee's benefits during the term of this Agreement, as specified in the Exhibit B, Budget Detail and Payment Provisions, shall not in any way obligate the State to pay or reimburse the Contractor, or incur any liability, for any specific claims or benefits which may arise under applicable laws during the performance of services under this Agreement, including but not limited to workers' compensation, disability, or unemployment, except as otherwise required by law or court order.

## **2. BUDGET CONTINGENCY**

- A. It is mutually agreed that if the Budget Act of the current year and/or any subsequent years covered under this Agreement does not appropriate sufficient funds for the program, this Agreement shall be of no further force and effect. In this event, the State shall have no liability to pay any funds whatsoever to the Contractor or to furnish any other consideration under this Agreement, and the Contractor shall not be obligated to perform any provisions of this Agreement.
- B. If funding for any fiscal year is reduced or deleted by the Budget Act for purposes of this program, the State shall have the option to either cancel this Agreement with no liability occurring to the State, or offer an agreement to the Contractor to reflect a reduction in the amount.

### **3. CONTRACT WITH FEDERAL FUNDS**

- A. It is mutually understood between the Parties that this Agreement may have been written before ascertaining the availability of Congressional appropriation of funds, for the mutual benefit of both Parties, in order to avoid program and fiscal delays that would occur if the Agreement were executed after that determination was made.
- B. This Agreement is valid and enforceable only if sufficient funds are made available to the State by the United States Government for the term of this Agreement for the purposes of this program. In addition, this Agreement is subject to any additional restrictions, limitation, or conditions enacted by the Congress or any statute enacted by Congress that may affect the provisions, terms, or funding of this Agreement in any manner.
- C. It is mutually agreed that if Congress does not appropriate sufficient funds for the program, the State shall have the option to either cancel this Agreement with no liability occurring to the State, or offer an agreement to the Contractor to reflect a reduction in the amount.

### **4. PROMPT PAYMENT CLAUSE**

Payment will be made in accordance with, and within the time specified in, Government Code Chapter 4.5, commencing with section 927.

### **5. TIMELY SUBMISSION OF FINAL INVOICE**

- A. A final undisputed invoice that is clearly marked "Final Invoice" shall be submitted for payment no more than thirty (30) calendar days following the expiration or termination date of this Agreement.
- B. If the State disputes the Final Invoice or any item in the Final Invoice, the State shall provide written notice to the Contractor describing the reason or reasons the State disputes the Final Invoice, and the Contractor shall be required to submit a corrected Final Invoice to the State no later than ten (10) calendar days after the date the Contractor received the State's written notice.
- C. If the Contractor fails to submit a corrected Final Invoice within the time required, or if the Contractor's corrected Final Invoice fails to correct the disputed item, the State shall have the right to elect to deny payment of the disputed item and pay only the undisputed amounts under the Final Invoice.
- D. The State may, at its discretion, choose not to honor any final invoice submitted after the deadline specified in Section 5(A) above if the Contractor fails to obtain prior written State approval of an alternate Final Invoice submission deadline.

## **EXHIBIT D SPECIAL TERMS AND CONDITIONS**

### **1. PERFORMANCE COMMENCEMENT**

This Agreement is of no force and effect until signed by both Parties, and approved by the California Department of Technology, Statewide Technology Procurement if required. Performance may not commence until such approval has been obtained.

### **2. TERMINATION WITHOUT CAUSE**

The Agreement may be terminated by either Party without cause upon thirty (30) calendar days' prior written notice to the other Party.

### **3. AMENDMENTS**

The Parties may amend this Agreement as permissible by law. If the identified services included in the Agreement are not completed within the term and unspent funds remain in the Agreement, the State may exercise its option to extend the term of the Agreement for up to one (1) year at no additional cost.

### **4. DEBARMENT AND SUSPENSION**

For federally funded agreements in the amount of \$100,000 or more, by signing this agreement, Contractor certifies that to the best of its knowledge and belief that the Contractor and its principals or affiliates or any subcontractor utilized under this Agreement, are not debarred or suspended from federal financial assistance programs and activities nor proposed for debarment, declared ineligible, or voluntarily excluded from participation in covered transactions by any federal department or agency. The Contractor also certifies that it or any of its subcontractors are not listed with any active exclusions on the System for Award Management (<http://www.sam.gov>) (Executive Order 12549, 2 C.F.R. Parts 180, 376, 417 and 2336).

### **5. CERTIFICATION REGARDING LOBBYING**

For agreements with contractors who are state entities under the authority of the Governor, or counties, cities, private firms or agencies that are receiving in excess of \$100,000 in federal funds from the State of California to perform services, the Contractor agrees to sign and submit to the State the Certification Regarding Lobbying form, which shall be provided by the State (section 1352, Title 31 of the U.S. Code).

### **6. OFFICE OF MANAGEMENT AND BUDGET AUDIT**

Pursuant to Office of Management and Budget (OMB) audit requirement regulations (2 C.F.R. § 200.501), non-federal entities that expend \$750,000 or more in a year in federal awards from all sources combined shall have a single or program-specific audit conducted for that year in accordance with the provisions of 2 C.F.R. § 200.514 (previously OMB Circular A-133). All OMB audit reports shall meet the report submission requirements established in 2 C.F.R. § 200.512 and a copy shall be forwarded to the State.



## 7. SETTLEMENT OF DISPUTES

In the event of a dispute, the Contractor shall file a written dispute notice with the State Project Administration Director within ten (10) State business days after discovery of the problem. Pending resolution of any dispute, the Parties shall continue to perform under this Agreement, and Contractor shall diligently continue all work and comply with all of the State Project Administration Director's orders and directions.

- A. The written dispute notice shall contain the following information:
- 1) The decision under dispute;
  - 2) The reason(s) the Contractor believes the decision in dispute to have been in error (if applicable, reference pertinent Agreement provisions);
  - 3) Identification of all documents and substance of all oral communications that support the Contractor's position; and
  - 4) The dollar amount in dispute, if applicable.
- B. Upon receipt of the written dispute notice, the State Project Administration Director will examine the matter and issue a written decision to the Contractor within ten (10) State business days. The decision shall contain the following information:
- 1) A description of the dispute;
  - 2) A reference to pertinent Agreement provisions, if applicable;
  - 3) A statement of the factual areas of the agreement or disagreement; and
  - 4) A statement of the representative's decision with supporting rationale.
- C. The decision of the State Project Administration Director shall be final unless, within thirty (30) calendar days from the date of the receipt of the State Project Administration Director's decision, the Contractor files with the State a notice of appeal addressed to:

**Office of Technology and Solutions Integration**  
**Attn: Director**  
**2495 Natomas Park Drive, Suite 515**  
**Sacramento, CA 95833**

The decision of the Director or its designee shall be final.

## 8. ENTIRE AGREEMENT

This Agreement (including the Exhibits and documents incorporated into this Agreement by reference) is the complete and exclusive statement of the Agreement between the Parties relating to the subject matter of this Agreement and supersedes all prior contracts or prior representations, oral or written, between the Parties relating to the subject matter of this Agreement.

## 9. INCOMPATIBLE ACTIVITIES & STATEMENT OF ECONOMIC INTEREST FORM 700

- A. The County Employee is subject to the following incompatible activities provision of Government Code section 1126 during the term of this Agreement:
- “(a) Except as provided in Section 1128 and 1129, a local agency officer or employee shall not engage in any employment activity or enterprise for

compensation which is inconsistent, incompatible, in conflict with, or inimical to his or her duties as a local agency officer or employee or with the duties, functions, or responsibilities of his or her appointing power or the agency to which he or she is employed. The officer or employee shall not perform any work, service or counsel for compensation outside his or her local agency employment where any part of his or her efforts will be subject to approval by any other officer, employee, board or commission of his or her employing body, unless otherwise approved in the manner prescribed by subdivision (b)."

- B. Any employment or other arrangement for compensated services by the County Employee with an CalHHS OTSI contractor during the County Employee's assignment to the State, shall be deemed an incompatible activity within the meaning of Government Code section 1126, subdivision (a), and is prohibited during the term of this Agreement.
- C. The County Employee shall not engage in employment or services described in the preceding paragraph while performing work under this Agreement.
- D. All Contractor staff who will provide services pursuant to this Agreement shall complete an Assuming Office Statement of Economic Interests, Form 700 within thirty (30) calendar days of commencing any work for the CalHHS OTSI. All Contractor staff shall thereafter file a Form 700 on an annual basis and shall also file a Leaving Office Form 700 within thirty (30) calendar days of ceasing to perform any work for the CalHHS OTSI. In addition, upon beginning work for the CalHHS OTSI and every two (2) years thereafter, each Contractor staff shall complete the State's online Ethics Training Course, as maintained by the California Office of the Attorney General, and submit the certificate of completion to the CalHHS OTSI Filing Officer.

## **10. STATE POLICIES**

Contractor staff resources shall review CalHHS OTSI policies concerning the CalHHS OTSI workplace and provide to the State Contract Manager a signed acknowledgment form agreeing to abide by the policies prior to performing any work under this Agreement. The policies and forms will be provided by the State.

## **11. EQUIPMENT**

- A. The State shall provide the following items for the Contractor staff's use while the Contractor staff performs work under this Agreement at the State facility:
  - 1) State-issued computer (laptop or desktop);
  - 2) Office space, including a desk, chair, desk phone, and Internet connection; and
  - 3) Access to the office building and office suite.
- B. If the Contractor staff is approved to perform work under this Agreement remotely, then the State shall provide a State-issued computer (laptop or desktop) for the Contractor staff's performance of that remote work.
- C. Any State-provided equipment must be returned to the State upon termination of this Agreement.

**12. RIGHTS TO COMPETE IN EXAMS**

The County Employee maintains all rights to compete in the county's open and promotional exams and State open exams.

**13. COUNTY EMPLOYEE LEAVE REPORTING**

The County Employee shall report leave usage to their county while working for the State.

**14. WORK RULES**

The County Employee shall abide by the State's work rules, policies, and/or practices. Where conflicts may occur with the county's work rules, policies and/or practices, the State rules shall apply.

**15. RIGHTS TO RETURN TO PREVIOUS PERMANENT POSITION**

Upon termination or expiration of this Agreement, the County Employee shall return to his/her permanent position in the county department in which the County Employee worked prior to this Agreement, at the step at which the County Employee would have been eligible.

**16. RETENTION OF PERMANENT COUNTY POSITION & SERVICE CREDIT**

The County Employee shall retain their permanent position as a Social Services Supervisor during the term of this Agreement. The period during which the County Employee renders services pursuant to this Agreement shall be credited by the Contractor to the County Employee for purposes of determining seniority, promotional status, retirement date and other employee benefits.

**17. ELECTRONIC SIGNATURES**

This Agreement may be executed in any number of counterparts, each of which will be an original, but all of which together will constitute one instrument. Each party of this Agreement agrees to the use of electronic signatures, such as digital signatures that meet the requirements of the California Uniform Electronic Transactions Act ("CUETA") Cal. Civ. Code §§ 1633.1 to 1633.17), for executing this Agreement. The parties further agree that the electronic signatures of the parties included in this Agreement are intended to authenticate this writing and to have the same force and effect as manual signatures. Electronic signature means an electronic sound, symbol, or process attached to or logically associated with an electronic record and executed or adopted by a person with the intent to sign the electronic record pursuant to the CUETA as amended from time to time. The CUETA authorizes use of an electronic signature for transactions and contracts among parties in California, including a government agency. Digital signature means an electronic identifier, created by computer, intended by the party using it to have the same force and effect as the use of a manual signature, and shall be reasonably relied upon by the parties. For purposes of this section, a digital signature is a type of "electronic signature" as defined in subdivision (h) of Section 1633.2 of the Civil Code.

**EXHIBIT E**  
**SPECIAL PROVISIONS**

**1. CONFIDENTIALITY**

Contractor and Contractor staff performing services pursuant to this Agreement agree to comply with State's Confidentiality and Security Requirements (Exhibit E – Attachment 1).

**EXHIBIT E – ATTACHMENT 1**  
**STATE'S CONFIDENTIALITY AND SECURITY REQUIREMENTS**

**1. CONFIDENTIALITY OF DATA**

- A. Definitions – Confidential and Sensitive Information are defined as follows:
- 1) Confidential Information is information which identifies an individual (i.e., name, social security number, home/mailling address, telephone number, etc.) and/or entity (i.e., employing unit, etc.) and/or information in the possession of the Department in which the disclosure is limited by contractual agreement (i.e., proprietary information, etc.).
  - 2) Sensitive Information is information maintained by the Department, which is not confidential by definition, but requires special precautions to protect it from unauthorized access (i.e., financial or operational information). Sensitive Information is information in which the disclosure would jeopardize the integrity of the State (i.e., State's fiscal resources and operations).
- B. All financial, statistical, personal, technical, and other information relating to State operations that are designated Confidential or Sensitive Information by the State and that may become available to the Contractor as a result of the implementation of this Agreement ("State Data") shall be protected by the Contractor from unauthorized access, use, and disclosure through the observance of the same or more effective procedural requirements as are applicable to the State. The Contractor certifies that it will hold in the strictest confidence and will not copy, disclose or give access to State Data to any person or entity. The identification of all such confidential data and information as well as the State's procedural requirements for protection of such data and information from unauthorized use and disclosure shall be provided by the State in writing to the Contractor. If the methods and procedures employed by the Contractor for the protection of the Contractor's data and information are deemed by the State to be adequate for the protection of the State's confidential information, such methods and procedures may be used with the written consent of the State to carry out the intent of this paragraph. The Contractor shall not be required under the provisions of this paragraph to keep confidential any data or information that is or becomes publicly available, is already rightfully in the Contractor's possession, is independently developed by the Contractor outside the scope of this Agreement, or is rightfully obtained from third parties. Contractor understands that this obligation to maintain confidentiality and restrictions on the access, use, and disclosure of State Data shall remain in perpetuity.
- C. Contractor is notified that there are civil and criminal actions that may be invoked for unauthorized disclosure of information from confidential records. (Penal Code sections 11140-11144 and 13301-13304, and Civil Code section 1798 et seq., and Welfare and Institutions Code section 10850 et seq., provide for civil and criminal actions for unauthorized disclosure of information from confidential records.)
- D. The Contractor shall:

- 1) Instruct all subject matter consultants with access to Confidential and Sensitive Information regarding: (1) the confidential nature of the information, and (2) the sanctions against unauthorized access, use, or disclosure found in Civil Code section 1798.55 and Penal Code section 502.
- 2) Ensure that their subject matter consultants will not intentionally seek out, read, use, or disclose Confidential or Sensitive Information.
- 3) Not disclose any personally identifiable information to any person.
- 4) Require that all Contractor's subject matter consultants with access to Confidential Information sign the State Confidentiality Agreement in Exhibit E – Attachment 1, Section 2.
- 5) Cooperate in any investigations of information security incidents.
- 6) Immediately notify the State within twenty-four (24) hours of initial detection of any unauthorized access, use, and disclosure of State information. Notification shall be reported by telephone or email to:

<b>CalHHS OTSI State Contract Manager</b>	<b>CalHHS OTSI Privacy Officer</b>	<b>CalHHS OTSI Information Security Officer</b>
See the Agreement for State Contract Manager information	Privacy Officer CalHHS OTSI Information Security Office CalHHS, Office of Technology and Solutions Integration 2495 Natomas Park Drive, Suite 530 Sacramento, CA 95833  Email: <a href="mailto:privacy@osi.ca.gov">privacy@osi.ca.gov</a> Telephone: (916) 263-0330	Information Security Officer CalHHS OTSI Information Security Office CalHHS, Office of Technology and Solutions Integration 2495 Natomas Park Drive, Suite 530 Sacramento, CA 95833  Email: <a href="mailto:cwdsinfosecurity@osi.ca.gov">cwdsinfosecurity@osi.ca.gov</a> and <a href="mailto:osiinfosecurity@osi.ca.gov">osiinfosecurity@osi.ca.gov</a> Telephone: (916) 263-0481

## 2. CONFIDENTIALITY AGREEMENT

Public assistance records and documents are subject to strict confidentiality requirements imposed by State and federal law including California Welfare and Institutions Code sections 10850, California Penal Code section 11167.5, and 45 Code of Federal Regulations.

I understand that I may have access to confidential, sensitive, and/or personal information. I agree to use reasonable precautions to assure that this information is not disclosed to unauthorized persons or used in an unauthorized manner.

I understand that non-compliance with the State's Confidentiality and Security Requirements may result in immediate termination of services or contractual arrangements in accordance with state and federal statutes. Criminal or civil action may be initiated by the appropriate authorities in certain instances. Obtaining any record containing personal information from a state agency under false pretenses is actionable under Cal. Civil Code 1798.56.

I understand that all network activity, including Internet and email usage, conducted with State resources is the property of the State of California. Further, I understand the State reserves the right to monitor and record all network activity including Internet and email usage, with or without notice, and therefore I should have no expectation of privacy in the use of these resources.

I understand that any tampering, interference, damage, or unauthorized access to computer data or computer systems may constitute a criminal violation of Penal Code Section 502.

I hereby certify that I am aware of the provisions and consequences for violating the State's Confidentiality and Security Requirements.

Contractor:	
Individual:	
Individual's Signature:	
Title:	Date:
Phone:	E-Mail Address:

**EXHIBIT F  
CONTRACTOR RESUME**

**Rosa Fernandez-Garcia, MSW**

**Professional Summary**

Highly skilled career professional with more than 20 years practical experience in non-profit sector, private sector and government sector. Established in child welfare services, including risk and safety assessments in difficult diagnosis and intensive treatment services, counseling, parent education, development of case plans, documentation of services, ability to establish rapport with difficult clients, control personal bias and apply social work ethics. Efficient and effective in all positions held within Child Welfare. Organized and effective in product management and directing the work of a unit. Computer skilled, effective case and time management. Proficient in all documentation/record maintenance/paperwork to ensure accuracy and client confidentiality. Proficient in CWS/CMS, SDM, Safe measures, Excel and WORD. Leadership role as a mentor, supervising program specialist, and children's social services supervisor. Previous supervisory experience in non-profit and private sectors. Within all of my assignments within Riverside County Department of Public Social Services -Children's Services Division I have participated in workgroups and county test workshops pertaining to CWS/CMS.

**EXPERIENCE**

*CWS-CARES Project County Consultant 2021- Present*

As a subject matter expert for child welfare case management, participate in system design and development, user acceptance testing, respond to questions, concerns or provide input on technical requirements to meet the business needs of child welfare. Recommend new or amended processes and methods based on feedback from county constituents and work with Project and County teams to perform research for context setting for product development.

Worked with Intake and Case Management Service managers to identify a method to share information between the Project and county constituents, such as creating a Microsoft Teams and Slack channels, testing them and acting as administrator for these channels.

Maintain group e-mail inbox for Case Management. Act as lead county consultant in Case Management for Milestones 6 and 10. Facilitated and co-facilitated value hypothesis and service map meetings with county constituents. Ensured county



voice is heard and business needs are captured in developing Epics and reviewing stories.

Participated in Spirit Committee and continue to coordinate birthday acknowledgements as a way to increase morale and unity among county consultants.

Developed a How to list for new county consultants and shared with new county consultants as they have joined the project.

Represent the County of Riverside in CWDA subcommittee for Extended Foster Care.

Social Service Supervisor II 2014- 2021

*Riverside County Department of Public Social Services*

Managed a unit of professionally trained social workers. Planned, organized and directed the work produced. Ensured that work was timely and of high quality, within the guidelines of Policy.

Organized and interpreted data pertinent to caseload management. Evaluated the effectiveness of efforts in solving problems. Interpreted programs and effectively applied casework knowledge and skills. Organized and maintained cooperative relationships with community groups and resource agencies. Effectively trained staff in casework methods and techniques. Provided input and retrieved data from computerized systems, such as CWS/CMS and Safe measures.

Managed case assignments for the Extended Foster Care Units, and chaired Concurrent Planning Review meetings. Facilitated Interagency Screenings with Department of Behavioral Health and Probation. Represented Extended Foster Care and Independent Living Program as a guest presenter for induction classes. Represented region in CS Consistency meetings.

Actively participated in Office of Information Systems Management (OISM) System Change Requests groups; providing feedback on proposed system changes and impact to the social worker. Some of the OISM groups I participated in, include SCR 8600 and SPRINT 3 Demonstration for R8.5. Represent the County of Riverside in CWDA subcommittee for Extended Foster Care.

Supervised MSW interns.

Supervising Program Specialist 2014

*Riverside County Department of Public Social Services*

Coordinated a unit of program specialist in researching, analyzing and developing policy for Children's Services Division.

Managed special projects from the Assistant Director as assigned. Participated in the analysis of current and proposed State and Federal legislation as it affects department programs. Interpret and evaluate the impacts of State and Federal legislation and apply to current policy development. Applied departmental policies,

practices and procedures while maintaining an effective line of communication and working relationship with Subject Matter Experts throughout the organization. Managed the workflow of policy development. Provided feedback to California Department of Social Services on All County Letters and All County Information Notices and proposed bills. Worked with the Court, County Counsel, deputy directors in updating court recommendations.

Represented Riverside County at Office of Information Systems Management SCRUGS phone calls and county test workshops.

Participated in workgroups regarding the proposed new CWS system in developing the layout, imaging and interfaces of the new CWS system.

Program Specialist 2011-2014

*Riverside County Department of Public Social Services*

Analyzed new and revised legislation which governs social services programs to determine the impact upon operations. Developed and reviewed departmental policies and procedures to ensure compliance with State and Federal legislation, regulations, and directives. Composed, organized and revised departmental policy and procedure manual. Participated and worked with Subject Matter Experts in program changes, and policy development.

Reviewed and provided feedback on AB 212 Extended Foster Care bill, All County Letters and All County Information Notices.

Represented Riverside County at State Automated Child Welfare Information Systems (SACWIS) phone calls and workgroups. Actively participated in County test workshops on System Change Requests.

Supervised MSW interns.

Children's Social Service Worker V 2008-2011

*Riverside County Department of Public Social Services*

Mentor- Training Region

Responsible for development of various trainings for social worker skill development. Assisted in development of resources, forms utilized within training region. Provided consultation to and assisted in the professional development of less experienced social workers. Provided field supervision to professional interns. Identified as a "super user" in SDM and CWS/CMS and provided support in these programs to social workers.

Lead Social Worker 2006-2008

*San Bernardino Adult Day Health Care, San Bernardino, CA*

Developed group counseling, programs to meet patient's needs, case plan development, discharge, assessments, crisis counseling. Coordinated Multi - Disciplinary Team meetings and presented case dynamics. Networking with community providers and ongoing consultations with various service providers.

Children's Social Service Worker V 1995-2005

*Riverside County Department of Public Social Services*

Background in Emergency Response, School Site Social Worker in which I acted as a liaison for various schools and a preceptor for MSW students.

Background in Continuing Services in which I was acting supervisor for about one year, in -charge for my unit, and part of a training program for newly hired social workers.

Participated in County Test Workshops from 1998 to 2001 with System Change Requests and working out bugs in CWS. Identified as a "super user" in CWS and provided support to other social workers in using CWS effectively.

## **EDUCATION**

### **Master of Social Work 2000**

*Loma Linda University*

### **Bachelor of Arts, Child Development and Psychology 1994**

*California State University, San Bernardino*

**Skills:** Organized, compassionate, team player, excellent interviewing skills, active listener, ability to solve problems (mediator), good assessment skills, proficient technical knowledge of CWS/CMS, strong time and work management skills, diligent and responsible in working independently and efficient.

## **Additional comments**

During my years of employment with Children's Service Division, I pursued and earned my Master of Social Work Degree.

I was actively engaged in the development of the Extended Foster Care program, to include providing feedback on the proposed bills, State All County Letters, All County Information Notices, policy development and participated in workgroups in the planning and development of Extended Foster Care within Riverside County. Assisted in developing training on Extended Foster Care as a new program requirement. Developed Court Report Writing Guides and court report templates for Extended Foster Care reports with the assistance of Information Technology and tested the effectiveness of the templates. Assisted in the development of Special Project Codes for Extended Foster Care.

Since 1998, I have been engaged in County Test Workshops or workgroups as it pertains to CWS/CMS.

References on Request