

## CLARK COUNTY STAFF REPORT

**DEPARTMENT:** Community Services

**DATE:** 12/22/15

**REQUESTED ACTION:** That the County Manager approve a contract with 211info.  
                                   \_\_\_ Consent    \_\_\_ Hearing      X   County Manager

**BACKGROUND**

This 2-year contract with 211info partially funds a text, email and telephone referral service for residents of Clark County. 211info is Southwest Washington's support hub for 211 services, providing referrals to food, shelter, housing, foreclosure assistance, chemical dependency services, mental health services, and health care. 211info serves more than 275,000 people a year with free and confidential resources in more than 150 languages.

- This is a new project
- This is a continuation of an existing project

**COUNCIL POLICY IMPLICATIONS**

There are no known council policy implications.

**ADMINISTRATIVE POLICY IMPLICATIONS**

There are no known administrative policy implications.

**COMMUNITY OUTREACH**

Public meetings and forums

**BUDGET IMPLICATIONS**

YES	NO	
X		Action falls within existing budget capacity.
	X	Action falls within existing budget capacity but requires a change of purpose within existing appropriation.
	X	Additional budget capacity is necessary and will be requested at the next supplemental. If YES, please complete the budget impact statement. If YES, this action will be referred to the County Council with a recommendation from the County Manager.

**BUDGET DETAILS**

Local Fund Dollar Amount	\$128,000
Grant Fund Dollar Amount	\$0
Account	Fund 1937 and 1957 (local funds dedicated for a specific purpose)
Company Name	211info (Contract 2016-CF-12)

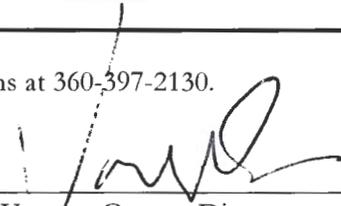
**DISTRIBUTION:**

Board staff will post all staff reports to The Grid. <http://www.clark.wa.gov/thegrid/>

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For questions, please contact Rebecca Royce or Jay Carstens at 360-397-2130.

  
\_\_\_\_\_  
Jay Carstens, Management Analyst

  
\_\_\_\_\_  
Vanessa Gaston, Director

**APPROVED:** \_\_\_\_\_  
**CLARK COUNTY, WASHINGTON**  
**BOARD OF COUNTY COUNCILORS**

DATE: \_\_\_\_\_

SR# \_\_\_\_\_

**APPROVED:**   
Mark McCauley, Acting County Manager

DATE: 12/21/15

**BUDGET IMPACT ATTACHMENT – NONE**

**Part I: Narrative Explanation**

I. A – Explanation of what the request does that has fiscal impact and the assumptions for developing revenue and costing information

**Part II: Estimated Revenues**

Fund #/Title	Current Biennium		Next Biennium		Second Biennium	
	GF	Total	GF	Total	GF	Total
<b>Total</b>	\$0	\$0	\$0	\$0	\$0	\$0

II. A – Describe the type of revenue (grant, fees, etc.)

**Part III: Estimated Expenditures**

III. A – Expenditures summed up

Fund #/Title	FTE's	Current Biennium		Next Biennium		Second Biennium	
		GF	Total	GF	Total	GF	Total
<b>Total</b>	\$0	\$0	\$0	\$0	\$0	\$0	\$0

III. B – Expenditure by object category

Fund #/Title	Current Biennium		Next Biennium		Second Biennium	
	GF	Total	GF	Total	GF	Total
Salary/Benefits						
Contractual						
Supplies						
Travel						
Other controllables						
Capital Outlays						
Inter-fund Transfers						
Debt Service						
<b>Total</b>	\$0	\$0	\$0	\$0	\$0	\$0

**CONTRACT #2016-CF-12**

between

**CLARK COUNTY, Department of Community Services**  
PO Box 5000, Vancouver, Washington 98666-5000, 360-397-2130

and

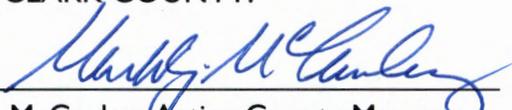
**21 info**  
7535 NE Ambassador Place, Suite B  
Portland, OR 97220

<b>Program/Services Being Funded:</b>	<b>21 info Specialist</b>
Contract Period:	January 1, 2016 through December 31, 2017
Budget Authority:	\$128,000
Funding Source:	Document Recording Fee Surcharge – Fund 1937 Human Services Fund – Fund 1957
Contractor DUNS Number:	079675846

Contractor Program Contact	Contractor Fiscal Contact	County Program Contact	County Fiscal Contact
Dan Herman 503-416-2712 <a href="mailto:dan.herman@21info.org">dan.herman@21info.org</a>	Jessica Gardner 503-416-2602 <a href="mailto:jessica@21info.org">jessica@21info.org</a>	Rebecca Royce 360-397-2075 ext 7863 <a href="mailto:rebecca.royce@clark.wa.gov">rebecca.royce@clark.wa.gov</a>	Rhonda Hills 360-397-2075 ext 7836 <a href="mailto:rhonda.hills@clark.wa.gov">rhonda.hills@clark.wa.gov</a>

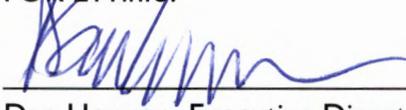
Clark County (hereinafter referred to as the County) and 21 info (hereinafter referred to as the Contractor) agree to the terms and conditions of this Contract by signing below:

FOR CLARK COUNTY:

  
Mark McCauley, Acting County Manager

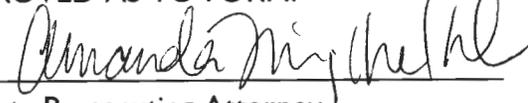
12/21/15  
Date

FOR 21 info:

  
Dan Herman, Executive Director

12/11/15  
Date

APPROVED AS TO FORM:

  
Deputy Prosecuting Attorney

<b>STATEMENT OF WORK #1</b>					
211 info Specialist					
<b>CATEGORY</b>	<b>PAYMENT TYPE</b>	<b>REVENUE SOURCE</b>	<b>BARS CODE</b>	<b>2016 BUDGET</b>	<b>2017 BUDGET</b>
Personnel Costs Operating Costs	Cost Reimbursement	Human Services Fund (Fund 1957)	557220	\$48,000	\$48,000
Administration		Document Recording Fee Surcharge - HB 2163 (Fund 1937)		\$16,000	\$16,000
<b>TOTAL PER YEAR</b>				<b>\$64,000</b>	<b>\$64,000</b>
<b>STATEMENT OF WORK TOTAL</b>				<b>\$128,000</b>	

## I. PROGRAM DESCRIPTION

Contract Purpose: The intent of this contract is for 211 info to provide referrals to food, shelter, housing, foreclosure assistance, chemical dependency services, mental health services, health care, and more, via phone calls, mobile application, texts and e-mails to residents of Clark County.

211 info is Oregon and Southwest Washington's support hub for 211, providing referrals to food, shelter, housing, foreclosure assistance, chemical dependency services, mental health services, health care, and more, via phone calls, mobile application, texts and e-mails. 211 info serves more than 275,000 people a year with free and confidential resources available on the 211info.org website, by texting a zip code to 898211, or by email. 211 info can answer calls in more than 150 languages.

Certified Information and Referral Specialists assess the caller's situation, then, using a locally managed database with over 7,000 programs that is continually updated with listings for community, faith-based and public programs in Oregon and Southwest

Washington, the staff refer callers to the appropriate services. 211info works toward a goal of meeting health and social services needs of all Oregon and Southwest Washington residents.

The 211info Specialist program corresponds to the following plans:

Clark County Homeless Action Plan:

Element I: A: Homeless Prevention

2. Making connections with other systems, such as schools, healthcare providers, child welfare agencies, and jails, that can help identify households that are at high risk of homelessness as early as possible.

Community Action National Performance Indicators:

Goal 3: Partnerships among supporters and providers of services to low-income people are achieved.

Goal 6: Low-income people, especially vulnerable populations, achieve their potential by strengthening family and other supportive systems.

## **2. SERVICES PROVIDED/ANNUAL OUTCOMES**

Services that are reimbursable through Medicaid/Medicare shall not be billed through this Contract.

### **2.1. Access to Services**

2.1.1. The 211info contact center operates five days a week from 8:00 am to 6:00 pm. Trained staff responds to client inquiries and maintains resource listings. On average, 211info will answer 6,200 duplicated calls and texts per year from individuals looking for assistance in Clark County, and the website will receive approximately 8,000 visits per year. Information will be updated annually for the agencies housed in the resource database.

2.1.2. The 211info contact center will provide a timely response to all incoming callers. On average, during regular hours of operation, 98 percent of all incoming phone calls will be answered within 7 minutes after a call has been delivered to / entered the call queue. After 9 minutes the call shall roll over to WIN211.

2.1.3. The Abandon Rate shall not exceed 15 percent. The Short Abandon Rate is 15 seconds. An example of a short abandon call is someone who calls, realizes he/she has the wrong number, and hangs up. These calls do not count against the abandon rate.

2.1.4. At least 70 percent of the Clark County database shall be updated annually.

2.2. Community Outreach

2.2.1. 211info promotes awareness of its services through outreach to community members and service providers. 211info gives presentations, participates in community meetings and coalitions, gives tours of the 211info office, and uses social media including the 211info Resource Blog and Facebook to increase awareness of resources.

2.2.2. 211info will promote 211 services in Clark County by attending at least 5 community meetings and events, making presentations to at least 12 agencies, conducting e-mail notices to agencies and by distributing 211info materials.

2.2.3. 211info will enter resource information into a WIN211 platform, report contact data to WIN211, and will participate in system integration discussions with WIN211.

Intended Outcome: Increased awareness of community services among community organizations and clients. At least 80% of callers who respond to follow-up questions will report that they have increased knowledge of programs in their community because of their contact with 211info. The follow-up survey shall be a total of 303 (approximately 76 per quarter) of callers from Clark County. The 303 survey respondents are based on the following: Confidence Level 95%, Confidence Interval 5.5, and total population 6,500 which equals 303 total respondents.

**3. PROGRAM REPORTING (Every Quarter)**

3.1. Number of monthly web based contacts from Clark County

3.2. Number of monthly text contacts from Clark County

3.3. Number of monthly phones call from Clark County

3.4. Number of monthly abandoned calls from Clark County

3.5. The top ten information requests from Clark County

3.6. Mean wait time for phone calls

3.7. Overall satisfaction with 211info

3.8. Demographic information on callers including percentage above and below the poverty level

3.9. Top five call referrals

3.10. Other information in the Quarterly Report during 2015

3.11. Satisfaction survey (follow-up) response summaries in each quarterly reports

The following information must be reported:

- Number of households served during the survey period
- Number of survey responses received
- Number of program positive experiences
- Number of program negative experiences
- Additional related details

- 3.12. Contractor will provide quarterly Community Funds reports that include a copy of a Year-end Narrative Report.

Reports shall be submitted by the following dates:

2016 Quarter 1	April 11, 2016
2016 Quarter 2	July 11, 2016
2016 Quarter 3	October 10, 2016
2016 Quarter 4	January 10, 2017
2016 Year-End Narrative	January 31, 2017

2017 Quarter 1	April 10, 2017
2017 Quarter 2	July 10, 2017
2017 Quarter 3	October 10, 2017
2017 Quarter 4	January 10, 2018
2017 Year-End Narrative	January 31, 2018

#### **4. REIMBURSEMENT TO CONTRACTOR**

The Contractor shall bill in accordance with the Payment Procedures Section in the Special Terms and Conditions in amounts not to exceed those shown on the Budget Summary. Unspent funds in the 2016 budget may be spent in 2017. The County will review and approve of supporting documentation as described in the Payment Procedures. The County will reimburse the Contractor for:

- 4.1. Personnel Costs: Salaries and benefits for staff time related to program and program supervision.

If applicable, salaries for financial staff must be submitted as administrative costs and may not be paid with program dollars.

- 4.2. Operating Costs: Telephone, training costs, mileage, supplies, insurance, and other operating costs.

- Volunteer recruitment expenses can be reimbursed as program operating costs, however, volunteer recognition expenses, if applicable, must be reimbursed using administrative funds.
- If requesting payment for employee reimbursement costs for anything other than out of town travel meals, please include copies of mileage logs

and receipts supporting the costs shown (general ledger detail does not include the vendor names, dates of purchase and individual amounts).

- When traveling out of the area, food costs shall be reimbursed at the Clark County per diem rates and meeting agendas must be attached to reimbursement requests.

The Contractor must submit back-up and staff requests for reimbursements, if applicable for all supportive services.

4.3. Administrative Costs: The Contractor shall comply with federal, state, and local regulations. The basis for administrative changes shall be the new 2 CFR Part 200 requirements [OMB Circulars A-122 (Cost Principles for Non-Profits) and A-87 (Cost Principles for Local Governments)].

4.4. The Contractor shall bill in accordance with the Payment Procedures section in the Special Terms and Conditions in amounts not to exceed those shown on the Budget Summary. The County will review and approve of supporting documentation as described in the Payment Procedures section. The County will reimburse the Contractor, in estimated amounts, for:

• Resource Specialist and Outreach & Community Relations Staff (.75 FTE)	\$32,187
• Community Information Specialist (.75 FTE)	<u>\$31,813</u>
Total	<u>\$64,000</u>

## **SPECIAL TERMS AND CONDITIONS**

### **I. APPLICABLE REGULATIONS**

The Contractor shall provide services in compliance with the Contract, County policies and procedures, related applicable state laws and regulations, and any subsequent legislation or amendments thereto including:

- I.1. RCW 43.185(C) Homeless Housing and Assistance
- I.2. RCW 36.22.178 Affordable Housing for All Surcharge
- I.3. RCW 36.22.179 Surcharge for Local Homeless Housing & Assistance
- I.4. RCW 36.22.1791 Additional Surcharge for Homeless Housing & Assistance

### **2. AMERICANS WITH DISABILITIES ACT (ADA)**

The Contractor shall comply with applicable State of Washington and Federal laws, including 28 C.F.R. Part 35, which provide comprehensive protection to individuals with disabilities in the areas of employment, public accommodations, state and local government services, and telecommunications.

### **3. BACKGROUND CHECKS**

The Contractor shall conduct a background check for all staff members, subcontractors, and volunteers who have unsupervised access to children, adolescents or vulnerable adults, in compliance with Revised Code of Washington (RCW) 43.43, which requires criminal background checks when employing staff members, including volunteers and subcontractors, who have unsupervised access to children, adolescents, vulnerable adults, and persons who have developmental disabilities.

### **4. CLIENT PRIVACY AND CONFIDENTIALITY**

#### **4.1. Confidentiality**

4.1.1. The Contractor shall have internal policies and procedures related to the privacy and the security of health information in compliance with state and federal guidelines. By signing this Contract, the Contractor certifies compliance with the applicable state and federal laws, and state privacy regulations.

4.1.2. The Contractor shall provide to the County certification by the Executive Director certifying that the Contractor has on file a statement of confidentiality for each of the Contractor's staff or subcontractor. That statement must be signed by the staff member, or subcontractor, acknowledging that the provider understands and agrees

to follow all regulations on confidentiality. The Certification is due within 60 days of signing this Contract.

#### 4.2. Personal Information

4.2.1. Personal information collected, used or acquired in connection with the services provided under this Contract shall be used solely for the purpose of this Contract. The Contractor agrees not to release, divulge, publish, transfer, sell or otherwise make known to unauthorized persons the personal information without express written consent of the client or as provided by law. The written consent must include what client information may be shared and to whom or which agencies/businesses. The Contractor agrees to implement physical, electronic and managerial safeguards to prevent unauthorized access to personal information.

4.2.2. Personal information includes, but is not limited to, information that would identify an individual's health, education, business, use or receipt of governmental services, names, addresses, age, telephone numbers, social security numbers, driver's license numbers and finances including financial profiles, credit card numbers or other identifying numbers.

4.2.3. The County reserves the right to monitor, audit or investigate the use of personal information collected, used or acquired by the Contractor. Failure to properly maintain clients' private information could result in termination of this contract. The Contractor agrees to indemnify and hold harmless the County, the State and its officers, employees and authorized agents for any damages related to the Contractor's unauthorized use of personal information.

#### 5. CERTIFICATION REGARDING DEBARMENT, SUSPENSION OR INELIGIBILITY AND VOLUNTARY EXCLUSION

5.1. This certification is required by the regulations set forth in Title 2 C.F.R. Part 180. The terms "covered transaction, debarred, suspended, ineligible, lower tier covered transaction, participant, person, primary covered transaction, principal, proposal, and voluntarily excluded," as used in this clause, have the meanings set out in Title 2 C.F.R. Part 180.

5.2. By signing this Contract, the Contractor certifies that neither it nor its principals, (as defined by Title 2 C.F.R. Part 180) are presently debarred, suspended, proposed for debarment, declared ineligible, or voluntarily excluded from participation in this transaction by any Federal department or agency. The Contractor shall provide immediate written notice to the Clark County Department of Community Services if at any time the Contractor learns that its

certification was erroneous when submitted or has become erroneous by reason of changed circumstances.

- 5.3. Before entering into a “covered transaction” with another party at the next lower tier, the Contractor agrees by signing this Contract that it will first verify that the person or party with whom it intends to do business is not excluded or disqualified. The Contractor may do this by:
  - 5.3.1. Checking the federal Excluded Parties List System at [sam.gov](http://sam.gov); or
  - 5.3.2. Collecting a certification from the person or party; or
  - 5.3.3. Adding a clause or condition to the covered transaction with that person or party that fully meets the requirements set out in Title 2 C.F.R. Part 180.
- 5.4. The Contractor agrees by signing this Contract that it shall not knowingly enter into any lower tier covered transaction with a person or party who is debarred, suspended, declared ineligible, or voluntarily excluded from participation in this covered transaction.
- 5.5. The certification in this clause is a material representation of fact upon which reliance is placed at the time of Contract execution and at the time of any subsequent modification(s). If it is at any time determined that the Contractor knowingly rendered an erroneous certification, in addition to other remedies available to the Federal Government, the department or agency with which this transaction originated may pursue available remedies, including suspension and/or debarment.
- 5.6. Before hiring any new employee, the Contractor shall conduct a search of the Federal Excluded Parties List System referenced above to ensure that the individual is not presently debarred, suspended, proposed for debarment, declared ineligible, or voluntarily excluded from participation in this transaction by any Federal department or agency. The search must be conducted by the Contractor *prior to* making an employment offer. Evidence of search results must be maintained in the employee’s personnel file.
- 5.7. The Contractor shall maintain written documentation of its compliance with the above-stated requirements and make said documentation available to Clark County for review upon request.

## 6. CERTIFICATION REGARDING ENVIRONMENTAL TOBACCO SMOKE

By signing this Contract, the Contractor certifies that it complies with 20 U.S.C. 7183 also known as the “Pro-Children Act of 1994,” by not allowing smoking in any portion of any indoor structure routinely owned or leased or contracted for by the Contractor and used routinely or regularly for provision of health, day care, education, or library

services to children under the age of 18, if the services are funded by Federal programs either directly or through State or local governments, by Federal grant, contract, loan, or loan guarantee. The law does not apply to children's services provided in private residences, facilities funded solely by Medicare or Medicaid funds, and portions of facilities used for inpatient drug or alcohol treatment.

#### 7. CHILD SUPPORT SERVICES

Per section 678(b) of the CSBG Act (Pub. L. 97-35, title VI), the Contractor is required to inform custodial parents in single-parent families that participate in programs, activities, or services carried out or provided under this Contract about the availability of child support services and refer eligible parents to the child support offices of State and local government.

#### 8. CONSUMER RIGHTS

The Contractor shall comply with State of Washington and Federal non-discrimination policies, to the extent that they are applicable to this Contract, as well those delineated in the County Basic Interagency Agreement. This includes Discrimination – Human Rights Commission (RCW 49.60); 42 CFR 438.214, Title VI of the Civil Rights Act of 1964 as implemented by regulations at 45 CFR part 80; the Age Discrimination Act of 1975 as implemented by regulations at 45 CFR part 91; the Rehabilitation Act of 1973; and titles II and III of the Americans with Disabilities Act; and other laws regarding privacy and confidentiality. The Contractor shall ensure that its staff takes these rights into account when furnishing services to consumers.

#### 9. WASHINGTON STATE QUALITY AWARD

Per RCW section 43.185C.210 (5)(a) – Each eligible organization receiving over five hundred thousand dollars during the previous calendar year from the transitional housing operating and rent program and from sources including: (a) State housing-related funding sources; (b) the affordable housing for all surcharge in RCW 36.22.178; (c) the home security fund surcharges in RCW 36.22.179 and 36.22.1791; and (d) any other surcharge imposed under chapter 36.22 or 43.185C RCW to fund homelessness programs or other housing programs, shall apply to the Washington State quality award program for an independent assessment of its quality management, accountability, and performance system, once every three years.

#### 10. DOCUMENTS INCORPORATED BY REFERENCE

In addition to the other documents and circulars referenced throughout this Contract, each of the documents listed below are by this reference incorporated into this Contract as though fully set forth herein, including any amendments, modifications or supplements thereto:

- 10.1. The Clark County Homeless Action Plan, as now established or hereafter amended
- 10.2. The Basic Interagency Agreement with Clark County
- 10.3. The Community Funds Reports
- 10.4. Any applications, proposals, or other documents submitted by the Contractor in an effort to secure this Contract

## 11. DUPLICATION OF COSTS

The Contractor certifies that work performed under this Contract does not duplicate any work to be charged against any other Contract, Statement of Work, or other source.

## 12. ENTIRE AGREEMENT

The parties agree that this Contract is the complete expression of the terms hereto, and any oral representations or understanding not incorporated herein are excluded. Further, any modification of this Contract shall be in writing and signed by both parties. Failure to comply with any of the provisions stated herein shall constitute material breach of contract and cause for termination. Both parties recognize that time is of the essence in the performance of this Contract. The parties agree that the forgiveness of non-compliance with any provision of this Contract does not constitute a waiver of the provisions of this Contract.

## 13. EMPLOYMENT VERIFICATION PROGRAM

- 13.1. If the amount of this Contract is equal to or greater than \$25,000, the Contractor shall enter into a Memorandum of Understanding (MOU) with the Department of Homeland Security (DHS) agreeing to participate in the E-Verify Program. The Contractor shall submit a copy of the MOU to the County prior to starting work under this Contract and shall verify employment eligibility using the E-Verify website throughout the term of the Contract.
- 13.2. If the Contractor has sub-contracts in an amount equal to or greater than \$25,000 working in support of this Contract, the Contractor is responsible for ensuring that the sub-contractor provide a DHS MOU or proof of pending application (followed by an MOU) within 30 days after the contract start date.
- 13.3. Pre-employment searches must be conducted by the Contractor (and its covered subcontractors) *prior to* making offers of employment. Evidence of search results must be maintained in each employee's personnel file. Upon completion of this Contract, the Contractor shall provide the County with a

written document certifying the authorized employment status of its employees and those of any sub-contractors assigned to the perform work under the Contract.

- 13.4. E-Verify program and enrollment information is available at the Department of Homeland Security website: <http://www.uscis.gov/e-verify>.

#### 14. FAIR HOUSING AND NON-DISCRIMINATION

The Contractor shall comply with all local, State of Washington and Federal fair housing and non-discrimination laws, regulations, and policies. Contractor will take necessary and appropriate actions to prevent discrimination in rental units assisted through the contracted funding sources.

In the event of the Contractor's non-compliance or refusal to comply with any nondiscrimination law, regulation or policy, this Contract may be rescinded, canceled or terminated in whole or in part, and the Contractor may be declared ineligible for further Contracts with the County. The Contractor shall, however, be given a reasonable time in which to cure this noncompliance.

#### 15. FISCAL AUDIT

- 15.1. The Contractor shall comply with Generally Accepted Accounting Principles (GAAP) and/or Governmental Generally Accepted Accounting Principles (GGAAP) and meet the financial management systems requirements of the contract.

- 15.2. The above requirement may be demonstrated either by submission of an annual independent auditor's report, review report, or by the submission of semi-annual financial reports based upon the mid-point and end of the Contractor's fiscal year.

- 15.3. If an annual audit or review by an accountant is not performed, financial statements shall be submitted within ninety (90) days of the mid-point and end of the Contractor's fiscal year. The financial reports shall include:

15.3.1. Non-Profit Contractors – A Statement of Financial Position, Statement of Activities, and Statement of Changes in Net Assets and Statement of Cash Flows.

15.3.2. For-Profit Contractors – A Balance Sheet, Income Statement, and Statement of Cash Flows.

15.3.3. Public Entities are exempt from the semi-annual financial reporting requirement.

- 15.4. If the Contractor is a non-profit organization or public entity, and expends federal funds or has federally-funded loan balances at the end of the Contractor's fiscal year, the Contractor shall prepare a Schedule of Expenditures of Federal Awards (SEFA) in accordance with 2 C.F.R §200.508. The Contractor shall submit the SEFA to Clark County within ninety (90) days of the end of the Contractor's fiscal year.
- 15.5. If the Contractor expends \$750,000 or more in federal funds during the fiscal year, a single audit is required. The Contractor shall provide the County with a Corrective Action Plan for any audit findings as well as a copy of any Management Letter, SAS 114, or Governance Letter within thirty (30) days of issuance by the auditor. Failure to fulfill this requirement may result in corrective action, including withholding payment until the financial information or audit is received.
- 15.5.1. Non-Profit Contractors and Public Entities – The audit report must meet the requirements of 2 C.F.R Part 200 with assurances of financial record-keeping that identifies all federal funds received and expended by the OMB Catalog of Federal Domestic Assistance number. 2 C.F.R Part 200 requires the Contractor to provide the auditor with a Schedule of Expenditures of Federal Awards (SEFA) for the fiscal year(s) being audited. Audits for fiscal years that include this Contract shall be completed and submitted to the County within nine (9) months from the end of the Contractor's fiscal year unless otherwise approved by the County in writing.
- 15.5.2. For-Profit Contractors – An independent audit, an independent limited scope audit, or other evidence negotiated with and approved by the County that provides positive assurance of meeting GAAP or GGAAP. Independent audits for fiscal years that include this Contract shall be completed and submitted to the County within nine (9) months from the end of the Contractor's fiscal year unless otherwise approved by the County in writing. Failure to fulfill this requirement may result in corrective action, including withholding payment until the financial information or audit is received.

## 16. INSURANCE

- 16.1. At the execution of this Contract, the Contractor must provide an original ACORD Form with the Commercial General Liability (CGL) or Business Owners Policy (BOP), showing the broker of record, insurance limits, renewal dates, deductible that is less than or equal to \$5,000, and \$1,000,000 of annually renewing occurrence based coverage. A "Claims-Made Policy" is not acceptable. In the case where the underlying insurance policy is expended due to excessive

defense and/or indemnity claims, before renewal, the Contractor warrants and guarantees the coverage limits, to include indemnity and defense up to the listed limit, from its own resources regardless of coverage status due to cancellation, reservation of rights, or any other no-coverage-in-force reason. Coverage shall not contain any endorsements excluding nor limiting product/completed operations, contractual liability or cross liability. In all cases, the Contractor's policy is primary and they waive their right of subrogation.

- 16.2. The Contractor agrees to endorse the County as an "Additional Insured" on the CGL or BOP policy with the following, or similar, endorsement providing equal or broader additional insured coverage: the CG2026 07 04 Additional Insured – Designated Person or Organization endorsement, or the CG2010 10 01 Additional Insured – Owners, Contractor, or the CG2010 07 04 Contractor, or Contractor endorsement, including the "Additional Insured" endorsement of CG2037 10 01 Additional Insured – Owners, Contractor – Completed Operations, which shall be required to provide back coverage for the Contractor's "your work" as defined in the policy and liability arising out of the products-completed operations hazard. The Additional Insured Endorsement shall read "Clark County Washington".
- 16.3. At the execution of this Contract, and assuming vehicles are used in the Contractor's business, an ACORD Form shall be provided with \$1,000,000 in annually renewing occurrence based coverage for all vehicles owned, used, or leased by Contractor. If vehicles are not used, on letterhead, a letter to the County must state the same. This coverage may be added to the above CGL or BOP ACORD Form(s).
- 16.4. The Contractor shall provide to the County proof of a professional liability/errors and omissions insurance policy to protect against legal liability arising out of Contract activity. Coverage shall include medical malpractice if medical services are provided. Such insurance shall provide a minimum of \$1,000,000 per occurrence, with a \$3,000,000 aggregate, with a maximum deductible of \$5,000. It should be an occurrence based policy. However, if the policy is a claims-made policy, then tail coverage must be provided for three (3) years after the end of the Contract.
- 16.5. All insurers used must have an AM Best Rating of A-VII or better. The Contractor shall provide its own insurance protection at its own expense for any property (contents or personal property) maintained on the premises. In addition, the Contractor shall insure the real property and all fixtures and improvements for its full insurable replacement value against loss or damage by fire and other hazards included within the term "extended coverage." All policies and renewals on the real property shall be in a form and with a carrier acceptable to the County. The Contractor shall maintain insurance throughout the Contract term and if a policy is cancelled or terminated, it is the

Contractor's responsibility to provide evidence of continuing coverage during the overlap periods of the policy and to notify the County of any change in its insurance. The address for all certificates will be written as follows: Clark County, Department of Community Services, Attention: Contracts Unit, P.O. Box 5000, Vancouver, WA 98666-5000.

17. LIMITED ENGLISH PROFICIENCY

The Contractor shall ensure compliance with Title VI, Prohibition Against National Origin Discrimination Affecting Limited English Proficient Persons, and Executive Order No. 13166: Improving Access to Services for Persons with Limited English Proficiency. The Contractor shall ensure that all employees review DDA Policy 5.05 and that all customers receive accommodations in compliance with LEP policies.

18. MONITORING

In addition to the requirements in the County Basic Interagency Agreement, the Contractor agrees to allow the County and its auditors or their designees to have immediate access to all records and the financial statements related to this Contract and/or service performed under this Contract so that the County can comply with OMB circulars and state and federal grant requirements for monitoring. This may include contracts and agreements the Contractor has with other entities in fulfillment of this Contract.

19. PAYMENT PROCEDURES

The County shall pay the Contractor for providing the services described in the Statement(s) of Work, in accordance with the following provisions:

19.1. Contractor shall submit a signed and numbered invoice by the 15<sup>th</sup> of each month following the month services were provided that includes the Contractor's name, address, contract number, month of service, Statement of Work number, and a payment request form.

19.2. To receive payment for all cost reimbursement statements of work, the Contractor shall submit a summary of expenses incurred, accompanied by general ledger detail if available, otherwise copies of original receipts must be provided.

19.2.1. If applicable to the Statement of Work, for direct costs the detail will include:

19.2.1.1. Salaries and benefits: Names of employees, salary and benefits paid, and dates;

19.2.1.2. Other direct costs: Include vendor names, dates of service and amount.

19.2.2. If the Contractor allocates costs, a copy of an allocation method or plan shall be submitted to the Department of Community Services Finance Staff prior to the first invoice being reimbursed. Approval will be made in writing and copied to both the Contractor and the contract file. The Contractor will submit one of the following documents to meet this requirement:

19.2.2.1. Cost Allocation Plan that defines how direct, shared and administrative costs are allocated; or

19.2.2.2. A Cost Allocation methodology that defines how direct, shared, and administrative costs are allocated.

19.3. Payment to the Contractor shall be processed within 15 days after receipt of a complete and correct invoice, and a complete and accurate general ledger detail itemization.

19.4. Administration costs may not exceed 11 percent of the total award, and program funds cannot be used to pay for administrative costs.

19.5. The Contractor agrees to allow the County to make adjustments to the individual budget lines of this Contract when necessary and in the interests of both parties. In the event that the County needs to adjust the stated budget amounts specified in the Statements of Work of this Contract, the Contractor grants the County the right to unilaterally modify said budget lines by issuing a contract amendment that, provided the total contract amount remains unchanged, will not require the signature of the Contractor.

19.6. The Contractor shall have an additional 30 days following the expiration of the contract to submit reports and to complete non-billable end-of-contract activities.

## 20. PERFORMANCE STANDARDS

The Contractor shall comply with all applicable local, state, and federal licensing and accrediting requirements/standards, additional requirements contained in the Statement of Work of this Contract, and any other standards or criteria established by the County to assure quality of services necessary for the performance of this Contract.

## 21. CONTRACT PERIOD

Subject to its other provisions, the contract period is shown on the face sheet of this

Contract. Services must be provided and billable costs incurred within the contract period.

## 22. PROGRAM POLICIES AND PROCEDURES

The Contractor will create and keep current the policies and procedures associated with the program(s) funded by this Contract.

## 23. PUBLIC INFORMATION

In all news releases and other public notices or printed materials related to activities funded under this Contract, the Contractor shall identify the source of funds as Clark County Community Funds.

## 24. RECORDS RETENTION

Required records will be retained for at least a period of six (6) years from the date of the submission of the final performance report in which the activity is covered, except as follows:

- 24.1. Records that are the subject of audit findings will be retained for the minimum period or until such audit findings have been resolved, whichever is later.
- 24.2. The retention period for real property and equipment records starts from the date of the disposition, or replacement, or transfer at the direction of HUD.
- 24.3. Any record with a longer retention schedule for purposes of public records disclosure required by The Revised Code of Washington (RCW).

## 25. TERMINATION

- 25.1. The award or continuation of this Contract is dependent upon the availability of future funding. The County's payment obligations are payable only and solely from funds both Appropriated and otherwise legally available for this Contract. The absence of Appropriated or other lawfully-available funds shall render the Contract null and void to the extent funds are not Appropriated or available.

The County shall provide the Contractor with written notice of the failure of the County to make or receive an adequate Appropriation for any fiscal year to pay the amounts due under the Contract, or of the reduction of any Appropriation to an amount insufficient to permit the County to pay its remaining obligations under the Contract.

- 25.2. The County shall have the right to terminate this Contract, in whole or in part, without cause any time upon thirty (30) calendar days' prior written notice. Upon receipt of a notice of termination, the Contractor shall promptly cease all

further work pursuant to this Contract, with such exceptions, if any, specified in the notice of termination. The County shall pay the Contractor, to the extent of funds appropriated or otherwise legally available for such purpose, for all goods delivered, services performed, and obligations incurred prior to the date of termination in accordance with the terms hereof.